

ALLO Soft Phone

Voice and Wireless Communications
September 15, 2020

Rate

Refer to Office of the CIO [Rates and Fees](#) for the most current rate. This rate is based upon telephone line.

General Overview

ALLO Soft Phone is a carrier based cloud service offering.

Service Details

Soft phones are installed and connected to an existing State Network infrastructure via Citrix or VPN. This service offering **does not meet IRS or HIPAA requirements** related to security or confidentiality of private information.

The ALLO Soft Phone includes:

- Conversion of existing landline telephone number or a new telephone number
- Voice Mail
- Email delivery of Voice Mail messages
- Unlimited use of outbound Long Distance service
- Licensing and software

The service does not include:

- State owned laptop/desktop
- Internet service
- Any wiring necessary to connect to the internet service
- Toll Free inbound (800, 888, 877) service
- Traditional desk phone
- Add-on module
- Dedicated conference phone
- Headsets
- Data circuit
- Installation
- Moves, adds, and changes
- VPN or Citrix
- IRS or HIPAA requirements

ALLO Soft Phone

Roles and Responsibilities

Responsibilities of the Office of the CIO:

- Problem diagnosis with Allo
- Allo programming changes
- Installation and troubleshooting of softphone/laptop/desktop, will be performed via a remote connection or at a State location.
- Consolidated billing
- Installation documents for software

Responsibilities of the Customer:

- **Customers must NOT use this service to call 911.**
- Installed on a customer provided, State owned laptop/desktop only
- Review telephone bills from OCIO for accuracy
- Reporting all service and incident requests through the OCIO Service Desk via a Communications Coordinator
- Customer must provide internet access
- Customer must have Citrix or VPN account
- Customer must provide headset
- Minimum hardware OS is Windows 7 (Linux/Unix not supported)

Requesting Service

To request this service, please contact the OCIO Service Desk via the Nebraska Service Portal:

<https://serviceportal.ne.gov>

Service Expectations, Hours, Availability and Reliability

Customers may contact the Service Desk 24x7 using the contact information below. Customers can also view the Service Desk Website and open service requests by visiting:

<http://www.cio.nebraska.gov/servicedesk/index.html>

ALLO Soft Phone

Billing Information

The Office of the CIO Voice Team uses Job Codes and Billing Numbers for authorizing work and tracking costs for specific projects. Customers may designate a job code and billing number to use or request a new job code and billing number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

For further information, please contact:
The Office of the CIO Service Desk

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468