

The **Unified Communications Softphone** and/or Single Number Reach (SNR) is the Enterprise solution for those staff whose current in-office location is on the Unified Communications platform and are approved to work from alternate locations. When working from an alternate location, a softphone should be requested. The softphone can also be combined with SNR, which allows calls to present both to the softphone and to the user's mobile phone should the user prefer to answer the call on the mobile phone. The soft phone lines should not be forwarded to the mobile phone, but instead a request for SNR should be submitted. Please note a softphone can be used in addition to the desk phone while in the office.

The **forwarding of desk phones** to outside UC lines is not recommended solution. This creates multiple issues to include billing and the amount of trunking that is needed for the State of Missouri. Forwarding outside of UC causes multiple paths to be used for one call thus increasing costs. In addition, this causes issues with trouble shooting, legal requests, resources and records.

Single Number Reach (SNR) provides UC users with the ability to be reached via a single number. When their State of Missouri phone number is dialed, it will ring on their UC desk phone for two rings and then begin ringing their cellular phone simultaneously. SNR users can pick up an incoming call on either their desk phone or cellular phone when enabled. And at any point, users can move the in-progress call from one of these phones to the other without interruption. When a call is not answered, it will go back to the State of Missouri voicemail. In addition, when a call is made out from the cellular device, the State of Missouri desk phone number will display.

To request SNR be set up, complete these steps:

1. Have an authorized submitter for the Agency submit a Helpdesk ticket to request SNR.
2. Include the following information in the ticket
 - a. User's Name
 - b. User's desk phone number
 - c. User's cellular device number
 - d. Include whether this cell phone is a personal or State issued device.

SNR can be set up for both State and personal devices. With personal devices, the State of Missouri will not reimburse for any overages of minutes or charges that Single Number Reach may cause. Please check with your Agency for additional information.

The minimum **internet connectivity** recommendations for a distributed team member to use VDI, VPN, or a soft phone are below. Team members who work in an alternative work location or in a hybrid environment are responsible for maintaining connection during the work day to accomplish their responsibilities. If an outage occurs they must find alternative ways to maintain connectivity, even if this means returning to a state office location.

- Bandwidth/speed: 3 megabytes download and 1 megabyte upload
- Latency/delay: 75 milliseconds or less in network latency (This is "ping" on a speed test.)

Check your internet speed here: <https://www.speedtest.net/>

These minimum recommendations are for a single team member (one person per internet connection) to have the ability to connect and experience acceptable computing responses and voice clarity. This is for guidance only and other factors may impact performance such as multiple devices/users using the same internet connection, the streaming of audio/video or the use of other applications that consume the internet connection bandwidth/speed.

These are the Enterprise Solutions for all of the Consolidated State Agencies when working from an alternate location. No additional solutions will be supported for the reasons noted above in the forwarding of desk phones.