

OIT LIAISON TOWN HALL

Teams Calls



WHAT IS OUR INTENT TODAY?

Understanding why
Understanding the challenge in front of us
What you can do to help



University of Colorado **Boulder**

Introduction to the Project

WHY ARE WE MAKING THIS CHANGE?

- Increased flexibility
- Future of work is changing
- Low usage of existing Cisco service
- Campus commitment to Microsoft platform



Logistics

WHAT DOES THIS PROJECT CHANGE?

- Most customers will use the Teams application on a computer or cellular phone to make and receive university phone calls
- Physical phones will which continue to exist:
 - Classrooms
 - Common area spaces
 - Laboratories
 - Conference phones already installed
 - ADA exceptions



Logistics

HOW WILL THIS PROJECT PROCEED?

- Migration will occur by liaison assignments
- During maintenance window (~4 hours), phone will move from Cisco to Teams
- After migration, Cisco phones will be registered but will be unable to make or receive calls
- Cisco phones will be picked up from existing office location
- If you have remote workers with phones, they will need to be returned



Features

COMMON QUESTIONS

- How will Teams work?
- How can I silence my chat and ringer during specific times?
- Will I need a headset?
- Will my phone number remain the same?
- What if I used Teams before and it did not work well?
- What if Teams does not work well on my current desktop/laptop?
- What if I don't work at a desk?
- Do all the basic functions exist?



Features

COMMON QUESTIONS?

- Can I make long distance and international calls?
- What about E911 location services?
- I have students or staff rotating through desk space, how will this work?
- What if I still want a phone?
- Zoom and personal cellular phones are still an option
- Still have questions? Let's add them to our chat. You can private message Jamey Chapin if you are uncomfortable porting to the entire group



SIGNIFICANT DATES

December/January	Liaison spreadsheets sent out for review and feedback
February - March 2022	Communications – direct and online
March 2022	Pilot group and analog migrations Outreach to those not using Teams currently
March- June 2022	Additional listening sessions 7 planned migrations for customers Cisco phone equipment retrieval
Fall 2022	Contact Center Migrations

HOW YOU CAN HELP

- Spread the word
- Familiarize yourself with Teams – Look at our support pages
- Encourage your users to use Teams
- Encourage participation in future discussions we will be hosting
- Website will be continuously updated
- As you hear concerns, please send them to msvoicequestions@colorado.edu



THANKS!

Do you have any questions?

msvoicequestions@colorado.edu

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Teams Calls - Desktop

The **Calls** landing page will display speed dial and suggested contacts. This will also include any speed dial groups you have created.

When external dialing is enabled a **Dial pad** will be displayed.

Use the menus along the top of the screen to access contacts, call history, and voicemail.

The screenshot shows the Microsoft Teams Calls desktop interface. The top navigation bar includes 'Calls', 'Phone', and 'Contacts' tabs. The 'Contacts' tab is active, showing a 'Dial pad' with numbers 1-9, *, 0, and #, and a 'History' section with a list of call records. The 'Speed dial' section is also visible on the right side of the interface.

History	All	Missed	Incoming	Voicemail
Christine Esterling Incoming			1m 12s	Friday, 4:47 PM
GM Gabrielle Manuel Outgoing			3m 33s	5/10
ACCINELLI JAMES Incoming			46s	5/7
GM Gabrielle Manuel Incoming			27m 12s	4/30
GM Gabrielle Manuel Incoming			2m 53s	4/30
VP Vallorie Petersen Outgoing			6m 49s	4/27
VP Vallorie Petersen Incoming			10m 25s	4/22
GM Gabrielle Manuel Incoming			9m 52s	4/20
Angi Johnson Incoming			13m 54s	4/20
GM Gabrielle Manuel Outgoing			30m 34s	4/20
VP Vallorie Petersen Incoming			18m 37s	4/19