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
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

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Activities</th>
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<tbody>
<tr>
<td>December/January</td>
<td>Liaison spreadsheets sent out for review and feedback</td>
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<tr>
<td>February - March 2022</td>
<td>Communications – direct and online</td>
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| 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.