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

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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

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Logistics

- 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

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Logistics

- 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

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Features

- 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?

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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

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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

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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.