CHARLOTTE
OFFICE OF OneIT

PROJECT 525: ZOOM PHONE SYSTEM REPLACEMENT

Presented By: Katherine Bennett, Manager, Instructional Design & Training

Webinar Guidelines

- Chat is enabled
- Questions will be addressed as time allows
  - Submit through chat

Introductions

Beth Rugg
Assistant Vice Chancellor for Client Engagement

Jessica Dudley
Senior IT Project Manager

Katherine Bennett
Manager, Instructional Design & Training

Jasmine Terrell
Community Engagement Specialist

Ozlem Cankurtaran
Director of Operational Infrastructure

Josh Willis
Manager, Service Desk

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During this webinar, you will learn about…

- The University's migration to Zoom Phone
- Our "softphone-first" mindset
- What to expect when your number is migrated
- Where you can find more information

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Phone System Components

PHONE NUMBERS	VOICEMAIL	PHONES	SOFT CLIENT	COMMON GOOD SERVICES
3,905	3,332	3,222	2,733	913

Dedicated: 3,446
Multi-line: 260
Shared: 199

Blue Light: 491
Elevator: 216
Fax: 206

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Overview

Zoom will be our new phone provider. zoomphone

Our multi-year phone system contract with Cisco was up for renewal. After an extensive review process, Zoom was identified as the partner who could best meet requirements for stability and flexibility.

What is happening:
- All University phone numbers will be moved/ported from the current carrier to Zoom included dedicated, shared and analog lines
- There will be a new phone tab on the Zoom client for phone service
- Voice mails and settings will <u>not</u> be migrated; users can easily configure

Why Zoom Phone?

Easy to Use

Integrated chat, video, phone

Email notifications for voicemail

Any device, anywhere, anytime

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Timeline

- **August 8, 2023:** *Early Adopter Migration Phase 1
- **September 13, 2023:** *Early Adopter Migration Phase 2
- **September 29, 2023:** Desk phone request due; International calling request due
- **October 2023:** Physical desk phone requests reviewed by divisions
- **October 25, 2023:** *Early Adopter Migration Phase 3
- **December 15, 2023:** Recommended deadline to download voicemails
- **December 19, 2023:** Migration for the majority of the Campus Community
- **January 2024:** Physical Desk Phone Collection
- **February 2024:** Advisors, Analog Phones, and final migration of remaining Lines

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Big Cutover - Dec. 19

- **Why all at once?** Too complicated to run 2 phones systems and ensure phone calls does not get dropped

- **Why Dec. 19?** In between semesters

- **What happens?** A new **phone** tab will appear in Zoom client prior to Dec. 19. Physical desk phones will start being updated. Phone numbers get ported between 11:30 am -12:30 pm
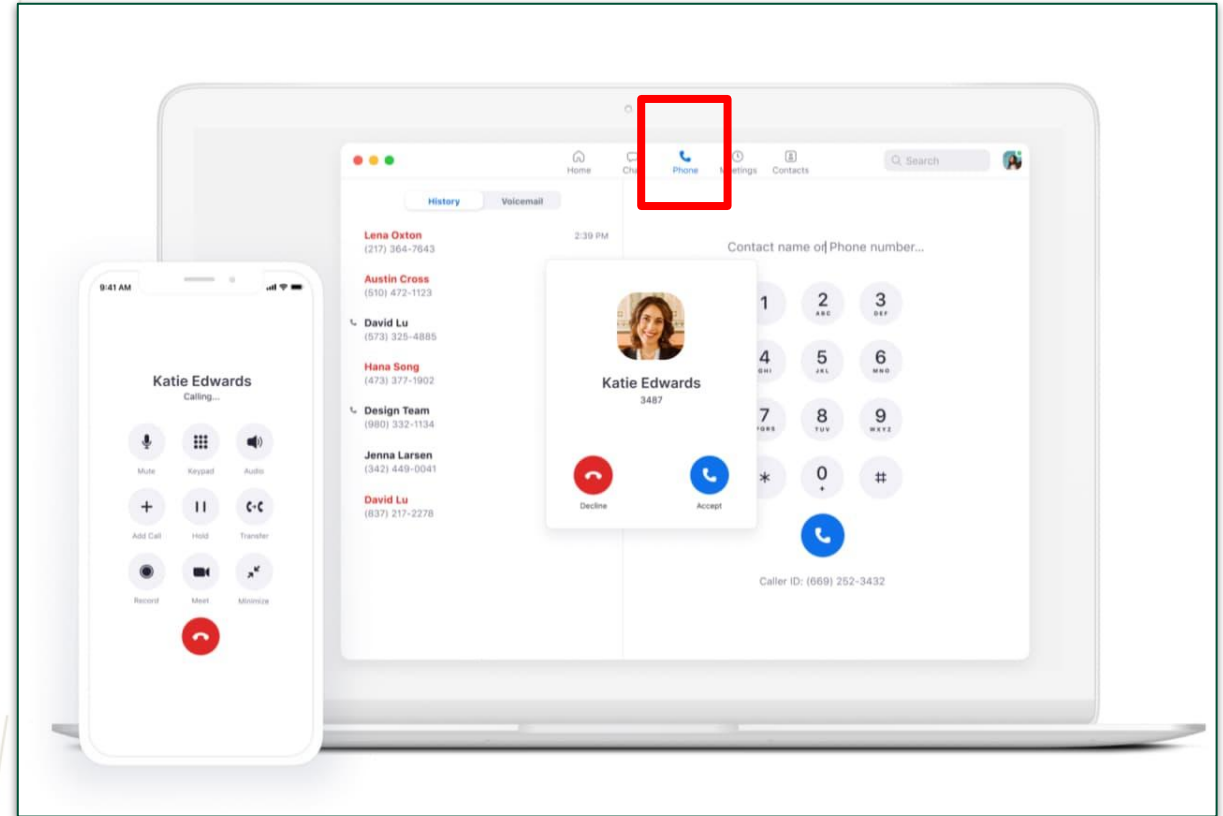

DECEMBER 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

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So, what is a Softphone?

With a softphone…

- You will use a Zoom Phone App on either your computer or mobile device

- Any headset, webcam, and microphone that you currently use for Zoom meetings will work with Zoom Phone

Softphone / Physical Phone

- Encouraging soft phone adoptions, **70%** fac/staff already use softphone (Cisco Jabber)

- [Desk Phone Requests](#) were due by October 6, 2023

- Typical use cases for physical phones: common area phones, student workers, privacy needs

- Division leads will review requests for physical phones

- Physical phones will be reconfigured
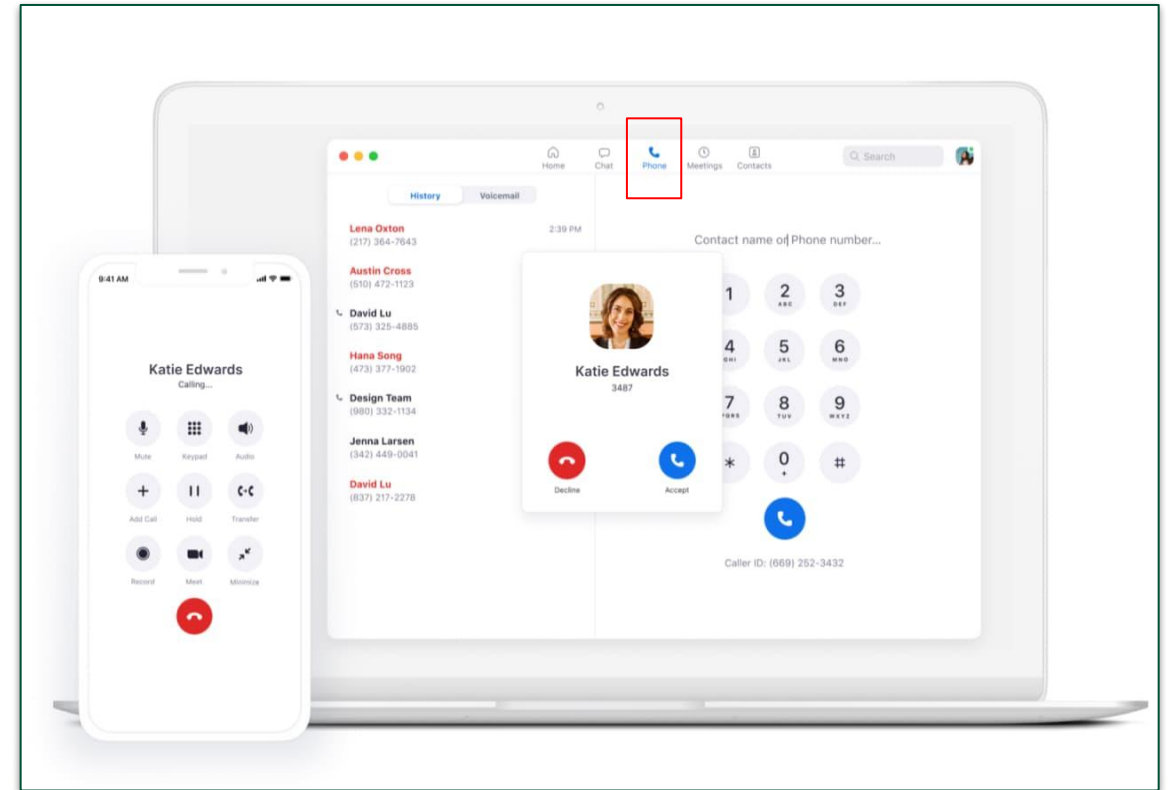
Multiple | Shared Department Lines

- Multiple extensions
  - Zoom phone can handle multiple lines on the app and physical desk phones
- Generic Department phone lines
  - Will be moved to Zoom

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Zoom Phone Cost $

Phone Service

- Funding for the phone service is now centralized
- Departments <u>no longer</u> receive a monthly bill
- International long distance included

Equipment

- Existing equipment continues working with Zoom Phones
  - headsets
  - webcams
  - microphones
  - *physical desk phones

* physical phones require an additional license

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Business Continuity & Phone System

Who is not required to have a phone number?

Adjuncts, student workers, Grad students, temp employees, sponsored guests and units that have historically been exempted e.g. BES staff. Additional questions should be directed to Business Affairs.

What should a department do if a new phone line is needed?

Unassigned phone lines will be moved to Zoom in Oct. OneIT suggests waiting until then (Or Jan '24) to request new lines. If there is a business need, submit a ticket through the Service Desk.

Policy 601.1

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Common Questions

Will my phone number change?	No, you will keep your current number
Will I have a new app?	No, you will still use the same Zoom Client.
Do I need a desk phone?	No, we are adopting a softphone-first mindset. If a deskphone is needed, an opt-in request form is available.
Can I use Zoom phone on my mobile device?	Yes.
Will this affect MCD allowances?	No, this effort is unrelated
Will I have the same features?	Yes, and so much more!

For a complete list of all Zoom Phone FAQs, please visit the Zoom Phone FAQ at:
https://spaces.charlotte.edu/display/FAQ/Zoom+Phones

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What do I need to do?

Pre-migration

- Download any voicemails you want to keep by *12/15*
  - access to Cisco voicemail ends on migration day
  - FAQ: <u>How do I download my Cisco voicemails?</u>

Migration Day

- Perform the initial set up of your zoom phone
  - confirm your country is set to United States and your area code to 704
  - set your time zone to Eastern Time US
  - set up a new pin number
- Record a new voicemail greeting

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Training and Help Resources

- Zoom Phone Training sessions will be provided in December and January
  - Virtual sessions via Zoom meeting
  - Dates and times are posted on zoomphone.charlotte.edu
- FAQ pages are available to help you set-up and use your Zoom Phone
- Zoom's online on-demand training is also available for all Charlotte employees

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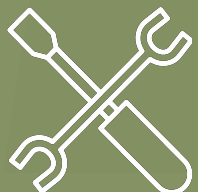# Questions?

Additional information is available on the

PROJECT 525: ZOOM PHONE SYSTEM REPLACEMENT Website:
zoomphone.charlotte.edu

Email: zoom-phone-group@charlotte.edu

with any additional questions.

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