

Teams Phone Overview

Spring 2024



**Enterprise Information
Technology Services
UNIVERSITY OF GEORGIA**



Presentation Overview

- What is Teams Phone?
- Teams Phone Service at UGA
- Transition Information





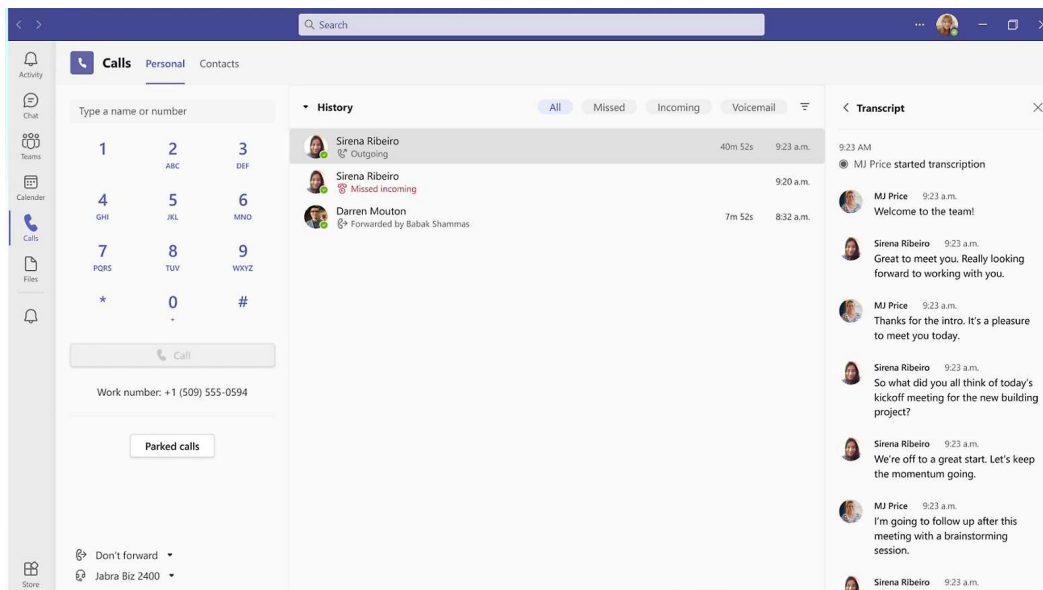
What is Teams Phone?

What is Teams Phone?

- Microsoft's cloud-based next-generation phone system.
- Communicate and collaborate anytime, anywhere with an internet connection, on any device.
- Integrates seamlessly with the Microsoft applications on your laptop, tablet, or mobile device.



What is Teams Phone?



- Accessible through a desktop application on a computer or mobile app (included), or physical handsets (purchase required).
- Additional features include transcription services, voicemail to email, and more.
- Teams Phone will eventually replace UGA's current on-premise telephone system.





Teams Phone Service at UGA



UGA Teams Phone Service Overview

- Teams Phone works through an internet connection.
- UGA telephone numbers will be ported to Teams Phone.
- While use of the desktop application is recommended, physical handsets are available for departments to purchase.





UGA Teams Phone Service Overview

- Departments will need to purchase Teams Phone service for their employees, as well as any physical handsets or headsets desired.
- Additional Teams Phone services are also available for purchase (see following slides).
 - These can be purchased during the onboarding process or at a later time.
- Students do not have access to Teams Phone services.
 - Departments can purchase Teams Phone service for student employees.





Shared Devices

- This service allows departments to designate devices as shared devices that are assigned to the department instead of an individual employee.
- Example use cases for Shared Devices include:
 - Hotdesking, allowing employees to locate and reserve flexible workspaces.
 - Devices needed for common areas within a department, including reception areas, student worker spaces, and classrooms
 - Conference rooms





Call Queues

- Call queues route callers to people in your organization who can help with a particular issue or question.
- Features include:
 - A greeting message, music while callers are on hold
 - Call routing to agents (first in, first out)
 - Overflow and timeout handling options
- Example uses cases for Call Queues
 - Help Desk or Service Desk Teams
 - Customer support centers
 - Areas that have traditionally had a shared secondary line





Auto Attendants

- Auto attendants allow others to navigate a menu system to speak to the right department, employee, etc.
- You can send calls to:
 - External numbers
 - Other Teams Phone numbers
 - Announcements
 - Voicemail
- Example uses cases for Auto Attendants
 - Automated answering system for frontline support





Changes to UGA Dialing

- Your UGA phone number will remain the same; however, five-digit dialing will no longer work.
- Anyone calling you from a UGA desk phone will need to dial 9 and your full number (706-XXX-XXX) to reach you, as if they were calling an outside line.
- When you are calling a UGA desk phone from your Teams Phone, use their full number (706-XXX-XXX).





Changes to Voicemail

- A transcript and recording of any voicemail messages received in Teams Phone will automatically be emailed to your UGA email address.
- These voicemail emails will be available for 30 days, then they are automatically deleted.
 - When they are automatically deleted, these emails do **not** go to your Deleted Items folder.





Teams Phone Service Pricing

Service	Monthly Rate
Domestic Telephone Line	\$22/month
International Telephone Line	\$40.55/month
Shared Device Service	\$25/month
Affiliate Phone Service	\$90/year, \$22/month
Call Queue	\$22/month
Auto Attendant	\$22/month

Departments will be billed quarterly for their Teams Phone Service.





UGA Teams Phone Equipment

Service	One-Time Provisioning Fee
Handset for Regular Office Use	\$212.89
Handset for Regular Office or Moderate Administrative Use	\$260.47
Handset for Substantial Administrative Use	\$396.50
Conference Phone for Small to Medium Conference Rooms	\$575.84

The Desktop Application is highly encouraged for regular office use.





Transition Information



Teams Phone Transition Process

UGA departments can begin transitioning to Teams Phone starting in May 2024.

1. Departments initiate the process by submitting a Teams Phone Onboarding Request.
2. EITS will work with departments to gather necessary telephony and transition details.
3. A Memorandum of Understanding will be established to confirm service and billing details.
4. EITS will work with departmental representatives to transition their departments by a specified date coordinated with Microsoft.
5. Once their transition is complete, departments will be billed for their Teams Phone service quarterly.





What can you do to prepare?

- Encourage your areas to start using Teams for collaboration.
- Begin identifying your Teams Phone needs: UGA phone numbers to transition, physical handset needs, any additional services such as Call Queues, etc.
- Your Departmental Telephone Representatives (DTRs) will coordinate implementation and operational use.
 - A webinar for DTRs will be held on Tuesday, May 14, 2024.
- Your Departmental Network Liaisons (DNLs) will provide technical support.
 - A webinar for DNLs will be held on Thursday, May 16, 2024.





More Information Available

- EITS will be presenting to various groups throughout May and June.
- More information about this service can be found on the EITS Cost Recovery website: https://eits.uga.edu/support/cost_recovery/.
- For more information about the Teams Phone service, please contact Jeff Teasley at jteasley@uga.edu or 706-542-7055.





Questions?