09:38:00 From Heather Acord to Everyone:
        When will we have pricing breakdowns for call centers?
09:40:33 From Sean Robbins to Everyone:
        Hi Heather, we are engaged with Microsoft right now to have them come out
and meet with our Call Center Customers. This meeting will be to allow you to
determine if Microsoft Call Queues will work for you. If it does not, we will
gather those current call center customers that cannot use call queues to look at a
call center solution that will work best for all remaining call center customers.
09:40:52 From Sean Robbins to Everyone:
        Microsoft is going to do this engagement for no charge, so we are simply
working out the details now.
09:41:15 From Heather Acord to Everyone:
        Thanks Sean! Will the new system offer 800 number service? We currently use
CenturyLink and would like to move away from that if LSU will provide 800 number
service (toll free pricing).
09:41:48 From Jeannie Williamson to Everyone:
        Will this system work with multi-line switchboards?
09:42:08 From Laurie Rea to Everyone:
        Will Dept's have to purchase new telephone handsets?
09:42:54 From Sean Robbins to Everyone:
        It will accommodate inbound 800 numbers, but my understanding is inbound 800
is an extra charge above the free domestic long distance.
09:43:57 From Heather Acord to Everyone:
        I appreciate you, Sean! :)
09:43:58 From Sean Robbins to Everyone:
        @Jeannie, yes, this system meets all multiline needs currently in use at the
university. There are other universities we have spoken to that have gone down this
path and have been very successful with it
09:44:35 From Elizabeth Hlucky to Everyone:
        what about the emergency phones in our teaching and research labs?
09:44:36 From Sean Robbins to Everyone:
        @Laurie, yes, departments will have to purchase physical phones, soft phones
will be no charge. Craig will cover that more in a bit
09:45:20 From Jeannie Williamson to Everyone:
        What's the back up procedure if the internet fails?
09:45:41 From Sean Robbins to Everyone:
        @Elizabeth, emergency phones deemed necessary by the department will still
be supported and will utilize an analog to Voice over IP Gateway or a standard VoIP
phone
09:45:58 From Elizabeth Hlucky to Everyone:
        great - thank you
09:46:48 From Tori Clement to Everyone:
        Will ITS provide the headsets for soft phone or will the department have to
purchase that?
09:47:12 From Lisa Dieckman to Everyone:
        Can you turn the cell phone calling feature on/off as needed? I'd imagine it
would be helpful if I have to work remote at some point but don't want our
department calls always coming to my cell
09:47:54 From Pamela Prince (She, her, hers) to Everyone:
        Will this work across campuses? For example, to communicates with staff at

PBRC or LSUS? Currently, for PBRC, it sends the message to their LSU email rather than their PBRC email.
09:47:55 From Sean Robbins to Everyone:
    @Jeannie, we have a primary, secondary and tertiary internet connection now. There are also something called SIP trunks that will connect the system to the public switched telephone network. If all were to fail, Microsoft has a feature called local survivability that requires a server on premise. We will deploy local survivability, which should keep the system operational for most outages. Of course, if a drastic event were to happen in BR where all of those services are down, we would be down
09:48:12 From Elizabeth McInnis to Everyone:
    Will this apply to off campus departments? Will we have to upgrade our computers?
09:49:11 From Sean Robbins to Everyone:
    @Tori, I will get back to you here in a second. I believe Craig is still negotiating whether we will provide headsets or the departments will. Any iPhone type or Bluetooth headset will work
09:49:53 From Lisa Volentine to Everyone:
    What about department front desk phones that have no TEAMS account?
09:50:11 From Sean Robbins to Everyone:
    @Lisa yes, notifications on desktop apps or on your Teams client on your mobile device can be turned on and off to ring at your convenience
09:50:37 From Keri Tweed to Everyone:
    I talk to several people across campus who use soft phone through their laptops to make calls and they are very difficult to hear. They have to get about an inch from their mic in order to hear them. Have you had complaints about this? Do you know if a headset would eliminate this problem?
09:51:36 From Sean Robbins to Everyone:
    @Pamela, Telephony features of teams should work exactly as they do today. If you call someone outside of campus, it will work exactly the same except there will be no need for auth codes moving forward as long distance will be free
09:52:13 From Sean Robbins to Everyone:
    @Elizabeth, yes, all off campus departments such as South Campus, FETI, CAMD will be converted to Teams
09:52:16 From Scott Moreau to Everyone:
    Will phones work during power outages when there are hurricanes etc and students are being housed on campus?
09:52:56 From Sean Robbins to Everyone:
    @Lisa, common area phones will have to be issued secondary accounts. This is something Microsoft has been doing at many other locations and has been proven to work well
09:53:01 From Jeannie Williamson to Everyone:
    What about faculty who share offices and a single telephone? Will they still be able to do this or will they need separate telephone lines?
09:54:26 From mphillip to Everyone:
    Will this be an option for working remotely? Can the phone be connected directly to the computer?
09:55:29 From Laura Foster to Everyone:
    Will the efax option be in compliance with HIPPA regulations?
09:55:31 From Heather Acord to Everyone:

Would the faxes be stored somewhere on a cloud? Our call center has faxes that cannot be part of public record. And could not be released.
09:55:52 From Jeannie Williamson to Everyone:
Our copiers can be set up to send and receive faxes.
09:56:21 From Margaret Broussard to Everyone:
We use our copier/printer to send & receive faxes.
09:56:26 From Mary Stebbing to Everyone:
We use our MFD through Auxiliary Services to send/receive faxes.
09:57:48 From Sean Robbins to Everyone:
@Keri, a headset does eliminate all issues with built in microphones and speakers
09:57:48 From Lindsey Saunders to Everyone:
HRM sends and receives traditional faxes related to FMLA, benefits, employment verifications, etc.
09:58:01 From Sean Robbins to Everyone:
@Jeannie, each faculty member will have to be issued a separate phone number. They can use those on any softphone based phone. We may need to discuss specific issues to determine the best course of action to provide the same level of service they currently have. We just need to understand the dynamic for each of these cases to make sure we address each properly, but Teams can provide a workable solution
09:58:15 From Sean Robbins to Everyone:
@Laura, yes, all eFax options are HiPPA compliant. The student health center is already using and eFax system
09:58:23 From Sean Robbins to Everyone:
@mphillip, yes, the teams phone will work from anywhere in the world as long as there is internet connectivity or cellular data connectivity
09:59:34 From Caryl Boyet to Everyone:
Will we be able to make announcements over a PA system with these phones?
09:59:49 From Mary Stebbing to Everyone:
Facility Services has a call center
10:00:08 From Craig Stevens to Everyone:
how will this work with our alarm systems?
10:00:22 From Sean Robbins to Everyone:
@Carol, we are working with Microsoft to integrate the PA systems.
10:00:59 From Sean Robbins to Everyone:
@Craig, the alarm systems that require analog phone connectivity will be connected via an alalog to VoIP gateway
10:01:56 From Laura Foster to Everyone:
Will this work for non-LSU employees? First Transit currently uses a guest account for Wifi access, and has a few phone lines at their location that are needed for our night service.
10:03:12 From Craig Stevens to Everyone:
We work with Allied Systems to notify us if there is an issue with a problem at our facility; i.e. if a machine is having a problem, if the system identifies an intruder.
10:03:15 From Sean Robbins to Everyone:
Folks, If I missed anyone's questions, please repost so I can make sure I get an answer to you
10:04:05 From Pamela Prince (She, her, hers) to Everyone:

Is this change across the LSU System or is it only for Main Campus?
10:04:14 From Erica Hinyard to Everyone:
        Do you have the option of having both the Team phone and the Soft phone?
10:04:46 From mphillip to Everyone:
        Would the new phone system work for off campus remote working employees?
10:04:53 From Diana Reynolds to Everyone:
        If we have Voip phones, can we keep them?
10:05:15 From Emily Boimare to Everyone:
        Just to confirm, we will not have to be on VPN for the Team calling?
10:06:09 From Laurie Rea to Everyone:
        Will Dept's receive a refund from the telecom funding that was scoped from our budgets?
10:07:30 From Sean Robbins to Everyone:
        Emily, you will not need a vpn for teams calling