Network Ops

December 12, 2023

Guest Speaker – Juan Morales, Network Technician, Infrastructure Services

Moving away from desk phones to Teams phones by January 2025. Some areas may be exempt for the time being due to logistics.

* Key features of Teams
  + Unified communication
  + Mobility – can access on mobile device from the app as well
  + 5 digit dialing still available
* Process
  + Consultation on department needs
    - 245 number can be transferred to Teams
    - Departments with a main number will be able to maintain that number
    - Request consultation through [ITAC form](https://itac.txst.edu/forms/teams-attendant.html) to review current services.
  + Secondary meeting to setup call queue and/or attendant
* Preparedness
  + Headphones – USB preferred
  + Cameras for video calls, not necessary for phone calls.
  + Billing process will remain the same. May see decrease in cost.

Open forum:

* Can you explain the difference between Attendant & Queueing?

**Network Ops response:** Queueing is the container that holds simultaneous calls. If your area has a high volume of calls it will hold them for you. Attendant is when you have an automated recording that requests you select a number to be transferred to the correct line. Can have both set up simultaneously.

* Have you tested the phone functionality with New Teams?

**Network Ops response:** No, not yet. Functionality should not change but appearance or location of buttons might.

* Would we still need to dial 9+1 to dial out of TXST? We've had a couple of accidental 911 calls here because of that in the past.

**Network Ops response:** No, there will not be a need for the 9 to dial an outside call.

* How will this work with changing a phone message? or a phone message on a phone tree?

**Network Ops response:** The Teams user will have the ability to change their voicemail message.

* Will there be backup available in the event of power outage or internet outages? or will the phones just be out until the service comes back?

**Network Ops response:** If there is disruption to building internet then you will have to wait until service is restored to access the phone. Current office phones have to be connected to internet to function now.

* So to confirm, if your computer goes down for any reason, you will not have the ability to receive or make calls.

**Network Ops response:** Correct, if your computer is not working then you cannot receive calls on that device. Can login to a different university device.

* Are Teams numbers tied to offices? For emergency services to identify locations?

**Network Ops response:** The location will be tied to your network location, not your assigned campus office.

* We have a departmental phone line that multiple student workers and an Admin manage, how will this work?

**Network Ops response:** The call queue is based on who is assigned to the phone line. For students we are proposing a physical Microsoft Teams phone that is licensed, rather than licensing the individual students. Physical phone is placed at the top of the list of who can answer the line.

* HR was running the trial for Teams calling.  They have been experiencing quite a bit of difficulty.  Have those glitches been fixed?

**Network Ops response:** Network ops has not received feedback from HR about glitches.

* How do we avoid receiving calls via Teams after hours? We get a lot of wrong number calls, I should not have to be interrupted off hours with calls made to a work number.

**Chat recommendation:** Best way that I avoid this is to turn off notifications on my cell phone for Teams when not at work.

**Network Ops response:** Can turn off Teams notifications after 5 p.m. Unsure how to isolate certain notifications.

Additional questions from chat not answered in meeting:

* I was told by emergency services that they couldn't find us based on our phone number as it is already.   
  **Network Ops response:** This may have happened if we did not have the service number in 911. Otherwise, all active service numbers are registered with emergency services.
* Does being logged into VPN affect location for emergency services location tracking? (Maybe not - I'm not sure how VPNs work!).   
  **Network Ops response:** Logging into VPN should not change the location information but additional testing will be done. If the VPN impacts the location information, we will notify the campus.
* Forgive me if I am wrong but when we have a network outage don’t our regular desk phones go out as well?? So would there really be that much of a change?   
  **Network Ops response:** This is correct, there won’t be any change.
* What I’m gathering from this, is that if campus internet goes down or my computer stops working (I only have one computer), I will have to use my own personal cell phone data to be able to make and receive work calls? I do not use my personal cell phone for anything work related.   
  **Network Ops response:** If the campus internet goes down, then a university owned or personal device with a data plan may be used to continue to receive or make calls. If a computer stops working, moving to another computer will allow calls to continue to be received or made.
* How many 911 calls have been made through Teams?   
  **Network Ops response:** None that we are aware of.
* How do we avoid receiving calls via Teams after hours? I need Teams alerts on for some things, but I don't want all the spam calls?   
  **Network Ops response:** We will do some testing and provide an update once we have an answer.

**Comment from chat:** You can opt out of a call queue from your settings that way you won't get calls on any breaks. Also teams builds in office hours that stops calls from going through outside of those hours.

* For queueing, does the call go to voicemail? If so, when?  I believe this is a complaint I have heard.  Appears that HR may not answer sometimes. However, they are on other calls.   
  **Network Ops response:** Calls in queue will go to voicemail after a specific time determined by the department during our configuration meeting.
* To confirm - depts can keep physical phones OR any future desk phone in 2025 is a Teams physical phone?   
  **Network Ops response:** Yes, departments can have physical phones that are Microsoft Teams Certified. We will recommend at least a couple of models that can be purchased through TSUS Marketplace place.
* Are we going to start getting paid for our cell phones again? so does that mean that University would be bringing back the phone allowance?   
  **Network Ops response:** This is a question for department heads.

For everyone that has additional questions, please email itac@txstate.edu and we will forward it over to Juan's team.