

Microsoft Teams: UWM “Individual User” Telephony

Faculty Senate Meeting
March 12, 2020

Overview

- What?
- Phone Lines for Individual UWM Faculty and Staff Users
- Teams Calling
- How to Prepare for Teams “Individual User” Telephony

What?

- In a campus-wide project, UWM will be moving from its obsolescent analogue telephone service to a comprehensive, unified communications/collaboration tool suite from Microsoft: **Teams**
- As a service integrated with Office 365, the Teams suite delivers services including digital telephone, audio- and video-conferencing, and instant messaging

What?

- Microsoft reports that Teams is “**the fastest-growing business application**” that the software company has ever released
- The Teams platform includes services historically provided by “**Skype for Business**,” a product that Microsoft has recently announced will be retired



Activity



Chat



Teams



Meetings



Calls



Files

Search



Contacts



History



Voicemail

Your number: +1 (425) 643-2883



1

2

ABC

3

DEF

4

GHI

5

JKL

6

MNO

7

8

9

Voicemail

Name



+1 (425) 974-8072



Davies, Beth



+1 (425) 563-7633



Krystal Mckinney



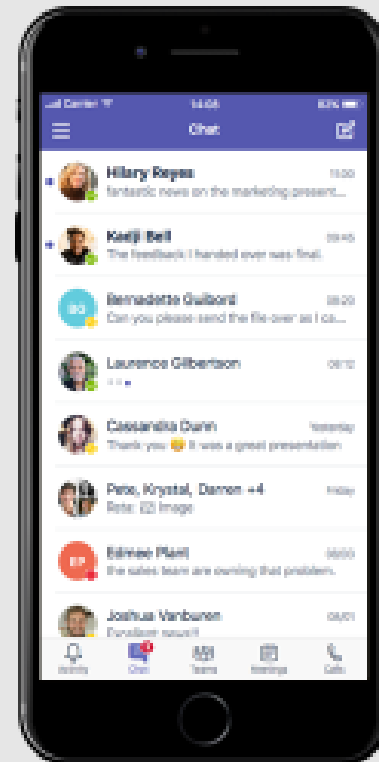
Mary Silver



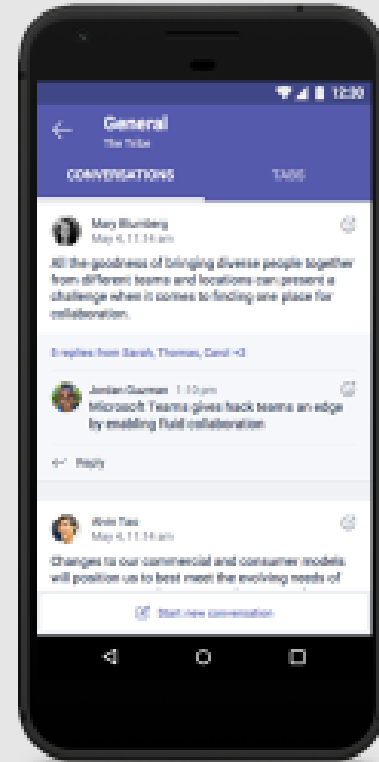
Babek Shamas



iPad



iPhone



Android

Phone Lines for Individual Faculty and Staff Users

- Each individual UWM faculty and staff member will receive an individual **Teams telephone number**



Microsoft Teams

Phone Lines for Individual Faculty and Staff Users

- **Not included** in the Teams phone number rollout:
 - Emeriti
 - Sponsored accounts
 - Students, student employees, Teaching Assistants, and other student employment positions

Phone Lines for Individual Faculty and Staff Users

- Subsequent phases of the Teams project will address
 - Departmental/“shared” phones
 - “Call Center” phones

Phone Lines for Individual Faculty & Staff Users: Keeping Current UWM Number

- If a user has an individual UWM campus telephone number: during the rollout process, they will **need to decide**
 - Retain their current individual UWM campus phone number (the default); or
 - Adopt their new Teams phone number

Phone Lines for Individual Faculty and Staff Users

Faculty or Staff “Use Case”	Result
Currently do <u>not</u> have a university-provided phone	Will receive a <u>Teams phone</u> number
Have an <u>individual</u> university-provided landline/desk (Centrex) phone	Will receive a <u>Teams phone</u> number and have a choice to retain <u>UWM number</u> or switch to the Teams number
Use a <u>shared or departmental</u> phone	Will receive a Teams phone number; the <u>shared or departmental phone will stay active until the next phase</u> of this project
Have a University-provided <u>cell</u> phone	Will receive a <u>Teams phone</u> number in addition to University-provided cell phone

Phone Lines for Individual Faculty and Staff Users

- If individual UWM faculty and staff have questions about their particular phone “use case,” they should use the “Submit a Teams Question” form on our Teams project site

– <https://uwm.edu/o365/submit-a-teams-question/>

Phone Lines for Individual Faculty and Staff Users: Telephony Device

- Faculty and staff will be able to pick up a University-provided “**Jabra 40**” headset from the UWM TechStore with their UWM ID card
- More information and the date for headset pick-up will be communicated during the rollout



Phone Lines for Individual Faculty and Staff Users: Telephony Device

- Additional device types will be available to purchase -- with departmental funds
 - Desk phone
 - Wireless option
- Only those telephony devices on UWM's "recommended list" will be permitted

Teams Calling

- Users may answer and make calls from any device upon which the Teams app is installed
- If an individual has been saved as a “contact,” that contact may be called with one click
- Unnecessary to dial 8 or 9 before dialing a phone number

Teams Calling

- 4-digit extensions will no longer be supported
- Voicemail
 - will be set up automatically
 - will transcribe messages
 - will send users an email with audio file and transcription

Teams - Individual Telephony: How to Prepare?

- Start using **Teams** today!
- Faculty and staff already have access to Teams and can use it for online chat, virtual meetings, and content collaboration
- A variety of online resources on Teams are available here: uwm.edu/teams

Teams - Individual Telephony: How to Prepare?

- An online **Teams Demo** will soon be accessible on our website

– *uwm.edu/teamsproject*

Teams - Individual Telephony: How to Prepare?

- Teams Drop-In sessions will be convened

Teams - Individual Telephony: How to Prepare?

- **Teams – Free Course**: If individual UWM faculty and staff members are interested in hands-on training and a more in-depth look at using Teams, they are invited to sign up

– *uwm.edu/learningtechniques*