

09:38:00 From Heather Acord to Everyone:

When will we have pricing breakdowns for our business?

09:40:33 From Sean Robbins to Everyone:

Hi Heather, we are engaged with Microsoft right now, and we will be meeting and meet with our Call Center customers this morning with the goal of determining if their soft call numbers will work for you. We will gather these current soft call numbers along with other numbers that our call center solution that will work for you. All business call center customers.

09:40:52 From Sean Robbins to Everyone:

Microsoft is going to do this engagement for us, and we are currently working out the details now.

09:41:15 From Heather Acord to Everyone:

Thanks Sean! Will the new system offer 800 numbers for our current CenturyLink and would like to move away from that if it will provide 800 number service (toll free, per call)?

09:41:48 From Jeannie Williamson to Everyone:

Will this system work with multi-line subscriptions?

09:42:08 From Laurie Reid to Everyone:

Will Dept's have to purchase new headsets?

09:42:54 From Sean Robbins to Everyone:

It will accommodate inbound 800 numbers, but there is an extra charge 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 at our 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 Hucky to Everyone:

what about the emergency phones in our building and research labs?

09:44:36 From Sean Robbins to Everyone:

@Laurie, yes, departments will have to purchase physical handsets. There will be no charge. Craig will coordinate with you on this.

09:45:20 From Jeannie Williamson to Everyone:

What's the back up procedure if the system goes down?

09:45:41 From Sean Robbins to Everyone:

@Elizabeth, emergency phones deemed necessary by the department will be supported and will utilize our analog to digital conversion for a standard landline phone.

09:45:58 From Elizabeth Hucky 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 Diokno to Everyone:

Can you turn the cell phone calling feature on/off as needed? It'd be helpful if it would be helpful if it would be possible to have a button on the department calls always routing to my cell.

09:47:34 From Pamela White (Sheep Herd) to Everyone:

Will this work across campuses? For example, to communicate with ST 2000?

PBRC or LSUS? Currently, for PBRC, it seems to be a message coming in to the PBRC 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 331 routers that will be connected to the system to the public switched telephone network. It's a type of router that is called a survivability router called load survivability that requires a server on premise. He will help you with survivability, which should keep the system operational for most things. Of course, if a drastic event were to happen in the winter, all of our services are down, we would be down.

09:48:12 From: Elizabeth Williams to: Everyone:

Will this apply to off-campus departments? Will we have to upgrade our own computers?

09:49:11 From: Sean Robbins to: Everyone:

@Tori, I will get back to you here in a second. I believe we are currently negotiating whether we will provide headsets or the departments will. Any Bluetooth type or Bluetooth headset will work.

09:49:53 From: Lisa Williams to: Everyone:

What about departmental computers?

09:50:11 From: Sean Robbins to: Everyone:

@Lisa yes, notifications on desktop apps are on your Teams client on your mobile device can be turned on and off to ring at your convenience.

09:50:37 From: Keith Weid to: Everyone:

I talk to several people across campus who use soft phones through their laptops to make calls and they are very frustrated with the quality. 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?

09:51:26 From: Pamela Williams to: Everyone:

@Pamela, Telephony features on Teams should work better as only on today. If you could connect your desktop computer to the Teams client, the Teams client will be no need for a headset. Moving forward as much as we can we will use.

09:52:13 From: Sean Robbins to: Everyone:

@Elizabeth, yes, all off-campus departments such as South Campus, etc. will be converted to Teams.

09:52:16 From: Scott Moran to: Everyone:

Will phones work during power outages when there are hurricanes here and students are being housed on campus?

09:52:56 From: Sean Robbins to: Everyone:

@Lisa, common-use phones will have to be issued. Secondly, as much as we can, is something Microsoft has been doing at many other locations and has been proven to work well.

09:53:01 From: Jeannie Williams to: Everyone:

What about faculty who share offices and a single telephone? Will they be able to do this or will they need separate telephones?

09:54:26 From: Phillip 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 available for off-campus departments?

09:55:31 From: Melissa to: Everyone:

Would the faxes be stored somewhere on a cloud, on our local server, or on a server that cannot be part of public records and could not be released.

09:55:52 From Jeanne 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 MEN through Auxiliary Services to send/fax.

09:57:43 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 facility member will have to be trained on the correct extension 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 requirements for each of these cases to make sure we address each properly, per requirements and provide a workable solution.

09:58:15 From Sean Robbins to Everyone:

@Laura, yes, all eFax options are HIPPA compliant. The Southside Health center is already using an eFax system.

09:58:23 From Sean Robbins to Everyone:

@Phillip, 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 Cindy Dunge 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 lines or connectivity will be connected via an analog to VoIP gateway.

10:01:56 From Laura Foster to Everyone:

Will this work for non-LSU employees? First, we need to understand how we are going to account for WiFi access, and how we are going to handle the phone lines 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 an alarm at our facility, i.e. if a machine is having a problem, if there is a fire, intruder, or intruder.

10:03:15 From Sean Robbins to Everyone:

Folks, If I missed anyone's questions, please represent so I can make sure I get an answer to you.

10:04:05 From Pamela Prince (One, Two, Three) to Everyone:

Is this change

10:04:14

From: [redacted]
Do you have the option of having

10:04:14

From: [redacted]
Would it be possible to have

10:04:14

From: [redacted]
If we have

10:05:15

From: [redacted]
Just to confirm, we will not have

10:05:00

From: [redacted]
Will Dept's receive

our budgets.

10:07:20

From: [redacted]
Emily, you have