



# Phone System(PBX) Replacement Project

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## What is PBX?

- Private Branch Exchange (PBX), aka our phone system
- Serves 7,000 analog phones and 3,600 VoIP phones
- Provide services for 3,500 voicemail boxes
- Risks today:
  - Outages due to age of equipment
  - Malicious security risks
  - Paying \$250k per year in maintenance

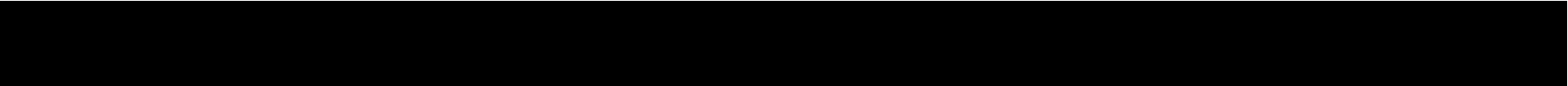


# Microsoft Teams Collaboration Platform

A collaboration platform is a business and marketing concept describing the integration of enterprise communication services such as instant messaging (chat), presence information, voice (including IP telephony), mobility features (including extension mobility and single number reach), audio, web & video conferencing, integrated voicemail, e-mail, SMS and fax.









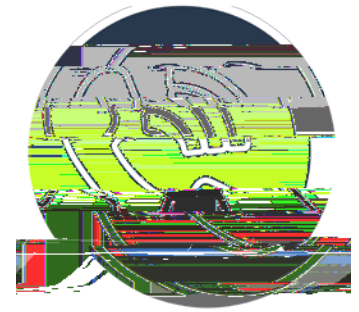
# Microsoft Teams Call Features

- No additional cost
  - Domestic long distance is FREE
  - Phone functionality is included as part of Microsoft A5 licensing
  - No costly on campus equipment to maintain
- No more long-distance authorization codes
- The same number can be leveraged on up to 10+ different devices or clients (includes mobile application)
- Flexibility to make and receive call from computers, smart phones, or traditional style phone.
- Phone number privacy, eliminating need to release personal phone numbers
- Improved Voicemail Capabilities
  - Voicemails can be received as an email with the recording and transcription
  - Transcription to text visible within Teams soft phone client
- Ease of implementation
  - Many LSU faculty/staff/students are already leveraging Microsoft Teams



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# Collaboration Platform



The screenshot displays the Microsoft Teams interface with the 'Calls' tab selected. On the left is a vertical navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area is divided into three sections: a dial pad, a 'Recent' calls list, and a 'Details' pane for the selected call.

**Dial Pad:** A standard 12-key telephone keypad is shown. Below the keypad is a 'Call' button and the text 'Work number: +1 (509) 670-0594'. A 'Parked calls' button is located below the work number.

**Recent Calls:** A list of recent calls with columns for contact name, duration, and time. The list includes:

- Maria Johnson (Mobile): 7m 52s, 5:20 PM
- Hillary Reyes (Mobile): 8m 24s, 4:13 PM
- Will, Kayo, Eric, +2 (Mobile): 24m 43s, 11:23 AM
- Keiko Tanaka (Mobile): 7m 52s, 9:20 AM
- Eric Ishida (Mobile): [redacted]
- +1 (509) 670-0594 (Mobile): 3m 53s, 6/11
- Design sync (Mobile): 7m 52s, 6/11
- Keiko Tanaka (Mobile): [redacted]
- Eric Ishida (Mobile): 1m 23s, 6/11
- Serena Davis (Mobile): 12m, 6/10
- Charlotte de Crum (Mobile): 30m 11s, 6/10
- Kadji Bell (Mobile): 7m 52s, 6/10
- Keiko Tanaka (Mobile): 9m 10s, 6/10

**Call Details:** The details pane for the selected call shows the contact's profile (Maria Johnson, Manager at Fabricam) and a message: 'Hi Daniela, this is Maria from Fabricam. Can you please update me on my furniture delivery?' A play button and a progress bar are visible at the bottom of the details pane.







## Physical Phone

- These can be provided at a cost to the department. (Estimated price ranges: \$95-\$225)
- The goal would be to minimize the need for these phones. Use of a physical phone should be limited to common areas, individuals who need specific abilities that these phones provide, etc.





## What's Next?

- The anticipated timeline for this implementation is winter 2021 through summer 2023.
- More details specific to departmental implementation timelines will be released in the near future.
- A spreadsheet will be sent to Department Heads and Cost Center Managers requesting updated phone details (see example on next slide).
  - Expected turnaround of 10 business days.
- During project rollout, any issues with existing Avaya phones will be resolved by deploying the Teams solution.



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# Frequently Asked Questions

- Common Areas? Conference rooms? Reception areas?
- How are we handling fax machines?
- Is teams 911 compliant?
- Emergency phones, what happens if we lose internet?
- Advanced call centers
- Training & Documentation

# Questions