Voice Service Migration

Introduction, Timeline, FAQs

VIRGINIA TECH™

LUDWIG GANTNER
NETWORK INFRASTRUCTURE & SERVICES
DIVISION OF INFORMATION TECHNOLOGY

Agenda

Introduction
What is included in the program?

Zoom Phone
Background and Overview

Timeline
Migration schedule and metrics

Frequently Asked Questions
Where to find information

Questions
Feedback, discussion, and collaboration

Introduction

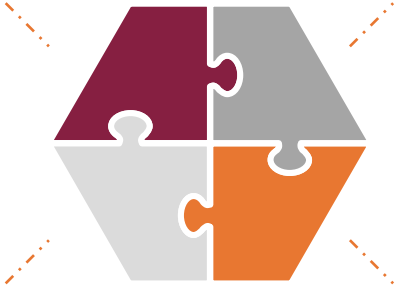
Voice Service Migration

The high-level program managing voice service projects during the migration.

Categories

Core Service
Policies, System Configurations, Public Telephone Routing

911 Emergency calling
Regional 911 Authority



Zoom Phone
Site specific sub-projects

Zoom Contact Center
Site specific sub-projects

Zoom Phone services per site

User services

Phone apps
Desk phones

Call Queues

Departmental Call Routing

Analog services

Emergency phones
Back-up phones

Common Area services

Conference Phones
Zoom Rooms

Zoom Phone

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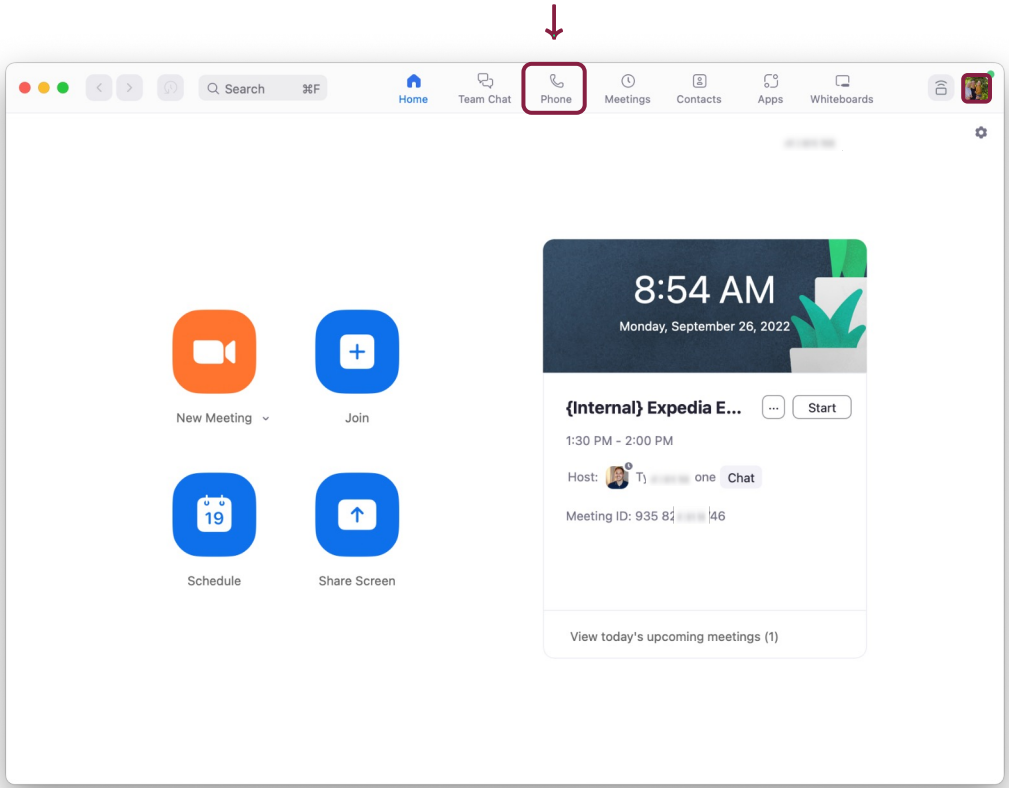

Desktop Client

Home Screen

- ✓ Start a **New Meeting**.
- ✓ **Join** a meeting.
- ✓ **Schedule** a meeting.
- ✓ **Share Screen** to display on a nearby screen.
- ✓ View a list of today's upcoming meetings.
- ✓ Click your **Profile Picture** to open **Settings**, **Check for Updates**, and more.

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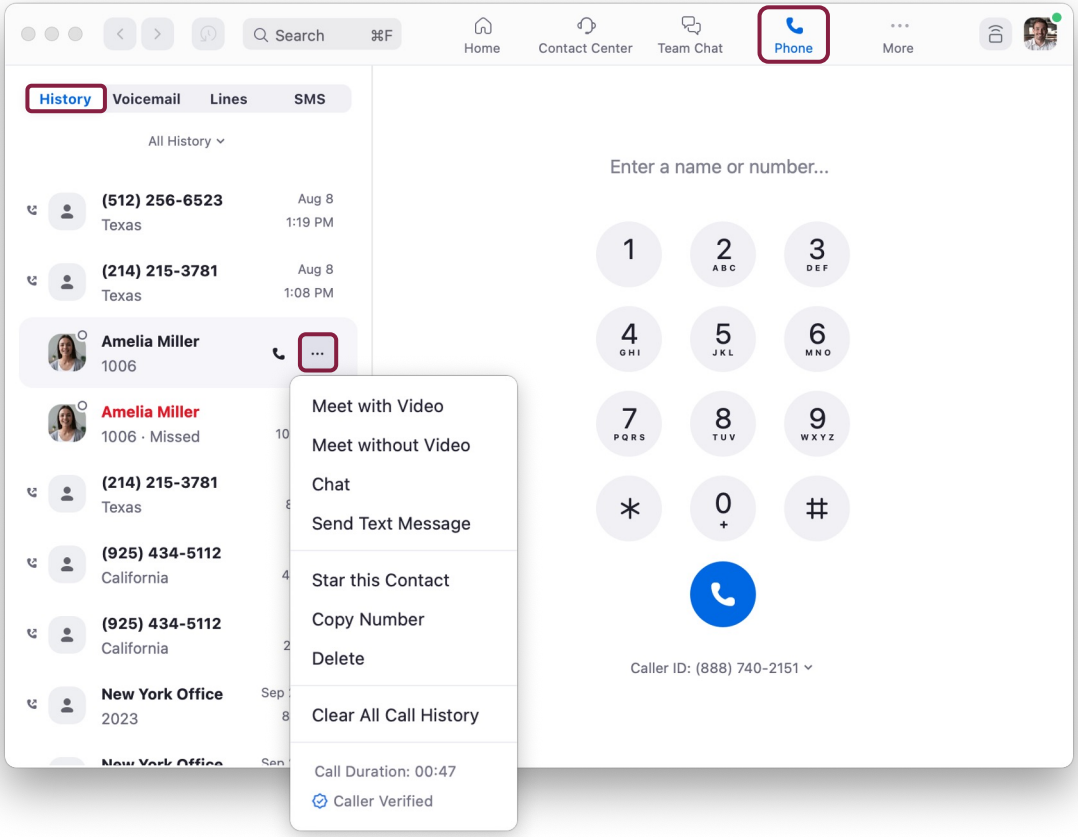
Desktop Client

↓

Phone Tab:

Under the **History** tab, see your call history over a certain period of time.

Hover over a call to bring up the **Phone** icon (call back) **...** to bring up additional settings.



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Desktop Client

↓

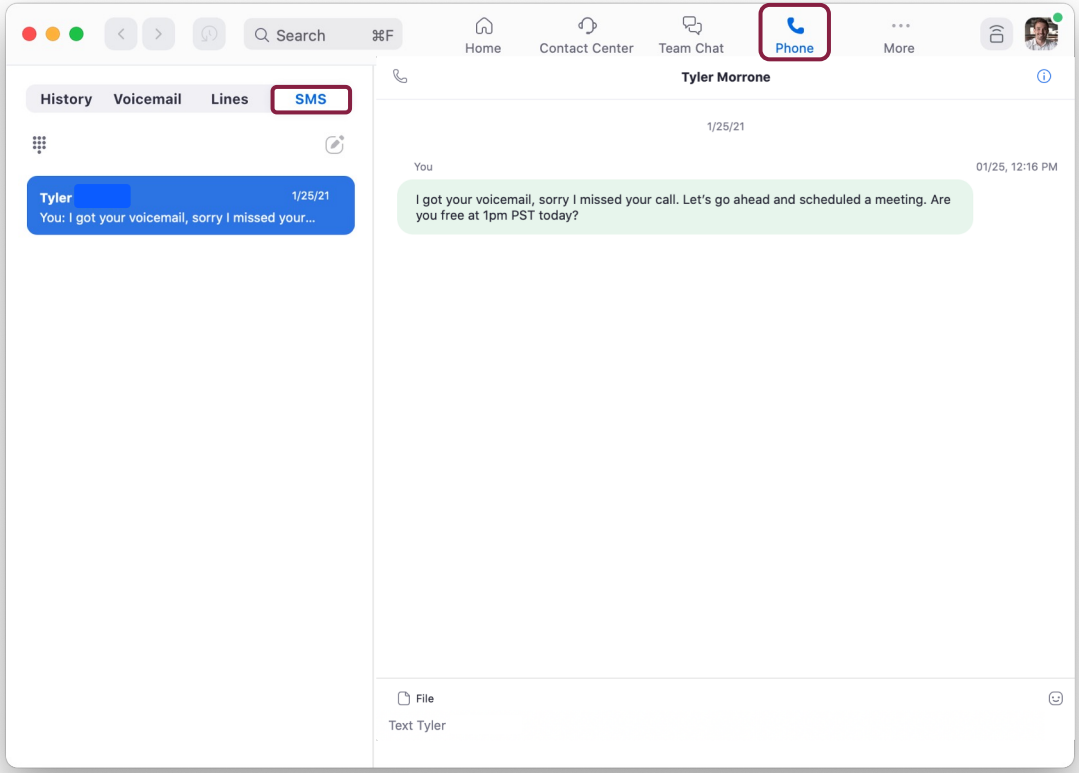
Phone Tab: SMS

Click **SMS** to send a text message.

To create a new text, click the **pencil icon**.

Enter in the contacts name or phone number you want to text.

Enter your message, attach a file or emoji and click enter.



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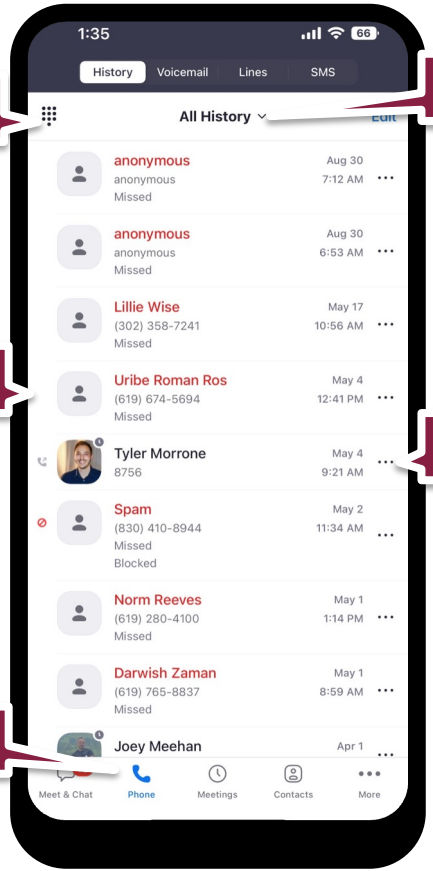
Mobile Clients

Supported on:

Android
iPhone
iPad
MacOS
Windows



Zoom Portal

https://virginiatech.zoom.us

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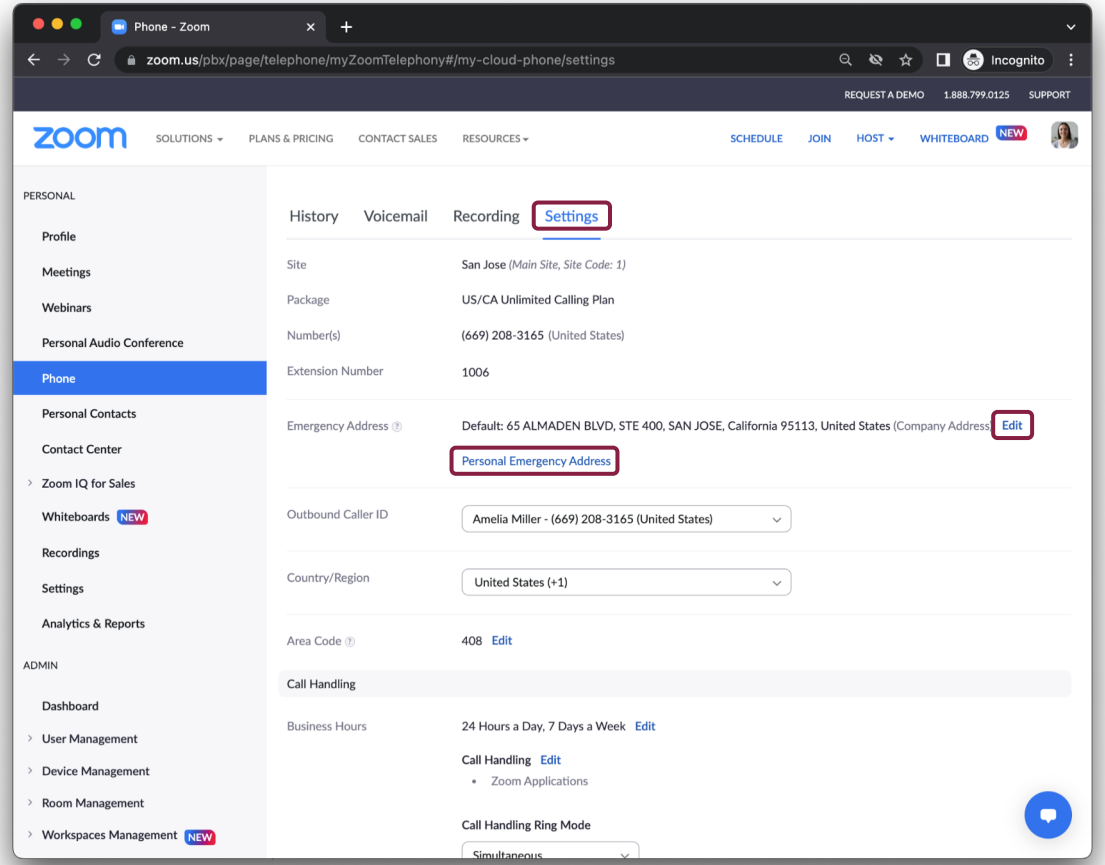
Video Conferencing

Join	Connect to a meeting
Host	Start a meeting
Sign in	Configure your account

Powered by Zoom



Desk Phone Solutions

Supported device evaluations focus on **security** and **functionality**.

Common area phones: Poly Edge E220

Standard users: Poly Edge E350

Advanced users: Poly Edge E450

Timeline and Metrics

Timeline

Implement custom features

Collaborate on next generation functionality

2023 Q2 - Q3
Transition of Early Adopters

Start of transition for departmental users

Until 2024 Q3
1 year transition period

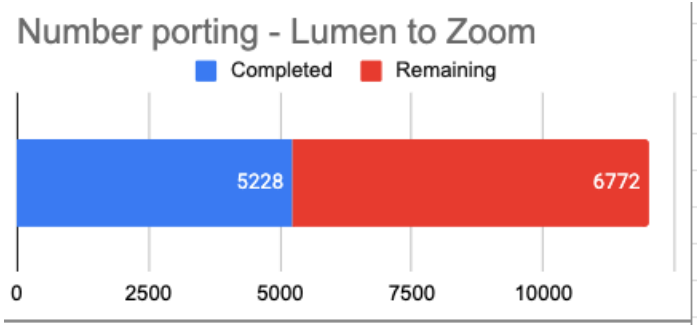
Collaborate with departments and university groups on the hands-on transition of phone services

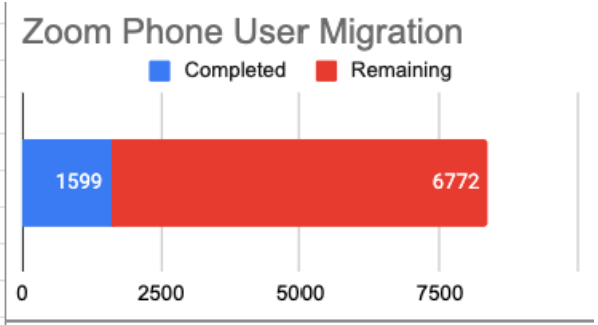
Architecture, Design, & Transition Planning

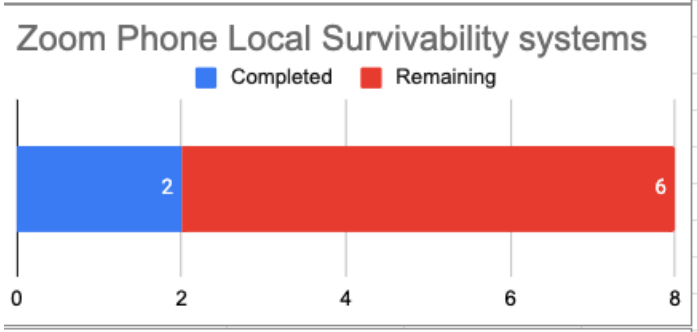
Communicate and prepare large-scale transition to enable university users

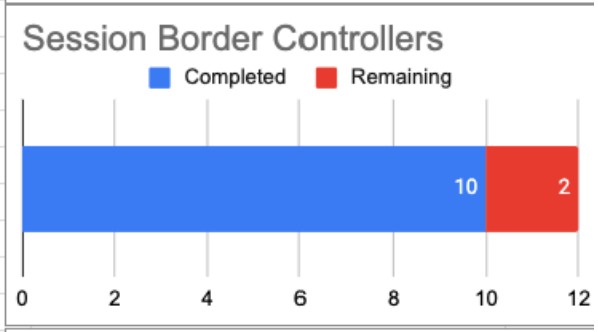
***Tentative Timeline**

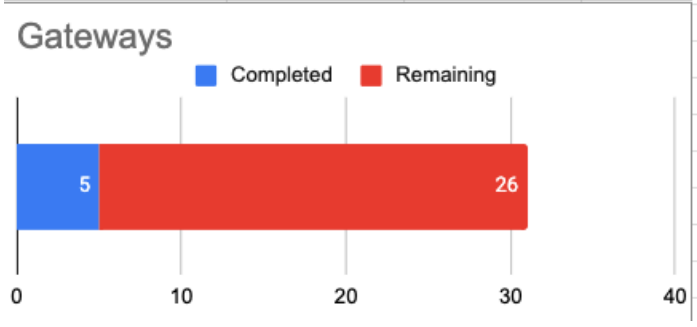
Metrics

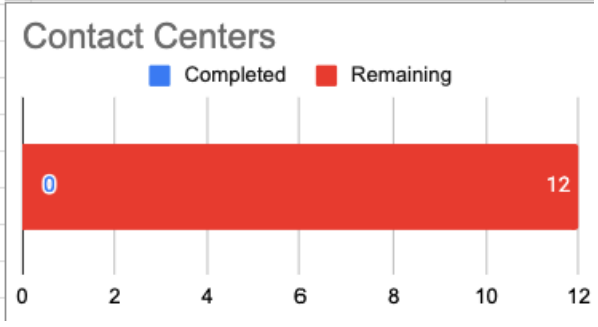

Number porting - Lumen to Zoom
Completed
Remaining
5228
6772
0
2500
5000
7500
10000


Zoom Phone User Migration
Completed
Remaining
1599
6772
0
2500
5000
7500


Zoom Phone Local Survivability systems
Completed
Remaining
2
6
0
2
4
6
8

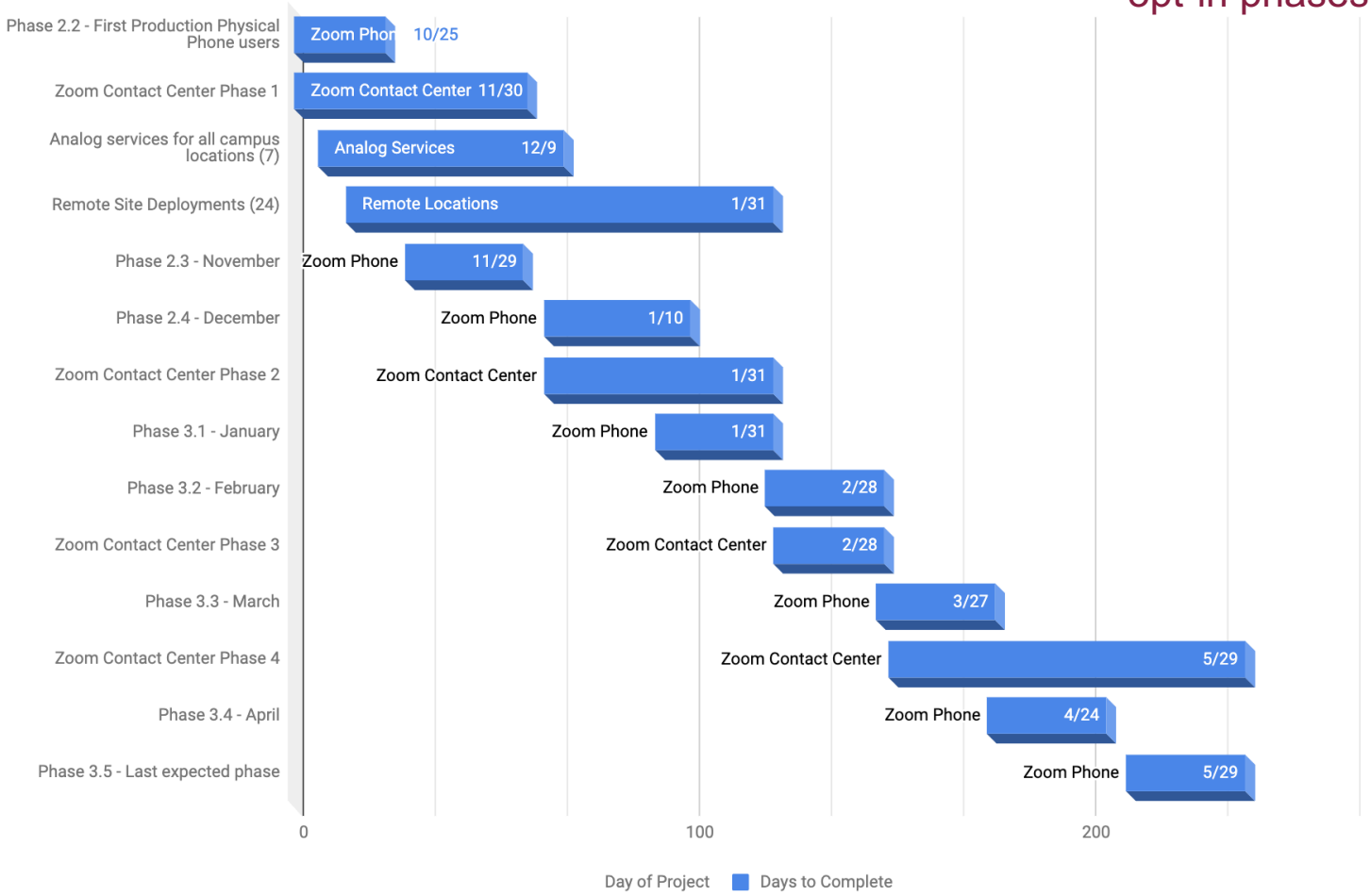

Session Border Controllers
Completed
Remaining
10
2
0
2
4
6
8
10
12


Gateways
Completed
Remaining
5
26
0
10
20
30
40


Contact Centers
Completed
Remaining
0
12
0
2
4
6
8
10
12

Metrics

*opt-in phases



Migration Phases

PHASE	SIGNUP DEADLINE	CUTOVER DATE
2.4	2023-12-05	2024-01-10
3.1	2024-01-02	2024-01-31
3.2	2024-01-30	2024-02-28
3.3	2024-02-27	2024-03-27
3.4	2024-03-26	2024-04-24
3.5	2024-04-30	2024-05-29

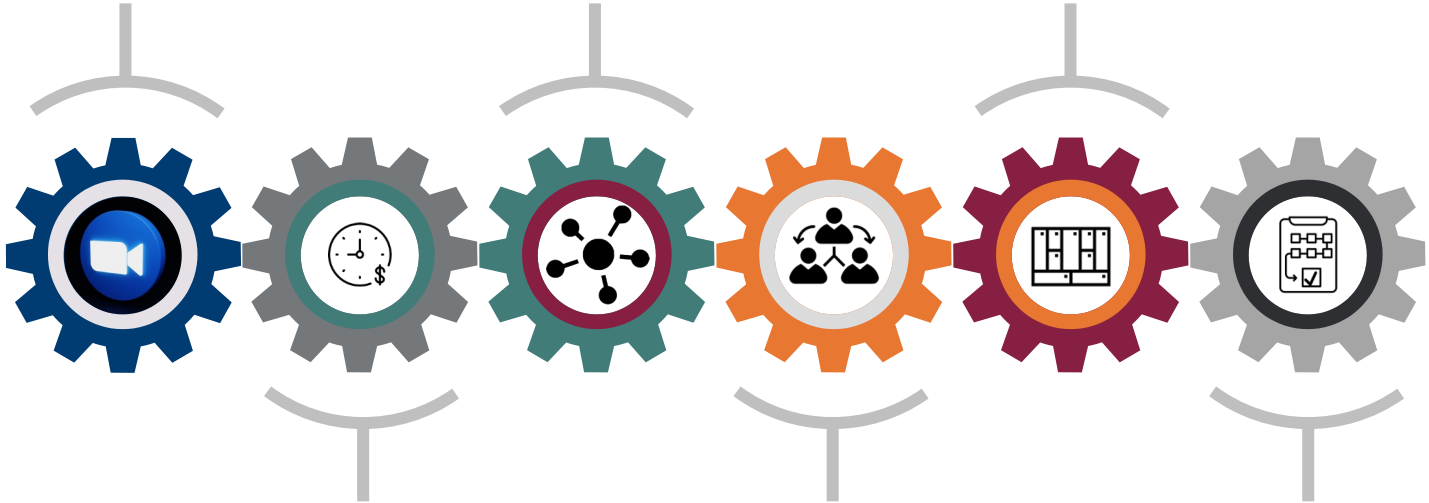
Frequently Asked Questions

Where to find information?

Zoom Phone Learning Portal

4help Service Portal

University Announcements

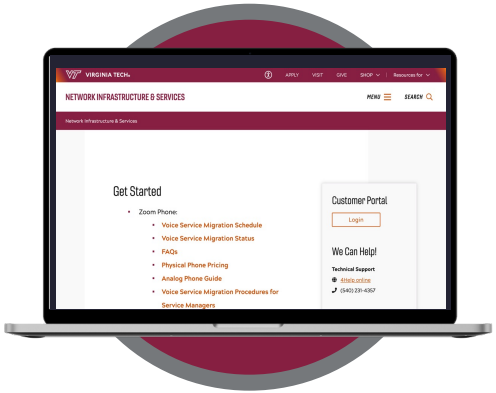


NI&S Website

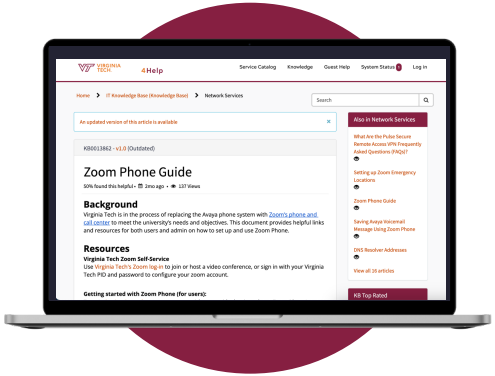
Service Managers

Direct End-user notifications

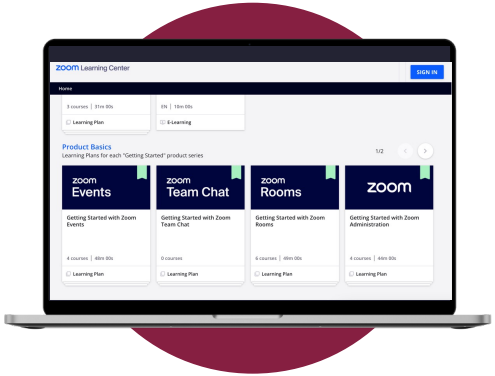
Where to find information?



NI&S Website
Timeline, Orders, FAQs



ServiceNow KB
User Guides



Zoom Phone Learning Center
Video Tutorials

Resources

- Zoom Phone Learning Portal
  - https://support.zoom.us/hc/en-us/articles/360028936531-Getting-started-with-Zoom-Phone-users-
  - Self-service guides and tutorials

- NI&S Website
  - https://www.nis.vt.edu/
  - Ordering information, FAQs, physical phone information

- 4Help Service Portal
  - https://4help.vt.edu/sp?id=kb_article&sys_id=fa365b971b61f51463110f66624bcb58
  - Guides and information on how to use Zoom Phone

- Service Manager guide
  - https://www.nis.vt.edu/ServicePortfolio/Voice/voice-service-migration-procedures.html
  - Details on scheduling departmental users to be migrated

- University Announcements
  - https://news.vt.edu/notices/2023/02/it-nis-zoom-phones.html
  - Video presentation showing the new applications and options

- End-user notifications

Questions?

More information:

https://news.vt.edu/notices/2023/10/it-move-to-zoom-phone.html