Voice Service Migration

Zoom Phone, Contact Center, and Analog

VIRGINIA TECH™

LUDWIG GANTNER
NETWORK INFRASTRUCTURE & SERVICES
DIVISION OF INFORMATION TECHNOLOGY

Agenda

Introduction
What is included in the program?

Timeline
Migration schedule and expectations

Zoom Phone
Background and Overview

Zoom Contact Center
The next generation call center

Questions
Feedback, discussion, and collaboration

Introduction

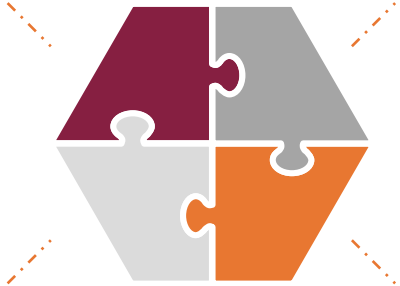
Voice Service Migration

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

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**

Zoom Phone

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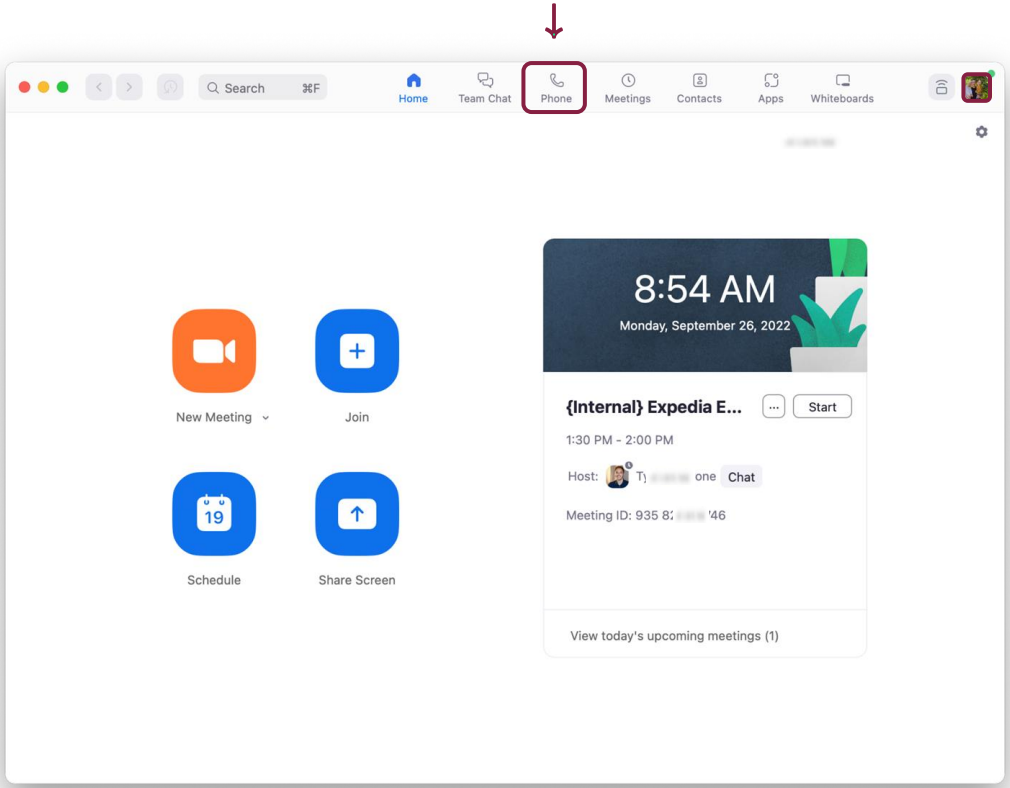

Desktop Client

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

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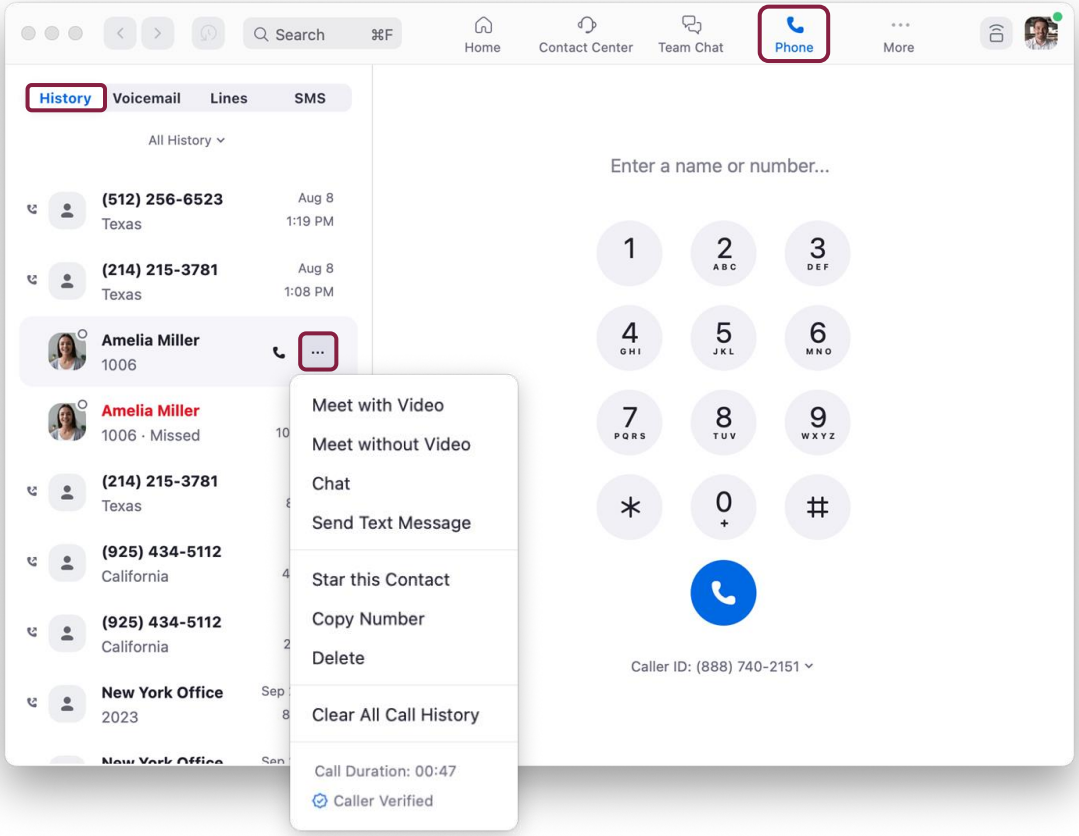
Phone Tab:

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

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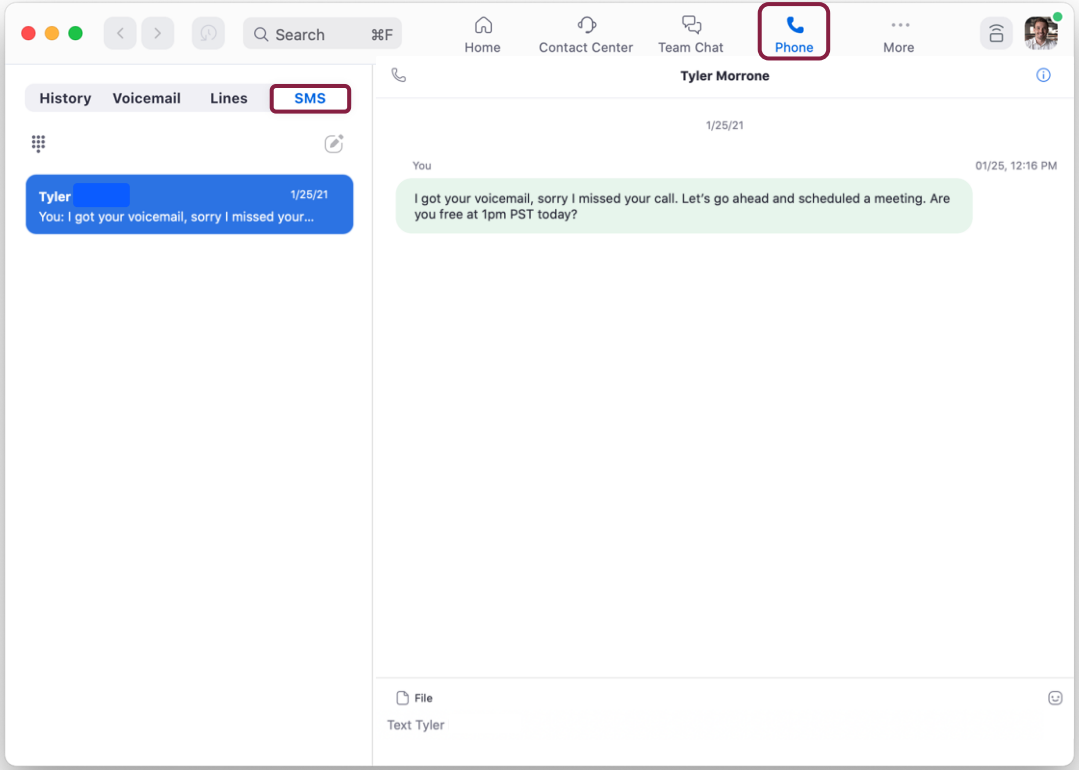
Phone Tab: SMS

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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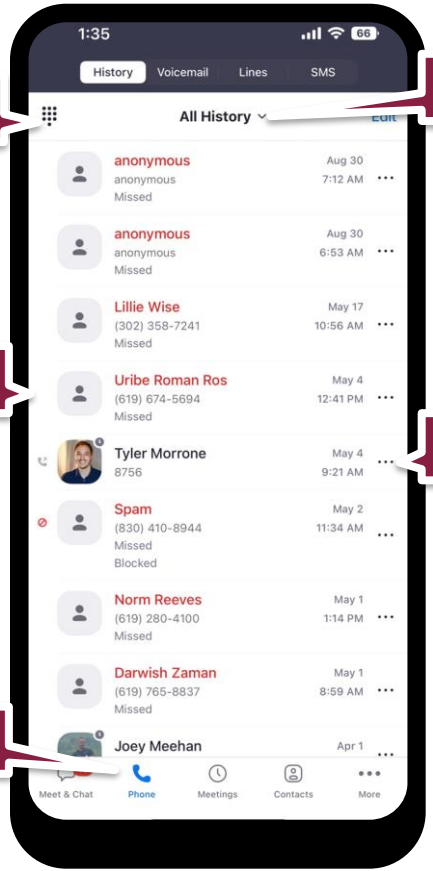
Mobile Clients

Supported on:

Android
iPhone
iPad
MacOS
Windows



Zoom Portal

https://virginiatech.zoom.us

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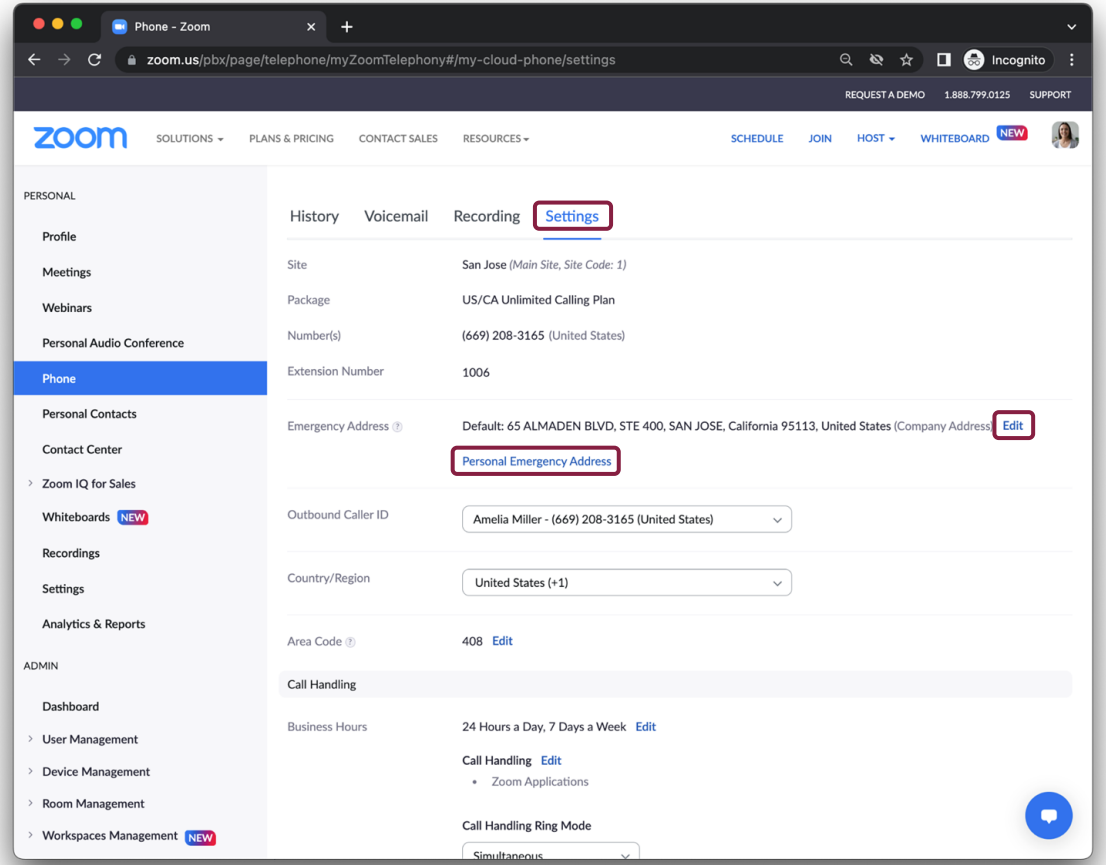
Video Conferencing

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

Zoom Contact Center

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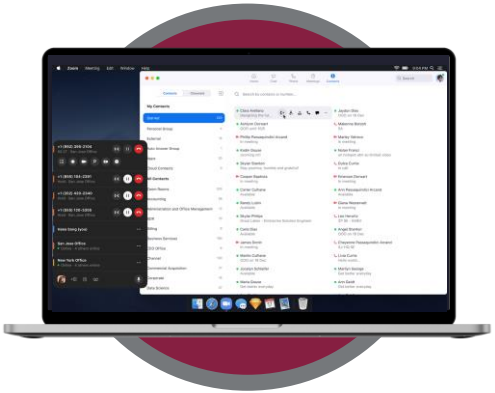
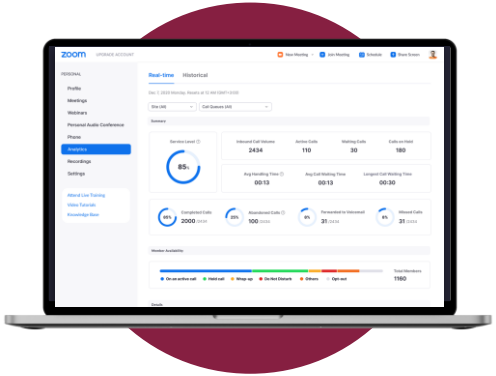
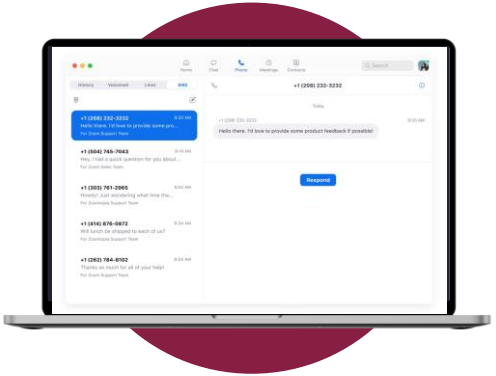
Power Pack



Call Handling UX
(higher call volume/rapid transfer)



Advanced CQ Analytics
(real-time & historical, wallboards)

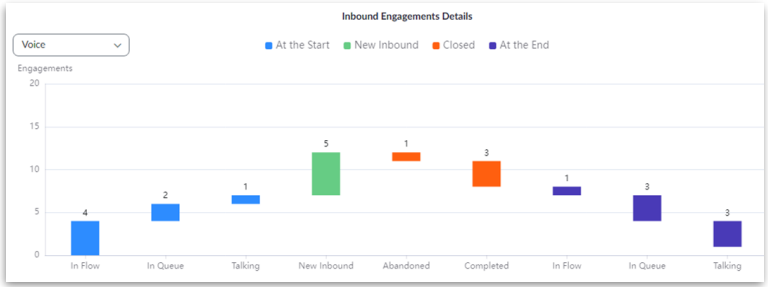


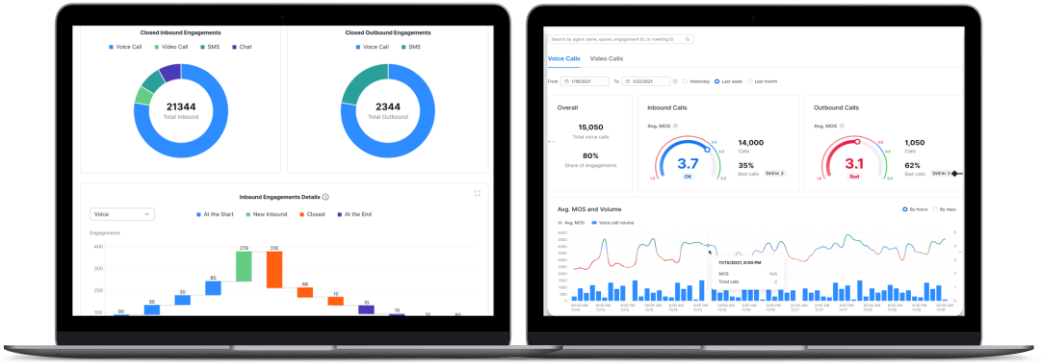
Team SMS
(handoff text messages in a queue)

Insightful analytics and reporting

Empower supervisors with insights to improve contact center performance

- Comprehensive dashboard for real-time and historical reporting
- Manage, monitor, and measure agent productivity and customer service levels
- Analytics for queues, agents, current interactions, active calls, duration, average hold time, and more





Real-time and historical reporting

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Questions?

More information:

https://vtx.vt.edu/notices/2023/02/it-nis-zoom-phones.html
Contact Center Presentations on **April 3rd** and **May 15th**