

TEAMS VOICE: WHERE WE STAND AND WHAT'S NEXT

Jill Albin Hill

Deputy CIO, Executive Director for Technology Operations, OIT

February 18, 2025



AUBURN

you can make calls, send texts and emails, and use Word and Excel from your phone, laptop, tablet or any combination of the three
you can make calls, send texts and emails, and use Word and Excel from your phone, laptop, tablet or any combination of the three

OUR VISION FOR TEAMS AND TEAMS VOICE

“Modernizing Work at Auburn”

Enabling a more connected, productive, and flexible work environment.

You can make calls, have meetings, send texts and emails, and use Word and Excel from your phone, laptop, tablet or any combination of the three, from *anywhere*.





WHY NOW, WHY TEAMS VOICE?

WHY NOW?

- Current System Status
 - Extending support until May '26
 - Desk-phones nearing end of life
- Infrastructure Issues - Copper wiring from the 1980s is degrading
- Aging Local Phone Systems - Primarily impacting AG Extension County Offices
- Remote Operations Needs

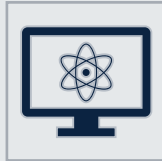
WHY TEAMS VOICE?

- Proof of concept already in progress with College of Ag and it effectively met our needs.
- Better utilization of existing software.
- Flexibility - making and taking University phone calls from "off campus"
- Easy Expansion - Pharmacy's Mobile site converted to Teams Voice in September, conversion completed in under 30 days to avoid service disruption



TRANSITION PLAN

PRIORITIZING PEOPLE, ENSURING A SMOOTH JOURNEY AT OUR PACE



Individual 844#, then departments



Deploy Common Area and Lab Phones



Update Emergency Calling Systems

Partnering with Campus Safety and Facilities

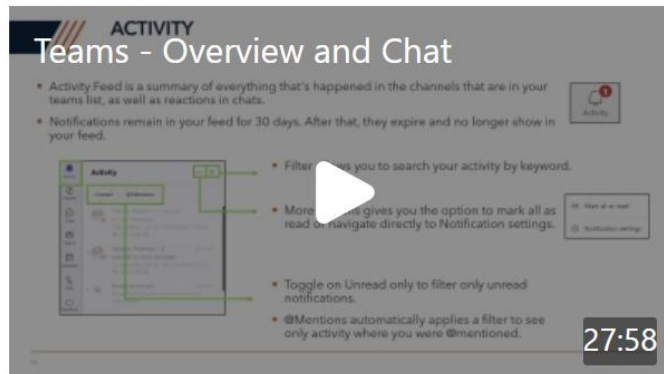
RESOURCES

PRIORITIZING PEOPLE, ENSURING A SMOOTH JOURNEY AT OUR PACE

Training available on Elevated: <https://aub.ie/teams1>

and general information and self-paced videos at: <https://aub.ie/Teams101>

Microsoft Teams: Overview & Chat (28 min)
(Intended for all audiences)



ACTIVITY
Teams - Overview and Chat

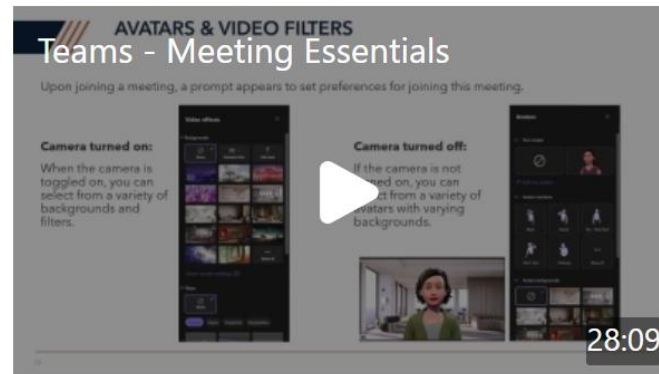
- Activity Feed is a summary of everything that's happened in the channels that are in your teams list, as well as reactions in chats.
- Notifications remain in your feed for 30 days. After that, they expire and no longer show in your feed.

Filters allow you to search your activity by keyword.

- More options gives you the option to mark all as read or navigate directly to Notification settings.
- Toggle on Unread only to filter only unread notifications.
- @Mentions automatically applies a filter to see only activity where you were @mentioned.

27:58

Microsoft Teams: Meeting Essentials (28 min)
(Intended for all audiences)



AVATARS & VIDEO FILTERS
Teams - Meeting Essentials

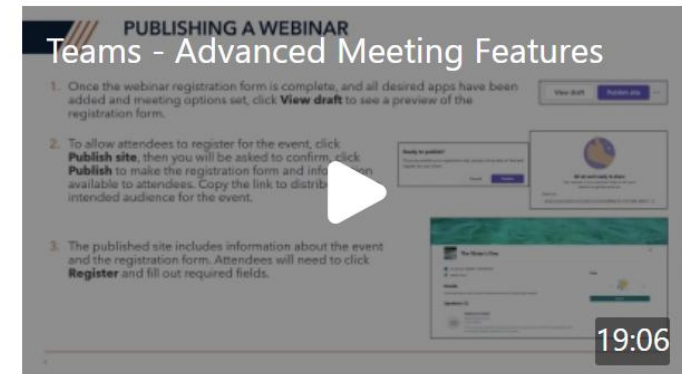
Upon joining a meeting, a prompt appears to set preferences for joining this meeting.

Camera turned on:
When the camera is toggled on, you can select from a variety of backgrounds and filters.

Camera turned off:
If the camera is not turned on, you can select from a variety of avatars with varying backgrounds.

28:09

Microsoft Teams: Advanced Meeting Features (19 min)
(Intended for high-level meeting hosts)



PUBLISHING A WEBINAR
Teams - Advanced Meeting Features

- Once the webinar registration form is complete, and all desired apps have been added and meeting options set, click **View draft** to see a preview of the registration form.
- To allow attendees to register for the event, click **Publish site**, then you will be asked to confirm. Click **Publish** to make the registration form and info page available to attendees. Copy the link to distribute to your intended audience for the event.
- The published site includes information about the event and the registration form. Attendees will need to click **Register** and fill out required fields.

19:06



TIMELINE

OFF OLD SYSTEM BY SUMMER 2026



Migration Requests

Submit requests via Service Now

[Telephone Service Request - Service Portal](#)



Readiness Assessment

Contact your local IT group for advanced use cases



Conversion Scheduling

Monthly “waves” for conversions

QUESTIONS AND FEEDBACK

Jill Albin Hill

Deputy CIO, Executive Director for Technology Operations, OIT

jah0225@auburn.edu

OIT Service Desk:

- Phone (334) 844-4944,
- itservicedesk@auburn.edu
- Chat also available



AUBURN