**Q&A**

**General questions**

* What is a DW and how to I access the newest version?
  + A DW (Deployment Workbook) is an Excel file that needs to be filed out when requesting a new line at includes all the information we need to know for assigning the line.
  + The newest version can be found at this link <https://www.in.gov/iot/products/communication-services-voice-as-a-service/telephones-voice-as-a-service/>
* Should we use the NEW DW for current phone issues or should we use the previous version?
  + Please start using the newest version of the DW <https://www.in.gov/iot/products/communication-services-voice-as-a-service/telephones-voice-as-a-service/>
* Will Voice Coordinators need to fill out a Deployment Workbook for MSTV only (non-hybrid) service?
  + Yes, our processes and procedures do not change just because we are moving to MSTV. You will still need to submit a ticket with a DW for any moves, adds or changes, and new projects that you have. CBTS is prepopulating a lot of deployment workbooks for the migration. It looks very similar to what you are used to with a few more drop downs for the MSTV feature. This will help guide you through how to fill them out. And will be sent out for you to help verify and determine any changes you need for the migration.
* Do you know when the agency DW’s will be sent out?
  + You should receive the DW with your first notification of the migration. When we get to hard phones, we will likely start sending them out 3-4 weeks in advance to give you time to work thru them.
* Will this affect how we connect to VPN?
  + No, VPN will not be affected.
* Does this impact the Cisco Room technologies?
  + Cisco Video Rooms will not be affected by this change.
* Let’s discuss the option of migrating to Teams Rooms and how that differs from Cisco Room and how we’re currently using the Logitech cameras.
  + Yes, we can definitely help with migration to Teams Rooms.  I added Gary Flynn since he is more familiar with your Cisco video environment.
* Did we conduct any MSTV tests with a population that actively uses Assistive Technologies?
  + No, we did not do any testing like this.  We will talk with Microsoft about this next week.
* What does CBTS stand for?
  + Cincinnati Bell Technology Solutions, we have worked with them for 7-8 years. They are the provider that did the Centrex to VOIP in the cloud migration orginally.
* Is the non-hybrid MSTV going through CBTS?
  + Yes, the MSTV is a SOIVAAS option enhancement offered by CBTS.
* FAX machines require an analog line to work, will they stay on this type of connection?
  + Currently anything analogue will stay on that Cisco platform. Microsoft has a solution, but it is not as robust in terms of ports available on the devices that provide analogue. So right now, the plan is to keep analogue lines on Call Manager.
* Does IOT have a good supply of headsets we can purchase?
  + We are trying to keep a minimum of 100 of the one-ear and two ear Plantronics Blackwire headsets in stock.
* What information will you need from the voice Coordinator? i.e. how many physical phones we have currently, call flow diagrams, VM messages
  + CBTS is pulling everything off their system. So, they know how many phones each agency has. The need from the voice coordinator is just verify if they user needs a desk phone or if they can go softphone only. The data was pulled about 2 months ago so there may be some changes for new hires / some retired employees ect. Call flows CBTS can pull as well and we will need you to verify if you want everything the same or not. Voicemail messages we may need some of those, but that will be determined when we start pulling that data.
* Can a new employee who starts in the coming weeks start with a Cisco hard phone?
  + We are trying to set up new employees on MSTV with a softphone. If they need a desk phone, we will have the ability to add them to Teams here in a few weeks so if it can hold off until then and just have a softphone for now let's do that. If there are other business justification and you need to get them a hard phone today, we can put the Cisco hard phone out there. We just want to be careful with putting new users on a platform that is going away if we can get them migrated over now.
* If we haven't received the migration emails/instructions yet, does that mean we are not migrating 11/15 and instead are scheduled for 12/1?
  + There should have been a notification sent out last week. You can email [IOTTelecomServices@iot.IN.gov](mailto:IOTTelecomServices@iot.IN.gov) and have us check the schedule to make sure we are not making assumptions.
* How will phones get to the remote locations?
  + We will be shipping them out from IOT. We will be putting installation instruction in them and sending them to the attn of the person the voice coordinator designates for that location.
* Is this for all Units using VAAS or just Admin office for our agency?
  + The MSTV migration is for any SOIVAAS user on the Cisco platform today.

**Features and Desk phones**

* Can you forward a soft phone to someone else?
  + Yes, you can still forward calls to other phone numbers.  Also, the same Hold, Forward, Transfer, etc. calling features in Jabber are available in MSTV.
* Are any of the Teams desk phone options cordless? Can cordless phones be ported over to MSTV?
  + Microsoft is working on a cordless phone, but it is not available yet. The current Wi-Fi phones are not compatible for MSTV.
* Can you have a have a hard phone and soft phone on the same line?
  + Yes, you can have both.
* Will MSTV users have a direct phone #?
  + Yes, the number that they have today with Cisco Jabber or Cisco desk phone will be ported over to MSTV.
* How much is the cost of the headsets?
  + Here is a link to the recommend headset with prices. Please note pricing is subject to change. <https://www.in.gov/iot/files/Recommended-Plantronics-Headsets.pdf>
* Do users have to have a headset or physical phone? (can they simply use their PC microphone/speakers?)
  + If they are using a softphone, we recommend a headset although depending on their environment and computer it is possible for them to use computer mic and speakers. During Covid we did run into some computer not having speakers and/or microphones so users weren't able to use their computer. Also, depending on the type of calls the user takes they may need privacy. If they have a desk phone, they could use their desk phone all the time so no headset would be needed. If possible, we would recommend going with just a softphone to lower cost.
* If you go with a desk phone is the cost spread out over a period of time, or is it a one-time charge?
  + If you go with a basic desk phone the price is a monthly charge. If you go with the other models they will need to be purchased as a one-time charge.
* Will the voicemail messages roll over to Outlook like they do now?
  + Yes, you will still get voicemail to email. Now in the email you will see a transcription of the voicemail along with the audio file for play back. You can also view the voicemails in Teams.
* For users with soft phones only, who do not set up their voicemails on Teams, what will happen to their calls that are unanswered?
  + We did find this can be problematic on how the call responds. So, we highly recommend setting up your voicemail, so you don't have any calling issues.
* If you set up your Teams voicemail early and have a hard phone, will new voicemails go to Teams or Jabber?
  + If users are calling your desk phone number, the voicemail will still go to Jabber. If it is an internal call through Teams, you will get the voicemail in Teams. Once you are migrated all voicemails will go through Teams.
* Can a user choose to have a desk phone rather than having the Teams phone.
  + Yes, we are encouraging using softphones for the cost savings, but desk phones will be available.
* Will you need a land line if you have a shared line appearance? Or can you go with a softphone and have shared line?
  + Softphones can have SLA’s. We will need to confirm with Microsoft how many lines can be supported.
* Is there a virtual "side car" option or will those users with physical side cars need a physical phone after the migration?
  + MSTV softphones support SLAs, but we need to confirm how many. That will determine if a phone with side car is needed.
* All of the new phones are VOIP? and do they automatically get assigned to a user's Teams account?
  + Yes, phones are VOIP. A DW will still need to be submitted for new users to be assigned their number. Users will sign into these desk phones.
* Our agency conducts telephone interviews. Will they be able to continue this when using MSTV?
  + Yes, the calls will now be conducted through MSTV instead of Jabber or hard phone the user is currently using.
* Will a soft phone with a headset have an audible ring on the computer?
  + Yes, under Teams Settings in Devices there is an option to setup a Secondary Ringer. This can be set to the computer speaker.
* Can you explain the different headset options? I see the recommended list of headsets. What is Quick Disconnect?
  + The most common headsets are the Blackwire one / two ear headsets. Quick disconnect allows you to put the call on hold without taking the headset off. This is commonly used in a call center environment if the person regularly has to get up from their desk to pull files or something. You can go out to the Plantronics website if you need more information on headsets. <https://www.poly.com/us/en/products/headsets>
* Will voicemails saved currently migrate to MSTV?
  + No, we do not have a way to pull currently saved voicemails into MSTV. The users will need to save the audio files in a secondary location.
* Will you still need a voicemail pin when signing into your voicemail?
  + No, you will access voicemail through teams and don’t need a pin.
  + With a desk phone a pin can be set up
* Is this a computer/Team’s app only function, or can you still use the Cisco phones?
  + No, there is a desk phone option, but they won’t be the Cisco phone. We will be getting Microsoft phones for people that need a physical phone.
* I receive calls from the public on behalf of the division, will this move over to Teams?
  + Yes, once migrate you will start taking call thru Teams instead of Jabber. Or a Microsoft phone instead of Cisco phone if you have a physical phone.
* Jabber allows us to see if someone is in a meeting, on a call, or available. Will Teams Voice still have the same capability?
  + Yes, Teams shows a user’s availability.
* Do the conference phones have video capabilities?
  + We have not seen Microsoft's conference room phones. However, if you need video in a conference room phone there are options, and we could do that for you.
* I can imagine that some of my staff will not be pleased to give up their desk phones.
  + Any suggestions on how to ease the transition? Please contact us via email [IOTTelecomServices@iot.IN.gov](mailto:IOTTelecomServices@iot.IN.gov) to further discuss.
* What about phones that are used to handle multiple lines?
  + These users are in the hunt group phase of the migration. This phone with Shared Line Appearance (SLA) or multiple lines.
* For departments that use a mailbox for their general phone--not a physical phone--the VM comes in and then the email goes out with a VM that is distributed to staff for them to answer, will this stay the same? (Will the voicemail only lines stay the same?)
  + We are looking into this with Microsoft, but don't know of a reason why the system couldn't do this.
* Can Calls be transferred to a external Land Line?
  + Yes, there shouldn't be any limitations on where you can transfer the call to.
* Will Teams soft phone users be able to easily transfer calls to Cisco hard phone users and vice versa?
  + Yes, there shouldn't be any limitations on where you can transfer the call to. You can transfer the call to another Teams user, a Cisco user, or any external number.
* If phones are transferred from the Receptionist and are not answered, how do we get those calls back to the receptionist?
  + If a manual transfer, you can do a consult and then transfer. This allows the receptionist to place the party on hold, call the number where they want to transfer the call to, talk with that individual, and then do a warm handoff. Then if they don't get a hold of the user, they can let the caller know they didn't pick up and ask if they want transferred to their voicemail. We can check to see if there is an option to get the call to roll back to the receptionist desk with a hard transfer.
* How can employees forward Teams calls to their personal phones or their work-issued cell phones? Can they only do this by downloading Teams on their phones, or can they just forward to a different number (as they do now with Jabber)?
  + You don't need to have the Teams client on your cell phone to do the forward. You can do the forwarding from the Teams client installed on your computer. Since there are no device limitations or cost limitation you can have the app on your computer, desk phone if you have one, and cell phone and it will simultaneously ring those devices. So, this might eliminate the need of that forward.
* If an employee decides they want a hard phone later, after trying the soft phone, is it difficult to switch back to a hard phone?
  + No, it is an easy add. We will need a ticket with a DW to add the hard phone.

**Jabber / Cisco**

* When will Jabber go away? What is taking its place?
  + We don’t have an exact date of when Jabber will be decommissioned, but plan on removing it from users’ computers in the cleanup phase after the majority of users have been transitioned to MSTV. We encourage you to start using Microsoft Teams now as it’s the preferred application for chat.
* Will the jabber instant messaging service continue working after the voice side is transitioned?
  + Jabber can still be used for chat only once a user is transition to MSTV, but it is planned to decommission and remove the installs from computers once the majority of users have been transitioned. We recommend users start using Microsoft Teams for chat.
* Will there be an overlap of both SOIVAAS services and MSTV services at the same time and for what period of time will there be an overlap to allow user/s to become use to it?
  + There will not be overlap. We encourage you to send out the training links so that users can start familiarizing themselves with Microsoft Teams. <https://www.in.gov/iot/products/communication-services-voice-as-a-service/microsoft-teams/>
* What phase are people who forward Jabber calls to their personal phones or work phones?
  + The phases aren't broken down by how you use Jabber. They are broken down by if you are a softphone only user or a desk phone and/or softphone user. You will have the same features and capabilities on Teams voice as you have in Jabber. The only thing to note is the day users are migrated to Teams they will need to set up their voicemail in Teams then reestablish the forward in Teams.
* Will Jabber Contact lists automatically be exported to Teams?
  + No, there is no good way to that. You will need to set them back up in Teams.
* When Cisco Jabber goes away, will we also lose Cisco WebEx for meetings?
  + No, Cisco WebEx is a sperate application and is still available for anyone who has Cisco WebEx today or may need it in the future.

**Polycom / IC Client**

* Will Polycom phone users, such as those that use the IC Client move over to Microsoft, or will they continue to use the Polycom phone system?
  + IC Client users will not be moved over to Microsoft Teams Voice.
* Is MSTV replacing the Interaction Client system or will we continue to use both?
  + No, these users will continue to use both.
* My agency is moving to Genesys, how does this interact with that platform? Would we even need to migrate to MSTV?
  + Anyone on or moving to Genesys isn't going to be affect by the MSTV voice migration.
* Users on Genesys - will they still be able to use Teams for meetings?
  + Yes, Teams is not going away. You will still have the meetings can still be done through Teams. Your voice services will just be provided through Genesys.

**Migration**

* Do you already have firm migration dates, and can we work together to break those down into the various functional areas for my agency?
  + We have firm dates for the two softphone migrations.  Those will be on the presentation in the email we send to you soon.  FSSA and INDOT are in the second group of softphones to migrate.
* Each agency will have multiple phases at different times throughout the process, correct?
  + We will be transition basic softphone users first, then desk phone, then in later stages we will start transitioning more complex user with hunt groups.
* How will the POCs be notified the date of migration? Is this agency by agency or user by user?
  + Voice Coordinators will receive an email with a list of users within their agency that will be migrated to MSTV and the date that it is scheduled.
* Will agencies be contacted to be scheduled for a review to determine when our agency will migrate?
  + Voice Coordinators will receive an email with a list of users within their agency that will be migrated to MSTV and the date that it is scheduled. If your agency feels this needs to be postponed, please reach out to [IOTTelecomServices@iot.IN.gov](mailto:IOTTelecomServices@iot.IN.gov) so we can work with you.
* Can we delay our agency's implementation until next year? We are a tiny agency without any dedicated tech employees or any voice coordinator training and have a major statutory duty running 11/15 - end of Feb. The timing of this change literally couldn't be worse. I am the agency's head attorney. There is zero chance I'm going to have time to learn about/oversee all this in the timeline you've set forth. IOT is going to have to appoint someone to take on this additional workload on my behalf.
  + If you have questions regarding delaying this migration please reach out to [IOTTelecomServices@iot.IN.gov](mailto:IOTTelecomServices@iot.IN.gov) so we can work with you.
* I don't think we can split up a property between MSTV and VaaS since the buttons will not work any longer for the old phone. How will the buttons be done. Putting both VaaS phone and MSTV phones will not be good for us at a site so we may have to wait to do an entire property at once.
  + Yes, we will work on these sites once we get the hunt group phase of migration.
* Do you have to be on the backbone for the new hard phones to work?
  + Yes, the phones will need to be connected to the State’s network to work.
* What will migration look like for remote branches, such as with the BMV? They currently use the 8821 wireless phones; will they receive wireless Microsoft phones?
  + Right now, all but the BMV central office has been pulled out of the migration schedule. Microsoft is working on wifi phone, but it is not available yet. Once available we will be transitioning them with the new Microsoft Wi-Fi phones.
* During the migration, existing phone numbers will be ported into the MSTV system?
  + Yes, you will keep your existing phone number.
* Can you help distinguish between MSTV - with Teams Phone vs MSTV (Hybrid) with Cisco phones? Are you implying they are using different hardware? What are the differences in functionality between the two?
  + Yes, it is different hardware. Originally when we started working with Microsoft their only solution was the Hybrid option. Delivering voice to both the Teams client and the Cisco desk phone. This works, but the downside is cost. We would have to pay for Microsoft and Cisco licensing. Once Microsoft provided us a list of devices CBTS was able to test. So MSTV with Teams phone is available as an option. The hybrid option is out there, but we are not encouraging users to move to this because it is about twice the cost.
* When will we have specific dates for each division?
  + The only dates we have fixed currently are for softphones. If you did not get an email last week about a softphone migrate you are likely in the second phase. We have tentative dates for all the hard phone migrations because we are finalizing the agencies into different groups and phases. We hope to have that information available in the next month.
* Is this going to be implemented into the Sub Districts as well as the District.
  + If the Sub District is on the SOIVAAS platform today, yes the will be moved to MSTV. If they are not on the platform, it would be determined by if the site can support VoIP.
* I know some Sub managers and Unit foreman require a Desk phone.
  + That is fine. We are encouraging user to go with a softphone for cost savings, but we know there are some situations that desk phones will still be needed.
* I am in the processing of setting up Cisco phones for new staff members. Should that continue?
  + What we are trying to do is put new staff on MSTV, so we don't have to migrate them later. However, there are still some situation new staff members need to be put on SOIVAAS depending on the users’ needs and job function.
* Can you help explain what is All Agency Softphones phase 1 and phase 2?
  + The first 2 phases are for any SOIVAAS users that is currently softphone only using Cisco Jabber and are not in a hunt group. Phase 1 is for all agencies except FSSA and INDOT and should have received a notification last week. Phase 2 will be getting a notification in the next week or so.
* Are the Graybar conference phones we purchased last year now going to be obsolete?
  + Yes, (Konftel phones) those will not work on MSTV voice. We will have to look for a replacement for those and figure a good path to migrate those existing conftel phones to MSTV Voice
* How is the timing determined in which agencies will be migrated?
  + Softphones we just split up into equal groups. Hard phone migration have not been completed yet, but we are going to balance those phases as well. Where agencies go is just kind of random, unless the agency has requested being moved up or back for whatever reason.
* Do you know when the field staff is changing or is it the same 11/15?
  + When they move depends on if they are softphone only or if they have a desk phone.

**AA & Hunt group question**

* What is a Hunt Group?
  + When you have a group of people that you want to be able to receive calls from the same number, we can create a hunt group, so the call is sent to all the users. EX: you have a billing department, and someone calls into your main line and selects to talk to billing all those users will be presented the call.
* Will the afterhours messaging system for our agency currently used for the main line transition to the new phone system?
  + Yes, when we are to the phases with Auto Attendants and Hunt Groups, we will carry over those set ups.
* When do you anticipate the hunt group feature being available? Will we be able to keep the current system on the divisions that rely on hunt groups?
  + We are currently shooting for Q2 of 2023. If users are currently assigned to a hunt group, they will not be transitioned to MSTV until we are to the phases with hunt groups.
* Will anything change with existing auto attendant call flows?
  + No, once we get to this phase, they will be transitioned to MSTV and to the end user will operate the same
* In a small call center type setup (with a few numbers in the hunt group) can calls be recorded automatically, retrieved, and reviewed?
  + Call recording is available. We will have to investigate if it can be set up to automatically record.
* This will not include the Call Flow users.
  + Correct, Call Flows, Hunt Groups and Auto-Attendants will not be moved until Spring 2023.
* How can we set up Call Trees in Microsoft Teams? We have our existing Call Trees for IOT.
  + We are going to be doing a hunt group phase starting Q2 of 2023. Like how when we migrated to SOIVAAS, we will sit down with you go through your Auto attendants and call flows and make sure we map them exactly how you need them. Meetings may start in Q1 of 2023.
* If the call trees/hunt groups will be a later phase, but we migrate to the MSTV before, will our hunt groups go away until that phase goes through?
  + No, all the users in hunt groups and AA will not migrate until that phase.
* If a new employee starts on a Teams soft phone, can they be added to a Cisco hard phone call Tree?
  + No, this would be a situation that we would need to add the user to the Cisco platform until we start moving the hunt groups in those phases.

**Costs**

* Is the Project Team willing/able to provide a report in the deployment workbook style including cost information so as to hone in on precisely the cost difference in aggregate and to assist with the transition itself?
  + We can show you how to do this in the DW.  We will get with CBTS to work out the details.
* What will the cost for headsets be for MSTV Softphone only users?
  + Here is a link to recommend Plantronics headsets. Please note pricing is subject to change. <https://www.in.gov/iot/files/Recommended-Plantronics-Headsets.pdf>
* Will headsets be provided for people that are losing desktop phones?
  + Headsets can be provided, but that is going to be up to the agency. Here is a link to recommend Plantronics headsets. Please note pricing is subject to change. <https://www.in.gov/iot/files/Recommended-Plantronics-Headsets.pdf>
* Is this associated with Teams or is it a separate cost (if so, what is it)?
  + There is a separate cost matrix for MSTV.  That will be in the attachments we send later.
* When do you expect for information about this product to be published in the Service Catalog?
  + The Service Catalog will get updated soon. The Deployment Workbook has all the new cost in it so you can use that to do some cost projections.

**Reports**

* Will call count reports be available for user lines and main lines? (Call volume over periods of time).
  + There will be some call reporting available. We will need to continue to investigate this to know what types and details are available.
* Will we still be able to pull call logs for specific phones numbers?
  + There will be some call reporting available. We will need to continue to investigate this to know what types and details are available.

**Town Hall Specific**

* Can I get the URL to the Communications page that has all the information you were referencing?
  + Yes, we will be sending a follow up email tomorrow or Monday with everything we discussed today, presentation and all the questions and answers.
* Can I also get the list of the migration phases and dates?
  + Yes, that will be on the presentation in the email we will send to you soon.
* My understanding is this was being pushed off until mid-November.
  + Yes, for bulk migrations.  We are putting new adds in MSTV now.