

Why does UM phone system change?

- The current Mitel phone system is end-of-life.
- For most UM employees, work has changed to hybrid working.

Need for a modern, flexible communication system;

- MS Teams since September 2020 available as UM collaboration platform.
- MS Teams also offers a modern calling solution: Teams Phone System.





What will change for me?

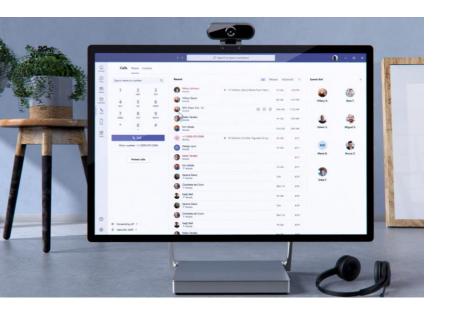
Calling with **Microsoft Teams**:

- Calling via your UM landline number (8xxxx) no longer bound to UM location and Mitel desk phone.
- Call both internal UM contacts and external contacts (inter)nationally.
- Based on your UM landline number (8xxxx).
- Default by use of Teams app/client ('softphone')
- Teams desk phones are (optionally) available.
 - E.g. for secretariat, info desk, meeting rooms.
- Mitel phones can no longer be used once your number is migrated to Teams phone system.



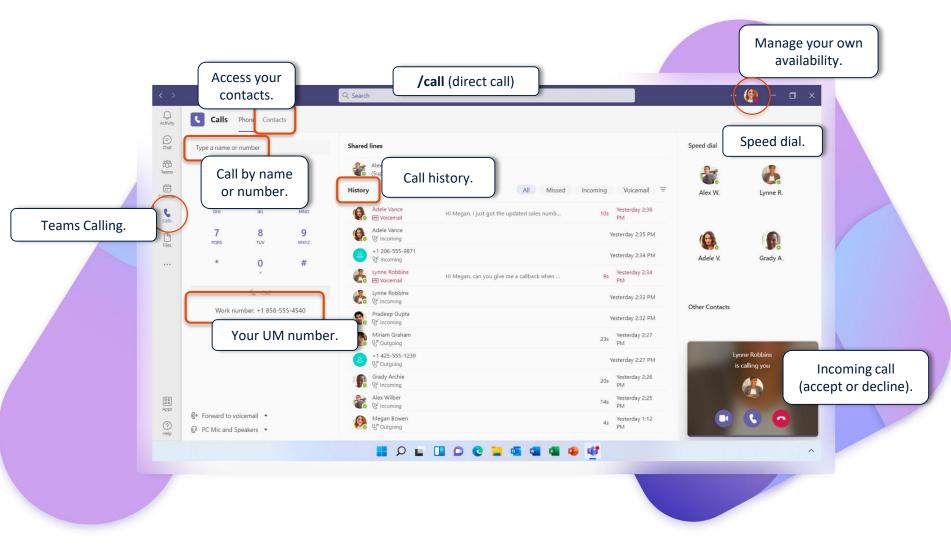
Calling with Teams Phone System

Available via Teams app/ client on laptop, desktop, smartphone , BYOD or https://teams.microsoft.com/
Deskphones are optionally available





Calling with MS Teams app/client



Teams phone system: connectivity options.

Number assigned to employee:

- Personally assigned UM number (8xxxx) + Teams Phone System add-on.
- Default for all employees with permanent position (HR-A).
- On demand (by department) for employees from other HR-categories.
- Default by 'softphone' (Teams application), optionally with headset.

Number assigned to group / service (call queue):

- Number assigned to call queue with several employees.
- Routing method determines the order in which agents receive calls from the queue.
- Make calls on behalf of your personal number or call queue number.
- Greeting message available.

Number assigned to phone:

- Log in phone:
 - Employee logs in to phone and is (default) available under personally assigned number.
 - Mobility.
- Phone with number assigned:
 - No login option.
 - Number bound to phone location.



More info, manuals and FAQ?

ICTS Servicedesk mail:

'Your migration to Teams Phone System'.

Website:

https://www.maastrichtuniversity.nl/TeamsPhoneSystem

Demo and questions.

