

## VoIP Migrations FAQ's

Are we getting new phone numbers?

You will keep the numbers that you have.

What direction do I need to give to our staff and employees for how the process will work?

IET-CR will be replacing existing phones with the new Cisco Phones. Your Department will be contacted in advance and briefed on the process for replacement.

Are the employees be trained on how to use the new phones?

Information on how to use the phones will be provided when the phones is replaced. IET-CR Staff will be onsite during the cutover to assist with questions. Attendance to a structured training class will be offered as an option for everyone who is receiving a new phone.

What communications will we give our staff and employees for why we are switching to this new phone system? What are the benefits and will there be a new process for them?

The existing phone system was activated in 1987. Communication Technology has advanced and our aging system is unable to integrate with newer applications, such as chat or e-mail. Our copper cables that connect all the buildings is also aging and becoming more expensive to maintain.

Who will support the set up and troubleshooting for the new phones? Will there be POC for help with this?

Your ATR will be the point of contact for each department. The CSR will also be the point of contact for adds moves and changes.

How would reporting be affected for call center applications?

We will offer new reporting for all customers enrolled in the call center application.

Is there a new cost for services and features?

There is no cost for any services or features; you may be required to purchase a supported headset for Cisco Phones.

Can we keep our old numbers? **Yes**

What numbers will people see when we make calls?

They will see your name and main number unless instructed otherwise.

Do we have to log into the phones? No

Would we be able to see the number called even if they do not leave a message? Yes