

## Telephone Modernization Project 2022 Memo

**Date Sent:** January 13, 2022  
**From:** Technology Services  
**Subject:** Telephone modernization project 2022 - Unified Communications (Zoom Phone)  
**To:** Faculty and Staff

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Technology Services is embarking on a project to modernize the University's outdated telephone system by improving performance, reducing security vulnerabilities, and decreasing operational costs. Our plan is to achieve a Unified Communication System by leveraging our existing Zoom platform. The Zoom Phone feature will be added to the Zoom client over the next few months.

### Benefits of Zoom Phone

- Make and receive calls from your existing Zoom app on your desktop, laptop, mobile phone, or tablet
- Use your cell phone for work calls without having to use your cell number
- A headset can be purchased for use with calls over your computer/laptop
- A desk phone will be available for purchase
- Your voicemail will automatically be transcribed
- Easily move from chat to voice call to Zoom Meeting
- Intelligent call routing and auto attendants available
- Accessibility features
- Supports 911 calling

### Why are we changing the campus phone system?

Our current phone system is over 10 years old and needs to be replaced. The infrastructure is outdated, expensive to maintain, and does not meet modern business communication needs. In addition, Fresno State's contract with the current platform (Avaya) is scheduled to expire on July 31, 2022.

### Why Zoom Phone?

Zoom is familiar to the campus community and will allow for a smooth transition. The University currently uses Zoom for audio and video conference meetings and will expand to include telephone usage across the campus this spring.

Technology Services enlisted a group of approximately 50 campus users from across the University to participate in a 90-day test pilot in spring 2021. Participants concluded that Zoom Phone enhanced their current campus communication processes and provided new ideas with the potential to transform the way they work with colleagues across the entire organization.

### When will this change happen?

Zoom Phone will be integrated in spring/summer 2022.

### How will the migration happen?

Prior to any implementation, the TS project team will work closely with deans, chairs, and managers in advance of their migration date.

Our core project team recently hosted several Q&A sessions with deans, managers, and chairs to help us better understand campus needs and develop a list of frequently asked questions.

Technology Services will provide communication updates, a dedicated webpage, open forums, and training as we move along in the process. Stay tuned for additional information.

### Feel free to explore and learn more about Zoom Phone!

[Zoom Learning Center](#) and the [Unified Communications \(Zoom Phone\) web page](#).

Feel free to reach out to our core project team at [zoomadmin@mail.fresnostate.edu](mailto:zoomadmin@mail.fresnostate.edu). We welcome your questions and feedback!

Thank you in advance for helping make this a successful project.

**Technology Services**