UITS Rolling Out New Voicemail System That's 'as Mobile as You Are'

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UA employees may soon find themselves tied to their desk phones less often, thanks to a new voicemail system being rolled out on campus.

The current campus voicemail system, Octel, is being replaced with Cisco's Unity Connection [1]. Benefits of the new system include improved synchronization with the UAConnect email system and a Web-based interface that allows users to check messages and change their preferences remotely.

"It's as mobile as you are," said Julie Suess, IT project manager with University Information Technology Services [2].

Upon setup, users can opt to have their voicemail integrated with their email. Then, anytime they receive a voicemail message, they'll also get an email notification with an audio attachment of the message.

So far, 531 voicemail boxes in 12 departments have been switched to the Unity system. A UITS project team is in the process of identifying and contacting colleges and departments to transition to the new system.

"We started with some of the smaller groups ? departments that were under 50 users," Suess said. "Now, we're at departments of 100-200 users, and we'll keep increasing. Once we get to some of the larger colleges, we'll have to break those out into smaller groups."

The target date for all campus to be converted is fall 2014.

The new system is truly integrated, which means voicemails deleted from a user's email inbox also will be deleted from the phone's voicemail box.

Users also will be able to change their voicemail settings remotely using the Web-based interface tool, which Suess said is a huge benefit for those who travel or work remotely and aren't always able to change the greeting on their desk phones.

"It really depends on how you work, as to how the system can benefit you," she said. "I think as people move over, they'll be happy with the new service and as they dive into the opportunities with the Web tool, they will like it even more."

The transition to the new system will occur in four main stages:

- The UITS project team contacts a department and identifies its voicemail needs.
- A transition date is scheduled and voicemail boxes are converted to the new system overnight.
• Users reset their password and record a new voicemail greeting.
• In the following days, UITS sends instructions for using the Unity system and establishing preferences. Instructions also are accessible on the UITS website [1].

Saved messages and data in the current system cannot be transferred into the new system. Enhanced call processing – like phone menu trees – will also need to be re-recorded in addition to users' personal greetings.

Additionally, the new voicemail system access phone number will change from 621-2000 to 621-4000.

So far, Suess said that feedback regarding the transition process and the new system has been encouraging.

"Most of the feedback that we have received from end users is positive," she said. "They like it. It's easy to use. The transition was minimal. The transition has been fairly seamless."

Rather than waiting to be contacted by UITS, groups who are interested in transitioning to the new system early can contact the project team at unity-support@list.arizona.edu [3] or call the 24/7 IT Support Center at 520-626-8324.

**Source URL:** https://uaatwork.arizona.edu/lqp/uits-rolling-out-new-voicemail-system-thats-mobile-you-are

**Links:**
[3] mailto:unity-support@list.arizona.edu