

Midwest Phone Summit Chat Questions and Resources

Question	Response Given?	Summit Section
Will you be sharing the deck of slides?	No, because the deck includes NDA content.	Teams Roadmap
Will these slides be shared after the meeting today?	Chris Applegarth responded- Yes, they will provide them	Poly + Microsoft
Does anyone have a good resource/website that can help with basic info on local e911 laws throughout the US?	Robert Cross responded with helpful article (https://www.zdnet.com/article/what-you-need-to-know-about-e911-and-ray-baums-act-to-ensure-telephony-compliance) but follow up needed https://www.fcc.gov/mlts-911-requirements	Avoid Pitfalls/ACM Focus
We recently rolled out Teams softphone and PSTN connectivity with Direct Routing. The call quality once established is quite good, but we have noticed a delay in initial call setup (delay before the called number rings, and delay after answer before two-way audio is established). This seems to happen especially in a work from home scenario. I have heard that this is pretty much normal. Can others who have calling plans or direct routing confirm if they experience the same? Does anyone know what exactly contributes to this situation? Part of me wants to blame network latency but the call quality is just fine once fully established.	This should be troubleshooted further.	Voice Scenario and Integration Concepts with Teams
How important are personas in the planning process?	Very important, link provided in chat- https://www.poly.com/us/en/solutions/workstyle	Building Blocks
Any plans to integrate Teams PBX incoming calls to Dynamics (CRM)?	Jeff Gettis responded with- Azure Communication Services integration announced (https://azure.microsoft.com/en-us/services/communication-services). Lynda Hanni (lynda.hanni@coyote.com) also responded with " https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave2 " Follow up Needed	Avoid Pitfalls/ACM Focus
Overwhelming technical details, but excited for features/options etc. (I'm not a technical resource on our team). Lots of good info!	Jeff Baart responded- We hope to keep you engaged and supported after this event closes ... well provide info on how to stay in touch to keep the info flowing for more technical info	How's it going?
will you be sharing the call center and compliance partners' names?	Yes, Andrew shared during session	Teams Roadmap
wish list: integrations with legacy phone platforms - cross-functionality would help in transitioning large org	Don responded- we will hit some of that information in upcoming session. Don called out the specific section during Dave's session for Gretchen.	Break

Any caveats to PBXs?	Yes, discussion on the many items	Building Blocks
Won the Kahoot with 9/12 answers correct	None Needed	Kahoot Fun
When voice enabled channels are active, is it PSTN voice or is PC voice?	Both	Teams Roadmap
if it is PSTN so do you then assign a number to it specifically?	Yes?	Teams Roadmap
oh any restrictions or changes to direct routing?	Refer to Dave's section to respond	Teams Roadmap
cost as well to be considered	Comment, not a question	Voice Scenario and Integration Concepts with Teams
Is there a way for Dynamic Emergency calls to force the address update\confirm on launch of client?	Is an option to set as a policy, if enabled	Voice Scenario and Integration Concepts with Teams
How does teams ascertain location information for e911 as it relates to the new SCC policy?	Don responded- Andrew touched base on this during his session and I believe Dave will also talk briefly about this. To get into more specifics reach out to your account CSM and get something setup to talk through what we are doing.	Break
how to get mini calls/phone app? is this a published MS app? GA or not yet?	Not yet available, in the roadmap	Teams Roadmap
Does a user need their own Calling plan assigned? or just phone system + in a policy that has a group of users with plans assigned? I guess are calling plans really assign to individual user or a higher level group/policy?	Calling Plans are assigned per user	Voice Scenario and Integration Concepts with Teams
Is there a decision tree or graphic that helps to summarize and educate on the the differences between all the different calling plan options	Yes, we will share slides	Voice Scenario and Integration Concepts with Teams
In the teams conferencing devices there is a new feature that allows you to setup a virtual boundary so that talking and other noises are not heard. does that same concept exist in personal teams devices such as the speakerphone?	Poly responded- Matthew- I believe you are referring to our "Acoustic Fence" technology which is built into many of our devices (video and voice)	Poly + Microsoft
Will this session be recorded?	No, the session will not be recorded	Teams Roadmap
Charles, what are you using for this meeting? Looks like you have a headset, correct?	Chris Applegarth responded- I am using our Voyager 6200 for a headset right now for the active noise cancelling, and have a Poly P15 video bar on top of my monitor (https://www.poly.com/us/en/products/headsets/voyager/voyager-6200-uc)	Poly + Microsoft
Calendar on a phone. Can you provide a use case for this?	Chris Applegarth responded- Quick & easy view	Poly + Microsoft
Wallboards?	Not native, possible via Power BI	Teams Roadmap

Operator Connect looks very nice, but what about Lumen (old Level 3)	In queue to be evaluated	Voice Scenario and Integration Concepts with Teams
is the list of Direct Route/Operator Connect partners available?	Robert Sestili- responded with Partner Directory site- https://cloudpartners.transform.microsoft.com/practices/microsoft-365-for-operators/directory	Voice Scenario and Integration Concepts with Teams
Can private channels be voice enabled?	No	Teams Roadmap
Can I selective delete call history as a user?	Andrew believes it's in the backlog	Teams Roadmap
When is team client available on FB Portal?	No Response Given- We found that Facebook announced this would be available in December. Andrew H indicated that our pieces were complete, but we don't have any view into Facebook's timeline on this release schedule.	Poly + Microsoft
any plans to enhance call queue conditional routing criteria...for example if User1 is not signed in, then immediately go to voicemail?	Unsure on that specifically, lot of improvements on call queues	Teams Roadmap
Ring Groups is a need	No response- this is a comment versus a question	Voice Scenario and Integration Concepts with Teams
Can a Ring Group be built in Teams (Phone number that rings multiple phones at once)	Yes, it's called Group Call within the Admin Center Links- https://docs.microsoft.com/en-us/microsoftteams/call-sharing-and-group-call-pickup https://support.microsoft.com/en-us/office/call-forwarding-call-groups-and-simultaneous-ring-in-teams-a88da9e8-1343-4d3c-9bda-4b9615e4183e	Voice Scenario and Integration Concepts with Teams