

Unified Communication at PNNL

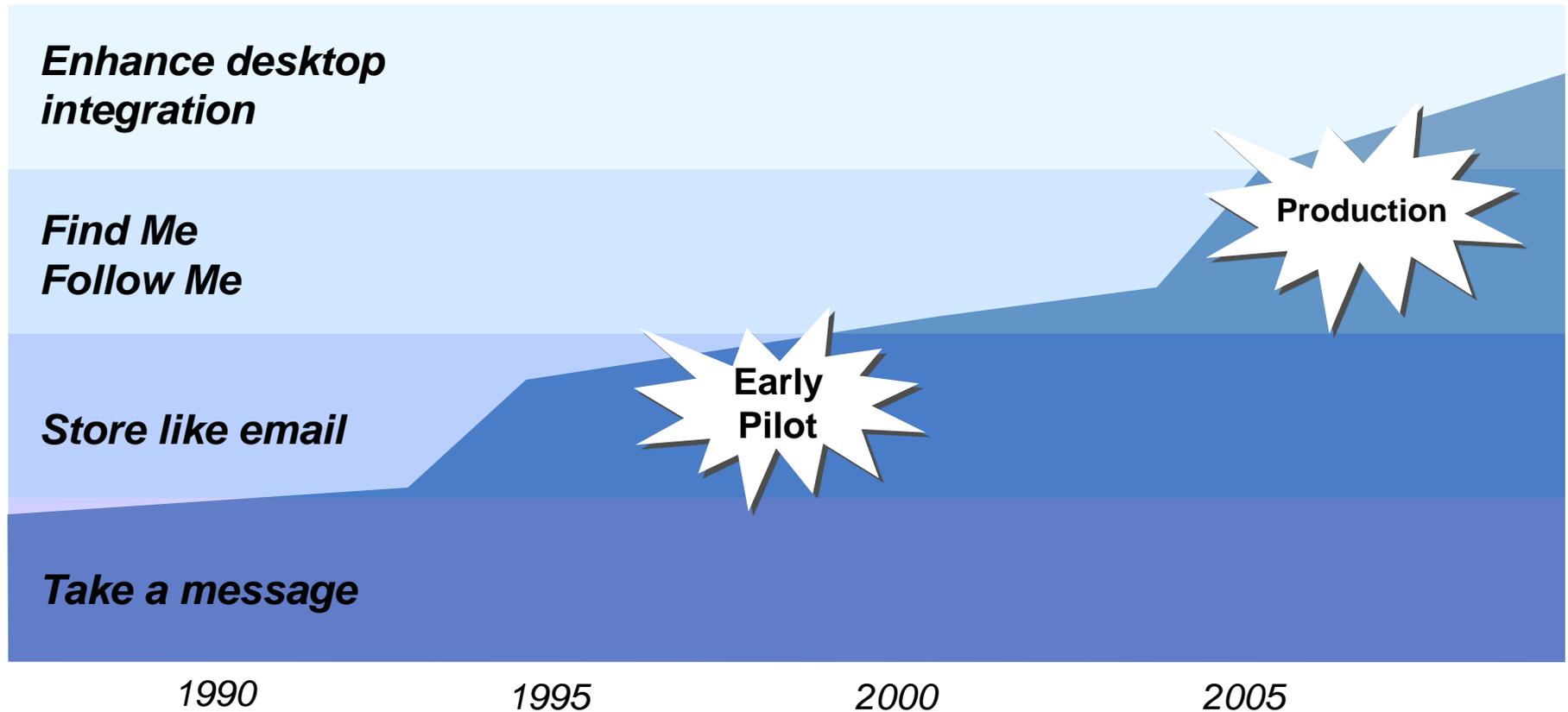
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Why Move to Unified Communication?

- ▶ Old voice mail system past useful life
- ▶ Unified Messaging Pilot in 1999 created demand for new features
 - Enhanced collaboration features
 - Ease of use

Unified Communications Functional Maturity Model



Moving Forward with Unified Communication

- ▶ Organizational benefits (metrics of success)
 - Improved collaboration
 - Access from anywhere
 - Single tool, familiar features

Get Started – Pick a Technology, Run a Pilot

- ▶ Evaluated existing product offerings
- ▶ Chose Interactive Intelligence's - **Communité®**
- ▶ Conducted pilot study
 - 50 diverse pilot users
- ▶ Surveyed the pilot users for feedback

Was the Second Pilot More Successful?

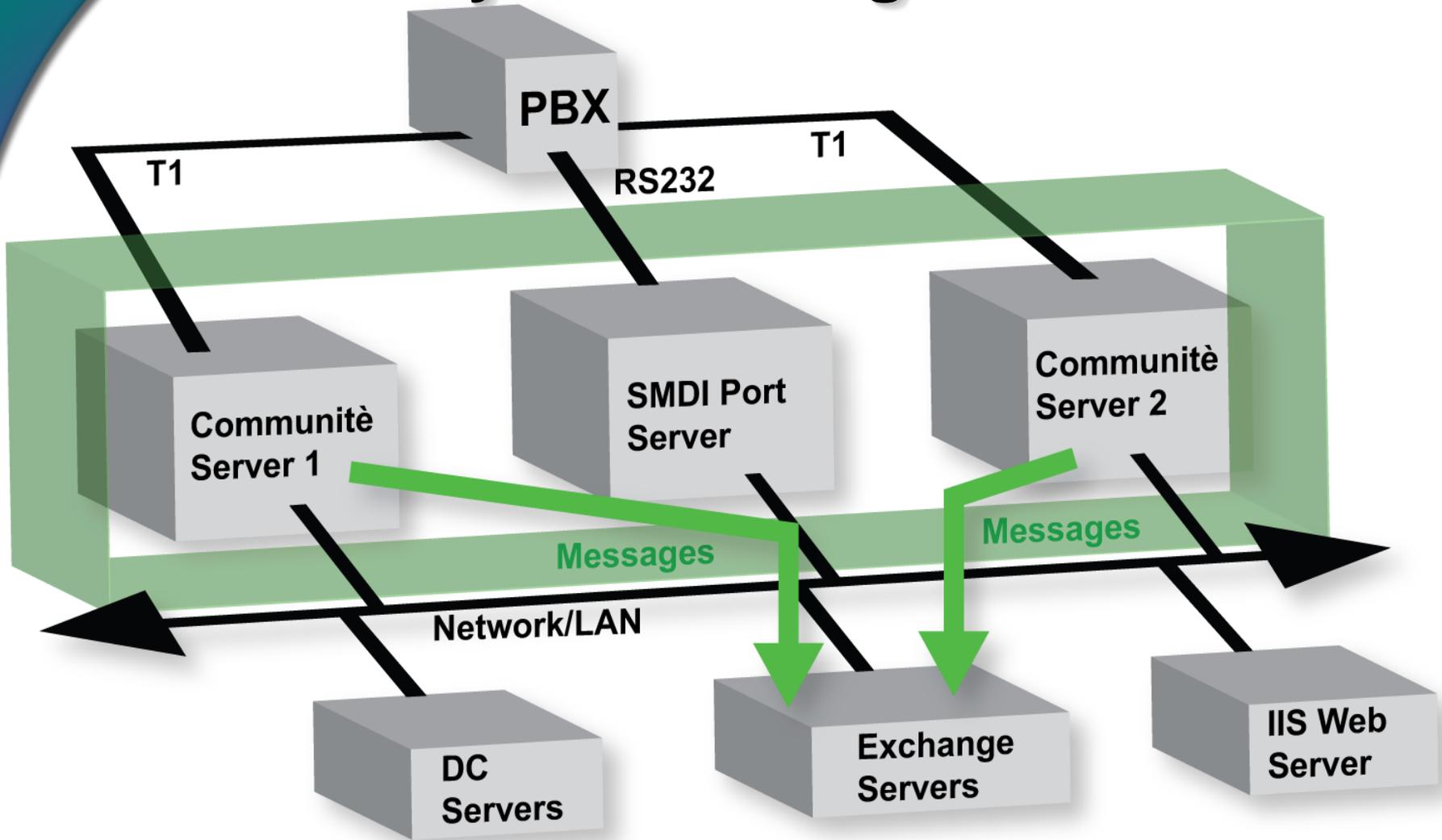
- ▶ Technology had matured
- B+ ▶ User's functional requirements were met
 - Integrated well with email
 - Easy to use
- C+ ▶ Acceptable reliability
- A ▶ Improved supportability and affordability



Preparing to Implement Configuration Details

- ▶ Email user interface
 - Uses Outlook default look and feel
- ▶ Telephone User Interface
 - Use vendor's interface
 - Emulate existing systems interface
- ▶ Hardware and Licensing
 - Server needed – can't go virtual yet
 - 48 Lines/Ports wired between PBX and Server
 - Exchange servers used as the message store

System Configuration



Implementation Dilemma

- ▶ **Weekend Cutover** — *pull the bandage off quickly*
 - Change all users in one weekend
 - Telephone access number to stay same
 - Toll free number to stay same
- ▶ **Phased Cutover** — *gradual change, lower noticeable impact*
 - Old system still active in tandem with new system
 - Not able to forward messages from old to new system between users
 - Confusion for callers who wish to bypass voicemail greetings
 - Additional PBX trunk group and connections required

Actual Implementation Process

- ▶ Weekend change from old to new system
 - Telephone access number unchanged
 - Toll free number unchanged
 - Requested users to clear out old mailboxes by Friday
 - Supplemental training and information provided
- ▶ Old Octel system left active
 - Allowed users to retrieve any last minute messages
 - Assigned new access number
 - Left active with minimal trunks
 - Retired after 90 days

A Successful Transition: Creating Mailboxes – Know Your Users

- ▶ Not all voicemail users had a PNNL email address
 - Telephone service provided by same system, but not same email environment
 - Could not provide these users with unified messaging
 - Set up voicemail only user – message store on Communitite server

- ▶ Hotlines and Group numbers
 - Can be set up as unified messaging
 - Messages are sent to a group email account
 - More than one person can check the email account

A Successful Transition: Staff Training and Help Desk Support

- ▶ Provided staff training before and after cutover
 - “Brown Bag” lunch time training sessions
 - Offered training at department meetings
 - After cutover some individual training was needed
 - Walked through work areas to offer assistance
- ▶ Work with Help Desk Support staff in advance
 - Involved early in the project
 - Added Help Desk Support staff to system in advance
 - Trained to use system and new features
 - Support procedures for expected problem resolution were ready in advance

The Other Shoe: Monday Morning Frenzy

- ▶ As expected, the 48 lines/ports quickly became saturated as users accessed their mailboxes for the first time.
- ▶ An unexpected problem of lines not releasing
 - occurred when the fast forward or rewind feature was used
 - Caused by a patch upgrade to the dialogic cards, which went without problems during the pilot.
 - Reboot the server every two to three days to release the lines until a new patch was ready by the vendor.
- ▶ Voicemail lights not going out

Lessons Learned

- ▶ Consider travelers and staff on vacation
 - Getting people to read the information was a challenge
 - Rely on administrative support for these users
- ▶ Training in stages
 - Start basic operational training before transition
 - Provide advanced training later
- ▶ Telephone User Interface
 - Changed interface wasn't an issue
 - Users adapted to the new interface – similar to cell phone interface

More Information

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