

# New U of T Phonebook Directory Training

## Enterprise Applications & Solutions Integration

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# New Phonebook Directory - Welcome

- Session will run approx. 1 hour.
- There is a facilitator monitoring the chat.
- Feel free to submit your questions in the chat, and we will answer them at the end.
- The session is being recorded and will be posted at [easi.its.utoronto.ca](http://easi.its.utoronto.ca) site.
- Additionally, we will send out a follow-up email with the link to the recording and other training materials.



# New Phonebook Directory - Agenda

- Project background
- Benefits of new directory
- What users will be able to do
- Demonstration (3 modules):
  1. Public user
  2. Authenticated user – Authenticated search & Manage My Info.
  3. Authenticated user – Business Officer (BO) – Manage My Departments
- Recap - Changes made
- Questions



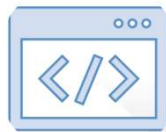
# Background: Phonebook 1.0



**Data Quality**: Improved reliability  
(old process required BO to manually enter updates)



**Web interface**: Updated, user friendly  
Fits to the U of T theme of websites

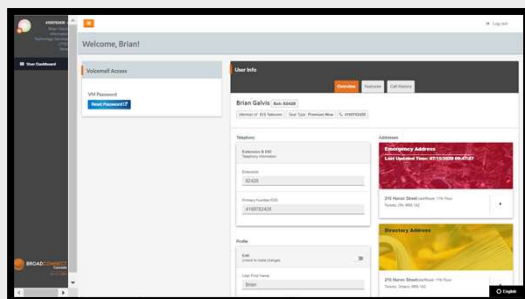


**Integration**: Seamless  
with other interfaces



# Managing Phone Lines: BO Overview

## VoIP Line Management



[utoronto.myossbss.com/](http://utoronto.myossbss.com/)



By request via  
[will.hu@utoronto.ca](mailto:will.hu@utoronto.ca)



- Order hardware & VoIP lines
- Update user display names, email address, office address
- Reset VM & softphone passwords

## VoIP Billing

[illegible]

SAP Report: ZVC2 &amp; ZVC3



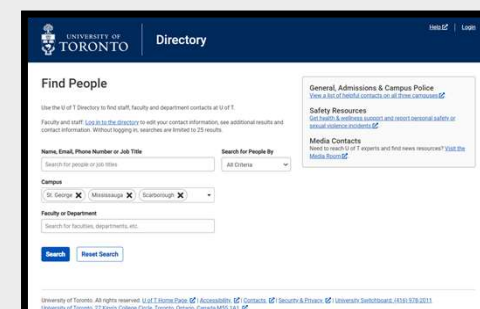
- FAST Month End Course
- Simulations for both reports



## Reporting capabilities within SAP

- Allows monthly reconciliation of charges
- Get details about billing
- Review rejected transactions

## Phonebook 2.0

[directory.utoronto.ca](http://directory.utoronto.ca)

## Video training at Phonebook Website



**Manage Departments:** Edit address, website, numbers and emails. Add and customize new contact sections.

**Manage Employees:** Edit preferred job title, numbers, emails & set HR Contact phone and email



## Training



## Objective





# Phonebook Interface: Old vs. New



[U of T Home](#) | [Portal](#) | [ROSI](#) | [Contacts](#) | [Maps](#) | [A-Z Index](#)

UofT Directory | Advanced Directory for Faculty/Staff

## UofT Directory

This directory contains entries for faculty and staff as well as departmental and senior administrative offices. Person searches are limited to a maximum of 25 results. Faculty and staff can logon to the Advanced Directory to retry larger searches or generate employee lists by department. Search results cannot be used for solicitation or commercial purposes.

### Find a person

Found 1 Matching Result

Last Name  Starts With

First Name

Division/Dept

Job Title

Phone Number

Email

### Find a division/department

ABCDEFGHIJKLMNOPQRSTUVWXYZ

[Department Directory \(PDF\)](#)  
[Senior Administration Offices \(PDF\)](#)  
[Directory Coordinators \(PDF\) - who can update this directory](#)

[Search Information](#) | [About this Directory](#)



## Directory

[Help](#) | [Login](#)

## Find People

Use the U of T Directory to find staff, faculty and department contacts at U of T.

Faculty and staff: [Log in to the directory](#) to edit your contact information, see additional results and contact information. Without logging in, searches are limited to 25 results.

### Name, Email, Phone Number or Job Title

### Search for People By

### Campus

### Faculty or Department

### General, Admissions & Campus Police

[View a list of helpful contacts on all three campuses](#)

### Safety Resources

[Get health & wellness support and report personal safety or sexual violence incidents](#)

### Media Contacts

Need to reach U of T experts and find news resources? [Visit the Media Room](#)

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[University of Toronto, 27 King's College Circle, Toronto, Ontario, Canada M5S 1A1](#)



# New Phonebook Directory - Benefits

## **Public Search – Available to all internal and external users**

- Easier search function with more reliable and robust data.
- Autosuggestions to guide people through the searching process with helpful tips.
- Display helpful information from all 3 campuses, including emergency, media and safety contacts.
- Modern user experience, which is accessible and mobile-friendly.

## **Authenticated Search – Available to U of T staff and faculty when they log in using their UTORid**

- Provide a self-serve option, allowing users to update their contact information.
- Download a list of search results and departmental contacts.

## **Departmental Administrator Module**

- Will ease workload, since staff and faculty can update secondary information i.e. alternate email/phone number. Primarily, Departmental Administrators will need to maintain departmental-specific contact information.



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# New Phonebook Directory

## What will users be able to do?

### **Staff and faculty can select pre-existing information:**

- HR phone number (phone number HR will use in official communications to staff and faculty).
- HR contact email (email HR will use in official communications to staff and faculty).

### **Staff and faculty can update:**

- Secondary phone number including a mobile phone or U of T number.
- Additional U of T email addresses e.g. [rotman@utoronto.ca](mailto:rotman@utoronto.ca).

### **Departmental Administrators:**

- Manage departmental contact information.
- Update employee records as required.





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# New Phonebook Directory - Demo

1. Public Search
2. Authenticated User – Authenticated Search & Manage My Info
3. Authenticated User – Business Officer (BO) – Manage My Departments



# New Phonebook Directory – Recap Changes Made

- **Add an SAP Business Officer as a Departmental Administrator** - No action needed - this is now an automated process with data taken from the Human Resources Information System (HRIS).
- **Add someone who is not a Business Officer as a Departmental Administrator** - No change - Send email to [telecom.services@utoronto.ca](mailto:telecom.services@utoronto.ca).
- **Add a new record (employee or phone service)** - No action needed – this is now an automated process and the request will be initiated during the telephone line request through U of T's Broad Connect Canada (BCC) website.
- **Edit your department's information** - Edit your department's location and contact information directly into the new phonebook directory via the "Manage My Departments" screen.
- **Edit an employees' record: Building Location and Emergency Location** - Phonebook will redirect to U of T's Broad Connect Canada (BCC) website.



# New Phonebook Directory - Recap

- **Edit employees' record: Preferred Display Name** - Phonebook will redirect user to [My.auth](#).
- **Set HR Contact Email address (U of T domains only) & Phone Number** - Select from a list of available email addresses and phone numbers. If not listed, a user can add a secondary email or users can add via a departmental administrator. Updates will be pushed to HRIS.
- **Change Official Email address (U of T domains only)** - User will be redirected to [UTORAuth](#).
- **Include Existing Bell Centrex Lines (Analog) in Phonebook** - User and Departmental Administrator can add analog line as secondary number.
- **Manage Bell Centrex Lines (Analog) in Phonebook** - No change - Work with U of T Telecommunications to process request with Bell [telecom.services@utoronto.ca](mailto:telecom.services@utoronto.ca).



# New Phonebook Directory – Resources

Site adress: [directory.utoronto.ca](https://directory.utoronto.ca)



- Enterprise Service Centre (ESC):
  - Create a ticket - **[uoft.me/phonebook-help](https://uoft.me/phonebook-help)**
  - Knowledge Base articles available include:
    - Table of Changes
    - Frequently Asked Questions
- If you still have questions please contact Brian Galvis, Project Manager at [brian.galvis@utoronto.ca](mailto:brian.galvis@utoronto.ca)



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# **New Phonebook Directory – Thank you**

## **Questions?**

