New U of T Phonebook Directory Training

Enterprise Applications & Solutions Integration

Brian Galvis (Project Manager)
Laura Klamot (User Experience Designer)
David Wang (Data Solutions Architect)
Katie Babcock (Senior Communications Officer)
Carla Gomez (Services Engagement Coordinator)
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 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
- Order hardware & VoIP lines
- Update user display names, email address, office address
- Reset VM & softphone passwords

VoIP Billing
- SAP Report: ZVC2 & 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
- 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
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.
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.

Departmental Administrators:
• Manage departmental contact information.
• Update employee records as required.
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.

- **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.
New Phonebook Directory – Resources

Site address: directory.utoronto.ca

- Enterprise Service Centre (ESC):
  - Create a ticket - 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
New Phonebook Directory – Thank you

Questions?