Question 6: Comments on "How responsive was the IT Service Center?"

DAJD

have it, never been trained to use it

Not reported as it was a network wide problem

DCHS

I got one call back early on but nothing since

problem has existed since Lync installation; not fixed

The problems are so very frequent, to report each one interrupts service to the citizens of King County-- several minutes a day would be spent simply reporting problems rather than doing the work of the county.

When I reported in the beginning about dropped calls, calls coming in while I was on, missing messages, I was disregarded, so I stopped reporting my problems because they weren't going to fix anything.

DES

Depends on who gets the ticket.

Responded quickly but unable to resolve

District Court

District Court attempts to support its phones itself.

Issues are reported to KCDC IT, not IT Serivce Center

not sure....turned information over to my supervisor

The problems I have had are related to the phone system being on the intranet. These problems can't be fixed with an internet based communication system, opposed to analog which is superior.

DJA

average 3 days to respond

n/a.

To acknowledge the issue but no resolution as yet

DNRP

Can't report it because the phone and computer are down

I doubt IT would realize just how critical instant, independent communication is to WTD field staff

I stopped reporting problems a few months ago when an IT person said that KC IT is aware of the problems and knows they are Lync problems, not specific problems with my computer or my desk phone.

I would like to know that software bugs are getting fixed.

IT couldn't help when power was out or bumped by storms

not responsive on sound quality

They have tried to help several time without success.

Question 6: Comments on "How responsive was the IT Service Center?"

DOT
Becasue I have few other computer issues.
can't report when your computer is down...
Had to contact IT from my cell phone - no Lunc, no Phone
I don't bother calling it in......too much trouble to deal w/help desk......
I don't have time to report every damn dropped call.
I reported from the beginning that the message light doesn't work - they said they would fix it but it still isn't fixed.
IT has been responsive however there is nothing they can do about the audio delay.
Like my colleagues, I avoid contacting IT if at all possible. Responses are slow and it usually ends up taking more time than it saves.
My instances of failures appear to be net wide, not phone specific
Problem not with IT but with the system
the problem is usually that my PC is down and the phone is collateral damage
they've really tried and some are better than others.
We've been told the "personal contacts" issue is "a known problem" - no ETA on fixing.
DPD
However, had a really helpful guy when setting up a new phone for new staff
DPER
Been waiting on answers for logistical questions since Nov 2012 - instead they changed the logistics without providing the answers and it is not better.
they say they do not help for Lync
They will refer to the "communications" group who NEVER call back.
DPH
easier to just use my county iphone. these phones are terrible
I typically dont report to IT. Reporting to IT takes too much time waiting for them to call or not call or call when you are not around thus keeping tickets open and issues not resolveed.
No one there can fix the video
not teported an issue re: LYNC
not worth reporting takes too long to go back and forth with phone calls since we are in field all day
Once it happened when IT called me about a different ticket... but it was shrugged off.
our admin manages this
some of them need more trainning themselves to be able to fully assist us
They are unfamiliar with the product

Question 6: Comments on "How responsive was the IT Service Center?"

they said there was nothing they could do about it
They took Lync off once, but it got put back on
KCIT
It just gets escalated to the next level even of that's who had the problems.
KCIT Service Center is not the only KCIT group that handles these tickets. The question should be how responsive was KCIT to your issue.
No issues
Past trouble reports have taken several days to get a call back even so I have quit.
Service Center is not responsible for Lync issuesl
The problem is the Lync support group, not the Service Center
they indicate they do not know how to support, it is a known issue
When I contacted the SC I was told my issue needed to be addressed by the Lync Team and was referred there. That then got me referred to a vendor for support, which got me routed to a request for new headset from my Dept. LAN team,, which remains unfullfilled.
King County Assessor
although ticket number issued I never heard back from them until I made my own calls
King County Council
Scott Helke is great.
they havn't solved anything so I don't bother reporting
King County Elections
King County Executive
King County Prosecutor
Don't remember.
if there is a problem, its KC wide so everyone knows
I'm working with the PAO IT folks who have opened up a ticket with KC IT.
There is no one to report our problems to - our IT department doesn't support Lync - there is no one to call
King County Sheriff Office
I notified my IT people about the email problem which solved the Lync problem.
never called them
Still have not rcvd response on one of my calls.
They are woefully understaffed. Delays are NOT their fault.
We have our supervisor place one call

Question 6: Comments on "How responsive was the IT Service Center?"

Superior Court
i contact Superior Court IT, who are extremely responsive.
I tell my immediate supervisor. He speaks with IT Services.
My impression is there are system wide problems
N/A
never let them know
Our IT department tries hard; the county IT department denies there is a problem
SC IT is Very Responsive
SCIT is extremely responsive and almost instant - county IT seems non-existent to me
Since I worked with the Superior Court IT I'm not sure how to answer this.
Superior Court IT has been great, don't know about IT Service Center
Superior Court IT is very responsive. KCIT less so
Superior Court IT. County IT only contacts us when "upgrades" caused new problems
To clarify: I contact my IT department, not a MS Lync department
did not fix the problem
problems not fixed
the service center is great at taking my information. hearing back from someone, that's a different story.

Question #7 Comments on Level of Satisfaction

DAJD

Dialing Issues

have it never been trained, therefore don't use it

I use   work issued cell phone

last 3 answers N/A

sometimes people cannot call me, they get dropped calls

Unable to place phone calls on three different days

DCHS

425 area code does not work well, calls won't go through

calls interrupt existing calls

I accidently hang up on people sometimes as it doesn't work intuitively when I am trying to use the headsets.

Missed call and voice mail messages

N/A

New employee; have not yet received any training regarding LYNC.

DES

call forward to cell phone - callers don't always hear the phone ring and keep hanging up and calling back

contacts outside of King County do not populate correctly in Lync 2013

Do not uest these

However, I have not had occasion to transfer calls or conducted online meetings.

I am not sure my problem was network outage. My phone just did not work and I had to reboot my computer.

i do not have it and sometimes get calls which attempt to come through a computer that is not lync enabled; that is a problem

I do not have the phone. But i have been on the phone with others where the call quality is fuzzy/scratchy sounding.

i tried to my cell ring at same time ,can't receive voice then

I'm logged in to my workstation and into Lync, but Lync will show yellow triangle error. I lock my workstation at night but to get rid of the Lync error, I have to unplug the Lync unit and hope it goes through recycle OK.

lync and outlook are currently weird; IT has been contacted

N/A

No call audio unless I log off and back on

Not used

out of office messaging on my voice mail

phone not linking up

Phone not ringing on desktop

Question #7 Comments on Level of Satisfaction

stops my dialing because I don't enter fast enough!
Takes forever to boot up
The biggest issue is call quality. It is still tinny.
The Lync keeps popping up when I'm doing other tasks & seems that it's taking excessive time with calendar items

District Court

some lines have connection issues therefore when we are calling them it give you a disconnected sound
The problems are too numerous to list, but dead phones, failure to ring, failure to register missed calls, delays in voice mail or failure to register voice mails, fai

DJA

911 unavailability(temporary); caller id issues, periodically disconnected from computer
Court Clerks do not have a Lync phone. Co-worker phones in court often not useable as we can't log onto them either.
I am hearing impaired. When picking up a call, there is 3 loud tones before I can talk to the caller. The volume enhancer from the old equipment might be the culprit. When my phone was being installed the tech didn't know of any additional enhancers for the phone for hearing impaired people.
n/a.
Phone randomly answers in my response group even though I was not evern touching the phone or computer
Previously reported to KCIT - recording quality has alot of static for the person leaving a message.
Specific phones just quit working randomly- ALL THE TIME
voice get distorted after putting someone on hold, It echoes, you can't hear the other person or the the other way around. Connection problem when customer calls.

DNRP

0 also indicates haven't used.
2 numbers with 425 area codes would not go through, received rapid busy signal.
call where person can't hear me, busylight requires reboot, lync upgrade required manual start
Cheap, light weight phone keeps sliding across my desk when I call.
computer goes down, can't use phone
Does not apply. No phone function.
don't use it
Great difficulties in meeting rooms and at desk top every time I have attempted to use.
handset went dark. Worked after unplugging, replugging usb
I called somone who had a lync phone and I could hear every key stroke they were typing.

I could not make or recieve calls due to an old account. Had to use someone else's until it was resolved.
I do not know how to transfer calls using Lync. Have not been using online meetings or desktop sharing. Mostly use Lync phone and conference calls.
Incoming video not up and running, yet
Locked phone
Lync doesn't load upon computer startup
Lync software quits midday every day and requires me to re-login if I want to use it. I avoid using Lync due to dropped voice signals and keypad problems. I use my old phone for outgoing calls and to retrieve voice messages.
Not applicable at this point. Network outages are the biggest concern for WTD emergency communications
Not applicable?
Not really applicable, VM quality is weird. Everyone sounds lispy
Not sure shat desktop sharing is and don't have online meetings
periodically will not log in -- IT has not been able to resolve.
Phone goes dead
phone handset does not work sometimes and plays sound through the computer speaker. Phone just logs off and then will not reconnect to the computer.
Phones don't work when there are computer troubles (workstation), so contacting IT without email and phone services can be challenging.
Regularly experience difficulty using handset - I can't hear caller or they can't hear me. Not always able to hear VM and have to forward to co-worker to hear message.
There have been accidental hang-ups as people adjust to having a pop up onscreen for phone calls.
when the phone and the computer are out, how do I notify you? It is very inefficient to have the two linked together.
DOT
After hang-up, the call does not drop, but stays on the line for a while.
Busy signal when calling
Call quality is poor. Land line to cell phone always has audio delay when I speak.
Calls sometimes drop when I have my phone forwarded
Cannot call for help when experiencing computer problems
don't havea phone
dont use
First incoming call of day would not come through - works now
First outgoing phone call that I try to make in the morning, each day--it takes a while for the phone to "wake up," and transmit the call. Also, can someone please come in person, and sit with me for five minutes, and teach me how to announce and transfer a call to another internal staff?

Question #7 Comments on Level of Satisfaction

Had to reboot the computer several times in order for everything to sync up.
Haven't used online meetings
I have not used it
I think the LYNC phone has caused horrible problems.
I work remotely so much is meaningless for me; how would I know if I have dropped calls?
Lync 2013 no longer displays all info from Personal Contacts - makes it much more difficult to get used to "the new way" of calling people if I have to look up contacts and dial them!
Lync stops working for no apparent reason/locks up
Multiple delegate account does not work well
My headset completely disconnects and I must reboot it
N/A
NA
Not Applicable
Phone doesn't hang up all the time
phones fails when system is down
sometimes Lync goes offline by itself
This phone is awful compared to the phone I had in PCSS (FBOD); phone will not hangup all of f the way.   Sometimes there is an echo.
VM call-in at 263-8113 not working - multiple times
When i try to call someone that has migrated over to the new systerm, the calls are not automatically fowared from old number to linc number
DPD
Have not used
Have not used United Communications service to my knowledge
Last 2 items should be "N/A"
DPER
ability for 911
haven't had any of these problems; did have a problem being able to connect to Lync
start to dial and get dial tone
Unable to dial specific numbers within area code, 2 days.
What is Content/Desk top sharing?
DPH
call forwarding to my cell is spotty
Can't use phone when connecitivity is an issue. Can't call helpdesk when computer is not on.
could not make outgoing calls
Could not see vm on Lync, only on email

did not use
I do not have the lync phone so not able to comments
I don't receive any calls on Lync.
it beeps 7 times before you're connected
Lync hijacks my computer, making it hard to get work done
my desk phone is not currently working and I cannot use it. My headphones only work intermittently.
N/A
not able to see call history, no access to update personal settings they are grayed out
Not being able to get messages through Lync only shows up in Outlook. I can't use my Lync headset to hear messages in Outlook. I have to use my speaker headphones to listen to the message in Outlook.
Response Groups, adding picture
Some phones in CNK still analog so entering a conference room expecting a Lync phone-- and finding it is analog has caused problems and time waste in recent weeks.
tech trouble with sign-in 1-3 times ... New interface is clunky
the last two should be NA I don't even know what that means
unable to make or recieve calls. Had to use a different phone.
voice mail not workin
Voicemail notification have not always shown on Lync interface (server problems referenced).
KCIT
Contact list won't work, no presense in outlook (can't see if people are available in Outlook and can't search for them in Lync)
Delay in Response Group answering on Aastra 6725 set
Dropped calls and lower call quality have occured but only when working from home and using Lync to call outside of KC over my personal wireless network
IE tab switch when incoming IM appears
It's not fully functioning now, since Friday. I put in a ticket but no response yet as to what is going on and it's not yet fixed
Making calls using my headset connected to the PC via USB, MANY instances in the past 2-3 weeks of having to call to the same number 3-5 times before it stops just giving me a fast busy signal instead of ringing. Also, some IMs do not come through if you have Lync open locally as well as remotely when coming in over remote desktop connection.
My old headset needs to be replaced and my request remains unfullfilled.
Phone only rings to desktop speakers; having an alternate ring system is a very important need. Calls lost due to lack of hearing ring. Computer speakers should not be dedicated to Lync ringtone as they are used for other purposes.
program re-boots, shuts down - several times
Receive certificate error when telecommuting and using AnyConnect to connect the KC network
the sound quality of my recorded greeting is atrocious

Question #7 Comments on Level of Satisfaction

This week I have problem calling out
Upgrade to Lync reset phone ringer option to headset; Had to reset to speaker
Using just the headset allows for excellent quality. The very brief network outages really didn't cause much interruption but did happen a few times.
King County Assessor
headset quality - cannot hear caller but they can hear me 16+ times
If both people are telecommuting sound quality is tinny.
Lync insigna pops up often, takes my time to close
no using
phone does not work
Phone number routing problems.
rarely use system, as it is currently only set up for IM
Signs me in as "presenting"
King County Council
Calls not hanging up when receive is put down
Number formatting does not allow system to make calls.
Phone sometimes goes to "hold" status when I hang up after a call.
King County Elections
King County Executive
Calls haven't been connecting well in the last few weeks. Sporadically wouldn't connect on calls even after multiple redials.
conflict with MS Outlook calendar
N/A
King County Prosecutor
An issue with software updates caused my phone to be unavailable for a full day.
Calls often don't go through when dialing;   have to dial again
Does not accurately reflect my call/conversation history
Have never gotten the system
In one of our conference rooms, the audio does not work for Lync online meetings, and our PAO computers does not know how to fix it. But this is a computer problem, not a Lync problem, since Lync works fine our other conference rooms.
Not Applicable
unit just didn't work
With no explanation, my phone will sometimes not have a dial tone and I can't call or receive calls.

Question #7 Comments on Level of Satisfaction

King County Sheriff Office
Annoying ringing in my handset while I'm on the phone & there is an incoming departmental call
cannot dial internal or external numbers from time to time.
Difficulty when email was offline, no phone.
I have a hard time getting emailed voicemail to play on the right speaker
Multiple issues where it doesn't completely sync with Exchange servers
Multiple problems with accessing/checking voice mails
My laptop Lync seems to go offline throughout the day.
None since I won't use it
Unable to call out using UC - multiple occurrences
Superior Court
Caller calls me, cannot hear me, although I can hear them. I have to call them back and then they can hear me.
I receive voicemail messages that are garbled and not audible.
N/A
Network outage is a very big deal. It means no communication with the jail, for instance.
Transfer doesn't work, use "Park" feature instead
Unable to connect to Lync at different desk, problem not resolved yet.
video confrencing needs IT help with setting up a computer for JPC to view and sign orders
wouldnt let me dial a specific long distance number
calling 911 - constant problem
Lync does not sync up with conference calls
meetings "hang" audio quality dies, stops or stutters.
when the phone and the computer are out, how do I notify you? It is very inefficient to have the two linked together.

Question 8 Comments on a unique way Lync is used

DAJD
don't know
Have to be logged onto computer in order to answer the phone
I don't know how admin types use Lync, but it is no improvement on the decks. All we need are phones that work properly.
I haven't used online meetings and video conferencing features, so I answer N/A. May be in the future.
I use the phone a lot and there are many probles with this new system I will show a call on my computer, but it has not been set up for that as far as I know? I have not had any training for this system.
Ignored
It's horrible and I hate it
Lync is used by the main desk receptionist to answer calls from the general public regarding alternative sentencing options.
none we only use the basics at this time
Not applicable
Not sure.
nothing unique about how I use the phone
others in my Dept. and through the building have it and use it all the time. I have never been trained to use it.
We are for the most part using IM and the status to save us time. the voicemail enhancements have been EXCELLENT!! Also really like the convience of being able to share my desk top!

DCHS
answering emergency calls using calls groups
As the reception area/group, we deal with a lot of calls that we need to transfer to others.
Conference call, video conference and online meetings do not work well (or at all) in a cubicle setting and when others around us in cubicles try to use these functions it is VERY disruptive for the rest of us trying to work. A conference call or online meeting should be held in a conference room but Lync was not set up in our conference rooms, so that was a missed opportunity. In addition, not everyone received cameras in our Department, so video conference is not an option for everyone.
Crisis and Commitment calls
cuts down on phone-tag and trying to find people at their desk so that we can give them tech support. More tech, less looking and calling.
Don't use.
I have no idea why/what I would use Lync for, nobody has ever told us about it. It bothers me that I have to sign in for this and have no use for it.
IM is used to help check client's into the clinic.
Lync is the major contact for the public to our dept. Having to wait for the system to connect thru before I can speak to our customers is difficult for us and the customer.

Question 8 Comments on a unique way Lync is used

n/a
New employee (started 3/24/14); don't yet know how LYNC is used within our Department. I've not yet received any training regarding the features of LYNC. I attempted to participate in the available online training, but I'm unable to do so, due to issues with JAVA. Sent ticket to KCIT.
Screening calls- very high volume of calls in high stimulation area. The lag time before people can hear you is verrrrrry bothersome. You repeat your greeting 2-3 times before you are heard...
So far we only use it for phone calls.
There is nothing unique. The system is fraught with flaws and a great deal of time is spent apologizing to county citizens and outside agencies for the dysfunctional system and it's many problems.
we tried conferencing over video with the Renton Worksource.   It was just too complicated and problematic.
DES
Apparently we have Lync phones but no one knows how to use them.
automated call distribution
Checking messages via Outook. IM co-workers. Presence status elimiates the need to continually check to see if someone is at thier desk....or on the phone.... or away from thier desk....etc.
General communications
Have used it for online meetings. Tried to use it for interviews, but was not successful. Resulted in using SKYPE instead.
I use desktop sharing to troubleshoot issues with our web-based financial disclosure program in the Ethics Program.
n/a
Not used
Online review of documents.
Sharing a co-worker's screen for training
Since we don't have lync phones, we use it for IM and sharing screens. We also don't have mics or headsets so we can't do videos, but would like to.
Someone figured out how to record training videos by sharing his screen
The lync phones are sitting on the front counter (2), but we are only able to call out on them. I like them for that, but I would like to see them hooked up with full service.
Transferring voice messages via email
We need to do recorded statements in the investigation of claims. Its is a work around system instead of a feature of the system.
We often take recorded statements via telephone. This used to require a separate stand alone device.
We rely on Link to work with the field workers sharing Desktop screens to follow database exchanges. The messages delivered to Outlook, if on the phone, make our work easier...

Question 8 Comments on a unique way Lync is used

whiteboarding

District Court
AS A PHONE AS IN A COMMUNICATION DEVICE WITH THE COMMUNITY.
Coordinating the moving of defendants and attorneys between courtrooms
Got Nothing.
Group instant messages to alert others about special paper in printer or help needed at counter.
I can think of none.
I use my Lync for everyday use, as it is very effective when trying to see if another clerk is available at other courts, If we have defendant's that come to our window that does not belong at this particular court,I am able to look up the clerk at any other court in our jurisdiction and contact that clerk immediately. I am able to communicate with clerks that are in-court clerking..AMAZING FEATURE
i used the desktop sharing feature to show a clerk at another location how to log into our jail video program (jabber i think its called)
I work at our south division location but bellong to the office downtown. Instant messaging is worderful to stay in touch with my team, work out bugs, coordinate work, get instant information and update them on my schedule.
Instant Messaging other clerks while in court
It is helpful to have the IM chat capability as a lot of times I am in a situation where I cannot call someone.
Messaging between employees is invaluable.
Nice to have IM option because we can't always communicate with staff that is in session in the courtroom - now we can without interuption of the proceedings.
None
Not necessarily unique, but desktop sharing is invaluable.
response groups
When we received new computers, we had NO training on how to get voice mails Frustrating situation that we had to "figure out"

DJA
1) Online meetings; 2) recording staff presentations for vendors; 3) recording vendor demonstrations.
I am able to IM someone and prepare them for a call that I am transferring over. I am able to let my coworkers know what the situation is with a case before they answer the phone. Makes for better collections.
I appreciate being able to use Lync IM when court is in session and I need to send a quick message to my bailiff in another room about what's going on in the courtroom, or if I need an immediate response from her. I also like being able to have that line of communication available with my judge while she's on the bench. I also like being able to send out group messages to other clerks to coordinate or send out a group question for a quick response.

Question 8 Comments on a unique way Lync is used

I use Instant messaging to communicate with staff when court is in session.
instant message
It is only used for instant messaging.
Large number of response groups rather than staff phones - Lync does not work well for counter phone/shared phone scenarios - we have far more workstations than staff, and far more staff than phones, but we are charged as if every workstation had a phone attached - there is no way to be frugal.
My phone is answered by someone else, and the appropriate calls are transferred to me. Lync is not great for this type of response group stuff. callers comment on how long it takes and how cumbersome it feels.
n/a
No comment.
Not aware of any
Outside call coming in and calling outside and other departments
The phone system is virtually useless to production of my department. It has caused mor effort in fielding call than the previous system.
We have quite a few response groups
We use it on a daily basis to communicate with customers, staff, courts and personal if needed. But, not happy with the drop calls and sometimes when customer calls in it's saying the connection problem.
DNRP
At a glance, can see a peron's status - away, busy, etc. IM is not used much as it is not very expedient. I like to see who called and left a message on screen.
Desk top viewing
Don't know of any. I just use to make phone calls
Don't know.
don't use it
ha ha . . . . ha ha ha
Hmmm...how do I know it's unique?
I don't IM. I don't do conference calls (in a cubicle, not office) I do not have a video camera. I don't have a County phone. I don't use online meetings (of desktop sharing, presenting) and wouldn't know how to if I wanted to.
I don't know of anyone in my department willing to rely on it.
I pretty much use the like a regular phone. No time to explore the many bells and whistles.
I think I need speakers when listening to vm via outlook yes/no?
Incoming customer calls on a regular basis from a customer service line. Outgoing calls to customers.
It can't be used to make phone or receive calls easily.
it is not used at this time

Question 8 Comments on a unique way Lync is used

It really is only used for online messaging. Other than that staff pretty much use it as any other phone system from what I have seen.
LOL. We're still learning to use so haven't gotten to the point where we can be creative and therefore "unique" in our usage.
Lync is used as a phone. Why was so much in valuable county resources wasted on this?
Lync sux.
My users share desktop via Lync for application's feature training. We always run into an issue that the screen becomes unresponsive when administrator credential on the desktop share machine required one. This is annoying and becomes a useless features for myself as well as the conferencee.
no unique uses that I know
None
None that I know of
NOT
not aware of unique uses in my department
Not yet fully implemented. All we have, as far as I know, is the pop-up that shows user's status, presence of those who have been selected *and* who are set up for Lync (some staff, even within my group, have few or no Lync features enabled), and instant messaging with those who are compatible.
Online meetings to save travel time.
Presence status is a waste.I don't need to know how long someone is away from their desk.
Staff from distant facilities can conference in with video, making it feel more like they are really in the meeting than just audio.
We do not have the phone system yet and I have not been to a training session yet.
When consulting with a colleague on a document or an issue I'm having with my work, I share my screen so we see the same material. It really helps me train staff on how to use information or learn how to use a software feature.
When I can get others of use it, IM is handy
With the old phone system, staff in cubicles were allowed to use supervisor's or manager's private offices as extra meeting rooms for conference calls or private calls when the supervisor/manager was away for meetings or vacation. I am no longer able to do this because of restrictions to login to their computer to activate the Lync phone. This has reduced the already scarce availability of private conference rooms in our building.
WTD has conference rooms at KSC and treatment plants that are Lync ready for video conferencing.
#NAME?
DOT
can't I don't have a phone.
Don't know at this time what constitutes a unique use of Lync.
Don't use items marked as "not applicable"

Question 8 Comments on a unique way Lync is used

I don't know. I only want a phone that I can answer, call out on, and transfer my customers to other staff in my department, to. I have a Polycom phone. It has a display. I have not been upgraded to Lync 2013, yet, am I supposed to be? I cannot transfer my customers, and as I walk around, I hear other staff also say to the customer that they cannot transfer them. They are busy, and cannot just take the time to study a manual page that the Help Desk sends to us, yet if they could come and just sit beside me for five minutes and let me take notes, that would do the trick, I think. I don't mean to be ungrateful, or critical, but if we are trying to save money, but many staff do not even know how to do the simple tasks of transferring their customers, we are not becoming successful with our new equipment in serving our customers, no matter how much money we are supposed to be saving. I do not do the fancy things with the lync system--I just want a phone that I know how to operate, to serve my customers with. I will sure try to learn to do anything I can, in order to do this.

I have nothing good to say about the overall superiority complex you get with certain Lync team members. May we all grow to be technologically superior gods like the guy I speak of. It is due to this person that I don't bother reporting things.

I hosted a larger meeting that was also broadcasted using Lync so folks out of town could log in and participate.

I use the headset so that my hands are free to work in a computer program when I am speaking with customers. I have the phone set to ring through my speakers as well so that I have both a visual and audio signall since I am on the phone, listening to messages or working in the computer program doing research all the time.

I work at a remote location and must remote to my computer downtown. Having the Lync calls on emails helps to identify, store and allow for voicemail action. Before I had to keep calling my voice mail during the day to see if anyone had left a message.

IM and status is used extensively. Saves a walking trip when the other person isn't at their desk.

I'm not sure if it's used in Transportation/Operations/Service Quality. I don't really understand what it is and/or why we would use it, although we use and are trained in Incident Command.

In addition to my own phone we have a multi delegate phone/account for cross job duties and another multi user phone/account for on call purposes. The multi delegate phone set up does not work well at all.

I've used it for presentations and only one non-king county person could not see the presentation. It emailed them a hard copy just in case to follow along, so it was probably user error. Some of my co-workers respond to my instant messages because they say they don't know how. OR, they see my message pop up and then email me a response. It's mostly user error. Sometimes my voicemail light is on for the rest of the day after I've checked my voicemail(s). It'll be off by the next time I log in. That's a little annoying.

Job interviews of perspective employees that live in another state. We were one of the first to do this.

Messages are quick. Just get info needed.

NA

no unique way used

None

none that I am aware of.

None that I know of

Not sure that it is used in a unique way....

Question 8 Comments on a unique way Lync is used

Nothing unique. We don't appear to be using its full capabilities and that may be due to lack of special equipment such as cameras, headset/microphones, or other basic amenities not included in your implementation.

online meetings.

Our administrative assistant now has two phones. It was determined this was the best way for someone to cover our general office phones when our assistant is absent.

Some people use it to pretend they are not here, by not using it, or always 'appearing away'. None of the messaging or conferencing features are in use by any project team members I work with.

Sorry can't think of anything unique. Other staff use video conferencing, online meetings, and smartphone apps. They have reported no problems.

To IM from the technicians work area to the parts dept. for parts request. However the IM dialog box does not pop up and stay on the recievers desktop. So when IM ing others if they don't noticed that the "L' icon at the bottom tool bar has a colored box around it they never get the message. Obvious oversight on the programers part. The lack of the pop op box greatly reduces it's effectiveness.

Unknown -- cannot define or describe.

We don't have the Lync phone system in Renton

We have a call group wich is way better than our group line used to be.

We have a phone-tree set-up ("if you want person A, press 1; if you want person B, press 2") within our section, which I understand continues to have problems.

We have a shared phone line, and we can now see the incoming calls in our Outlook Shared inbox. This is a huge plus.

We move it to the side so it is not in the way of our icons.

We need it to be a phone; unique usage at our desks is not helpful or a good use of our time.

We use the presence status to cover the main phone line if one of us is absent.

when the power goes out or the network is down, it will make us unable to communicate with citizens or the help desk.

| |

DPD

Can speak for all, however I like that I can use my headset since the majority of my job is to answer phone calls. There are some features I like, however I do not like that I can hardly hear my in-custody clients.

n\a

None

| |

DPER

As a regular phone.

Desktop sharing to troubleshoot system issues.

I use Lync to communicate with 2 other King County departments without traveling from Snoqualmie to Seattle.

I'm not aware of anything unique.
Video and telephone conferencing. (Although it doesn't apply to me)
DPH
Boss doesn't understand or use
calling and recieving call from clients. uning IM to communicate in the back offices (saves time) good method of commiunication.
communicating with front desk about schedule changes or client special requests
Don't know. I did have someone try to call me via Lync, so some must be using it, but not in my health center.
Getting incoming calls, consulting the person it will be transferred to, then transferring
I am an early adopter and am trying to move my colleagues to greater use of Lync for online meetings to save travel time.   I actually prefer online meetings when working on spreadsheets or joint projects, because we can collaborate by sharing desktops. Saves a lot of time from traveling and going back to office to try to enter what I think we discussed.
I am an Interpreter, and my workgroup (Public Health Interpreters) uses Lync for telephonic interpretation, including conference calls. We frequently use the conference calling, conversation merging, call transferring and instant messaging features. We also update our status lines, on an hourly basis or even more frequently.
I do not know
I hate it.
I use presence status to know whether I should walk up a few floors to talk to someone, make a phone call, or just send an email. I love the instant messaging. The voicemail is weird, I still don't get why sometimes it plays through the desk phone and sometimes through my computer speakers.
I was recently in a meeting with online desktop sharing and it was incredibly slow to connect and although we spent 10 minutes trying with the SharePoint and Lync program managers to make it work we finally gave up. I figure if Christopher and Julie could not make it work others would be failing. May be an internet connectivity issues or compatibility with laptop. ??? No body had the answers and you can't get immediate help with Help desk so it is embarrassing on customer calls.
IM and to tell someones presence.
It is our phones. We use it whenever we make a call.
It slows down my computer when logging in and when using Outlook, otherwise it does nothing. I have received no instructions on using Lync.
Just for incoming/outgoing phone calls.
Lync is installed on all of our computers if we use the other features or not.   A unique way that lync could be used in my dept is to provde a headset to take calls in the field without having to give up the astra phone options in the office.
Lync is my primary phone. We also use Lync to share desktops and IM when we are working away from the office.
lync mobiel app on my smartphone- never heard of it!
Meetings with higher-ups

Question 8 Comments on a unique way Lync is used

n/a
need to learn
No Idea, when I am in clinic I am in patient rooms, and not at my desk, desk is not in teh same place day to day.
Not used at all for my team. We are out in the field most of the time and only at the computers for a very small part of most days.
only the desktop sharing and lync im
Real-time collaboration; providing training remotely
receiving phone calls from clients
Reduce the time needed to travel around the floor to various staff members' desks to review a singular document by using the screen sharing feature.
responded to your money questions before, nothing has changed, bad phone system,   every training i've had has been nothing more than "sales pitches" on how wonderful it is. Maybe if everyone is on the system. 99% of my calls are from the general public and not on lync.
response groups
Since we routinely need to present or conference with people from outside agencies, this tool saves us all time and money. It makes life so much easier when we can have a field EMS provider call/log in from their home instead of have them drive downtown (battle traffic, pay for parking, etc).
To call providers to let them know there appointments are here.
training to do data entry using online meeting- desktop sharing
Transferring calls.
Use the response group settings for answering three distinct phone lines.
Used completely through out our department. This product should have been tested before King County committed to such a product.
Using IM our management team stays in contact using the white board feature. The white board feature in the IM window keeps the information for late arrivals without repeating in the IM field.
varies
video interviews conference calls
We instant message a fair amount, which is very helpful and more expedient than email in many instances.
We use IM messages to reduce the number of emails going back and forth within our section that require a quick response or more back and forth interrations. Saves time.
We use it for our call center without any que method or program that can que and track our calls.
we use it for response group calls, always falling out of the network and we are not notified that our phones are not working
we use it to share screens with coworkers who might be telecommuting.
We use it to train EMS agencies on how to enter data into a national surveillance registry.

Question 8 Comments on a unique way Lync is used

KCIT
Calls through the laptop headset?
Conference calls with white board, very useful.
Daily whiteboard meeting enables us to have remote locations collaborate real time and respond to emerging issues and share content.
For desktop sharing when users are not in SCCM, online meetings, whiteboard, Response group
I do not have a network connection in my office, so work at my desktop entirely through a wireless connection. Lync works flawlessly when I'm in the office - across the wireless connection - desktop sharing, large on-line meetings, etc...   I also do not use my phone device. I just utilize the speaker and microphone in my laptop, tablet, or smartphone whenever using Lync for calls (including video calls and meetings)
I don't think that there are necessarily any unique ways we use Lync that I know of.
I use it to collaborate with business and technology managers countywide - in all County agencies. I use on-line meetings to save travel time. I use Presence to call when people are available, no need to leave v-mails unnecessarily or disturb people if they prefer not to be disturbed. I love listening to my v-mail when on train through my Outlook on my smart phone. I love to im people for a quick question/answer. I love using link to share documents rather than send via e-mail.
I used Lync a lot as a collaboration tool using desktop sharing to work on documents. I really LIKE that feature. I find it very useful for my work. I also like instant messaging for simple check-in and to get instant response.
I work 60+ hours per week (a lot in the evenings) and Lync has helped me be more efficient and feel less frustrated while coordinating meetings with vendors and staff. Between SharePoint 2013 and Lync, I've been able to develop a better experience for our managers and staff.
I work in KCIT, and we have been using Lync for quite a while now. I was part of the pilot program. I love it! It has saved me so many hours, and we use it for instant messaging, video conferencing, all staff meetings, and more.
I'm not aware of any unique way we use it.
Instead of a real phone.
It allows us to collaborate more fully and quickly.
Its nice when calling other departments and being able to see the availability of the person you are trying to contact.
It's not really unique, but we are able to walk around among the servers while talking on the phone to a server admin, which can be very useful.
Large staff meeting in KCIT with over 100 people in attendance
Like a phone.
Lync online meetings - desktop sharing & presenting
Many of us are often mobile and have our Lync numbers set up to simultaneously ring our mobile phones so we can receive our calls in the field.
meetings
My team utilizes the whiteboard for daily collaboration.
n/a

Question 8 Comments on a unique way Lync is used

None
Not Applicable.
Not sure
Not unique but used online meetings numerous times per week to quickly accomplish a meeting and its objectives without needing a conference room, motor pool car and travel time. Love it! As a trainer for UC I use or demonstrate any/all features as the situation merits.
online meeting with video conferencing
Online meetings allows the team to handle multiple status meetings with departments spread out over all of King County without the need to spend time in transit.
Online meetings and remote desktop assistance! Very valuable tool for IT LAN Admins
Online meetings, screen (document) sharing and tagging individuals so that I can get questions answered as soon as KC ee's are available or out of the office.
Our CIO holds department wide meetings with the staff using UC/Lync.
Personally, I like accessing voice mail recordings from my email - thus I can listen to voice mail from any device (such as my smart phone) without having to dial into some voicemail number/system.
Since we can have Online Meetings we can do them quickly since we don't have to book a conference room which can be a real problem. Sharing the desktop is fanastic !!
voice communication
We do a lot of online meetings.
We use Lync a ton for training, troubleshooting, and efficient collaborating.
We use Lync's UC services to share desktops during meeetings - this enhances collaboration to see what someone is working on makes the meetings more like workshops (highly productive) versus lectures and status meetings. We also use Lync's UC services to see who is available when we quickly need a resource for assistance, and we use Lync's UC services to join meetings from calendar invites, reducing time lost in back-to-back scheduled meetings.
We use the online meetings to host our Whitboard
King County Assessor
I have a concern that interactions and meetings that are not person to person will stifle communications that are essential to a collaborative work group. Come on folks, our co workers are not located in Paris and Ontario. They can get themselves to a meeting that is within 45 minutes of their homes. We sit at our desks and run ideas by each other every day, it is essential to equity in the work we do.
In use by everyone
Like a telephone, but nowhere near as efficient as it is made up to be.
messaging staff during telecommuting days
Not used
POORLY, as only a portion of my Department has fully deployed the system
We use it to answer our general line using the response group and we utilize Lync for online weekly staff meetings which makes it ideal for staff who telecommute.

Question 8 Comments on a unique way Lync is used

King County Council

District specific (council office) response group is helpful.

Great ability to know when someone called through email alert and to access voicemails

I provide comprehensive information in a front line-type format. I primarily answer calls from citizens who are confused, angry, and questioning assessment and property taxes, or who have records and title questions. Calls tend to be very cyclical, i.e., multiple incoming calls seasonally depending on the tax calendar. Calls tend to come in during lunch hours when only one person is present. Responses can be very complex and time-consuming, and involve online research. During calls that may last over an hour, I need to be able to quickly answer other incoming calls while the first caller waits on hold momentarily. The time it takes to put someone on hold, click to connect to new callers, put them on hold and continue connecting is not reasonable. Also, the number of rings before a caller gets our voice mail is too long. Taxpayers hang up well before the voice mail comes on or when it comes on because they want an answer quickly. If they get voice mail, they don't leave messages, they call the "next number". A lot of our business is based on other agencies NOT answering phones in-person, based on customer input. Our customer base is primarily comprised of elderly persons and people who speak English as a second language, or busy professionals with large properties who expect a better quality of service. Lync is not made for front line responsibilities although I would admit it probably works well in other environments, such as bureaucrats and their staff, who work with each other and are not reliant on incoming citizen calls for workload. However I would remind you that we ALL work for citizens and our responsiveness to citizens makes a greater first impression about the County than all of the good back office work does, regardless of outcomes.

It is used as the butt of most jokes, and despite our best efforts to appreciate it, it always manages to fail us in a new and unique way. Sorry to be blunt, but it is the truth. Until it can complete calls - what should be the simplest function for a phone - no one will trust or appreciate it. That said, all of the additional functions are wonderful. But it has to be a phone. We take hundreds of calls from county residents, and the phone just has to work.

LYC is helpfull when i need to make another call to another Department so its used in my Dept

Multi line phones, specialized telephone number dedicated to a customer

n/a

None

None that I'm aware of.

Our IT Helpdesk staff use desktop sharing to help staff with IT questions

We use it to communicate with constituents, each other, and other Departments.

King County Elections

We use Lync to record people demonstrating new processes. Moving forward we have the video to refer back to and reference when creating written procedures.

King County Executive

Been hearing about it for a year or more but don't understand what it is nor am equipt to use it.

Group chats in lieu of adhoc meetings to quickly problem solve.

I don't know of anything unique....

Question 8 Comments on a unique way Lync is used

I generally ask people to schedule most meetings as online meetings so that those who are working remotely or who have to travel to reach the meeting can participate, rather than rescheduling the meeting to a time that everyone can be in the room together.
I have two different desks - one at King Street and one at Chinook. It is helpful to be able to take my phone # with me wherever I go just by hooking into the intranet.
I use Lync for all kinds of things and I use ever feature of Lync.
n/a
Not used yet, but was planning in a previous job (sheriff's dept), to create webios for training purposes.
nothing unique that I am familiar with
Only used on the desktop as we do not have Lync phones. I guess this is not unique though.
using Lunc by setting up a menu for various benefits i.e. benefits, Retirement, Leaves, Deferred Comp etc
We are able to conduct mini tranings via the Lync desk top capabilities. We are able to conduct IT business via Lync.
King County Prosecutor
I can't think of any.
I do not know.
I only use the instant messaging system. It allows me to communicate with people in other buildings more quickly than email.
It's not!
The ability to record online meetings for training purposes is a big improvement for us.
use it everyday to talk with others in office
Used an online meeting with desktop sharing to record a training/presentation that is accessible online on-demand.
we are not uniquely using it. we seem to be only using basic means
King County Sheriff Office
I am the only one in my unit that uses the Lync phone as we are unable to change the data that uses the phone number in the State and Nationwide Criminal Computer Systems.
I can't think of anything unique about it.
IM
Instant Messaging is very handy.
Instant messaging, outbound/inbound calls, transferring, checking to see if person is around
It is not used. They installed it and I just turn it off. I have several other means of communicating and will not add this one.
it is used to transfer calls meant for other people to my voice mail so they can be as confused as I am.

Question 8 Comments on a unique way Lync is used

its been down at least 3 times since installed, one time it took over a week to bring it back up. Phone is used for emergency's when it's down courthouse can not call in the event of needing help
main line calls are rotated to all employees.
n/a
None known
Not Applicable.
Online weekly meetings saves gas money and time.
The recording heard when calling the main number gives the caller options to take them to another number that can better serve them, e.g. Press 1 if you wish to report a non-ememrgency crime.
Used to communicate easily between departments. Pd to court, pmu, or records.
We are in a customer service setting and all try to pick up our phones for incoming calls.
We have used it to take recorded statements
Superior Court
As a Boat Anchor
Conference calls, regular calls
Frankly, the handset use of the phone is so unreliable I avoid it as much as possible.
I have no use for this stuff.
I'm not sure what this question means. It is a phone, used to make calls. It doesn't work well and results in misunderstandings and miscommunications between callers because of delays and other voice quality issues. It results in concerns re safety because it is linked through the computer, drops calls, the network is out and the phone cannot be used, and is not reliable even once the call is placed. There is not enough room to continue my thoughts here.
It is primarily used for phone calls, voicemail and emails.
It is very problematic in a court setting, where calls always have to be transferred to me to avoid ex parte communication. The phones drop speaker calls in court. Bailiff cannot answer my inside line, she can't have the phone work both in court and at her desk. If I am expecting a call but have to leave my desk momentarily, I have to have my bailiff sit at my desk. I HATE the impersonal and bureaucratic way it treats callers.
n/a
None
Not Applicable.
Often use the Consult then Transfer function, which is not available on all phones.
people sometime post thier out of the office schedule
Please see my comment above.
Review documents collaboratively
Sometimes, I speak with my nose.
the answers above refer to video confrencing via viper and not that on my computer
we use it for phone calls. Most everything that happens here is in person

Question 8 Comments on a unique way Lync is used

we use the front information desk phone as a general number for the Superior Court. Several different people cover this phone. This has caused unique problems and can be very frustrating. We also have several response groups we cover, one of which is the general number.
For my section As a phone. We were kind of excited about all the new and wonder things we were promised that Lync would do, but we've pretty much given up on those. We tried video meetings, easier to walk down to the conference room.
I have State computer, no LYNC headset, and can't hear voice mail from my computer
Lync is used as a phone. Why was so much in valuable county resources wasted on this?
We gave up using Lync for 911 - we have to use Centrex or fax lines.
We have response groups, which is helpful but also problematic when there are issues with Lync, which happens fairly often.

Question 10: Given your Lync experience, what would like to see changed?

DAJD

Be nice if someone would tell us what it is.

Better clarification on which desk phone devices were available and what the deployment issues would be for a given office.

Can barely hear people on the phone and the phone only allows 2 rings before it disconnects.

Customized for the work group

hole in center of hand set causes me to drop phone occasionally; angle of phone causes glare from overhead light so can't see who is calling; phone is so light that it moves around on desk with a pull on the cord while reaching for things. Haven't figured out yet how to set up headset and no time to figure it out. Need to retrain now that we have the basics under our belt so we can build skills since when we had training we had no idea what the system was going to be like.

It would be nice to be able to put an Out of Office on the phone just like you can in Outlook.

More hands on training

n/a looks good!!

On-line meetings are horrid. Between the delays and echo/feedback, it is not a productive alternative to meetings.

Provide video tutorial or paper copy of on how to utilize conference calls, online meetings, presentation sharing etc.

The Department, DAJD put these cheap phones out in the units. When people call my direct number, I can not answer the phone, People think I am ignoring them. This is awful to deal with. The sound quality on this phone is terrible. I get weird messages from people I don't know. We have had ZERO training with all this new stuff. However, I don't really care, I am retiring soon.

The initial training was terrible. It prompted me not to attend/participate in any additional training.

The phones are of poor quality. You can't prop them against your neck when you're talking. They slide off the docking area on the telephone very easily.

To get rid of it

training was very tecnical with no hands on practice or even   visual look at the phones. Also it seemed to   occur   quite a while before the phone system was installed--?months

training!!!

training!!!!!!!!!!!!!!!!!!!! the web site we were given didn't have any training. Without any training it is just a phone that doesn't work sometimes. not a step forward but a step back.

Would like to see training on it, needs to coinside with my computer, and should not drop calls ect.

DCHS

A headset would make it much more convenient to use for conference calls and meetings. I hate having to hold the phone with my shoulder while I try to type! Also, the one Lync-related ticket I did submit got passed in circles a couple times and I finally just closed it unresolved because no one would take responsibility. The buck should stop somewhere!

A new system that actually fits the needs of my department rather than the employees having to compromise and make do with limited and poorly designed application.

Considering the volume of calls we transfer, it would be fantastic if transferring a call was simpler (currently takes 5 steps to transfer a received call via Lync on the PC, and I haven't a clue how to do it just using the physical phone).

Question 10: Given your Lync experience, what would like to see changed?

Easy access to easy-to-understand, readily accessible training material. If the link to the on-line Lync handbook were on our desktops that would be great. We could then have immediate access to detailed answers on "how to" do assorted things on Lync - from the simple to the complex - from instant messaging, retrieving voicemail to forwarding a call, to setting up on-line meetings Lync is fine. Does take some getting used to, even after all this time With the new version of Lync, I have had - so far - no episodes of being de-Lync - ed from Lync. Those episodes used to be frequent. So that's a great improvement! The presence status indicator doesn't always work properly.
Eliminate the phone's "Lock" status...no one knows what this is for or remembers their unlock password! Provide a better "New voicemail" indicator. The tiny dim light on the 1 key is barely visible. Simplify the menus: Lync does 300 different things but I only need three of them: voice calls, voice messages, and I can't remember the third one.
Get it to work more then 2 weeks at a time. New issue and next.
Have landline backups available for when internet goes down. Improving work station settings so that we can use Lync more effectively without improsing on our co-coworkers, the space we're in is completely open and if we start to have meetings from our desk that will change everything.
I do not like the dialing on the computer- it takes longer than just using a phone. 2nd if you don't dial fast enough the system act like you have misdialed.
I would like to be able to click a number in my Outlook and have it be dialed.
I would prefer not to switch to the Lync phone operating system. I currently use the phone for interpretation services needed to provide clinic services to clients.
I would rather we didn't use it.
I'm satisfied. I need to use the system more fully (video & online meetings)
I'm sure there is a lot more I could be doing with the Lync system but have no idea how to use it other than the basics and haven't received any training
Just need more time to make use of the available training resources
n/a
pain to place phone calls. The links to place a call are delayed, and don't always work. If I do a manual dial, and don't dial 'fast enough' because i'm trying to both read the number online and press the numbers, it cuts off midway through the number and gives me dial tone and i have to start over.
Please provide training to new employees.
Real world labs where people go to get training, but the entire class takes turns being the presenter to the rest of the class in a round robin fashion where all attendees have the responsibility to stay until all are equally trained (equal opportunity), not 'okay, I'm trained, see ya!'
User friendly quick tips given days before the system goes live. Contacts for specific problems when they occur.
Would like to be able to use phone without computer on....don't think that will work; but, it could be helpful when computer is off.

Question 10: Given your Lync experience, what would like to see changed?

DES
1) I would like to know that when I use Lync it will work. Now, most of the time I make calls, I have no confidence that the person called will be able to hear me a problem I have been told is a problem with Lync and not my devices. 2) I would like phone numbers to not be automatically added to my contacts list. I only want numbers to be added if I add them. I want to manage my contacts list, not the system.
1. not having to reboot the phone ever. 2. when I remote, having my phone come with me on the phone wherever I'm sitting (e.g. office sharing)
Better call quality and less dropped calls.
Better call quality, no dropped calls. Recorded statement feature instead of a work around. Better overall reliability.
Better training, better call reception
changing the name to Unified Communications is not going to fix the problems! Your wasting money! Lync pops up and steps ontop of email with phone number so you can't see the phone number anymore!! Really annoying! It should not matter how fast I enter phone number to call out! Should not time out and drop the call!!!
fix the volume on phone calls and for voicemails in outlook - they are too low to even hear during phone calls and when I replay the voicemail messages. This is even when I turn up the volume to the maximum level.
Go back to Lync 2010 because it has more of the functionality that I use (e.g. in Lync 2013 the presence dot is no longer visible in Outlook, and I used that ALL THE TIME) Fix the issue of computer audio causing the phone to freeze until you log off and back on (which means you can't receive or make calls) If I pick up the receiver and click Play on a voicemail from my inbox, the dial tone doesn't go away and eventually I get the fast busy signal and have to hang up partway through the voicemail. This makes emailed voicemail completely non-usable.
Has not worked well, when the network is down the phone can not be used which is a large impact on my work. Training has not been good, I still have trouble with calls being interrupted if a another call comes in. The new service is a disaster.
Help me to understand how to do some of these things by having a face to face or an online classs.
I am not a lync phone user and can no longer call long distance through my computer which is an inconvenience
I don't like the new interface. Sometime recently it was changed and I find it difficult to figure out. I can't seem to figure out how to put the keyboard on my computer screen, for example. Much less user friendly/intuitive.
I don't like using voice commands to get voice mail ... command for vm ... pause ... short song... didn't understand my command.
I need to be trainned better.
I noticed there is an effort to provide classroom style training for Lync products, which is great. I would like to see the same content available via online training or via a self-service wiki or knowledgebase. That way, I can get the information as I need it and can utilize it, rather than having to attend a training session where I might not get a chance to utilize what I've learned. (Perhaps those resources are already available and I just am unaware?)
I received a short training prior to installation. I think that a follow-up training should be provided for those who would like to become more familiar with the system.

Question 10: Given your Lync experience, what would like to see changed?

I would like better quality phones. Callers both internally and externally have a hard time hearing me even with the volume on high. For me, I do not feel that a headset is a good alternative. I have experienced problems with Lync where I was not able to pull up contacts or dial pad on my screen the only way to make a call in that instance is to have a Lync phone and use that dial pad. A phone that works consistently would be good. More jelly bean options would be good or the ability to customize them.

I would like full lync on my floor, 6th floor admin.

I would very much like to have my instant messaging history saved to my Outlook Exchange account. I realize that this is intentionally prohibited, but it would be very helpful to me. Additionally, the call history is no longer active after 1/23/14, which is something that had been quite useful to me. If our privacy/data policies could be updated to allow for these functions to be used, it would be very helpful.

It would be great if you could establish notification rules so that you could be notified when someone was back at thier desk. Everyone should have wireless headsets.

It's hard/non-intuitive to set up out of office messages. Can I create contacts for non-KC people?

just need more time to learn all the functionality and practice it. I still don't know how to create an out of office voice mail message. It might be helpful to have some place to go where I can look up instructions...similar to the "help" function in MS Office.

Learning how to use the phones that are sitting on the front counter of our lobby.

Love to see the ability to initiate a lync call through outlook - want to call someone after recieving an email from them and can't just click their icon in the email to initiate. Would also like some help setting up the lync app on smartphone.

Lync need more work on it to before anymore problem with it.

Not sure I know enough to recommend a change. Maybe later, down the road.

our department received very lillte training for LYNC

Provide training tailored to the user's needs. Provide tech bulletins when updates impact a user's operations. Improve voice quality. I have never in my lifetime worked with a "land line" phone system that required me to frequently ask people for information again or repeat information because it tends to become garbled at the most inopportune moments.

Since training was too early, trying to find the right documentation isn't always possible or easy. Problems (Lync phone error) that were ID'd early on were not resolved so it's unknown if these should be reported when they happen again or if they have been resolved.

Stop dropping calls, headset that works and quits giving me speaker error, stop freezing my computer so I have to force shut down at lease once a day, being able to transfer call without typing in number.

The line transfer takes too long to scroll down. Makes the customer wait too long for a transfer.

The only issue I have experienced is an almost feedback on my wireless headset at times. It is very distracting and even though I turn my volume all the way down, it does not stop uless I mute my line.

This what I'd like to see change: 1) transferring calls should be simplier; it is a two step process when providing phone numbers to callers - I look up the number in the Outlook Directory, give the number to the caller then I transfer the caller. 2) With the old system, calling main numbers (for example to director's offices) we use to reach a person quicker; now we and/or the caller must listen to music, a recording, a menu, then make the selection. I've noticed that our call volume has decreased dramatically. (These are calls we receive on our main line and the Director's main line.)What

Question 10: Given your Lync experience, what would like to see changed?

Training on how to use the features of the system.
Unified Communications training
Upgrade our Outlook software from 2007 to most current to take advantage of Presence next people's name in Outlook. After the upgrade to Lync 2013, that function does not work with Outlook 2007.
Voicemail is complicated when accessing on the phone - it's much easier to listen to and forward a voicemail on the computer. Having the phone and computer as one system makes it difficult to use the phone when the system is down. I was unable to make a call to IT staff when they were working on my desktop remotely and I had a question.
We need real training. Training the does not include trying to use the device to access the training. There has not been a solution for outside contacts in lync and there is no way for a person that has a delegate answer their phone to pick up the line again. You have to call the caller back.
Won't know until I have the Lync phone and be able to use Unified Communicaitons to the fullest extent.
District Court
ability to call out without loggin in
At times, certain phone lines drop service - for example - the court security - it makes it kind of difficult and stressful to get an officer into the courtroom to book a deft or to help in a volital situation if we can't get a hold of them on the phone. this has happened several times since we have been on the lync system.
Easier to transfer calls within our office.
Having to be logged on to computer to make a call has been a challenging issue - as time goes by I am getting use to ut.
I would like a more visible notification when an IM is received or an IM is returned. Before our update, it flashed orange and was obvious. Now it flashes lightly and it can do that for hours before I notice it.
I would like to not have to be logged on to my computer in order to make a phone call, I would like my computer not to shut my phone off if I am logged on and step away from it because it is locking my computer for non-use,I would like to see missed calls that happen when I am not logged in at the moment they only show up if I am logged in and I do not answer.
I would like to see King County go back to an analog system.
Incoming calls take a few extra seconds to come in. Outgoing calls get dropped if you don't dial number within time alloted. Also, the number dial is challenging at times when hitting keys.
It is a pain to transfer phone calls
It is better now that I have a real phone would like to know how we are to call 911 if the computer isn't functioning
It is not only cumbersome but time consuming to transfer a call. It would be nice to simply have a transfer button that immediately places the caller on hold like the old days. Currently, you have to click a button, select "transfer call," then "to another person" and then type the person's name/number at which point the call is placed on hold and transferred. It takes a total of about 10-15 seconds.
less delay on transferred calls before person is on the line, better searching for a contact information when trying to transfer a call
More information on troubleshooting

Question 10: Given your Lync experience, what would like to see changed?

more training. transfering calls is very difficult.
Quality of performance on calls is low. If I work in Superior Court, I cannot use the phone becasue I cannot log inot the system. I ahve not received any trianing in setting up video conferences or other meeting related services or sharing services.
Response group calls do not ring to all extensions at the same time. It rings first to the last phone where someone picked up. Frustrating.   Problems with dialing need fixing...will revert back to dial tone if you pause while entering a number.   Difficult to retrieve voicemail and options within voicemail are limited.   Resource materials are limited to brief, unhelpful, sales-pitchy paragraphs that are not specific enough and don't address problems.   The audio delay is ludicrous. Sometimes it seems not to pick up unless you speak. Holding a phone that is ringing in your ear is immensely frustrating.   Need options to transfer on device. Sometimes the pop-up box does not appear on the computer, and then you cannot do anything with the call.
There is a pause when you answer.
To be able to Page people to certain areas. Like the Police Officer to assist in a courtroom that has an incustody to take away or a person that has gotten out of hand and refuses to stop what they are doing.
Training, once you get the basics down. Its too much info before you actually have the phone to use. Then once you get comfortable with basic usage, you know you can do so much more, but just can't remember how.   A "refresher" would be nice.
WHEN THE SYSTEM IS DOWN THERE IS NO WAY FOR CLIENTS TO CONTACT ME OR FOR ME TO CONTACT THEM / OR IT FOR HELP. WHY WOULD KING COUNTY ACQUIRE A SYSTEM DEPENDENT ON A COMPUTER NETWORK THAT IS UNDEPENDABLE.   HOW ABOUT ACTUALLY RECEIVING THE VOICEMAILS IN REAL TIME INSTEAD OF BEING DELAYED FOR UP TO TWO HOURS. THIS OCCURS ON A WEEKLY AND SOMETIME DAILY BASIS. EITHER THE VOICE QUALITY IS STATIC OR SOUNDS AS THOUGH THE PERSON IS IN A TUNNEL. FRANKLY IT MAKES ME LONG FOR THE SYSTEM THAT IS SHOWN IN "MAD MEN". NEVER HAD A PROBLEM GETTING MESSAGES WITH THE ANALOG SYSTEMS.   I WOULD LIKE TO SEE A PRODUCT EQUIVALENT TO WHAT WAS REPLACED BY LYNC.
With the headset, I would love to have an additional headset to travel to other desk, and to have the headset have a band to fit the head instead of only in the ear.
YES.
DJA
1. Phone does not lock when it wants to 2. No time delay in answering phone 3. When you press transfer, I don't want to wait for the other person to pick up before I can hang up the phone otherwise it won't transfer 4. Be able to recall an IM 5. I wish transferring was easier on the actual phone, where you don't have to go thru the menu to select it and press so many buttons.
Ability to either retract or edit IM messages
Basic functions should work well and reliably. I appreciate there is some, modest, value in having integration between phone and computer. However, it does not make up for a phone that simply doesn't work well as a phone.
Better reliability and much better response when there are problems.
Better service with connectivity, and eliminate drop calls...
better training for all features on the services

Question 10: Given your Lync experience, what would like to see changed?

Call and recording quality (sound) improvement Realtime Presence update   Ability to see more than one person in a video conference call Well informed trainers Better communication regarding solutions Alternative communication when network is down
Clearly the service has major issues. I would like to dial a number and not wait 10 seconds and have to listen to a series of tones prior to hearing the phone actually ring.
Eliminate presence status Eliminate activity feeds icon Eliminate conversations icon Eliminate duplicative services that are available in Outlook
I am happy with Lync at this time. No changes needed.
I haven't used it enough to have any input on this. I do like the instant messaging and status of my co-workers.
I hope to have a refresher course on Lync phones and other Lync features if my position changes to require use of a phone at my desk.
I would just like my phone to work on a consistant basis.
I would like the call log to be active on our desk phones.
Instant messaging works very well and I really like it. the phone has some challenges, perhaps need more training with our It staff when there are difficulties.
It would be nice to have a link to a Lync manual right on the Lync interface. As it stands, someone at our department help desk may have it and I have to go looking for it. The document in the KCIT intranet page is not as detailed as the documentation that I get from my own department.
Make using the park function simpler - fewer steps No delay when answering the phone
n/a
No comment.
Once someone picks up the line, the voicemail should stop automatically and not continue with the messaging. Also, the delay time is still quite long and the caller ends up dropping the call thinking that someone is not picking up.
Return to regular phones that allow one to put calls on hold and be picked up on other phones without doing the parking whatnot and code to retrieve call; plus no delay in sounds.
some way to better handle my scenario: staff answering calls for me and transferring to me. in general response group stuff feels like a major step backward in this phone system.
The ability to have very different ring tones. When you are in a response group the ring tones are way to similar to know what phone is ringing without looking at the readout on the phone.   When in a response group the read out on the phone is small and there is too much unneeded information before the response group name making it harder to know if you should pick up the call or not.
The biggest problem is one that cannot be changed, and that is no network = no phones
The call quality needs improvement. The training was too much too fast. It should have focused first on the existing services that were being replaced by lync and then followed up with the new potential features. The delay when calling someone who is part of a response group is crazy and many complaints come in from customers.
To get rid of it and go back to regular phones.
Training should be modified to fit the business needs of each department.

Question 10: Given your Lync experience, what would like to see changed?

We have 2 incoming lines in one department. It would be beneficial if the ring tones were different for each line. We now have to walk to the desk phone to view the screen to determine which department should answer. A considerable waste of energy and time.

DNRP

1) We need to use Lync to have online meetings with people from outside the county system, who do not have Microsoft software, and/or do not have the latest computer equipment or software. Lync does not work well for these external clients.   2) I find Lync online meeting settings and controls cumbersome when compared to Go-to-Meeting. 3) We need more interactive trainings. Lync has a lot of options. It is easy to make a mistake in settings and hard to troubleshoot such mistakes (even for the IT Help Desk).

Ability to access phone messages when computers are down

ADA compliance from the start would be better. I had to research issues myself and then request a busylight in order to be able to see the "ringing" and change from a phone (which had nowhere close to sufficient volume) to a head set to get sufficient volume. I am surprised that Lync hardware is not generally designed for the hearing impaired.

Better (heavier) phones; easier way to call people using my computer and not phone.

Better access to what other users are doing with Lync and possibly a best practices document.

Better call quality.

better desk phones too many emails

Better phone quality, it is really a problem on conference calls in particular.

Better training on the meeting and convferencing tools and options.

Call volume and ring tone of desk phone offered louder than current range.

Can we go back to regular phones? What was wrong with those? This Lync phone has complicated a very simple process.

Can't really think of anything.

Can't think of anything. Naturally, the system must be dependable and working at all times.

Change how contacts are editted.

Consistent training for all new staff and all staff receiving upgraded phones. If it is done online, make sure managers allow for staff to take the time out of their other work to complete the training(s).

Contacts in my outlook that are external to King County, don't fully appear in Lync to make phone calls. Very frustrating and defeats the whole purpose of communication unification. Secondly, at some frequency when I hang up the call is put on hold rather than hung up. Third, I cannot find any help via Lync help that talks about call waiting.

Cut out the features I don't need and won't use. I really just need phone, voice mail, and maybe sharing my desktop. My phone doesn't need to sync up to Outlook. When I first got the system, I spent a lot of time disabling a bunch of extraneous features so that my phone would actually ring all of the time, rather than going to voicemail because I have a reminder appointment on Outlook, or some other 'helpful' feature I didn't know about until it started causing problems. There are still times when I get the volume icon on the phone, and I can't receive calls. No idea why. It also changes my default settings at random. Even though I turn off the little chimes every time I get an email, it will randomly reset the settings and I get those auditory chimes that are so disruptive. I have to go in to my settings and change it all again.

Desk phone buttons are not very responsive; when it's time to order new ones, we should look for better product.

Question 10: Given your Lync experience, what would like to see changed?

Disaster testing
Don't know at this point.
Get rid of Lync. Lync sux. It is a huge waste of money.
Give us the option to eliminate the Presence Status light. I'm tired of being tracked by my coworkers so I just log out of Lync.
Go back to separate systems. If one is down, everything is down. Very inefficient. Hard to see when I have a voicemail. Why does my phone have a light as to whether I'm here or not? I know when I'm here. Use that larger light to show voicemails, that would be more useful.
had to provide my own headset.
Have more training. Offering it in the summer before we have the equipment, making it mandatory, then not offering it once we have the equipment isn't the best way to help people learn and adapt to change. Take King County's own Change Management Training. It is great. Employ it as you put out this new technology.
How to check voicemails on your phone/from other phones is very difficult to figure out. I'd like to see a cheat sheet on that. Also, it's REALLY annoying that it's tied to the computer as when your computer is down you can't make a phone call. That has happened at least twice to me since this roll out. To that end, when leaving for a meeting and you shut down and then need to make a phone call to check on something....you can't. Frustrating.
I do not know how to search my contacts - it will always pull up the email address instead of the phone number when I type their name into the search bar. When I enter in their number it will then recognize their name.
I do not like the keypad on the phone -- the keys wobble all over so it's hard to tell if you've pressed the button or not. I also don't like that if I pause, it will dial whatever I've input so far, so therefore I have to leave the receiver on the hook till after I have dialed. It is trying to be smart, and I don't like that.
I had a very frustrating and time consuming experience trying to set up conference calls on 2 occasions. Many of the larger conference rooms do not have a real conference phone and some rooms don't have phones of any kind. Each time I reserve a room that involves making a conference call I have to physically go to the room to make sure there is a usable phone in that room. The 8th Floor Conference Room in King Street Center doesn't even have a phone of any kind! I spent a significant amount of time trying to arrange for a conference phone for a webinar in that room for a large meeting that I recently hosted. The LAN/IT folks were helpful but getting a phone was out of their control. I found it very frustrating that the largest conference room in the building did not have a phone available! The regular polycom or Astar phones don't work well for conference calls in large rooms with a large group of people. Suggest that an inventory of conference room phones be conducted and more appropriate technology be placed in the larger rooms.
I have to switch to the handset to the headset to listen to some voice messages but others I can hear through the handset.   I don't want the keypad to show all the numbers on my computer monitor when I punch in my social security and access number used for telephone banking.
I haven't had a lot of experience with LYNC yet, but what I don't like is how complicated it is to use (maybe this gets better with practice). I took the training class but hadn't used it at that point so didn't have any questions. It's not innately simple to use. It took time for me to figure out how to transfer calls until I tracked the instructions down in the handout we got. I don't like that the computer needs to be on to make phone calls. I had computer issues a couple of weeks ago and had to use my personal phone to call in the problem to IT as there was no one else in the office at the time, so no computers or phones on in the office.

Question 10: Given your Lync experience, what would like to see changed?

I make due with the phone and vm, but also find that retrieving voicemails is a lot of extra steps that don't seem to have any value. Other options are too clunky to bother using. Would be nice to be able to make a phone call without having to turn on and boot up the computer.

I need my Lync phone to be at least as reliable as my old phone. If this is not possible, I still have my 684-xxxx desk phone and would like to have my phone number and all calling features reactivated. Email or other sophisticated communication features cannot compensate for phone calls. The Lync problems to be fixed include: - my voice signal dropping out during phone calls; the person on the other side can't hear everything I say (like cell phone calls over a decade ago) - preventing the Lync software from quitting on its own during the day, which causes missed live calls. - fixing the unreliable deskphone keypad. For example when retrieving Lync voice messages, when I enter my passcode on the deskphone, Lync says the code is incorrect. I then enter it on the computer soft key pad, which it accepts. The desk keypad also does not recognize other multiple-level dialing such as entering a phone number and passcode to call into my home phone messaging center. - when my computer is down, Lync is also unusable. This has happened to me twice in the last 4 months. It seems like a fatal flaw in terms of one system being dependent on another. - being able to use the manager's and supervisor's private office and phone when they are away for conference calls or private calls will restore the conference room capacity that we had before Lync. Please know that Lync problems affect my work productivity. Please do not disconnect my old phone until all Lync features are proven to be fixed.

I really don't like the tones available for rings etc. I like the way it is used, however, I don't like the tone selections, they sound like circus music. I find that (although I understand it) not having use of the phone after the computer is shut down can be an inconvenience

I should get all services before I am to fill out a survey. This will cause bias in your results.

I think the training needs to be hands with actual equipment (conference room over-head projection, cameras, differnet microphone systems and and desk-top video cameras) on for all the conferencing - watching a presentation and reading hand-outs doesn't do it.

I would like to see the County go back to land line phones.

I'd like a better connection between my Outlook Contacts and Lync, so I can see phone numbers. I'd also like phone numbers to be listed when I miss a call so I can call right back, like regular caller ID. If record retention is an issue, I would like to see it disconnected from my email. and I don't appreciate getting an email every time I have a voice mail, or that I can't use my phone if my computer is off or the network is down.

Improved interface - challenges with transferring a call. Improved interface - make all functions available on the phone without having to go back and forth from the computer. Phone line should be functional even when the power is out. Improved call/voice quality. Option to change defaults on voice mail: set to operate with phone key pad instead of voice commands by default.

Louder ring tone. I can barely hear my phone ring. I don't have real computer speakers so all I get is this super faint ring tone. I don't need something loud, but most of the time the only way that I know that I'm receiving a phone call is by seeing the popup icon on my computer monitor.

Lync interface display all video conference participants. Needs to be able to keep the old phone number. First, need new Lync phone.

Make sure that conference rooms have speaker phone capable phones!

Question 10: Given your Lync experience, what would like to see changed?

Many employees in our department say the Lync trainings offered have been more like Microsoft commercials rather than a hands-on, how to use Lync training. Plus, they were not timed with when people would receive equipment. FAQs are scattered and difficult to navigate. Microsoft Video tutorials only show screen shots and not how a user is interacting with equipment at their desk.   The communications around the Lync launch have been non-existent to minimal. (And I'm talking about the project-management at the county level - NOT with the division liaison for our floors launch. We had to create many of our own communications messages for our employees around the launch even though we requested guidance and customizable message templates from the Exec & pm levels. Many employees found Bill Kehoe's comments on the local news insulting and ageist). It appears as if no one did user requirement gathering or an internal communications plan where they looked at how best to give people information. The approach of "employees will need to just figure it out for themselves" is understandable, but not realistic. Break it down for different levels of users (most of the county workforce is NOT of the millennial or X generations) , simplify, improve the how-to resources, and offer better training in computer labs or at people's desktops. Require training if that's what's necessary to make sure people have on-the-job time to learn new tools.

Maybe I am missing it, but I will be happy to get a weekly 5 minute training/update/remember/did you know?

More advanced Lync training to those individuals that would like it.

more intuitive user interface (e.g. conferencing is a useful service, but confusing to do) Hanging up the handset should always end the call - not put it on hold...

More training (desktop and phone).   Better maintenance (routine checking) of Lync equipment in ksc 5TH floor conf. rooms.

More training on an on-going basis. Some of the function, such as setting up meetings, sharing presentations is still new and I just don't have it down yet (and don't do it often enough to remember each time)

More USB Lync phones or USB Plantronics headsets.

One number to phone to get advice.

Our old system had intercom capabilities which this doesn't. We are using our old system throughout the building as an intercom system and also it is tied into the generator so if there is an outage we have a phone that works for emergency purposes. We are located in the King County Aquatic Center and need access to an emergency phone at all times.

Phones that work even if your computer is not on.

Please assure that training will be available after December 2014 for those of us who are not scheduled for equipment installation until then. There's no point in attending trainings unless we can start using it. Meanwhile, I'm using the Lync features that require no Lync phone or other hardware.   Interesting - I never noticed the color-coding on the "presence status" until you mentioned it in Q8. I just read the words like "away", or "available".

Please fix the video conferencing, more specifically the on-line meeting link.

Provide training for the people who have not been able to learn it on their own. increadibly ineffecient when a (online) meeting starts 40 minutes late.

regular training opportunities my phone was initially not set up right so I couldn't use the handset. IT was not responsive...finally got it fixed by accident.

Replace the phone with one that does not scoot across the desk when you try to dial - maybe just retrofit with rubber rather than felt pads. Key pad is also poor qualtiy - although I do most of my dialing on the computer.

Short and simple written guidelines.

Question 10: Given your Lync experience, what would like to see changed?

since don't have - how about you include us?
Something that I can hear when I get a call and a larger on-screen message when I get a call. If I don't have my headset on, I rarely notice that I receive a call.
Still concerned for lack of communications capability during computer down time (including network down time as well as my own daily boot up and shutdown times).
That our telephone communications do not rely on our computer network.
The desk phone drives me crazy! If you pause at all when dialing 10 digit number, it reverts to the local area code. The mute button is directly below the zero and all too easy to hit when dialing. There shouldn't be any button below the keypad.
The downside to the headset is if you are not looking at your screen when a call comes, you miss it.
The only real headache is having to be logged on to use the phone.
The phone is very light and moves a lot when pushing numbers so it's real annoying. Also, the headset is just very ergonomically not comfortable. Call quality is good. I also can't stand how the phone has default to use speaker phone, we work in cubicles, so it is very noisy.
They need to account for people who use Macintosh computers. Noone has been able to get rid of the dial tone I have to listen to THROUGH al the voicemails I have to listen to. I don't like the way Lync pops up on the screen blocking things on my screen... usually information I need to use on the call. The phone is so lightweight and cheap that I have to put a tape dispenser behind it to anchor it or it pushes off my desk when I go to press buttons. I don't like the fact that I have to sign in before I can use my phone, especially when the network has become unavailable.
This is great change for aging workforce -- considering you are all doing an great job. Thank you.
This is probably a software limitation, but it would be great if there was an easier way to join callers together into a video conference. For example, if someone calls you while you were video conferencing, it would be nice if you could just add them to the conference. Currently, you have to hang up on them and then invite them to the conference (call them back).   Improve the speed that Lync syncs with Outlook contacts. For example, I added a contact to Outlook and it took two days to show up in Lync. It seems that this should have been instantaneous.
This may not be an issue with Unified Communications/Lync in particular but my main issue with the VOIP phone service is that if your computer or phone is not working you don't have a way to call for help. I've had to use my co-workers phones which disrupts their schedule and each time I've called in the support person asks you to go to your computer but you can't keep talking with them as you've had to leave your desk. I work in the King St. building and my personal cell phone does not get reception so I can't use my cell phone either. IT support was very helpful and did resolve my issue but this seems to be a major drawback to VOIP phones.
This system is fine when everything is working. However, if there is some problem and you are locked out of your computer, there is no way to contact the IT help desk for support because...well, your phone is linked to your computer, which you can't currently access. Oh the irony!
To have step by step instructions available about how to success initiate on-line meetings; connecting audio and video components. To have step by step instructions about addressing echos that often occur during on-line meetings with multiple sites. To have dedicated personnel (other than IT since they say they have not been trained either and are only available when called out by Landesk ticket) on each flow of the KSC that can address problems with online meeting and use of Lync facilitated meetings.

Question 10: Given your Lync experience, what would like to see changed?

Too much was included in the training, making it difficult to remember how to do the basic stuff (I still don't know how to leave an out-of-office voice mail!) Maybe a separate training for baby boomers so the younger folks don't laugh at our questions! Can't find where I put the printed training materials, so that is my fault, but doesn't help.

Training AFTER we receive the equipment, not just several weeks before. Making sure users with headphones can hear a "ring" from the computer speaker for incoming calls (we don't constantly wear the headset), and the notification on monitor is easily missed. Make sure that during a call the window with the "hang-up" button remains visible (on top).

training goes too fast, you get lost and then can't catch up.

Training should have been closer to when we got phones. Minimal training before and more in depth training afterwards.

Transfering calls is clunky, especially since the recent upgrade. At first, I couldn't figure out how to transfer calls = waste of my time and customer's time while I tried to figure it out. Annoying. I also don't like having to wait 3 beats/blips before answering a call = another waste of time for both parties.

unlikely to occur but decouple phone from desk computer. It is terribly inconvenient to be unable to use phone w/out computer being on and logged in.

Using Lync should be easy, but it is not. I have attended numerous Lync meetings, most have had difficulty with audio or video. Finding options within Lync is difficult. It should be possible to make a conference call from these phones without having to go through difficult Lync process.

We have had training well in advance of having the hardware to implement Lync. I suspect that the majority of staff in my group will need to repeat the training after we receive the hardware, which will be the end of this year at the earliest, last we heard.

When I look up information on the web my lync phone automatically plays sounds from the website through its speaker. This is very annoying.

DOT

1. It's really disruptive that phone call-related windows cover up what's on my desktop. Usually when I'm on the phone I want to keep seeing or working on what I have up....and I keep having to minimize all the Lync-related windows....there ware way too many of them and they are way too big....it is annoying. 2. 263-8113 should ALWAYS work...no matter my status....and it should never be out of service as it so often is. It should be part of someone's job to monitor it.

1. The first call of the day, out going--my phone has difficulty "waking up" and transmitting the call. 2. I would like to learn how to announce, and transfer my customer calls to other staff in my Section. Thank you.

Allow calls to be picked up when your desktop is in "sleep mode". This feature is very frustrating when you cannot pick up a call because you are not actively using your desktop.

Allow us to use "the new way" to call people directly from our Personal Contacts - it is frustrating to have this tool that we can't use for half of the people that we need to call every day.

An extremely annoying feature is the pop up screen when one makes a call. It's huge, and I can't tell you the number of times I have inadvertently ended the call trying to get it out of the way by closing it. I'm usually trying to get it out of the way because I want to discuss a document that is behind it.   I think everyone one has this same experience. It takes a while to get used to it. Why can't the pop up be a small tab at the bottom of the screen?

Better voicemail handling (not using voice commands)

Question 10: Given your Lync experience, what would like to see changed?

Bring back conversation history.
Call quality (audio delay)
Do not like that phone will not work until computer on. Lync takes too long to connect in morning.
Easier settings to change between headset and receiver. Too many to remember at this time. More comfortable handset receiver is a BIG need. What a neck killer. Too many network outages.
Finish deployment
Fix it such that there isn't an audio delay when I pick up the phone, which confuses people, especially the public; and sometimes it seems to ring once and stop before I can answer, going to missed calls, and it makes me think that my phone isn't registering the full ring cycle, which makes it look like I'm not answering my colleagues' calls when I'm clearly at my desk.
Get rid of the CX300 phones. They don't hangup, don't pickup the call; the Astra phone was so much easier to use.
give us phones that work. most of the other features are not useful or efficient. IM is used to avoid public disclosure--what's with that? We've gov't--and should disclose. meeting online is not a great way to conduct business--too impersonal.
Go back to actual landline phones.
I am not aware of online materials or knowledge base. I have not been able to figure out how to use the headset reliably.
I am not going to answer this as someone would get their feelings hurt on the Lync team.
I can't make a call if I am logged out of my computer. Very dificult at the end of the day. I cannot listen to voicemail messages and also browse my email messages. If I do, the voicemail stops. I have to just sit there on that particular email message.
I don't like the idea of having the phone system tied directly to the computer.
I have asked repeatedly how to make Lync work best for me as an employee who works remotely using GoToMyPC. The trainers have been unable to assist me effectively or refer me to anyone who can.
I have had three occasions since Lync was implemented where I experienced computer problems and could not contact the help desk at all because I had no working phone. This seems a major shortcoming. Also, since Lync was implemented, I have experienced problems every time my password was changed.
I haven't been able to use it yet, so I don't know.
I very much dislike that you must be logged in to use the telephone.
I would like my phone to work even when my PC doesn't.
I would like to be able to ask a Lync expert questions about Lync functionality without going to a full training session. I guess I would like a personal question-answer session at my desk. Perhaps there are others who would like this. Perhaps it would be too labor-intensive....
I would like to be able to read the voice messages in Outlook. I don't like having to dial in to voice mail and use voice prompts (which often don't work) to retrieve the message. If a message is forwarded to me I can't call the sender from the message. When my computer is off or the network is down I can't make any calls, which is important to my position.
I would like to customize more things on Lync, specifically my status and location so that it's more up to date and specific. I would like Lync to not automatically assume I'm on duty just because I turned on my laptop remotely and it found a WiFi signal.

Question 10: Given your Lync experience, what would like to see changed?

I would like to have more confidence that the phone/communications system won't fail either due to a network problem or power outage. We offer essential services to the citizens of this region and phone communications are an absolute necessity.

I would like to have telephone service when my computer is turned off.

I would like to see us return to actual phones that do not go down when the computers go down or are turned off. Real phones that have actual working indicators to show when there is voice mail message whether the computer is on or off.

I'd like a headset, but told I can't because of costs. I'm doing more presentations and my neck is starting to hurt because the handset is pretty low profile, so I really have to scrunch my shoulder up to hold the phone if I also am typing.

I'd like to find out what the Lync mobile app on smartphone is

If I am on the phone with IT and they ask me to restart my computer, I lose the call connection. This needs to be fixed.

Improved phone quality both incoming and outgoing (e.g., voicemail greeting quality is poor). There needs to be a way to call out/receive calls during a system outage.

increase the time allotted for dialing a ph. number before it resets. Rubber feet on phone so it doesn't slide all over the !@#$%^ place. That's a really poor design for a phone that's set at a 45 degree angle.

It drives me crazy that I cannot pick up my phone and make a call without being logged on. I don't like the phone handset. It is too light (in weight).

It's frustrating to lose phone functionality when there are issues with your PC. Ironically, the Help Desk leaves you voice mail messages which, of course, you do not get when your PC is down

It's really difficult to not be able to use the phone if the computer is off or the network is down.

make Lync quit not responding numerous times a day

More info about support and resources.

More timely response to reported issues

My best friend (who has cancer!) cannot reach me 9 times out of 10 when she calls. She simple gets a fast busy signal. This is completely unacceptable. I dislike that after I log off at night, if I remember I need to make a phone call, I can't, since the phone is linked to the computer. I dislike that I can't hear callers in the a.m. and that it's 8 steps to transfer a call.

My understanding is this is only for people with desk phones and not for people in the field with Nextels. Not sure if that's correct.

NO required training. Some people don't need it and won't use a lot of Lync so why force us to waste our time at inefficiently-run trainings.

No surveys until the system is completed for all employees.

Out of Office phone message turn on and off to be simpler. It requires multiple steps.

Phone does not mysteriously turn off in mid phone calls. I never know why.

Phone quality is not good and there was virtually no applicable training when the system was upgraded to 2013. The process for tranfering calls changed and no instructions or flyers were provided. The online training classes were not a convient way since we are now in a cramped cubicle environment.

Phone service if the power goes out, network is down or there is an environmental disaster and only landline phone are available.

Provide on-line training for areas such as video conferencing, presentation sharing, etc.

Question 10: Given your Lync experience, what would like to see changed?

Resolving the connection issue to Outlook contacts. I understand this is a known issue that is being addressed, so I'm using work-arounds for now. Those work-arounds decrease any time savings I was experiencing with Lync 2011 (which did not have this issue).

same as above.

seems like the keys require too much force. sometimes a digit is often not entered and then I have to 'redial'. The phone also moves backword because you have to push the buttons so firmly.

Shape of the phone receiver makes it impossible to hold between ear and shoulder to free up hands to type. Would be nice to have that option without having to use a headset.

Since all of KC is not on Lync, it would be nice if a name corresponded with the phone number of a caller. Oftentimes we do not know who the caller is or recognizes the number.

Some usability features could be improved. 1) When I am looking at a phone number to dial in one of our databases, lifting the handset invariably brings the Lync dialog box up over the phone number on the screen   2) I had to tape my phone to the desk so that pushing the keypad to dial a number would not push it across the desk.   3) The amount of "no action" time that is allowed between first dialing a number and then the next is too short. I often start dialing on the phone touchpad, look back to the screen & find the rest of the number, then reach back to resume dialing only to be cut off by the phone.

Stop the "hover" feature. I live in a point and click world and to hover over the microphone to transfer a call I end up muting the person instead. Also, transferring a call takes a lot longer than it used to, too many steps involved.

The ability to make a phone call without having to be logged into the computer.

The HELP instructions do not match our experience (i.e. adding photo help instructions different from what we need to do via web). My headset regularly disconnects, I must unconnect and reconnect (physically remove usb and plug back in). And I don't find out about it until I'm making a call.

The inherant flaw is that when the network / computer goes down there is no way to call for help. When I try to use my cell phone to call the help desk I leave messages as directed but never get a call back.

The loss of phone use during network outages is a big problem. Our network go on/offline at least a couple times a week and having calls dropped or not come through during network blips feels very unprofessional and is inconvenient.

the new system should never have been launched without each section having a specific plan for each employee and how they could/should use the new system. I wasted a lot of time getting the exact right setup for my work responsibilities. My setup is completely different than the person sitting right next to me because our responsibilities are different.   LYnc customer service is also too rigid. Once when trying to solve the problem the trainer said that I wasn't using the system as it was intended - even though the way she said I should use it didn't meet my needs! She didn't solve the problem and I came up with a solution on my own.

The phone. It's uncomfortable to hold and hard to dial. The voice quality is odd, but I'm getting used to it.

the phones are very light and must be restrained to dial a number very few people in the roads division have video making online meetings difficult.

The ringer needs to be louder or speakers must be provided. I have some. The system does not allow a single user to be part of several user groups. We have one for general line coming in and I need to use that group when I fill in for office personell at times.

The ringing tone confuses people - they don't realize that their outgoing call is really going out.

Question 10: Given your Lync experience, what would like to see changed?

The training should have been more extensive and easier for the user to learn the phone. Just transferring a simple call is difficult.

Throw the whole works in the trash, fire the Lync team, and cut your losses!

Training

Training after the phone has been in use for a month or so

Training in Renton; headset if expected to use the system; webcam is expected to use the system.

We do not need instant messaging. My emails are 99.9% project-oriented and serve as official records and reference resources.

We should be able to change" location" to other work areas when we Remote to our computers connected to Lync. That way everyone knows your "true" location of where you are working that day.

We were asked to upgrade to Lync 2013 before all of the bugs were worked out. Features that we had in the 2010 version, are no longer working properly in the newer version. The problem with personal contacts' full info not being available is especially challenging for those of us who deal with many people outside the agency. Don't force an upgrade until its guaranteed to not only offer new features, but also retains those in the earlier version.

when calling an unfamiliar number, while trying to read it from small print, one does not get enough time to complete the dialing before it goes 'call failed' or something. Similarly if one number is not pressed firmly, the call is derailed. The desk base is light and slippery causing the call to derail. One has to firmly block the base from moving under the required firm press..

When doing an upgrade please send out a cheat sheet of what the basics are and how they have changed from the previous version. 2013 is different and not user friendly.

When you have proposed all of the wonderful options and capabilities, be sure to caveat your statements with details about how the basic amenities aren't provided, that the individual department / divisions are responsible for purchase, etc. I'm of the mindset that the costs for the basic amenities to truly use Lync and it's wonderful capabilities would have been offset by the savings in your support efforts. (Having every user have the same exact stuff.)

Would like to be able to access a record of phone calls placed and received.

You can't use the phone if you are having computer problems and have to have someone else call helpdesk or send IT a help ticket. Network issues affect the phone use. Ability to edit contact information (external)

You push the buttons on the desktop phone and it moves the phone because the angle of the keyboard is to steep. Design flaw.

DPD

I think that the phones themselves are problematic, and perhaps need to be switched. As for Lync in general, we've had several instances where the entire system went out, and customers could not reach our program. That seems completely unacceptable to me. Additionally, when you put a call on hold, sometimes when you get it back, the person on the other end is completely un-understandable. I understand that is a bug that Microsoft just has not prioritized fixing. Which also seems unacceptable.

I would like it to acctually work.

more support while Lync is being deployed

Question 10: Given your Lync experience, what would like to see changed?

When setting up LYNC for each employee, have a manual for self training if needed with graphics. When I received my new 2013 LYNC, I had to teach myself how to transfer a call. I had no idea how to do this and this is a problem since my main duty are the phones and transferring. On a couple clients, they were disconnected because I knew nothing of this feature. With that being said, trail and error is what really helped me learn it and I created my own manual in case my co-workers struggle with this too.

DPER

Dialing - A few seconds pause while dialing on the desk phone will auto dial before you complete entering the full number. This occurs all the time.
easier or more direct way to look up numbers/people and transfer calls.
I am a new employee (three months) and signed up for Lync training in a couple of weeks. I would suggest giving new employees training right away. I don't know what all the features of Lync are.
I don't use most of the tools in Lync as they are not relevant to my job.
It doesn't work when the computer is down. I realize that that is how it works, but it can be very annoying.
Less steps to dial a number. Less steps to transfer a call Less steps to sign in to Response Groups Once you set your preference on audio device/sound settings, you never have to set them again unless you desire. Instead of having to re-program it daily!
More emoticon options for IM.
Remove Lync and provide a normal phone that is understandable
The Fire Marshal's Office requires training on these additional features. Some of these we have never heard of.   I need a bass and treble control for my handset, it is very hard to make out some of the words.   Thanks

Question 10: Given your Lync experience, what would like to see changed?

DPH
?
1. Call quality is very bad. This needs to be fixed. 2. I often have trouble connecting to voice-messages, for two reasons: a) I have to put on the headset, and click on several links to actually hear the message; b) sometimes, I have to click the link several times to get connected to the message. These need to be fixed. 3. My temporary outgoing message doesn't get turned off when I turn it off. It should be a one-step process, but it seems to require another step that I seem to miss. This needs to be fixed.
1. The telephone keypad "feel" is unpleasant. It manages to feel both squishy and sticky. 2. When I answer calls while typing at the computer, the caller can hear the keystroke beeps and Lync takes me out of my document. 3. The receiver-lifting device can be slow to respond (at times) when I activate it through the headset, which has caused me to miss calls. 4. The voicemail "person" recites the caller's telephone number too quickly and without pause or rhythm, making it difficult to notate. 5. Occasionally after putting someone on hold, I return to the call and the speaker's voice sounds greatly slowed down, distorted, unintelligible. I must put the caller on hold again, wait a moment, and then pick up once more.
A phone that does not require multiple steps to put someone on hold A phone that does not drop calls A phone that much of the time does not make the person at the other end seem a million miles away and difficult to hear. A phone that is not dependent on the computer to remain functional. Phones really worked pretty well until someone decided to fix rthem.
Ability to use online meetings with external partners. Complete contact information listed for staff. Sometimes, I need a person's phone number for some reason, and it is hard to find or missing.
At first, I was issued only a Lync headset for my "phone." Unfortunately, when my computer was broken or otherwise not working, I had to use my personal cell phone to contact KCIT to report the problem. I then asked for a desk phone so that in the future I could still make phone calls even if my computer wasn't working. To my dismay, the phone will only seem to work if hooked up to the computer network. Maybe I'm not using the features of the desk phone correctly, but it would be really nice just to have a simple work phone that I can use to contact KCIT when my computer is otherwise not working (so as to not have to use my few cell phone minutes to make work-related calls). Thank you.
Availability of documentation on how to use Lync. We moved into CNK after it transitioned to Lync and we received no training or resources on how to use Lync.
Battrey supply on site. Head sset not always working. Don't know why is what I'm told.
be able to click on a number and be able to call out, ringer issue resolved
Better call quality, fewer dropped calls. Better quality microphone headsets for use online. It would also be nice to be able to block some people from sending IMs.
better training
Better updates to the Outlook contacts. Also, when reading an email, you used to be able to click on a persons name in the TO: field and be able to call them from the email - you can't do that now. Lync drops calls, says that the "audio device is causing feedback" when it isn't. Finally, the use of Lync 2013 was promoted as "more user friendly and intuitive" - this IS NOT the case. Dialing a number different from the default takes more time then it did when entering the number by hand,
design of desktop set makes it easy for phone to be off the hook w/o you realizing it. it's a pretty simple function: to be able to quickly hang up the receiver.
does not seem to work well. I call into phones that are Lync, and experience delay response, dropped calls, cutting in and out of voice. It doesn't seem to work well.
Dropped calls is my major complaint.

Question 10: Given your Lync experience, what would like to see changed?

Experience interference with headset creating a buzz in ear yet not able to replicate when I actually have the attention of IT Desk phone does nto work when the system is down
Fix the bugs before putting out into the public.
Get rid of it.
get rid of it. buy something with quality.
Give us smart phones so we can use the Lync App. or give us iPads so we can use the app on the tablets.
go back to regular phone system
Have not had a sucessful lync meeting yet
I can't use a headset due to dropped calls/quality issues and have to spend all my time on the phone with a handset, holding it between my shoulder and neck while I take notes from interviews. It is not ergonomic. The previouse set up WORKED without dropped calls.
I did not receive proper training... and still have to listen to my voice messages using my speaker earphones rather than my headset... it's awkward.
I do not even know how to make a call on my phone. When I start to dial 425 the phone connects me to someone else. Should have went to the basic training.   I do my vioce mail from the computer. requires me to use different head set then call back - very innefficent - but way better than my coworkers who have to talk to the phone- delele, etc.
I do not use it and I would prefer that it did not start automatically when I start my computer.
I don't like that people can see your availability.
I don't like that the phone is dependent on the network, particularly since our unit's work is deemed critical. Inability to use our phones for up to hours is not really an option, and our only back-up are conference room phones (which are often unavailable due to other people's meetings). Also, I don't like how you can't hear the phone ring when you dial a third party from a conference call.
I hate that it takes my computer five full minutes to sign on to Lync in the morning. It delays my work.
I have to unlock my phone to get voice mail. I wish I did not. I would like my headset to work consistently. It depends on whcih USB I use.
I havent had the time to take any of the trainings.
I think the major issues with King county and Lync is about connectivity issues. Just does not function when we need it most. So people are deciding not to risk it on customer calls.
I would like my old phone back. Especially with multiple lines and cascading calls across our group, this is a challenging system and not as useful or user friendly as the Cisco system. We continue to use GoToMeeting because Lync does not meet our needs.
I would like video to be standard-- I'd use it more but I don't have a camera (and I can't justify asking for one because I'm not sure I'd use it, but how will I know until I try?).
I'd like to have more readily available training (online vid or online "cheat sheets") to learn the more advanced aspects available as well as the basics.
If the link that comes up on the desktop could be moved to come up on the right side of the screen, it would save the daily irritation of having to move it to get it out from in front of the links we use in JHS for our work. Otherwise we do no use it except as a phone and it is poor quality soujnd, delay in picking up on-hold calls, inability to use the phone if ringing to you unless you answer or hang up on person.
It doesn't work for me for incoming calls.

Question 10: Given your Lync experience, what would like to see changed?

It is awful how they are routed through our computers. Because they malfunction so frequently and there are so many problems with our computers, when you go to call IT, the first thing they tell you is to restart your computer which cuts off the phone call. Then you have to wait forever for IT to call you back. Its really a terrible system.

It makes no sense to have an application take over your computer and delay getting to (for example) a patient record, when teh application serves no purpose.

It showed up one day on my computer with no training and it would not install. It doesn't work and no one seems to care.

It would be nice if our IT service center was better trained to fix our problems right away, rather than having to check and call us back(but we don't have a phone because Lync isn't working).

Make tutorials or training materials easier to locate on the web, offer hands on help when needed. Our group has varying technological skills and many still have difficulty utilizing Lync beyond checking their voicemail. We have had Lync since June 2012.

More hands on training

More managers to use it for meetings. I would like to have a basic "how-to" in-person training for CHS program managers on using online meetings. Terri Neal has offered to provide this, but the problem has been finding time for CHS program managers to make this a priority.

more reliable network connections and notify us when are phones are not working

More training and encouragement of using the IM functionality. I do not think it universally accepted as a common means of communicating and it is so quick and efficient that we should encourage it more.

More training as have had very limited training to-date

More training.   Issues with need to put in numbers for calls too quickly.

more turorial information when new additions are added to our Lync.

Much more training and different styles of training. For me, and I suspect many others, the online training for various Lync features isnot very effective until you get to be a very proficient or expert user. Catch 22; you need much more hands-on and practice and individualized guidance when just learning it but that isn't available. We only get trainers, who obviously have a facility for that training groups of employees, who often seek it out since they are already pretty good at it, and I get very little out of the online webinar style training. If I don't start with having someone show me the basics and have an opportunity to do it myself, I'm not going to understand or remember half of it.

much more training even have them be drop ins or webinars   a training built around the needs of heavy users in each dept.

My headset is not holding a charge beyond an hour. So attending webinars and conference calls that are longer is an issue.

Need instructions next to the phone on how to transfer calls.

Need more training.

no delay in picking up calls,   more online/youtube training

not have a enough experience so not able to provided.

Quicker response time by IT and Telecom. Telecom does not understand what our problems are. This never should have been installed. I cannot believe the County is conducting business on this system. Very unprofessional. We need some real land lines.

Seems to work well as is.

Some features just aren't intuitive and if you don't use them very often, it's like I have to figure out every time how to use that feature.

Question 10: Given your Lync experience, what would like to see changed?

sometimes I am pressing the numbers to make a phone call and the Lync sistem is very impatient and does not let me finish my complete phone numbers and "rings" but of course can not complete the phone call because the number is incomplete and marks it as an error or unsuccesful, please teach the Lync system to bee more patient and wait until we are done pressing the phone numbers?.....

Standard phones should be issued to everyone, regardless whether they have a headset or not. There were times when I had trouble logging into my computer and I couldn't call the helpdesk because I have a headset. Very frustrating.

The critical system to send pages to the Medical Providers be FIXED it is very dangerous not to have responses to our pages.

the idea that one has to be logged in to the computer to use a phone is a ridiculous unLEAN thing to have imposed on staff. Network downtime or computer failure means the phone is unavailable

The option to add personal photos is greyed out, and it would be very nice to have photos to put a name to a face.   Also, the option to have both a regular headset and headphones would be nice. When I need to be on a conference or presenting it's hard to do with a regular headset, but I don't want to always answer my phone through a headphone device.

The three rings before I am able to answer a call using a handset when using the response group settings.

The traing I just had was a lync training. They just assumed we had Lync installed at our site and since we didn't we just had to listen. It was never mentioned when we signed up for it. It would be nice to have the same programs that the other sites have.

There have been a fair number of network outages that haven't allowed me to use my desk phone. I've had to use my personal cell phone to complete some important calls. Seems IT is working on these bugs.

There's got to be a way to sort out this issue where you call IT for assistance with another computer problem, they tell you to restart the computer, and thus you lose your connection. Serious design flaw.

Training was insufficient. While project implementations were good, ongoing operational support is weak.

Very poor. These phones are hard to use and waste a lot of my time. Transferring calls is ridiculously time-consuming, and we have to do this a lot in my department. Call quality is poor, and sometimes I miss what someone says because the signal skips. Having to unlock the phone all the time is a pain. These phones are a big step down from the older technology.

Voice mail retrieval is not smooth

Voice mail translations need to be turned back on

We desparately need a call center solution in the Local Hazardous Waste Management Program. Lync, as currently installed, has significant negative customer service impacts. While I understand that IT is reseraching a call-center add-on, we are very concerned the timing will not match our business needs.

We have a training coming up so that will hopefully help us all.

We need a system that is not effected by the network as we are tied to customer service via phone and it is very upsetting to our clients when we have technical difficulties and are cut off and not able to reconnect.

We were really early in the launch process so this may have gotten better already, but most of our staff picked the "phone" (Aastra) device because that is what they knew. It's expensive and largely a pain because it causes the most trouble. If we had been more strongly encouraged to get headsets, we would have saved money and had far less tech issues. Sometimes giving the customer what they think they want is not the right way to go.

Question 10: Given your Lync experience, what would like to see changed?

KCIT
1) better tools to address times when headset does not work. 2) give up on presence --- to many people just put "Away" down all the time 3) get rid of IM --- I never get the messages until long after the event; it just fools others into thinking they have communicated with me. Stick to email and voice/vmail connections!
1. No more dropped calls. 2. Incoming calls to connect sooner so that I don't have to say, "hello" more than once.
a phone receiver that can be cradled between shoulder and ear
A user manual to access whenever needed.
Ability to re-size Lync main screen, appears you can only change it vertically.
advance notice of any upgrade.
Advertise a 'UC Feature of the Month' and point users to the training video, knowledge base, or FAQ that speaks to this feature.
As long as it works...
Automatic change from wired heaset to phone use. Easier to answer when on the headset. The button on the cord are to close. Unmute button is very close to disconnect button.
better battery life on Lync mobile app on smartphone   availability of service needs to be higher   not compatible with localized hyper-v. when virtual machine running, phone goes offline
Better device selection in the deskphone category
Better or any centralized support and training
Better planning/testing before the roll out of Lync 2013 to the enterprise. version. It appears as though there are a lot of problems with the server upgrade. Many users were unable to access response groups when Lync was upgraded to Lync 2013 because the Lync client was not pointing to the correct URL for the response groups. Many users have had both Lync 2010 and Lync 2013 installed on their PCs concurrently and that wreaks havoc. Contacts are sometimes missing in the Lync client. Online meetings created before the server update to Lync 2013 often are inaccessible and this is a huge problem when people have attempted to join their scheduled online meeting. Another issue is that people cannot call for assistance if they cannot log into their PC first. This happens often due to expired or forgotten passwords, connectivity or hardware issues. Their Lync phone is inaccessible unless they are logged in to the PC. This is an ongoing issue and I'm sure is very disruptive to their work. I understand that it is a a limitation of Lync but it impacts users daily. These issues are beyond the scope of the KCIT Service Center and should be weighed when viewing answers for #6.
Do not have desktop availability dependent on Lync availability.   More staffing for Lync support. KCIT seems to be understaffed everywhere.
Ease of setup of on-line meetings. The on-line aspect is often very wasteful because 10-15 minutes of meeting time may be consumed by getting it working. Times the number of people in the meeting = expensive for the County.
Fewer dropped calls. Occasionally, when I receive a call, I can't hear anything, but the caller may, or may not, be able to hear me.
Fix making a phone call using a USB headset so that it works consistently.
For some reason, on-line meeting organizers often ignore IM messages.
Get a headset that connects to a standalone phone device rather than my computer
Get rid of the terrible echo.

Question 10: Given your Lync experience, what would like to see changed?

get voice messages from handset. No dropped calls, online meetings doesn't always work. Sometimes can only get the audio, on video.
Give training then deploy instead of the opposite.
How about a pots line instead for my desk, realistically- much better support and a better level of user training.
I do not appreciate sounding like Daffy Duck in my voice-mail greeting. When I record the greeting and it is played back for confirmation the quality is fine. But after saving the file has distortion and static. The following site has a potential solution which I would appreciate the LYNC team testing on my account.   http://social.technet.microsoft.com/Forums/lync/en-US/0fac5b94-7b16-456b-baf1-82df10a63ddd/poor-greeting-call-quality?forum=ocsvoice
I just received Lync 2013, and attended the first online training. It was great. I would like to see the voicemail go to text in my email box to save me additional time and to be able to respond more quickly to customers.
I love it! as a former "telephone" user, i find i don't need to have a physical device on my desk taking up space. Also, presence has been a great time saver - i can tag for alerts instead of making constant "drive-bys" someones desk or calling them and leaving a vm message. Lately, with the shortage of conference rooms, i've grown to appreciate online meetings where i can present my monitor to attendees!
I need a better understanding of how Lync works. I realize that some of this is my fault, but there should be a way to get answers to questions that may pop up from time to time (video training)?
I need some more robust and comfortable headset which also cancels the noise around me in the cubicles. That would be such a great plus!!
I rarely have problems working remotely or using my iPhone, but periodically have a lot of problems on site.
I usually plug in another headset for online training videos,and the phone rings in that headset so I often don't hear my phone ring unless I remember to unplug that headset when I'm not using it, which is a nusiance. I have to rip off that headset pick up the other headset to take a call. Not to mention that everyones PC rings the same tone causing confusion so why bother to make the PC ring?   And don't suggest I use a bluetooth. I don't want to get brain cancer. Also, the presence indicator is not particularly reliable, and some people deliberately disable it, and then they don't answer their phone, leading to phone tag via EMail. People like to use messaging which I keep having to remember to copy into a document because it's not automatically saved, which is the reason people use it of course, but then I have to ask them to send the info by Email if I forget to save before closing the chat. I'd rather just use Email, but it's not private, so people don't like to use it. A significant amount of time is spent by all of us managing the whole communication environment. It would maybe be better to have fewer mechanisms to communicate, so we would not have to waste time monitoring them.
I was disappointed to learn that the battery for the headsets only last about 2-3 years before they need to be replaced.
I would like a better understanding of phone options. After implementing, even though I like my phone, I decided I don't really even need one - voice integrated with my PC workstation is easier than having to deal with a handset.
I would like a stronger push from all department heads or maybe the Executive to have an incentive to staff to take the Lync and SharePoint training, etc. so they utilize the Lync tools and SharePoint. Sometimes I have to use a conference room just for a staff member that refuses to use the UC tools we're given to work from our desks to be more efficient. Also, just a note about SharePoint - I have to email documents to staff who refuse to learn SharePoint because they don't like change as well. I don't think learning a tool that the County has invested in for efficiencies and savings should be an "option" to use instead of a "requirement"!

Question 10: Given your Lync experience, what would like to see changed?

I would like to see better organization on support of the tool as a whole. I have not had issues, but many of my colleagues do. The Service Center does an excellent job with the initial troubleshooting. But then, if more needs to get done, then the process seems to slow down.
I would like to see Lync and Outlook integrated into one communications/messaging client.
I would like to see modular training. One or two hours dedicated to how to use the phone. One or two hours on video conferencing. One or two hours on online meetings.
I would like to see more widespread use of IM and less reliance on a handset.
If someone instant messages you, it's hard to try to save the information.   Certain dialing buttons on my desktop Polycom phone don't work...I was told by KCIT on our install day to use the onscreen dialing instead. Equipment shouldn't work like this.
If technically possible, have phone be more responsive on pick-up of call. Currently have to wait for 1-2 seconds before connected with actual caller.
In the last few weeks, I've had more issues that ever before. My online meetings used to work just fine, then I had issues where you couldn't hear anyone when you were trying to show your desktop, now I have issues with prevously created meetings using Lync online gives errors when trying to join online. Creates a lot of problems since it delays the start of meetiongs, etc. Better testing of upgrades, better communication of changes.
Increased wireless connectivity and bandwidth....
It is quite frustrating to talk to someone on the phone using Lync. The phone call cuts in and out. You miss what they said and have to ask them to repeat it. I don't like it at all. The customers calling in notice it too. You should not have dropped our land lines.
It probably needs more dedicated bandwidth. It is very choppy, as if voip packets are being delayed in a buffer, then flooded. I can have more fluid conversation across the ocean with Skype than I can have across the office with Lync.   Transcription of voice mail to email was terrible. Glad it stopped.
It would be great to be able to send and receive Instant messages from users outside of the county. (Lync users from other companies)
keep the call quality high...sometimes there are still intermittent brief spots of communication outages in conversations....I will be listening on a call and will not hear parts of the converstaion.
Keep the new features coming. Lync 2013 is great.
Lync is a wonderful tool, and is a great time saver. I wish the speaker/mic settings were a little smarter and could detect what device(s) I have attached to the PC and either auto configure them or ask what I want to configure.
Many more qualified people to support & train. Slower, better planned & resourced deployments would be great
More reliable service outside the KC WAN.
More short demos on how UC/Lync's features work.
More use of the tools for meeting by others
need a more reliable and consistent system, I've used VoIP phone systems for past 20+ years, this does not seem to be up to par
Need it to work like analogue -- that is, reliable, pick up handset dial and talk - every time.
no notice given on the upgrade for 2013. is there a plan on the mobile app moving to 2013 yet?
Not having to wait for my computer to boot up to make a call.
Not sure

Question 10: Given your Lync experience, what would like to see changed?

open trainigns throut the day
PC USB connected Lync phones are not an adequate replacement for an always on desk phone. The USB Lync phone makes many things more complicated and limits your telephone calling to when you are at and logged onto a computer. Desk phones for people who want those should be always on, and people who want only headsets could opt to only get a headset. Lync device selection is not dynamic enough to use the device I pick up, so I have to manually switch between headset and handset depending which I want to use at a given time. A smart detection could improve this, headsets can have on-head detection, and Lync could monitor Handset activity to switch to that when activated.
Phone only rings to desktop speakers; having an alternate ring system is a very important need. Calls lost due to lack of hearing ring. Computer speakers should not be dedicated to Lync ringtone as they are used for other purposes.
Presence needs to become more reliable. When two people call eachother at same time, both go to eachothers VM, rather than connecting. Voice quality to users telecummuting from home network is poor. 2013 client takes a lot of resources on a netbook type device and is slow.
re-enable voice to text in outlook - i receive many vendor calls and the voice to text feature saved (would save) me a great deal of time by being able to quickly screen those calls through outlook rather than having to take the 1-2 minutes to listen to the audio.
Stability of thje Application
Standardization of hardware!
Stronger interface
telephones capable of handling multiple numbers
That actual caller phone numbers appears rather than the generic "ghost number" - this happens with callers outside of King County.
that each persons have distinct lines or when you put call on hold you may pick it up at another desk since you both have the same number
Upgrades to the system have changes which take time to adjust to.
VM message text preview needs to be put back, calledID information needs to be passed to other devices when simultaneous ring is on.
King County Assessor
An easier way to add people to my contact list, and edit them if necessary.
Better call quality.
Better support and training on troubleshooting Lync and Lync equipment problems
Call quality between Lync users needs to be improved when working remotely. Vocal cut offs and robotic background sounds make calls difficult to understand.
get it fully deployed in my Department so I can utilize.
I would like to see another round of training so we could do some video conferencing.
More training would be helpful. Also, notification if there will be a cancellation of a service.
Must improve call quality - sounds like a tin box
nothing

Question 10: Given your Lync experience, what would like to see changed?

There is no need for the screen to pop up several times every morning. I would not use a wireless head set. I got rid of my wireless phone at home and use my cell phone on speaker only. The RF radiation these emit are not healthy for the brain or the body. Read the Dr. Henry Lai (University of Washington) research.
Training

King County Council

A regular phone system where the phone can be used independent of the computer, such as when the computer is turned off.
Ability to have phone service after logging off/shutting down my computer.
being able to use another line without signing out of lync and signing into the other line.
don't know
Faster pick-up times
GET RID OF IT!! If that is not possible, detach it from the computer system b/c I firmly believe that Lync is a STEP BACKWARDS!
I think its grerat to have new and advanced technology such as LYC
I would like calls to connect when the receiver is picked up or the answer button is pushed. A 3 - 7 second delay for every call just isn't acceptable.
I would like to be able to make phone calls when the internet is down. I would like to be able to pick up my phone and start talking right away without an answer delay.
I would like to suggest an easier way to put calls on hold so others can pick it up. The ticketing system is too compicated when your're receiving 80 calls a day and putting 2 to 3 lines on hold continuously.
Lync doesn't seem to work well for our front desk staff
More reliability
More training tips via email or you tube as there is so much to learn
simultaneous ring only sends voice mail to the forwarded phone number, not Outlook/desktop phone. Too easy to click on names and accidentally dial.
The instructions are ok, the training is ok. I don't have a problem with Lync staff or the general concept of Lync. But it seems like the County is attempting a one-size-fits-all, and it just isn't realistic. Yes, the IT Guy doesn't need his office and that is cool for him, but I don't have a job where I will ever be able to just meander around with an iPad and smartphone, and get my job done. I am condemned to sit at a desk all day, just in case people walk in from other agencies. The amount of time the County spends dealing with unhappy citizens and the current anti-tax climate (which I hear about every single day) makes it imperative that the County redevelop some aspect of Lync to improve the responsiveness of first line responders, and not further contribute to the already poor impression the general public has of public employees.
The phone base and headset are too light-weight. I have to hold the base while dialing so it doesn't move away. I don't like trying to transfer calls or the delay associated in transferring calls. Also, I don't like not being able to use the phone until the computer is turned on. I do like being able to listen to my vm through Outlook.
Would be nice to be able to manually call using the phone pad dial buttons.

King County Elections

I wish the phone worked without needing to be logged on.

Question 10: Given your Lync experience, what would like to see changed?

I wish there was spell check in the IM.
Training.
King County Executive
A better product from Microsoft. I see the UC team try to fix issues or create workarounds for poor system issues or lacking features. The person who made the decision to move to Lync without first looking into the short falls should be investigated. This is a result of their poor planning
A knowledge database that is easily accessible. Some employees can do self-service on issues if they had access to a knowledge database. I usually use Google and online user group posts. But having an internal database would save lots of searching for the right and relevant thread that answers questions or shows how to do something.
Activation?
additional visual and hands on training
I didn't receive training on this.
in order to have a wireless headset, you give up a physical phone. This is very restrictive.
It is really annoying when I'm unable to open a file if an email is coming in at the same time. My computer locks up and I just have to wait for it to clear. That's is not effiient. I feel that everything being connected is not always the best way to go.
It seems that with the adoption of Lync that there are more delays with email; system disconnects. I lose email content if the server disconnects. more training on how to fully utilize the higher functions like video calls, etc.
I've never received any training on the phone system - just kind of hunting and pecking and asking others. Actual training would be nice. It a bit frustrating when I want to play the messages on my phone from the computer - recently it always makes me re-enter my login password instead of just allowing me to click "play on phone".
Maybe I missed the training, but I dont know how to use this software.
More assistance with headset installation. I ordered a headset and was not provided the proper training on how to install it and was unable to use it for 5 months until a co-work helped me troubleshoot the issue.
More training resources, online tutorials. Would work better if the people I need to videoconference with also had Lync.
Only using the phone and checking voicemails from inbox.
Personalization options in the ring tone.
Sometimes voicemails are "saved" before they are ever heard, which results in them not being noticed.
Throughout the day I have "blips" where my connection drops for 30 secons - 2 minutes. It is pretty disruptive when accessing email, shared documents/servers, and lync instant messaging. When discussing this issue with KCIT, it was addressed as standard network variance, and it was suggested that it wasn't happening as frequently as I represented it to be. Considering the majority of our commuciations are now hinged on the network, I'd like to see a more consistent connectivity.
We were one of the first groups to adopt Lync; I believe our experience was not as 100% satisfactory as the trainers were not as experienced as this was also a new system to teach. Our Aastra phones are not one of the best either which probably compounded the problem; we experienced lot of issues with the phone in the reception area. I still do a lot of troubleshooting for my employees; some of them seem to have constant problems, but they are solvable. It has gotten much better, but there are still lingering weaknesses in the Lync system.

Question 10: Given your Lync experience, what would like to see changed?

King County Prosecutor

Ability to hear callers; audio quality

Actual and consistent integration wtih Outlook contact directory. Real people to respond to problems and technical issues. Conversation/call history kept up-to-date. It's April, and my conversation history's most recent entry is January 23, 2014. That sucks big time.

Fix problems such as - often when playing voicemails through headset I hear dial tone at the same time as voicemail message.

Go back to using analog phones.

Here's some things that I DON"t like about the system: hooked up to computer; someone else coming into office can't just pick up the phone and use it;   system has problems with placing calls - oftentimes calls won't go through - have to repeat; odd ball things crop up, i.e. problems with dialing particular long distance numbers, etc.

I do not like the fact that I have to be logged on to make a call. Sometimes I want to use the phone the second I walk in in the morning and sometimes I need to make a call after I log out.   I don't like the screen that pops up everytime I pick up the phone. If i'm looking at an email with a phone number in it, the popup covers it.   I don't use any other features of Lync so these added steps are not outweighed by the benefits.

I do not use it. I would like to not have to close the windows every time I log onto my computer. otherwise, no suggestions.

I have found that the function that allows for recording of the phone call is not always available, but have not been able to determine why that is. I often conduct interviews over the telephone that need to be recorded so if this function was always available, that would be most convenient.

I would like the system not to show that I am unavailable just because I haven't touched my computer in several minutes.

I would like to be able to turn off or disable all the pop-ups that occur during any given call. I would also like to stop incoming calls from disturbing the current phone call I'm on, i.e. pop-ups AND sounds

Instant messages disappear after a period of time. This is not helpful and does not let me know someone sent me one. They need to stay on the screen until I close it out.

It would have been nice for someone to have come in and trained us

Maybe actually have the system installed before getting asked how I like it.

More training; I don't know how to set up an "away" message, for example, and it is not very clear how to transfer a call.

Neither of my computers are set up with microphones to use the Lync computer calling, so it's pretty much just IMing and then also a regular desk phone like any other desk phone except a very uncomforatble hand-held portion.

The desk phone isn't the best device for how often I am on the phone. The speakerphone is far too quiet. There is a long delay between when I answer the phone and when someone can actually hear me talking. The buttons don't work that well when dialing a phone number. It's impossible to hold the handset on your shoulder while typing. Not being able to transfer a call with the desk phone is odd.

The phone is cheap, hard to hear and moves all over your desk. It is a horrible product. The email voicemails are very handy. Otherwise I would like the old phones back.

The phone slides around on the desk too much when you try and dial the buttons.

Question 10: Given your Lync experience, what would like to see changed?

The quality of the voice calls is not good. Very hard to hear people. It makes them sound like they're in a tin can.   When picking up a call from the parking lot, it seems to take forever to have the call connected. Too much lag time. Also, I wish the phone didn't have a lock button on it. It seems unnecessary.

We really need IMs to be saved. It doesn't need an infinite archive, but at least 30 days of messages. I can't use it for important work purposes, because as soon as the window closes, it's like the communication never existed.

King County Sheriff Office

A night mode. The white is too bright when your working in your car at night.

After a short time on Lync, I went on vacation and it was difficult figuring out away messaging. I have two lines that I needed to set up for my absence. The terminology is a bit confusing, and the process cumbersome.

All calls completed without breaking up and dropping More complete instructions with each phone More intuitive user interface   Better voice quality Voice message indicator and easier access to voice mail

Better communication after reporting tickets. It seems like we get the runaround until we continuously raise the same issue over and over.

Better sound quality on tape recorded telephone calls (interviews)   Remove the "wait time" from when the phone rings to when you're talking to the caller (very irritating to pick up the phone and hear "beep, beep, beep" when I'm busy)

Doesn't help me to learn how to link my picture with my name, but what would have been more helpful would have been learning how to transfer a call... pick up someone else's line, etc. Never learned how to do that. For some folks, just learning the basics would help.

Doubt there is anything that can be done about my lack of time to learn this new system.

Ensure internet is working so the calls can come thru. More control options for deletages of a "main line"

Fix problems with call quality and the length of time it takes to connect to the call.

Get rid of the annoying ringing that occurs simultaneously when I'm on a current call & there is an incoming call; Allow the system time when I'm dialling an outgoing call (I don't seem to dial the number fast enough & am frequently kicked out of that call attempt); Eliminate the call pick up audio delay.

Have it work more than half the time.. no delay in picking up calls.. ability to transfer without fail

I have no idea who to report problems to. If it's IT our IT person doesn't know anything about these phones. How about some training for everybody.

I miss my programmed speed dial buttons. I have to look up and dial almost every number by hand. Sound quality on Lync to an outside phone sucks. The delay when answering a call is very annoying to me and the caller.

I would like to be able to dial a number and have the phone call that number, not give me a list of people in that department.

Listening to voicemail is terrible.

More control over Instant Messaging. Like control over pop up previews, etc.

More widespread use through all departments.

Needs to be able to adjust fonts and colors for us night users. It's kinda bright at night.

Not having to wait 2-10 seconds every time I answer an incoming voice call.

Question 10: Given your Lync experience, what would like to see changed?

Phones need to still work to make calls when you are not signed onto a computer.
Sammamish PD has not received the Lync phones, and thus not using the voicemail, or other features. All our laptops have Lync installed, but some do not have video, and thus we are unable to video conference.. Also, I'm not aware of any formal training provided to KCSO law enforcement personnel, before the system was installed at various worksites; none was advertised to us before it was installed on our laptops. As mentioned before, Sammamish PD does not have the Lync phone system.
Seperate (shorter) training for those who do not use meetings or conference calls
Simpler manner in which to record telephone conversations outside of Lync.
Smartphone app seems to mess with settings I created at work; continual errors syncing with Exchange;
take it out
The "auto complete" feature when dialing numbers is somwhat annoying if you hesitate just for a moment rather than dialing the number quickly. If I pick up the handset and try to dial a number, but hesitate, the phone auto dials another number. To combat this I leave the handset on the phone base and dial first. But overall the auto complete feature is not handy at all for me.
The desk phone is horrible. It's not ergonomic. You put it between your shoulder and your ear and it still keeps slipping out. I try not use it as much as I can.
THe hand sets are useless when having to talk and type and the headset is not an option due to the other electronics in the unit.
training before making us use it probably would have been better
When speaking to people on the phone, the voice breaks and sometimes I hear every other word. In the beginning I reported it daily, but since nothing seemed to be done about it I stopped reporting it. Cant use link phone in Seattle. KCSO has 2 seperate numbers which some people were not aware 477 ones and 263 ones. I have a 477 one and was unable to use my phone when I was downtown at the 263 site.   Lately now the new issue is the phone won't call certain people. Other people in the unit are experiancing the same issue. Very dissatisfied with this phone.
Superior Court
1) The Lync dialog box will no longer shrink smaller on screen after last update. Having the ability to shrink this box would allow me to keep it on screen along with other programs.   2)Making a contact's phone number more easily visible.
better more user friendly desk phones for a start!
Fewer attempts at trying to call a phone number. Often times, the first attempt does not result in a dial tone.
First choice is to go back to the old system. Decrease delays in dialing and connection. Decrease delays with person calling and receiving an answer. Decrease dropped calls.
For us not to be given all of the information and emails on it until we are actually expected to use it or perhaps a week or two before we will be using it.
Get rid of it.
Go back to the old phones.
I don't have a headset. I would like one.
I prefer a call system that is not reliant on whether the computer network is operational
I want it gone. Like every conservative Republican and Obamacare I would vote 50 time to remove it.

Question 10: Given your Lync experience, what would like to see changed?

I want my old land line back. It doesn't require a computer to be turned on and signed in (a huge delay in an emergency if your computer is turned off) before the phone works. If the computer ior network are down, then you have no email and now no phone. Many have quit using their Lync phones and just use their cells phones whenever possible.

I would like to be able to use my phone like a phone. Right now I feel like I sound like a telemarketer as do my incoming calls (at home I hang up when I hear the beep beep). When the regular end-user MS employess say that the system works well and consistently I will be willing to revisit my view. I also think the county IT manager who was shown onTV owes every county employee an apology. When the system is completely down, as has happened on two Fridays, it is NOT a training issue

i would like to know how to eliminate my presence status. i would like to use my telephone when Lync is down.

I'd like the phone to work when I pick up the receiver.

In order to fix Lync, first I would make it work. Remove the delays, voice distortion, dead silence that makes it sound like the calls drop, and stop actual dropped calls. Then fix the phones so you can push the numbers without having the phone slide away. Parking a call is ridiculous. I would make it so you can transfer a call and speak to the person you are transferring it to prior to the actual transfer. Make the phone app work so you don't just get half the information sent. make it so that of you answer a the phjone while typing it doesn't start making dialing noise. Make the window ask you if you really want to stop a call when you attempt to close the call window. Make it so that IM's are noticiable and don't hide behind open windows. Allow you to call with one button instfead of trying to hover and get a bubble that allows you to call or transfer a call. Boy, in writing this I realize the only thing I like about lync that works is the email notifications of voicemails with attached voicemails.

It was rolled out before it was ready with no analysis or understanding of our business needs.

It's hard to know what can be changed. I would like to see all of the problems I've described above fixed. Essentially, we need to be able to answer one another's lines, we need to end the delay when transferring, and we must end the innumerable dropped calls. We also need the phone to stop dialing partial numbers when you pause to look at a number while dialing. We need it to connect when we call someone. We should be able to call Security and 911 without a problem. We are just trying to use Lync like a phone and it cannot reliably perform that function. Who care about video conferencing and all of that foolishness when you cannot call 911.

My voicemail messages appear to be lost at times. (People will ask me if I have recieved their message and there are none in my mailbox.) Other messages will appear in my email as if I have checked them and they are new to me. Calls often get dropped. When you make a call, a box pops up that covers the computer screen-hugely annoying. I have had numerous issues. System goes down at times. It takes too much time to log in. My phone does not work without logging in so it wastes time. My old phone still rings at times so I'm not sure which phone is working at times.

Nothing, we have this type of system at home and it is way better than Lync. With Lync you never know if you hang up on a person or the call is dropped. The phone quality is like talking on a cell phone, which in my opinion reflects badly on the County. If you use the number pad on the phone you push the phone across your desk it is so light. It takes forever to make a phone call, which is inefficient. Transfering a call is a pain and inefficient. We all are constantly apologizing to our customers about our new phone system. It is a super pain if you want to make a quick phone call, but can't because you are not logged into a computer. It is not a good phone system, for a place where several people cover one desk or in multiple locations. You have to have the phone set up for every desk and every location and that is pain for everyone involved. I just want to make a phone call and conduct business. Also, when the network goes down and they are no phones, all business stops, which also does not reflect well on the County I do not want to even think what will happen in an emergency, and there are no phones available or something bad happens because you are not logged onto a computer!

Question 10: Given your Lync experience, what would like to see changed?

Phone calls are highly annoying. I am usually using my email when I make a call and often am calling the sender about an email I want to discuss. To have the Lync screen pop up in front of the email every time I pick up the handset, then to have to grope around to try to minimize it while the dial tone is buzzing, all the while trying not to disconnect myself while trying to get back to the email message so I can (after several screens) click on the sender's number, is a major nuisance. Conversely, the fact that the phone set is dead when I'm not logged in to my computer is also a hassle.

Phone reception is sometimes poor.   Voice mail messages are sometimes not clear enough to determine who the caller is and what the message is. The desk phone and receiver are not sturdy--- hard to hold during a call, not steady when dialing.

Replace phone system with something that works

Replaced with an anolog line and if that is not an option then a soup can and string should suffice

Serious reliability issues.

Speakerphone volume could be louder.

Still when you put someone on hold and come back the callers voice it slow and very hard to hear and I end up hanging up on them and calling them back.   I know it's been reported so I have not reported it. I don't put anyone on hold anymore I just set the phone down.

That the call log is enabled. I like to have the opportunity to go back and see what numbers have called or came in and what numbers I've called. It would have been very helpful when someone called me and then I realized that I needed to call her back and clarify something and couldn't.

The calls can sound distant. My calls are dropped quite often. The computer system goes down quite often and it is time-consuming to reboot. I do not feel like it was an improvement. I do not like the phone connected to the computer.

too much technology isn't necessarily a better thing.....regular phones have always worked pefectly and weren't reliant on computer networks to function......

Transfer process needs to be redesigned to require less steps. A number of employees have expressed dissatisfaction with this feature. Transfers are time-consuming and have resulted in lost calls.

Turn "Conversation History" back on. I used it to track who I called, how many times and when, or if they called me.

unknown

When dialing, the phone does not place the call unless you hit the speaker button. This was fixed recently and the fix lasted a few days, today it is back to speaker only response. THe other problem is the volume control. It does not seem to respond when turned up, I still struggle to hear other party. It is very troubling to not be able to use the phone if logged off the computer.

Where do I even start. This system is appalling. It has made my job harder not easier. It has caused me to have less communication, not more. I choose to use my personal cell phone now instead of my work phone. Dropped calls, calls that are lost mid conversation, calls that I can't make or that are made to me that end up using other systems (like a cell) are non stop. Nor do the attempts to solve the problems work....they just frustrate you more because they can't fix it...so you end up no longer calling for service (which I did at first but no longer bother). I LOATH this new system. The only thing that would make it better would be to get rid of it.

#NAME?

Question 10: Given your Lync experience, what would like to see changed?

*less log-on problems *No delay when I answer the phone *No dropped calls *Response group transfers should always work *Contact on Lynch should always be available
1) When my computer is in the snooze mode, I have to log in before I can answer my phone. I miss half my calls because of this.   2) The outgoing voice message part doesn't work right. There doesn't seem to be a way to record a temporary greeting then return to the outgoing message that was there before. I have to re-record it. Plus, even if I re-record it and you listen to the message, it isn't the message that I just recorded. So frustrating!
All computers should be able get LYNC like county computers
being able to easily transfer calls from desk phone
Don't roll out changes until you have properly engineered and funded a solution. No UPS power supplies on network switches - phones will fail in an emergency. Too much down time - never had that with analog or centrex.
go back to previous system...
Go back to separate systems. If one is down, everything is down. Very inefficient. Hard to see when I have a voicemail. Why does my phone have a light as to whether I'm here or not? I know when I'm here. Use that larger light to show voicemails, that would be more useful.
Make it work. Make it work before you install it.
More training or a hotline to ask questions without disrupting our IT people.
parking a call to transfer it to another line.
phone call quality & way to block specific numbers for each phone
That the phones do not work when the computer is off or the network is down is a very serious setback for personnel safety in case of an individual emergency or more general disaster.   Whenever I make or receive a phone call, an pop-up window or two appear(s) on my computer monitor, interfering with what I'm working on. I often need what's behind the pop-ups to discuss with the person at the other end of the line, and need to minimize the pop-up(s) using the mouse. I find this very disruptive to my workflow. I've asked IT if there's a way to tell Lync not to display pop-ups and was told there is not. I find this to be a serious design defect with the Lync software and hope the developer will remedy that _soon_ and give the user more control over the user interface.   It seems I can receive voice mail at my desk phone without a password. This seems like a serious data/info security flaw.   I would like a desk phone with a conventional handset. The CX300 handset looks cool but does not have the physical functionality of a conventional phone handset.   I would like to be able to make the phone ring sound more like a conventional phone ring both when making and receiving calls. The chimey sounds are cute at first but rapidly become very annoying.   Bottom line: I need a phone, not a computer network integrated communications device. I have worked for a state agency that had phones with pretty much all the functionality of Lync (except for 'status' indicators), but the phones were conventional and did not go through our computers and worked even during power outages. I'd like to see us headed more in that direction.   btw, instant messaging has been available for years with the Windows OS on Microsoft networks, without need for Lync.