

## Legislative Department Survey Regarding Lync Implementation

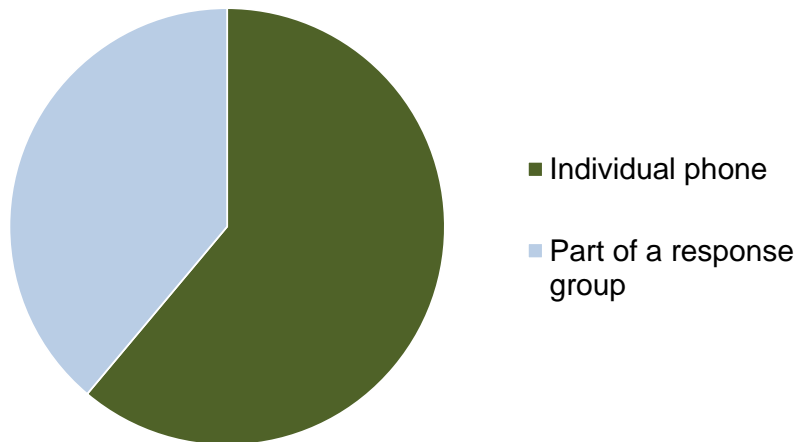
February 24, 2014

To prepare for the Government Accountability and Oversight Committee’s February 25, 2014, briefing on the Countywide Telephone System Replacement project, the committee asked Councilmembers and Legislative Department staff to share their experiences with Lync phones through a short online survey. A total of 54 people completed the survey. In addition, one Council office did not complete the survey but did provide extensive comments that are included at the end of this summary with the other comments. The responses are summarized below.

### What is your phone set-up?

Nearly two-thirds of the people who answered have an individual phone with a single phone line. The remaining respondents are part of a multi-line “response group.”

33	61.1%	Individual phone with a single phone line
21	38.9%	Part of a multiple phone line “response group”



### How satisfied have you been with the Lync system?

*(On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied)*

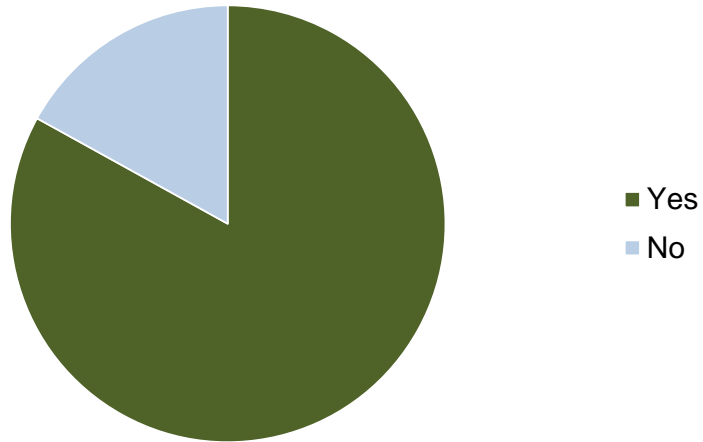
Respondents were asked to rate their satisfaction within the last month and within the last six months. The overall rating was slightly higher for the last month, indicating that respondents are becoming somewhat more satisfied, possibly because of the additional work of the on-site Lync staff or they are learning to use the new phone system.

Average rating based on 1-5 scale	
Within the last month	Within the last six months
2.96	2.92

### Did you attend training on the Lync system?

Nearly all of the people who answered have attended a Lync training.

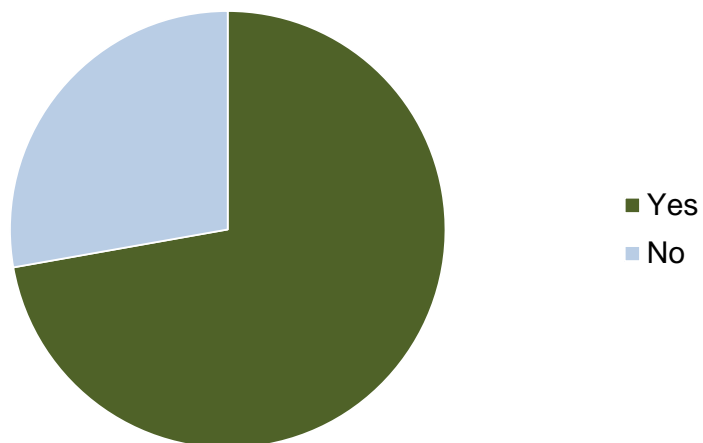
44	83.0%	Yes
9	17.0%	No



### Have you had problems with your Lync phone?

Nearly three-quarters of the people who answered have had problems with their phone.

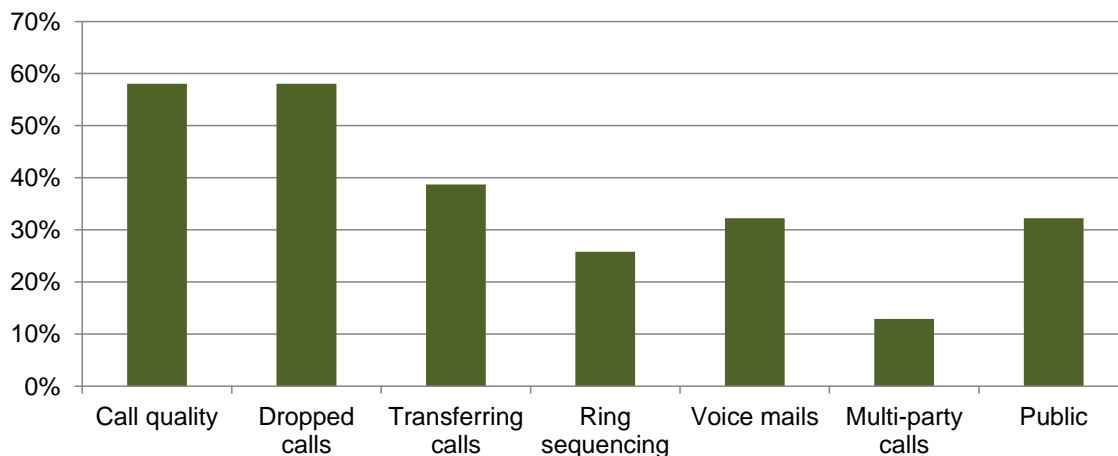
39	72.2%	Yes
15	27.8%	No



**Please indicate any features that have been problematic on your phone:**

Respondents were able to indicate any features that caused challenges on their phone. A total of 31 people answered this question. They were able to indicate more than one feature. The percentages below show the percentage of people who indicated a challenge with each feature.

18	58.1%	Call quality or clarity
18	58.1%	Dropped calls
12	38.7%	Transferring calls
8	25.8%	Ring sequencing in a response group
10	32.3%	Retrieving voice mails
4	12.9%	Multi-party or conference calls
10	32.3%	Calls to or from members of the public



Respondents were also able to list other challenges they have experienced:

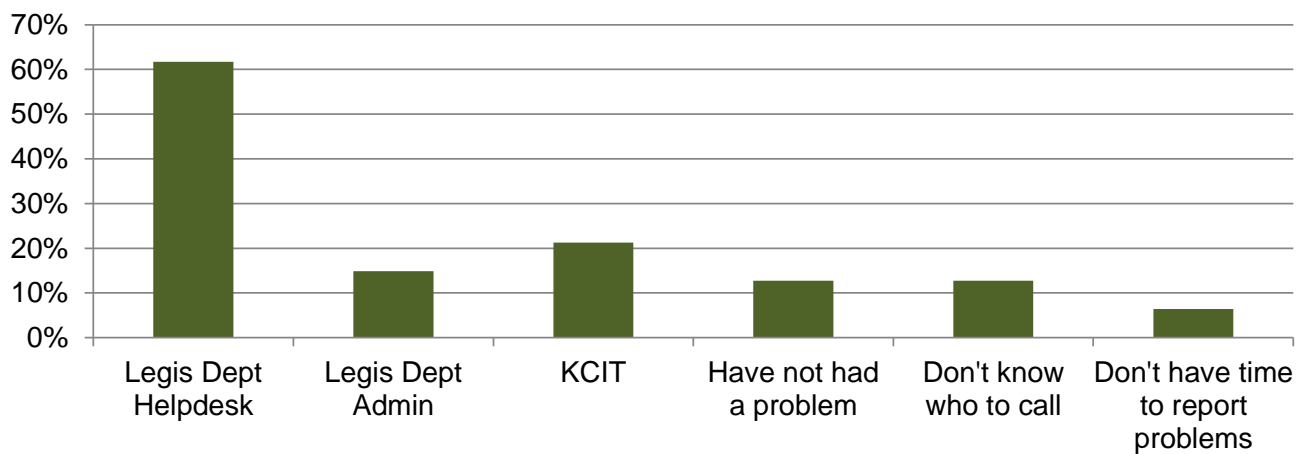
- Not able to give excellent customer service in my opinion. Waiting 4 beeps before I can say hello when I pick up the phone with the response group.
- Long pause before call connects
- Phone call does not always disconnect when I hang up the receiver (Lync shows connection still live)
- Delay between picking up the phone and the call actually activating. "Hello. Hello? Oh, okay, hi."
- Lack of physical buttons for some functions.
- Response group does not work reliably
- This system has a fatal flaw in that it requires a computer to be on - Councilmember required a land line for a regular phone or he would have literally thrown the lync phone through the window - it would seem easy enough for this phone system to work like an internet phone cable system where the phone works whether or not any computer in your house/office is hooked up or booted up or not.

- Not being able to use the phone when the computer is turned off.
- Phone starting to dial automatically before the entire number is dialed.
- The red message light on the #1 key has never worked on my phone. It works on my co-workers' phones.
- Generally, not very user-friendly.
- Lync system comes on and offline occasionally
- The number pad does not register numbers being typed in very well
- Phone rings, pick up handset, phone keeps ringing
- Cannot change out of office if coworker is not here, cannot change out of office from home because I do not keep internet in my house
- Lag time in pick up
- User error accidentally hang up on folks using a headphone
- Remembering how to make it work
- Slow connection speed after picking up a call
- Volume control seems to be very sensitive from one call to another
- Changing greetings

### When you have problems with your phone, whom do you ask for help?

Respondents were asked whom they called for help – or if they knew who to call. A total of 47 people answered this question.

29	61.7%	Legislative Department Helpdesk
7	14.9%	Legislative Department Administration
10	21.3%	KCIT
6	12.8%	Have not had a problem
6	12.8%	Don't know who to call
3	6.4%	Don't have time to report problems



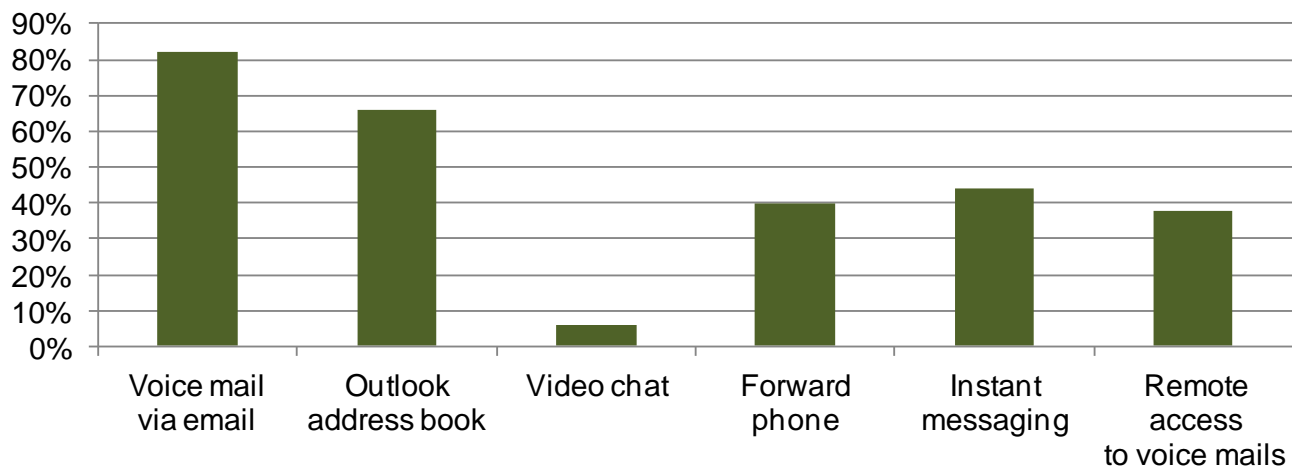
Respondents were also able to describe other ways they have received help:

- Lync staff specifically at KCIT
- Co-workers
- Front desk
- Issues are either part of the system as designed or not worth the hassle of pursuing.
- I have used my cell phone
- The problems are necessarily fixable, they're just unsatisfying aspects of the underlying system
- Problem not significant enough to call anyone

### What Lync features do you use and find helpful?

Respondents were able to indicate any features they have used and find helpful. A total of 50 people answered this question. They were able to indicate more than one feature. The percentages below show the percentage of people who indicated a feature they have used and find helpful.

41	82.0%	Voice mail attached to email
33	66.0%	Outlook-based address book for calls
3	6.0%	Video chat
20	40.0%	Ability to forward phone to ring at a different number
22	44.0%	Instant messaging
19	38.0%	Ability to access voice mails remotely



Respondents were also able to list other features they have used and found helpful:

- The polycom handset is exceptionally clear.
- Share desktop
- Having users share their desktop so I can remotely fix their PCs

- I have used all these features, but not sure whether I would say I found them helpful, although I have used all but the video chat feature.
- Ability to see which staff are on a call or free
- Email notification of missed call--best feature
- No training or knowledge of any of these features. Can barely make calls.

Finally, respondents were asked to share other information about their experience with the Lync system:

- Poor quality of phones.
- Hard to dial sometimes.
- Does not hang up.
- Hate that when computer turned off can't make a call.
- Don't like that unless that listened to messages are auto saved and can't at the time of listening delete listened to messages.
- Using some of the conference calling feature
- Just want to be sure that the transcription of phone messages is turned off as I want to listen to the full message myself and be sure I have it accurately.
- It will take years to work out many problems with this system. Hopefully it gets better.
- I wish we could listen to our voicemails on our headpiece.
- I've tried clicking on the call to phone button, but it doesn't work.
- I also dislike it when you try to dial a number and it dials it before your done typing it in. It should allow us a little time to dial the numbers.
- I enjoy the Lync phone system and have encouraged my office to embrace the many features of Lync such as the instant messaging and online meetings.
- It is unfortunate that if our computers are having issues, it will affect the phone, which raises an issue of our ability to respond to emergencies via telecommunications.
- System is okay but has trade-offs. When the computer is having problems, it can impact the phone, which makes the only remaining communication method to walk to the person you need to contact. This could also have implications in an emergency situation.
- The lack of physical buttons for some common functions (transfer, conference, etc.) is also a drawback.
- The form factor of the phone is also disappointing. Phone base is light and slides around, buttons are mushy and sometimes don't register well, handset is not easy to hold against ear.
- On a positive note, call quality has been good.
- The main and fatal flaw with this system is that it requires a computer to be booted up to work. This does not work for either old fogies who just want to use a phone or young techies who primarily rely on ipads and cell phones.
- Overall, I think Lync works okay. However, it really isn't suited to a busy office that provides customer service by responding to a high volume of telephone calls (KC Ombudsman and Tax Advisor offices). Prior to Lync, staff could pick calls up anywhere in the office, at virtually any phone. This enabled us to provide great customer service. We have worked with the system and have made tweaks (eliminating the muzak and recorded greeting so that callers hear "ringing" and then are immediately connected to staff when the phone is answered), but Lync is still Lync.

- The phone being unusable when the computer is down could be a liability for a business-like county government, because if the electricity is down, the computer is malfunctioning, or the internet server goes down--and these do happen as periodically--there is no way to reach anyone or receive calls except through routing into individual cell phones.
- The phone dials numbers before you get the chance to completely enter the entire number - It would be nice if the phone did not automatically dial the number so quickly
- I don't like that when the computer is down, I can't use my phone.
- I understand that part of the motivation for this telephonic transition was to save money on phone company charges, long-distance, etc. If true, I hope that these savings are quantified and weighed against frustration with transition glitches associated with the new system.
- I find the new phones are too quiet. With the volume turned all the way up, I have to strain to hear the other person.
- Lync may work well for Council staff, whose job responsibilities are very, very different than ours. We are a high volume, customer service function and Lync is very slow and clumsy in this type of environment. In addition, the most frequently expressed comment from citizens is appreciation for a human answering a phone. It is a sad, sad era when managers think customer service is best served by computers with options. If county managers really wanted to serve the public, they would develop their own customer service resources instead of letting IT moguls do it for them. Nothing screams Customer (citizen) No Service like robo-operators, bad music and option trees. If the county really wants excellent public service and credibility with taxpayers, they need to abandon Lync for front line services. It is slow and clumsy. I could answer four simultaneous calls much faster with an old desk set with five lines and red hold button.
- Because of the multiple problems response groups have - we haven't converted our Helpdesk line to a response group - as it is important that we can actually answer all calls to assist our callers.
- Sometimes it takes over a minute for my phone to hang up. I have to actually click on a button to hang up the phone.
- The overall experience with this phone has been very poor.
- There's a delay after you answer the phone so sometimes it seems like there isn't anyone on the other end.
- The sound quality is poor.
- The fact that you don't have a phone if the computer is down has been a problem as well.
- Overall, very dissatisfied with the new phone system.
- I find Lync to be unhelpful in my work. Getting an email for missed calls, which I have felt compelled to respond to, has proved fruitless, as the person calling me has usually gotten the information they want elsewhere. This wastes my time and theirs. (In the past, I would never have known about that kind of call)
- It is annoying that when I click on a phone number in a missed call message that I have to click again to initiate a call.
- It is annoying that when the phone rings and I pick up the handset that I still haven't answered the call and have to click on accept on the "toast", which is an irritating name for something.
- I find it distressing that when forwarding calls from the public I have no confidence that a transfer will work and have to apologize for the system.

- It is interesting to me that almost every county staff person I have talked with complains about Lync; if a common enemy makes for a bond, Lync has certainly strengthened my relationships across department lines.
- A few kinks, but all in all I think it's a good system.
- Can't call back a missed anonymous call.
- I often have to say hello multiple times (either initiating or receiving calls) before the other person can hear me. This is weird and frustrating.
- It is also frustrating that we cannot use our phones when the internet is down ... so not only can we not use email, we can't do research on the internet, nor can we make any phone calls - our work essentially stops dead in its tracks.
- Overall, it has improved my productivity--especially being able to respond to missed calls when I am meetings away from my desk.
- Having to leave the computer on seems like there should be other options.
- if I dial a number and it is busy and I hang up the handset, the connection is not broken and I have to take my mouse in hand to hang up. Just another minor irritation, but when multiplied by ten times a day it turns into an annoyance.
- Received a brief training recently. It was quick and not fully adequate (not trainer's fault). Better training so I know what this can do and what features beyond making basic calls would be beneficial.

In addition to these comments, one Council office did not complete the full survey but rather provided a detailed narrative description of their office's challenges using the system:

- Overall, the Councilmember liked the old system. He did not have any major complaints about the system. He liked knowing phone numbers of his staff and folks at the county. He did not need a whole new list of phone numbers to memorize. He liked knowing that his constituents knew his number. For an elected official, having a consistent phone number is critical.
- The CM uses iphones and ipads but not the windows computer system – so this new system is troublesome for him to use and he is no longer using it.
- He did try it and also didn't like a few features of the new physical desk phone. The Lync desk phone moves around when he tries to dial so he doesn't like using it. He has to chase it across his desk. The receiver is too light and flimsy. The old phone was heavy enough that he didn't have to do that.
- The old phone system enabled him to see if his Executive assistant was on the phone and it had an intercom feature he could use to call his Executive Assistant directly (without using the windows-based computer that he doesn't use). He also could call his staff with one-button assigned to each staff member.
- His old phone had a main line and a back line as well as intercom so he had multiple lines to choose from. He now just uses his iphone. I don't know which is more cost-effective – the desk phone or the iphone. Switching to Lync has meant that the CM has switched to using his iphone and doesn't like to use and avoids the desk phone.



- The problem we face with him using his iphone instead of the desk phone is that we prefer that his main line be the one constituents call – not his mobile number. I am concerned that trying to use his mobile as main line will mean the voicemail box will fill up, people can't get through, they can't reach a real person, we can't help him with messages/responses or directing phone traffic as effectively (because all the messages are stuck on his cell phone which we don't have) etc.
- At a staff level, we expected calls to our old phone numbers would be automatically forwarded to our new numbers for one year – they were not forwarded.
- At a staff level we have noticed that when you pick up the receiver to answer, if you say hello right away, the person on the other end can't hear you. You have to pick up, pause and then say hello. The old system allowed you to pick up and say hello and be heard.
- I've also noticed there have been occasions when I hung up but the phone connection didn't disconnect. I think it is the flimsy receiver. Coworkers have experienced the same. The old system had a heavy receiver and solid hang up function.
- Coworkers have had trouble transferring calls. This may be a training issue. The old system had clear transfer function used regularly by staff.
- If the worker at our front desk is absent, it has been difficult for another coworker to go in to forward calls or listen to voicemails for the CM because the password is private and is also the password to the entire desktop computer system. I think we now have a new set up and this has been resolved. Forwarding calls and listening to voicemails in the old system was a cleaner process because the phones were not linked to the computer.
- Coworkers have trouble listening to voicemails on the handset without a distracting dial tone. Listening to voicemails on the handset is important for employees who share offices or must listen to voicemails in open public areas. Listening to vm on the old system could be done either with the handset (no distracting dial tone) or hands free with the click of a button.
- I have been late to early morning conference calls because of the time it takes to open the computer system, let it update etc – before the phone can be used. A coworker missed a cross-country conference call she set up because her computer system failed and she had to call in IT. I used to be able to just pick up the phone. Conference calls used to be independent of the computer system.
- When the internet and outlook goes down, we can't use our phones. I have on one occasion had to send people home early because they couldn't use either email or phones because the internet/outlook was down and so the phones were unusable (and they had already cleaned their desks!) We used to be able to use our phone if the computer system was down.
- On the plus side – because I use windows and because I have my own office, I have found listening to messages on the computer hands-free easy and accessible.
- I can also retrieve messages more smoothly from my iphone rather than dialing into a phone system. Forwarding voicemails and emails together is great.

- Overall, we preferred having a separated system because phones were our “back-up” when the computer system went down and the computer system was available to us IF the phones went down. That said, the phones rarely if ever went down and the computer system is down much more frequently than the phone system ever was. The old system worked. The new system is not there yet.