

## Telephone System

*As long as you have a phone, you are never alone.*

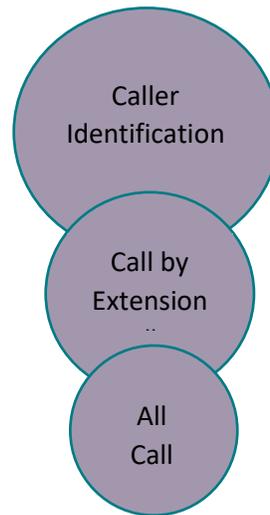
### Summer Survey 2018 Results in Brief

A huge thanks to those who completed the LEARN telephone system survey!

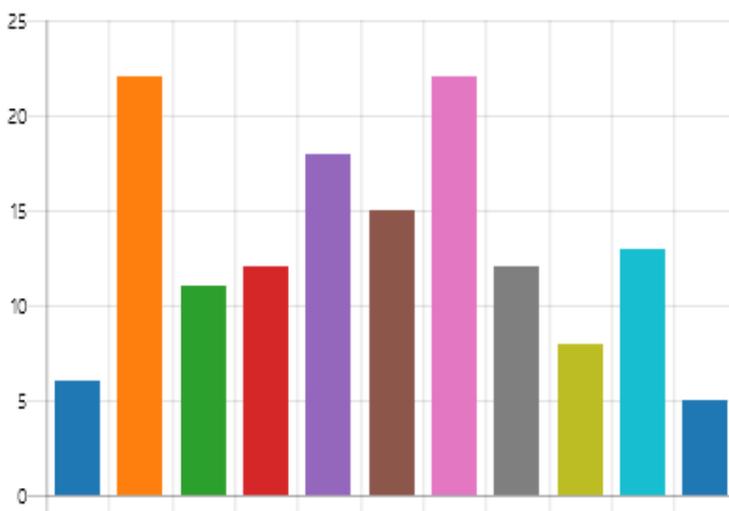
With our new Ocean Avenue LEARNING Academy opening soon and vendor support for telephones in other LEARN locations ending, research began this past summer on different telephone systems. As part of the quest to find a system that might work best for both our central office and our schools, we asked LEARN employees for feedback. Feedback was sought on telephone features that currently help everyone perform professional tasks successfully and telephone features that might help to make work more effective and efficient in the future.

Here are highlights of what we heard.

#### THREE FAVORITE FEATURES OF CURRENT SYSTEM



#### FEATURES THAT WOULD BE HELPFUL FOR THE FUTURE



- Find Me/Follow Me 6
- Voicemail Forwarded to Email 22
- Do Not Disturb 11
- Programmable/Customizable Buttons 12
- Conference Calls 18
- Searchable Directory 15
- Extension Dialing 22
- Mobility Features 12
- Internet Fax 8
- Voicemail Transcribed to Text 13
- Other 5



**VISION**

To ensure that every child has access to high quality public education through systems of education, support and service.

# LEARN

A Regional Educational Service Center working with and for its member districts to improve the quality of public education for all learners.



## WHERE ARE WE IN THE PROCESS OF DETERMINING A NEW TELEPHONE SYSTEM?

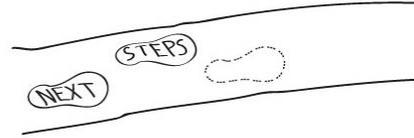


**COMPLETED**

Preliminary input from employees was compiled and reviewed.

Initial demonstrations with vendors were held.

Three vendors that will meet the majority of LEARN's needs were identified. One of these three vendors is included in the state of CT contracting portal.



Solicit and gather additional input from employees and stakeholders.

Continue to research vendors.

Determine the vendor who will meet the majority of LEARN's needs while also providing the best financial investment.

Develop plan to roll out new telephone system.