Google Voice - New Telephony Capabilities
Agenda

- What does Google Voice provide?
- How will we Launch it?
- How will we Support it?
What is Google Voice?

A softphone telephony service that can be added to mobile devices and desktops/laptops.

Key Capabilities

1. Invite any phone number to join a Hangout, audio only. (invitee does not need Voice)
2. Receive and place audio calls on mobile devices over WiFi (when no cellular service) (US calls are free, International will require personal credit card)
3. Route incoming calls to multiple numbers
4. Voicemails left on Google Voice system are transcribed to text and sent to email
What is Google Voice?

Key Capabilities continued

5. Voicemails left on Google Voice system can be emailed to others using a link to the audio
6. Forward SMS messages to email (sender does not need Voice)
7. Participate in back and forth SMS conversations from desktop/laptop (others do not need Voice)

* dial out from Hangout does not require a Google phone number, other features do
* Google provides little support, best effort
* don’t rely on Voice for emergency or 911 use
* capabilities and quality of experience will vary by platform
How will we Launch it?

Current State
- Voice enabled for the Tech Reps & some testers, can enable for more
- Vetted Terms with Contracts & Legal
- NETS review and acceptance

Pre-Launch Change Management
- Will update Google Apps Support Site with instructions, support info, and training links
- Will train Google Admins

Launch
- Enable for all Google Apps accounts
- Announce availability and support options
- 1-2 training sessions
How will we Support it?

- **Google Apps Support Site**
  - Instructions and links to Help at Google
  - Tutorials
  - Support Options

- **Google UCAR Forum**
  - [google-ucar-forum@ucar.edu](mailto:google-ucar-forum@ucar.edu)
  - online at: [https://groups.google.com/a/ucar.edu/forum/#!forum/google-ucar-forum](https://groups.google.com/a/ucar.edu/forum/#!forum/google-ucar-forum)

- **Google Admins**
  - via CISL Ticket