

Since Microsoft Teams allows voice, chat and virtual calls, it is well suited for most internal communications.

Purdue has adopted WebEx as the tool to use for placing phone calls without physically being in an office on campus, but yet using your office phone number. Calls will appear as if you are calling and receiving from your office phone number.

Supervisors need to determine whether a Purdue phone number should be requested if this is a new position without an inherited Purdue phone number.

Remote positions with phone service can use the [WebEx Guide Document](#) to learn how to access WebEx to receive and send calls via their computer or mobile device.

Two processes are outlined:

- [New Phone Service](#)
- [Inherited Phone Number from Position](#)

New Remote Position

Step	What to Do	How to Do It	Who Does It
1	If this is a new position, one that is not inheriting phone service, please review job description to determine phone service needs	<p>Determine if position primarily communicates with internal customers (all campuses) or has regular contact with external customers.</p> <p>Review current communication tools:</p> <ul style="list-style-type: none"> • WebEx • Microsoft Teams • Zoom • Network and Telecommunications 	Supervisor
2	Request Purdue phone number, if applicable	<p>If it is determined the remote position requires phone service, including Purdue phone number (outside of Teams, WebEx and Zoom communication tools)</p> <p>Visit Telecommunications to request Purdue phone number</p>	Supervisor

3	Request WebEx is provisioned for user	<p>Contact your IT support to validate WebEx is provisioned to their computer.</p> <ul style="list-style-type: none"> • There are four versions that can be used: PC (Windows/MAC), iPhone, Android and tablet. • You can be provisioned for as many versions as you need, i.e. PC and iPhone. 	Supervisor
4	Follow instructions to utilize WebEx for phone calls	<p>Once the Purdue phone has been provided and WebEx is provisioned, follow the WebEx Guide Document.</p> <ul style="list-style-type: none"> • Contact itap@purdue.edu (customer service) with questions. 	Employee
5	Set up voicemail box	Review this web page to set up voicemail	Employee

Inheriting Purdue Phone Number with Position

1	Request WebEx is provisioned for user	<p>Contact your IT support to validate WebEx is provisioned to their computer and/or phone, tablet.</p> <ul style="list-style-type: none"> • There are four versions that can be used: PC (Windows/MAC), iPhone, Android and tablet. <p>You can be provisioned for as many versions as you need, i.e. PC and iPhone.</p>	Supervisor
2	Follow instructions to utilize WebEx for phone calls	Once WebEx is provisioned, follow the WebEx Guide Document .	Employee

		Contact itap@purdue.edu (customer service) with questions.	
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