Campus Telecom Efficiency Checklist

5 Hidden Gaps in University Call Reporting That Cost Time, Money, and Safety

For IT Directors, Telecom Managers, and Campus Infrastructure Teams

Managing telecom across a university isn't easy. Between compliance laws, student expectations, and lean IT staff, gaps in CUCM and Webex reporting can quietly eat away at your resources and even put your campus at risk.

Use this quick checklist to assess whether your call reporting is helping or hurting your institution.

Mark each box that applies to your campus today.

☐ **We have real-time visibility into all 911/E911 calls.**
Our system immediately shows who dialed, from which building or extension, so we can meet compliance with Kari's Law and RAY BAUM's Act and ensure the fastest emergency response.

☐ **We monitor call surges during enrollment and financial aid periods.**
We track when lines are overwhelmed and staff accordingly, so no admissions inquiry or financial aid call goes unanswered during peak times.

☐ **We track missed and abandoned calls by department.**
We can see when calls aren't answered — whether in admissions, IT, or student services — and use that data to fix responsiveness issues before they affect our reputation.

☐ **We maintain an up-to-date inventory of extensions and licenses.**
We know exactly which dorm, lab, or office phones go unused and which licenses are active, so we avoid wasting budget and plan capacity accurately.

☐ **We measure IT help desk call volume and outcomes.**
We can show leadership how many support calls our team handles, prove IT's value, and staff more effectively based on actual demand.

Campus Telecom Efficiency Scorecard

How many boxes did you check?

5/5 ▶ Your campus is in great shape. You've got strong visibility and efficiency across calls.

3–4/5 ▶ You're doing well, but gaps remain that could expose your campus to wasted budget, compliance risks, or student service issues.

0–2/5 ▶ Hidden inefficiencies are likely costing you time, money, and safety. Addressing these blind spots should be a top priority.

Next Step: Run a Campus Telecom Health Check

If you checked fewer than 5 boxes, your campus may be carrying hidden inefficiencies into the next budget cycle. In less than 15 minutes, our team can benchmark your environment against these 5 critical areas and show you where savings and improvements are possible.

SCHEDULE MY CAMPUS TELECOM HEALTH CHECK

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