

Microsoft Teams vs. Dialpad Meetings: When to Use Each

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Overview

OLLU uses two meeting platforms: Microsoft Teams and Dialpad Meetings. Both are supported tools, but they serve different purposes. This guide explains what each platform is for and when to use one over the other.

Microsoft Teams

Teams is our primary platform for collaboration and day to day communication across the university. It is built around ongoing teamwork, not just individual meetings.

What Teams offers

- Channels and Groups: Organized spaces for departments, committees, or projects where conversations, files, and meetings stay together over time
- Breakout Rooms: Split a meeting into smaller discussion groups and bring everyone back together, ideal for trainings and workshops
- Persistent chat, file co-authoring, and integration with Outlook, OneDrive, and SharePoint
- Scheduled and recurring meetings tied directly to your OLLU calendar

Use Teams for:

- Department meetings, committee meetings, and recurring internal meetings
- Trainings or workshops that require breakout groups
- Any meeting that involves ongoing collaboration, shared files, or channel based discussion
- Meetings with faculty, staff, or students

Dialpad Meetings

Dialpad Meetings is a lightweight, quick access video meeting tool. It is best suited for simple, one off meetings, particularly when meeting with people outside the university.

What Dialpad offers

- One click meetings with no scheduling overhead
- AI features: live transcription and automatic call/meeting summaries
- Fully browser-based, works without installing an app allowing participants multiple ways to connect
- Simple screen sharing for quick discussions

Use Dialpad Meetings for:

- Quick, informal, formal, or one off meetings
- External meetings with vendors, prospective students, or outside partners
- Calls where an automatic transcript or AI summary is useful
- Note: Dialpad Meetings do not currently support breakout rooms, so it is not the right choice for meetings that require small group discussion

Do External Participants Need an Account or the App?

No. This applies to both platforms. Anyone you invite, whether they work at OLLU or not, can join a meeting using only the meeting link, a dial in phone number, or an access code provided in the invite. No account, license, sign up, or app download is required for either platform.

- Meeting link: Opens directly in a web browser (Chrome, Edge, Firefox, Safari) no app or account needed
- Dial-in number + access code: Lets any participant join by phone from a landline or cell phone if they don't have internet access

Quick Comparison

	Microsoft Teams	Dialpad Meetings
Best for	Collaboration, recurring/internal meetings, trainings	Quick calls, external/vendor meetings
Breakout Rooms	Yes	No
Channels/Groups	Yes	No
AI Transcription/Summary	Limited	Yes, built-in
Guest join without account	Yes — link or dial-in	Yes — link or dial-in
Setup effort	Scheduled, calendar-integrated	Scheduled, One-click, minimal setup, calendar-integrated

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