

## Advisory & Support

# Microsoft Teams Voice Proof of Concept and Pilot



### A Seamless and Cost-Effective Solution for Unified Communications

Leverage Burwood's expertise and Microsoft Teams Voice to streamline your communication systems, reduce costs, and boost collaboration across your organization. Test Microsoft Teams Voice fit and efficiency within your organization before making a significant investment. Burwood's pilot program is designed to seamlessly introduce voice features and essential components that your users rely on daily.

## KEY BENEFITS

- User Adoption & Satisfaction:** Detailed training for a successful transition.
- Quality of Service:** Consistent and reliable call quality.
- Feature Parity:** Ensuring critical features and functions are available.
- Cost Savings:** Reduce costs by transitioning to the cloud and bundling.
- Safety & Compliance:** Improve employee safety with E911 compliance.

## WHY BURWOOD GROUP



### Expertise:

Over 25 years of experience in delivering voice and collaboration solutions.



### Methodology:

Ensure a seamless transition with Burwood's comprehensive roadmap and specialized experience as a Microsoft Solutions Partner.



### Adoption:

Comprehensive training program meticulously crafted to foster user adoption and expertise.



## Pilot Package

Burwood's Proof of Concept Pilot package delivers a seamless proof of concept for the migration experience to Microsoft Teams, ensuring a thorough and efficient enablement of pilot users to use the calling features within Microsoft Teams.

### DELIVERABLES

- Project plan and dashboard
- Acceptance test plan
- Implementation plan
- Proof of Concept design document
- Pilot Training outline
- Pilot Training facilitation content

### FEATURES

- User configuration/license assignment
- Physical phones (1-2 models)
- Auto Attendants
- Call Queues
- Call Park
- Voicemail / Transcription
- Call Hold Customization
- Caller ID Customization
- PSTN Options
- E911 Compliance
- Delegates
- Training Sessions and Materials

Enhance Operational Efficiency

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