

CONCEPT STUDY TEAMS CALLING

Smooth and reliable calling with Teams

WHAT

Teams is not just a great tool to chat, meet online, and collaborate on documents. It is also ideal to easily, efficiently and reliably call people.

During this concept study with a focus on Teams calling, ConXioN has a thorough conversation with your project team, which usually consists of managers, salespeople and key employees. We start off with an inspiration session where we show the key features and possibilities of Teams calling: auto attendant, contact center, voicemail in the cloud, call queues ...



After that, our consultants determine the current situation (AS IS) for each type of employee. We investigate the current way of working, the technical setup, the devices ...

The desired future situation (TO BE) is also extensively analyzed. Which functionalities and devices fit the organization? Is a CRM or ERP integration desirable? In this **governance workshop**, we align user rights and obligations with the possible settings.

For this analysis of the AS IS and TO BE situations, we map out both the **strategic vision** as well as the **functional needs** to get a clear view of the organization and the process. In addition, we also carry out a **technical analysis**: which solution matches the overall picture and your expectations best?

Key points



Analysis of the AS IS/TO BE
situations



Mapped out process



Functional, technical and organizational



For every type of user

WHY

Usually, the best technical solution or a ready-made solution is not enough. As an employee and as an organization, you also need a **solution that fits like a glove**. That is why, from the onset, we focus on the end user and on **change management**: a solution the end user does not use is just a waste of your time and money.

Hence **the importance** of this concept study. The thorough preliminary investigation prevents bad investments, and the end result makes it possible to make the right decision.



5 benefits



Tailor-made solution



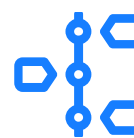
Focus on the end user



Control over budget



Detailed assessment



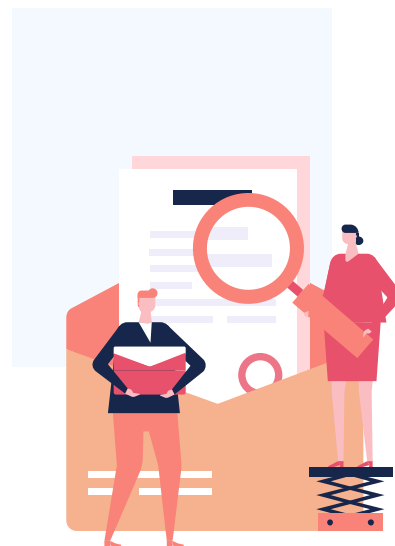
Clear roadmap



HOW

During the concept study, we will investigate how to close the gap between the AS IS and the TO BE situations. We propose a fitting functional and technical solution, including a **detailed quote** and **roadmap**.

We take the end users and their possible resistance to the proposed changes into account. That is why this concept study also includes an **adoption workshop** in which we discuss how the communication, documentation, training and support of the end users is best done in your organization. This adoption plan is also included in our proposal.



Deliverables



Analysis of the AS IS situation



Analysis of the TO BE situation /
governance workshop Teams
calling



Quote with a description of the concrete
solution, including pricing and timing based on
the concept study



Adapt session Teams calling



Adoption plan



Adoption workshop

Contact us

for more information.



+32 56 73 11 21



info@conxion.be



Hoogstraat 134, BE-8540 Deerlijk



www.conxion.be