MICROSOFT TEAMS VOICE ASSESSMENT
Start your journey to Teams voice solution for your hybrid workforce

A FOUNDATION FOR TEAMS VOICE SUCCESS

The Microsoft Teams Voice Assessment evaluates all aspects relating to your IT and telephony infrastructure, networking, and operations to confirm that your organization is ready for using cloud voice services.

By evaluating your environment, you identify risks and requirements that will influence your overall cloud voice deployment. By identifying these items beforehand, you can adjust your planning to drive success.

1 - START YOUR JOURNEY WITH A DECISION MAKERS WORKSHOP

This workshop is designed for CIOs and Business Advisories to quickly understand the cloud voice solution that combines unified communications with teamwork capabilities into an all-in-one communication and collaboration solution.

The decision making workshop includes:
- Overview of Microsoft voice solution
- Evaluation of your telephony and PBX needs
- Environmental and workload analysis, including existing infrastructure and telephony state
- Demonstration of the end-to-end Teams Calling experience
- A showcase of the rich portfolio of available third-party applications and devices
- Discussion of deployment scenarios and pricing options

2 – ENVIRONMENTAL DISCOVERY OF YOUR IT AND PBX ESTATES

The questionnaire walks you through a set of questions to confirm that your organization is ready for the successful rollout of Phone System in Teams.

All matters related to your existing infrastructure, Microsoft 365 organisation, networking, endpoints, operations, and end user's behaviour are included as part of the environmental discovery questionnaire.

The questionnaire is divided into multiple sections to confirm your organisation's readiness for your Teams voice deployment in several major areas:

- Phones & Devices
- Special Users & Services
- Hunt Groups
- Interactive Voice Response (IVR)
- Contact Centre

- Call Pick up
- Customised Services
- Network Connectivity & Layouts
- Physical Building Interconnection
- Voice Wirings, Connectivity and Dial Rules

3- HIGH LEVEL DESIGN OF THE TARGET SOLUTION

The document details the core requirements to set up cloud voice workload for Teams.
This document includes:
- Assessment results from the environmental discovery phase
- Recap of Microsoft Voice solution
- Customise high level design for your company based on your environment including Central Site, Cloud Site, Brach Site and External Site
- Hardware and software solution for receptionist and operators
- Contact Centre solution
- Call queue and Auto Attendant
- Bill of Materials, including Microsoft 365 licenses / add-on, SBCs and licenses, Audio devices and Headsets, third-party tools and consulting services.

DELIVERING SUCCESS OUTCOMES

As a Centre of Excellence in the deployment of Microsoft-based solutions, iCubed has a wealth of experience helping organisations successfully transition to Microsoft Teams.
During the past 10 years, we helped medium and large companies, across all industries, globally to implement Microsoft-based telephony solutions based on our delivery framework.

PLAN

- Capture business requirements
- Define architecture and approach
- Assess readiness
- Undertake remediation
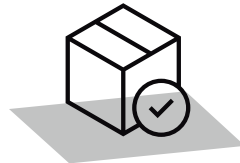
DELIVER

- Deliver high quality Microsoft Teams services on a site by site basis while adoption and initialing operations
- Identify personas to target new features and capabilities as these are released

OPERATE

- Mantain and enhance the delivery of a high quality and reliable Microsoft Teams service to end users over time