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Teams Voice
## 2-Week Assessment

Microsoft
Solutions Partner

Combine voice calls and modern telephony functions in a secure, scalable way with Microsoft Teams

Overview

As hybrid working and cloud-based collaboration redefine the modern workplace, companies rely on tools like Microsoft Teams to keep employees connected and productive.

Traditional voice calls may feel limited compared to the modern, powerful features included in Teams. Unify your telecommunications with the world's favourite collaboration suite by adding voice calling and unleash the full potential of Teams.

Ogi Pro can help your organisation make the most of Teams Voice – a flexible all-in-one telecoms solution that scales as your team grows. Our friendly experts will guide you through the journey of adopting Teams as your primary telephony platform, revolutionising the way your organisation communicates.
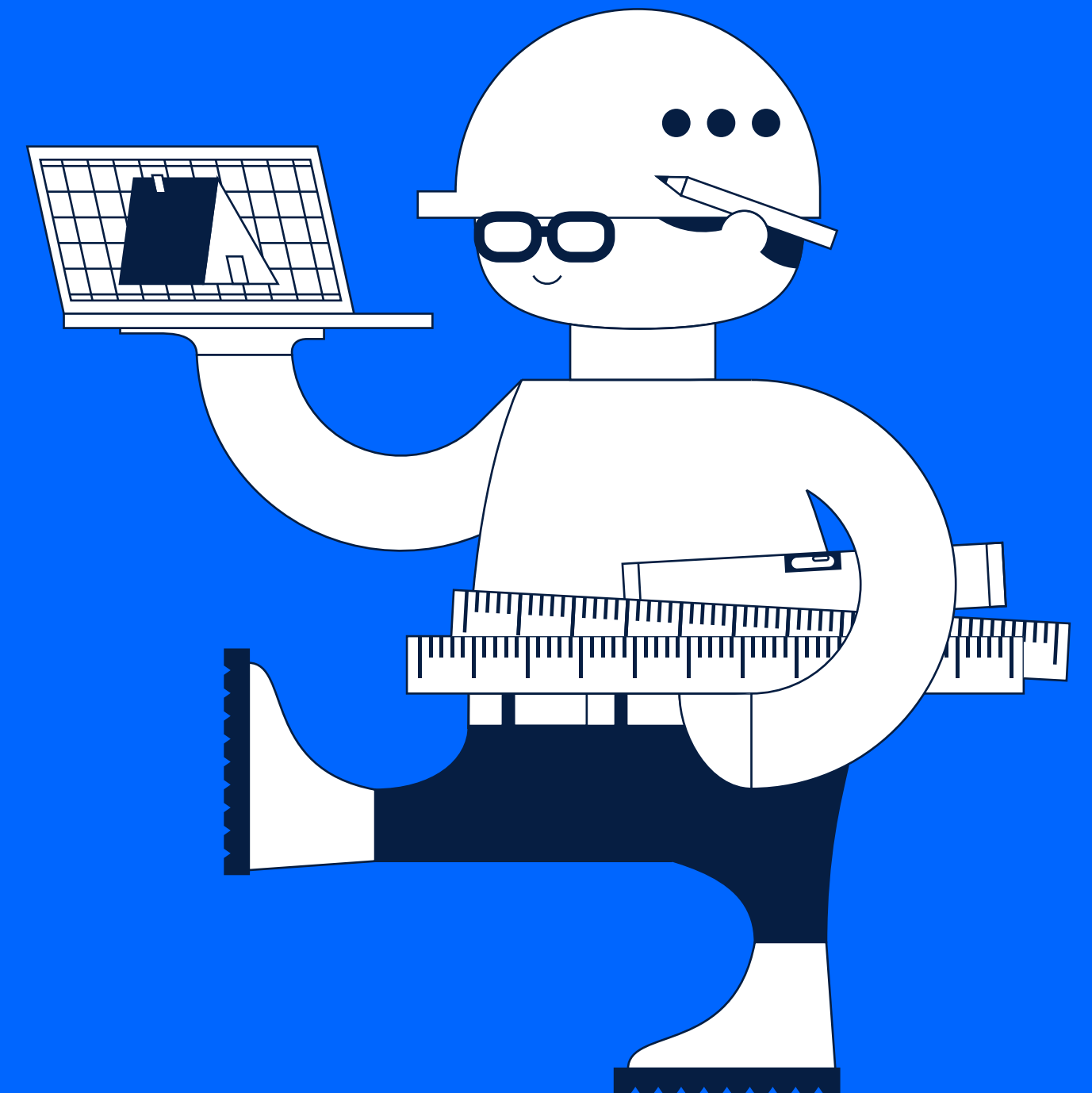
Key benefits

Integrate voice calls and other powerful business telephony features into Teams

Seamless integration from voice to chat, enabling secure multi-platform communication

Cost-effective, scalable telephony solutions that give you greater flexibility and control over spend

Incorporate voice calls into a call recording solution

This engagement includes:

Identifying business-critical telephony functions (call routing, hunt groups etc.)

Identifying compliance requirements

Reviewing existing solutions for telephony and existing Teams usage in the organisation

Specifying and providing hardware and software requirements

Identifying necessary integrations and limitations

Complementary add-ons for this engagement include:

Identity management

Securing content in SharePoint and OneDrive

Scope

This engagement is focussed on implementing Voice/telephony features in Teams for Microsoft 365. The intention is to keep the scale and complexity of the Engagement to a minimum in order to quickly provide the defined benefits to the customer and end-users. For larger, more complex organisations the engagement can be run multiple times with a new set of user stories/success criteria.

Examples of circumstances where this may be appropriate are:

— Migrating Teams relying on different existing voice solutions

— Migrating Teams with different existing use of the Teams solution

Assumptions

This engagement is designed based on the following assumptions:

— The customer already has a Microsoft 365 Tenant in place

— Ogi will be provided with delegated admin access as a Microsoft Partner for at least the duration of the engagement

— Any additional licensing required to support the engagement can be provided by Ogi as a Microsoft Direct Cloud Solutions Partner.

— Workshops and non-disruptive implementation work will be carried out during standard business hours

Exclusions

— Decommissioning/cancellation of existing third-party telephony solutions

— Support for existing solutions during migration

— Migration of any other workflows to support the roll-out of the Teams Voice Solution

Ogi are able to assist with many excluded items through other predefined engagements such as those covering Microsoft 365 Migration, Device and Application Management and Content Management

Structure

All Ogi Cloud Engagements have a consistent structure designed to deliver customer-value against a set of agreed success criteria. These are measurable and unique to each customer, driven by their priorities, organisational culture, and mission. Our approach is based on Microsoft's Service Adoption Framework and consists of three main stages; Envision, Implement, and Enable.
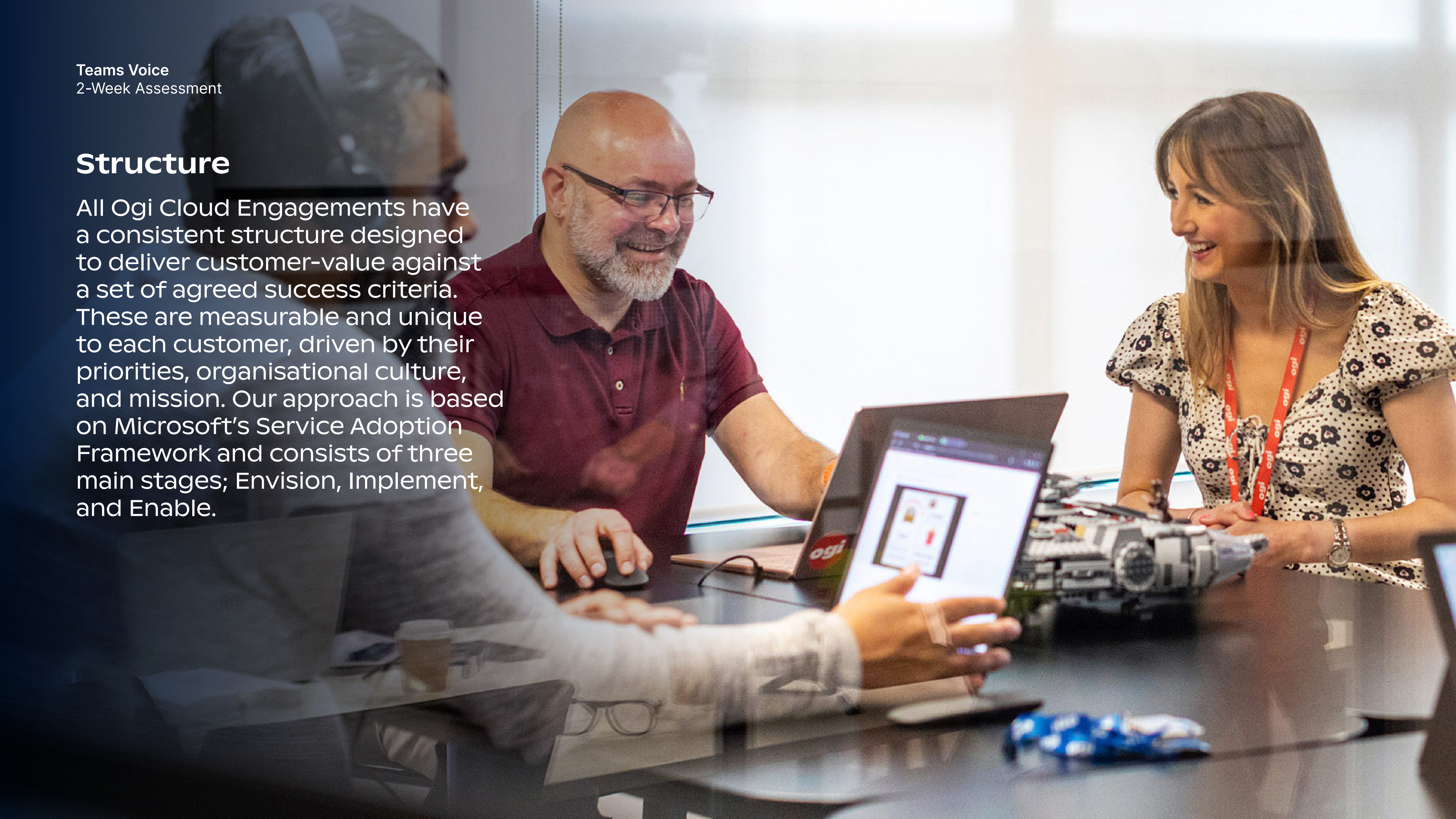
Envision

In the Envision stage we determine with the customer the required scope of the engagement and establish the necessary involvement from interested parties and stakeholders. This is typically conducted through a workshop session which can be in-person or remote.

It will cover:

— Number of users for whom the service is required

— Feature requirement scoping including

— DDIs/non-geographic number requirements

— Service number requirements (non-geographic)

— Auto-attendant requirements

— Call queues/hunt-group/ring group requirements

— Call recording

— Number porting

— Number presentation

— Business continuity and disaster recovery requirements

Outputs from this exercise would typically be:

— Implementation guide including agreed configuration and roll-out plan

— Detailed pricing (often hardware requirements/call-plan requirements are not understood until Envision workshop is complete)

Duration

Typically half-day session led by Service Adoption Specialist with Senior Cloud Engineer. Implementation plan typically follows on within two weeks.

Implement

This stage typically takes place over 2-4 weeks and is focussed on delivering the Implementation plan agreed in the previous stage. This plan will outline the key objectives to be delivered, with a clear scope and defined Success Criteria.

This stage will contain the following elements:

Provision and assignment of licences/call plans

Setup of any ad-hoc communications credits

Configuration of Teams organisation-wide settings

Configuration of users/allocation of DDIs

Configuration of auto-attendants/call queues and service numbers

Procurement and provisioning of end-user hardware (phones/headsets)

Configuration of common area phones and integration with any Teams Rooms System

Pilots/user testing

Number porting (if required)
Note: this is typically the final stage and due to possible disruption it is not typically carried out until most other elements, including user-training, have been completed

Fraud management/call-spend management controls

Duration

Typically 2-4 days of Cloud Engineer time spread across 2-3 weeks with customer-lead and user champions involved in any User Acceptance Testing (UAT).

Enable

This final stage is led by the Service Adoption Specialist. While nominally following on from the Implement stage there is often an element of parallel working to ensure lessons-learned during UAT are captured and integrated into user-facing materials.

This stage includes the following key activities/deliverables:

User awareness training/materials

Integrating feedback from champions/early adopters

In-person end-user training (optional)

Training customer IT team in administration of endpoints and use of monitoring and reporting tools including monitoring call-spend and call performance metrics

Broad deployment to all users

Follow up/assessment against Success Criteria

We will work with the customer to determine the level of training/support required by the end-users. While managed by Ogi's Service Adoption Specialists, and supported by our team of cloud engineers, this stage can also include enabling customer admins to deliver training and onboarding support themselves. As well as enabling the internal IT teams this can also reduce the costs to the customer organisation.

Duration

Typically 1-2 days of Service Adoption Specialist/Cloud Engineer time spread across 2-3 weeks with customer-lead and user champions assisting with onboarding and training. Number porting is subject to industry agreed lead-times.

Timeframe agenda

(Accelerated - actual depends on customer involvement)

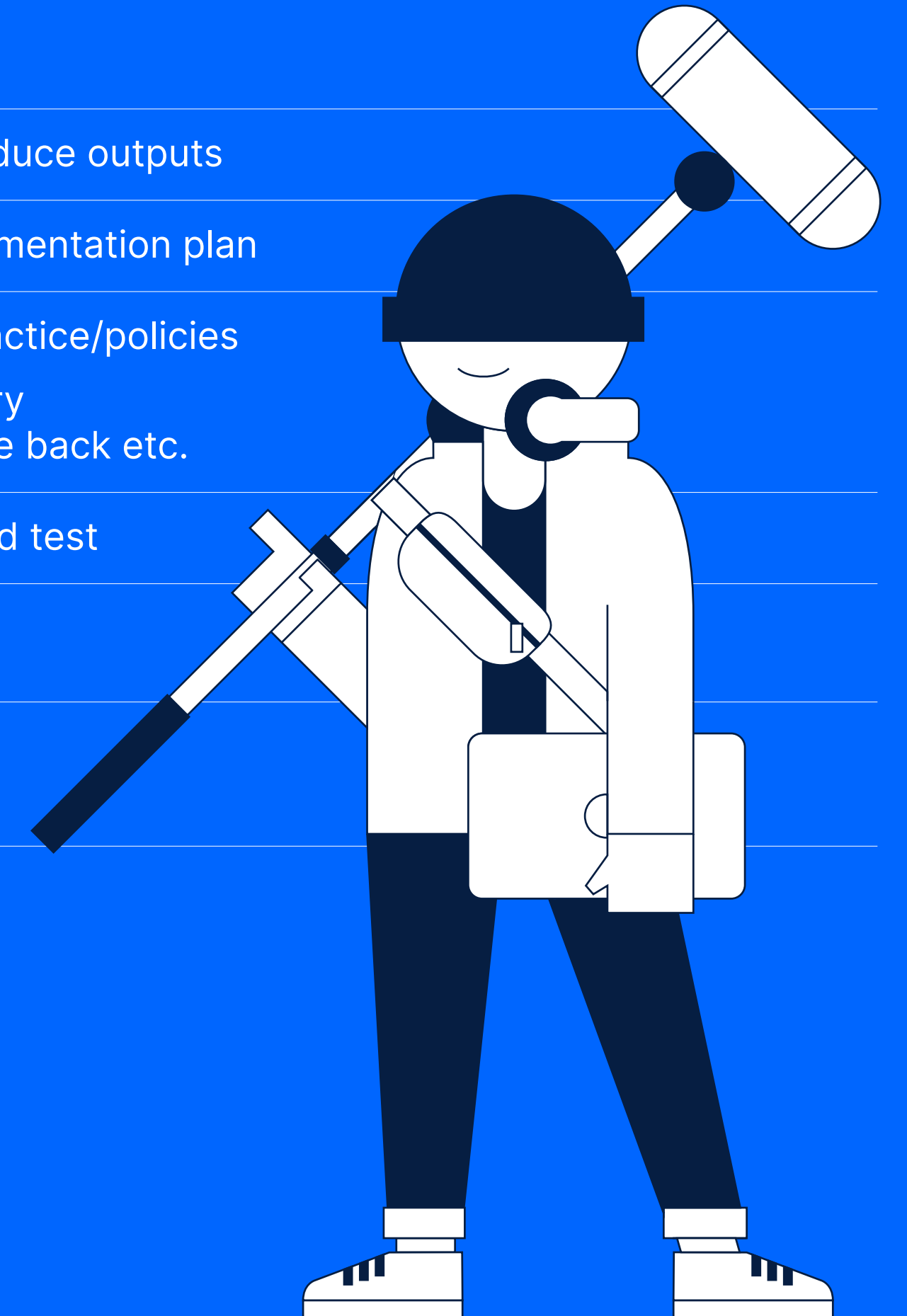### Week 1

Day 1	Envision session and produce outputs
Day 2	Produce and agree implementation plan
Day 3	Implement initial best-practice/policies
	Implement active directory connector/password write back etc.
Days 4/5	Enable Early Adopters and test

Week 2

End-user engagement and wider deployment

Let's hold a no obligation discovery call to see how we can help.

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Certificate No. 364832021

Citation ISO Certification — Information security management — ISO 27001: 2013 — REGISTERED
Certificate No. 345842020

Citation ISO Certification — Quality management — ISO 9001: 2015 — REGISTERED
Certificate No. 166022021

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