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Service Description

Resonate Voice Management Platform

Document Control

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Document Name	Service Description
Product	Resonate Voice Management Platform
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Version	Date	Summary of Changes
1.0	30/04/2023	First Release

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2

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Contents

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3

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1 Product Overview

The challenges faced by customers managing Microsoft Teams are extensive and diverse, with each department experiencing its own unique set of obstacles. IT Operations Directors are struggling with increasing operational costs, while also striving to remain compliant with regulations and prevent a loss of business revenue from poorly managed or integrated systems. IT Service Managers are being stretched to their limits with support escalation and a surge in ticket volumes, ultimately affecting the user experience. IT Operations Teams are constantly managing underutilized licensing and administrative accounts, resulting in hindered productivity and inefficiencies. Project Teams are grappling with manual errors, difficulty in uncovering and understanding data, and repetitive tasks that are not automated. These challenges are not only frustrating but also can impact the bottom line of an organization, emphasizing the critical need for effective management and utilization of Microsoft Teams.

Introducing the Resonate Voice Management Platform - a game-changing tool that promises to transform the way customers manage their Microsoft Teams Phone and Enterprise Voice deployments. With our innovative platform, we're addressing the most pressing challenges faced by IT departments today. Whether it's achieving operational excellence, reducing risks, optimizing costs, or streamlining administration, our three distinct pillars - Configuration, Management, and Review and Improve - have got you covered. At the heart of our platform lies the Teams Voice Configurator - a cutting-edge tool that simplifies setup and ensures continuous optimization of Microsoft Teams Phone. Our Management Tools - including Teams Voice Manager and Call Queue and Auto Attendant Manager - optimize management capabilities to provide an exceptional user experience while reducing costs. And with our Review and Improve tools - Teams Voice Insights - you can leverage actionable insights to maximize the efficiency of IT Service Management. If you're ready to take your Microsoft Teams management to the next level, the Resonate Voice Management Platform is the solution you've been searching for.

Configuration
Simplifying Configuration and ensuring continuous optimization

Teams Voice Configurator
Simplified Configuration of Teams Phone

Management
Enhancing management capabilities to improve user experience and optimizing costs

Teams Voice Manager
Enhanced management all your phone numbers including automated Provisioning of Teams Users and Endpoints

Call Queue & Auto Attendant Manager
Role-based access call workflow management for end users

Review & Improve
Providing actionable insights to maximize the efficiency of IT Service Management

Teams Voice Insights
Monitor adoption & usage of Teams Phone and proactively and reactively manage voice quality

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Our innovative platform offers a range of benefits:

| Multitenant Platform	Managed API	Simplified Onboarding	Data Ownership	Secure	Management Automation	Enhanced with AI

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2   Product Features

2.1   Product Architecture

The Resonate Voice Management Platform is a cutting-edge platform that is built on a robust architecture designed to provide exceptional performance and scalability. At the core of our platform is Microsoft Azure, which hosts the backend and provides unparalleled reliability and security. The frontend of our platform has been developed using Power Platform, a powerful tool that enables us to deliver a highly responsive and customizable user interface. Our platform is multitenant, which means that it can support multiple customers while keeping their data secure and isolated, specifically within the customers Microsoft tenant. Additionally, we have built our platform using microservices architecture, allowing for easy scaling and maintenance of individual components, ensuring flexibility and agility to meet the evolving needs of our customers. Overall, the Resonate Voice Management Platform offers a robust and scalable architecture that enables customers to deploy and manage Microsoft Teams more effectively while delivering operational efficiency, cost savings, and compliance.
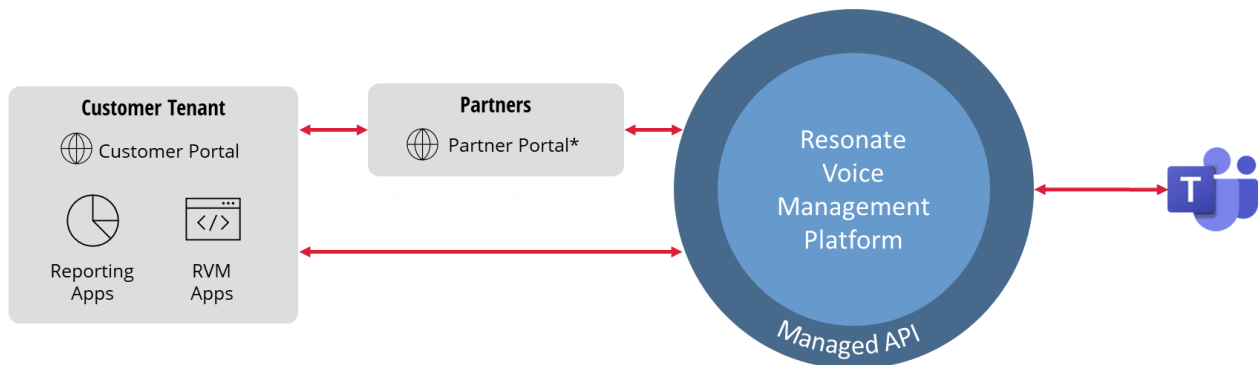
Managed API
Enables both customers and partners to utilize, integrate and build upon our services enabling value-add ecosystem.

Secure Setup & Monitoring
Maintained without direct tenant access. Quick and secure onboarding experience with privileged account credentials

Self-Service Deployments
Designed simplicity in mind reducing the setup complexity and speeding up delivery times.

Scalable Architecture
Microservices build - designed to scale, provide better resiliency, fault tolerance and development agility

SaaS Benefits
Cost effective, measurable value with reduced time to benefits. Regular software updates. 30-day trial available

Data Residency
Customer data resides on their tenancy. Resonate does not store any customer data**.

2.2 Product Features & Benefits
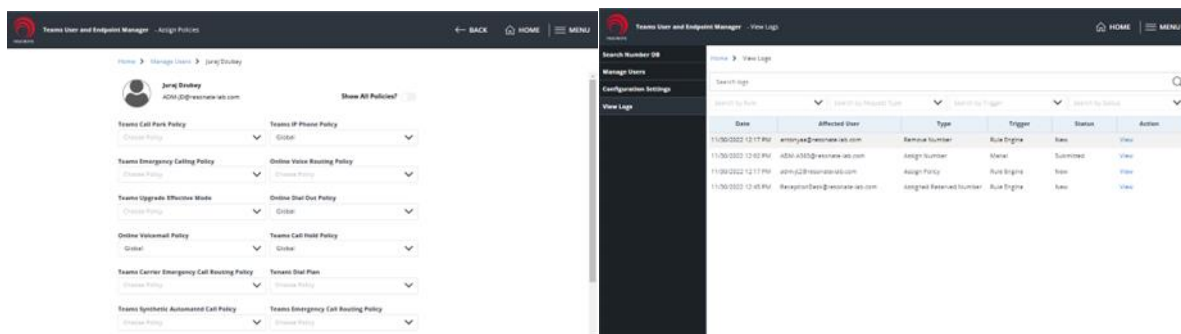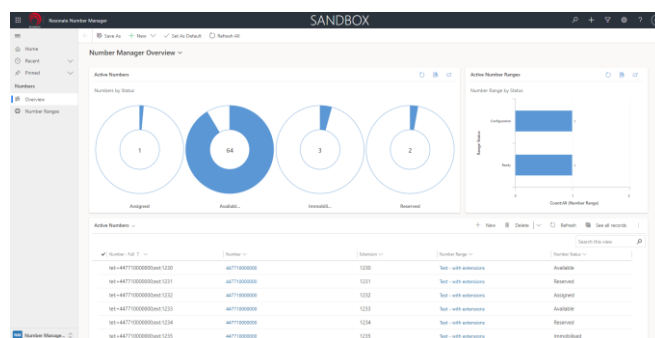
2.2.1 Teams Voice Manager

With Teams Voice Manager, you can experience effortless number management, allowing you to easily configure and manage your all phone numbers within your environment, saving you valuable time and resources. Our solution also streamlines Teams Phone user and endpoint provisioning, enabling you to quickly and easily provision new users and endpoints, ensuring that your users and devices are always connected.

Feature Highlights:

- Agnostic & Simplified Number Management
- Support for Calling Plans, Operator Connect and Direct Routing
- Supports AD Attribute, Custom Attribute and Group Mappings
- Fully automated User Provisioning
- Automated User Communications
- Reporting and Alerts on Number Availability, Enterprise Voice Usage and Requests

Benefits:

- Reducing Errors and Support Escalations
- Reduction in time spent and overall JML tickets
- Improved User Experience
- Number Rental & Teams Phone Licensing Cost Control
- Legal and Regulatory Compliance
- Time to Information Improvement

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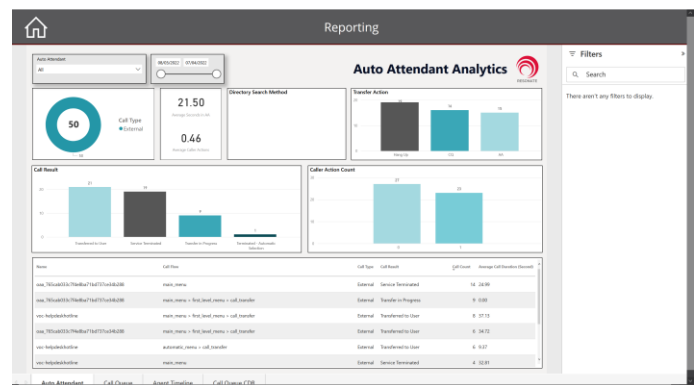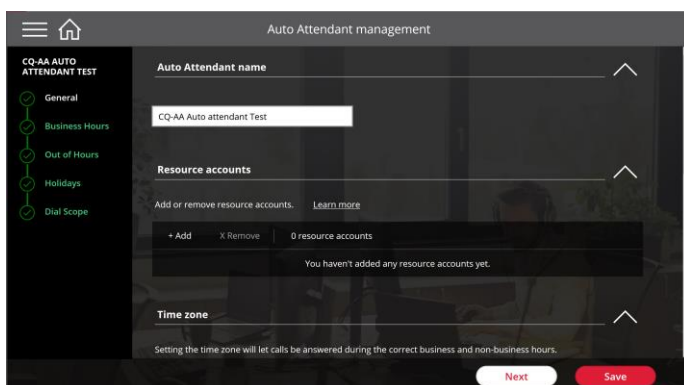## 2.2.2   Call Queue and Auto Attendant Manager

With our Call Queue and Auto Attendant Manager, you can empower your employees to take control of call routing, giving them the ability to easily route calls to the appropriate person or department, without the need for IT admin tickets or elevated privileges. Our application provides a user-friendly interface that allows your team members to easily manage their own call flows and adjust their settings, providing them with greater autonomy and flexibility. This reduces the workload for IT operations teams, freeing them up to focus on more strategic initiatives. Our platform also provides a "single pane of glass" view of usage and performance, allowing you to easily monitor usage patterns, identify issues, and make informed decisions about how to optimize your call workflows.

Feature Highlights:

- Role Based Access Control for Admins and Managers
- Alleviates the requirement for Teams Administrator Admin Privileges
- Quickly Manage and Track Changes to Call Workflows
- Access to Granular Reports on Call Queue and Auto Attendant Performance, Agent Performance and Call Detail Records.

Benefits:

- Reduction in IT Administration
- Reduction in time and overall JML tickets
- Contact Centre license avoidance
- Reduction in privileged admin accounts
- Improved time to information
- Improved manager and customer experience

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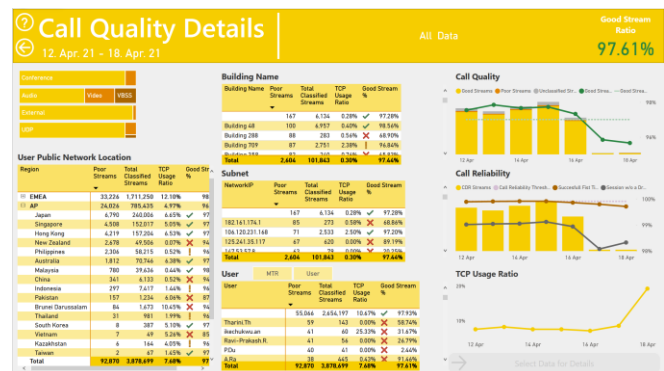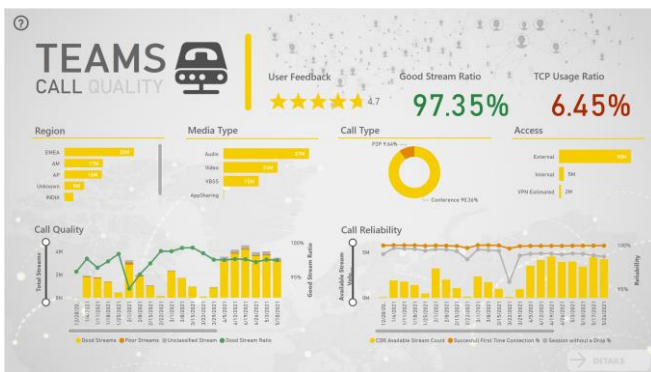@ResonateUCC

2.2.3 Voice Quality Insights

Our Voice Quality Insights Application allows you to maximize your Team's voice quality by providing IT administrators with the tools they need to proactively detect and resolve pertinent voice quality issues. With our application, you can monitor call quality metrics, allowing you to identify issues before they impact the user experience. Our platform also provides a centralized location for all voice quality data, making it easy for IT administrators to analyse and troubleshoot issues quickly and efficiently. Whether your users are working remotely or in the office, on a desktop or mobile device, our platform ensures that they enjoy a consistently high-quality user experience. With our advanced analytics and reporting, you can gain valuable insights into call quality trends, enabling you to make informed decisions about how to optimize your Teams platform's voice quality. Overall, the solution provides a comprehensive solution for managing and optimizing your Microsoft Teams Phone deployment, ensuring that your users enjoy the best possible experience.

Feature Highlights:

- Holistic view of Voice Quality across whole environment to support Hybrid Working
- Reports can be drilled down from organisation level to building/site to individual users
- Peripheral Tracking (Certified Headset Tracking)
- User Feedback Analysis

Benefits:

- Reduction in heavy user/VIP escalations
- Reduction in time and overall JML tickets from proactive monitoring
- Ensure environments are operating at right size
- Improved time to information
- Improved user experience

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3 Onboarding

3.1 Standard Onboarding Process

There is a 4-step onboarding process:

1 **Registration:** Our CSM team will reach out for your Customer Contact Details and will generate a portal invitation and activate your license keys.

2 **Customer Portal:** After receiving your invite to the customer portal there are two steps that you will have to take:

- o App Registration: A global administrator will have to approve an app registration per product.

- o Privileged Account Details: You will be asked to enter the account details for a privileged accounts used by each product.

3 **App Download**: Once the App registration is complete you can download the applications from the Customer Portal and install them into your Power Platform Environment.

4 **App Configuration**: Once the Applications are installed, they will be ready to configure to meet your business needs.

3.2 Supported Onboarding Process

Resonate can also provide additional resources to support your onboarding experience. The two areas which we can support are the following:

1 Installation Process: Engineers can guide you through the setup process and get your apps up and running for you.

2 Configuration: If you have a complex environment, our voice engineers can help you to understand your environment and configure the apps to meet your requirements.

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4   Support

4.1   Support Scope

4.1.1   Advice & Incidents

Resonate developer resources will be on hand to answer any questions you may have about the app and how it works.

If there is an incident, we have an Application Support Team, who are available to resolve any problems you may be facing in using the app. We offer business hours support, 9am – 6pm CET (8am-5pm GMT) which is accessed by emailing our support desk or raising a ticket on our portal.

4.1.2   Patches/Bug fixes

The core services being used to run the solution are maintained by Microsoft. If we identify the problem is on the Microsoft side, we will monitor the progress of Microsoft in resolving the issue on your behalf and will keep you updated.

4.1.3   App Updates

Resonate constantly review the features in all the solutions we provide so we will be seeking to improve and bring new features to your solution. As a new feature becomes available, we will contact you and give you the option of adding it to your solution. Also, if you have an idea for an improvement do let us know.

4.2   Service Level Agreements

Resonate Power Platform solutions are supported in business hours support Monday – Friday CET 8am – 6pm (GMT 7am-5pm), excluding public holidays.

We offer the following Service Level's against our solution performance.

Support service Levels	Maximum Response Time	Maximum Resolution Time
Service Incident – Priority 1 (Critical)	< 4 business hours	< 2 business days
Service Incident – Priority 2 (Med-High Impact)	< 1 business day	< 5 business days
User service request/ Application changes (ALL Priorities)	< 3 business days	Depends on scale

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The incident ticket severity levels are defined as follows, and upon raising a new incident, priority levels will be agreed between Resonate and the customer:

Priority 1: Solution not working. All users are impacted.

Priority 2: Functionality impaired – error messages

The above SLA's apply to incidents that are within our control. We can't be responsible for issues that are outside of our control where a third party does not provide a resolution time SLA. P1 incidents are raised via email or phone and P2 incidents or service requests via email to our support desk

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12

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About Resonate

Resonate are a UK headquartered Unified Communications and Collaboration (UCC) Systems Integrator, with Sales and Operations presence across Europe and a dedicated 24/7 support facility based in Slovakia. Resonate are knowledgeable and experienced collaboration experts with a portfolio that includes Teams and Skype for Business global solutions for some of the largest brands in the world.

The Resonate team have comprehensive experience of delivering Voice and UCC solutions over a diverse range of industries from Telecoms, Banking, Retail and Legal; to Charities, FMCG, Broadcast and Media, and Oil and Gas. This enables us to address the needs of each industry sector by providing relevant industry experience and lessons learnt.

Resonate has a deep understanding of what it takes to make a UCC implementation successful – offering consultancy, technical design and delivery, and end-to-end managed services for proactive management, accelerated adoption, increased operational efficiency and boundary pushing innovation for any new or existing Microsoft Teams and Skype for Business solution:

1   Our 'Voice for Teams' service allows a simple cost-effective method to deliver Phone Service Direct Routing to your Teams tenant.

2   We can deliver UCC solutions complementing Microsoft Teams – including PSTN voice, Contact Centre, solutions for Regulatory and Legal Compliance, Video Interop, and Call Recording – with options to deliver and manage these solutions on Azure.

3   Within Teams, our App Dev experts can work with you to develop Analytics, Insights and Actions, and Process automation and integration using PowerPlatform (PowerBI, PowerApps, PowerAutomate).

4   Our consultancy services can also provide UC/Voice experienced Project and Programme management or technical support for your IT projects.

Resonate provide support for hundreds of thousands of Teams and Skype for Business users globally for some of the largest brands in the world. Resonate can be trusted to advise, design, deliver and manage your UCC transformation. Feel free to contact us to see where we can help you move your business workloads into your UCC investment.

Our Vision

"A world where UC Technology is the prime means of communication and a platform for innovation"

Our Mission Statement

"We will be the company of choice for guiding customers on their unique journey from legacy to Unified Communication solutions. Our product will help our clients save money whilst making their business more productive and unlocking limitless potential for innovation"

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