

AGENDA

TEAMS CALLING WORKSHOP

- **Presentation of people on both sides and overview of the plan.**
- **Evolution of Voice** - Teams Conversations and more. Different versions of Teams apps and devices.
- **Evolution of Voice – Management Scenarios** – Licensing, number assignment, integration of Teams with PSTN, policies, resources.
- **PBX to Teams Journey** - Migration strategies to move users from PBX to Microsoft Teams Calling, Business Experiences of switching to Microsoft Teams Calling.
- **Adoption & Change Management** – An overview of the approach that best suits the customer in terms of communication and awareness and an overview of end-user training preferences.
- **Scenario Discovery** – User Analysis, Mapping Telephony Services to Teams, Mapping PBX Features to Teams.
- **Workload Analysis** - An overview of your current voice environment, migration needs, device history, integration requirements, goals, and end requirements.
- **Close-Out** – An overview of the next steps and key risky blocking factors that need to be mitigated.
- **Report & Recommendations - Implement** an overall plan to switch to Microsoft Teams Calling.
- *Completion of workshops and questions.*

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