



Modernize Communication Workshop

Modernize Communications Workshop

Help customers understand and experience the vision for Microsoft Teams Phone and calling capabilities by evaluating customer calling scenarios and business priorities.



Assess →

Gather information on current environment and practices for calling scenarios.



Art of the Possible →

Showcase modern calling capabilities powered by Microsoft Teams Phone.



Build the Plan →

Build the plan for how to deploy and adopt Microsoft Teams Phone.

Identify appropriate roles for each phase and modules of the Modernize Communications Workshop to align with your business priorities, and focus on calling scenarios

Project Manager

Suggested Total time commitment = 20hr:30mins
All Core 11hr / All Optional 6hr 15mins

Example here includes all Core and Optional Modules

Example

Core



Assess

- ✓ Pre-Engagement Kick-Off(60mins)



Art of the Possible

- ✓ Art of the Possible Kick-Off.... (15mins)
- ✓ What's New in Teams Calling (30mins)
- ✓ Calling with Teams Phone..... (60mins)
- ✓ Moving to Teams Phone..... (60mins)
- ✓ Devices for Teams Phone..... (45mins)



Build the Plan

- ✓ Build the Plan Kick-Off (15mins)
- ✓ Adoption and Change Management (60mins)
- ✓ Scenario Discovery..... (120mins)
- ✓ Workload Analysis (120mins)
- ✓ Network Readiness (45mins)
- ✓ Report and Recommendations..... (60mins)



Optional modules include:



PSTN Connectivity

- ✓ Microsoft Teams Calling Plans (30mins)
- ✓ Microsoft Direct Routing..... (60mins)
- ✓ Operator Connect (30mins)
- ✓ Audio Conferencing (20mins)



Management

- ✓ Teams Phone Administration and Management..... (60mins)
- ✓ Managing Call Quality and Reporting.....(30mins)



Advanced

- ✓ Call Queues and Auto Attendants..... (45mins)
- ✓ Contact Center..... (30mins)
- ✓ Call Recording..... (20mins)
- ✓ Session Border Controllers (30mins)
- ✓ Survivable Branch Appliance..... (20mins)

Workshop Deliverables



- An evaluation of your current telephony and voice communication needs
- Environmental and workload analysis, including existing infrastructure and telephony state
- Demonstration of the end-to-end Microsoft Teams calling experience to showcase Microsoft Teams Phone as your telephony solution
- Direction on how to transition various user profiles into a modern collaboration and communication environment
- Showcase the rich portfolio of third-party applications and devices that can complement the Microsoft Teams Phone experience
- Customized, actionable recommendations you can follow to enable and adopt Microsoft Teams Phone



Art of the Possible - Scope

Goal: Showcase modern calling experiences catered to the unique needs of your business.

Scope: The “Art of the Possible” for Microsoft Teams Phone is a combination of presentations and immersive experiences that will educate and excite your organization on the Microsoft Teams calling capabilities and uncover business use cases and priorities.

We will achieve this in the following sessions

- Calling with Teams Phone
- Moving to Teams Phone
- Devices for Teams Phone
- What’s New in Teams Calling & Devices

Your selected **modules**

- Hands-on or virtual immersive experiences across:
 - Teams Calling experience
 - Teams Devices experience



Modernize Communications Workshop agenda | Core modules

Example

Phase	Session	Description	Outcome	Customer attendees	Time
Art of the Possible (Core)	Art of the Possible Kick-Off	This session will begin the Art of the Possible portion of the workshop. Required sessions as well as the agreed optional sessions will be listed here.	Set the agenda and schedule for the Art of the Possible phase.	Project Lead Project Manager Service Owner	15 minutes
	What's new in Teams Calling & Devices	This content is available online and will be updated frequently based on product updates. Check back often for newer versions of this presentation.	Inform customers of our latest roadmap update, announcements, and product enhancements.	Exec Sponsor, Project Mgr, Architect, Telephony, Service Owner, IT Pro/Admin, Employee Experience	30 minutes
	Calling with Teams Phone	This session will deliver our vision for how calling with Microsoft Teams Phone is modernizing communications. It will give provide feature rich immersive experience of Microsoft Teams calling functionality.	Create the vision and show how calling with Microsoft Teams Phone can benefit the customer.	Exec Sponsor, Project Mgr, Architect, Telephony / Service Owner, Employee Experience, IT BDM	60 minutes
	Moving to Teams Phone	This session will cover migration scenarios for migrating existing voice solutions to Microsoft Teams Phone.	The customer should have a greater understanding of how to integrate and migrate existing voice solutions to Microsoft Teams Phone.	Exec Sponsor, Project Mgr, Architect, Telephony / Service Owner, IT Pro/Tenant Admin, Helpdesk, Adoption Change Mgmt, Employee Experience	60 minutes
	Devices for Teams Phone	A closer look at Microsoft Teams certified devices available to enhance the Teams calling and meeting experiences.	Understanding of the importance of certified devices and what devices are available to use with Microsoft Teams.	Exec Sponsor, Project Mgr, Architect, Telephony / Service Owner, IT Pro/Tenant Admin, Helpdesk, Desktop Lead, Adoption Change Mgmt, Employee Experience	30 minutes



Build the Plan – Scope

Goal: Build the plan for how to deploy and adopt Microsoft Teams calling within your organization.

Scope: Following the “Art of the Possible,” we want to map the journey to deploy and adopt Microsoft Teams Phone. We will talk through relevant use cases and devices by developing a deployment roadmap.

We will achieve this in the following sessions:

An understanding of your current needs and next steps for deploying Teams calling in your organization.

- Review of pre-work findings
- Workload Analysis
- Adoption and Change Management
- Network Readiness
- Scenario Discovery
- Report and Recommendations



Modernize Communications Workshop agenda | Build the Plan

Example

Phase	Session	Description	Outcome	Customer attendees	Time
Build the Plan (Core)	Build the Plan Kick-Off	This session covers what each upcoming session will entail and sets expectations with the customer for delivery and agreed upon outcomes.	Begin the Build the Plan phase of the workshop.	Project Lead Project Manager Service Owner	15 minutes
	Workload Analysis	Review voice landscape, migration needs, device story, interop and integration requirements, end goals and requirements.	Mutual understanding of voice needs and capabilities.	All project team	120 minutes
	Use Case and Scenario Discovery	Fundamental discovery exercise for partners/field and customers to identify the Use Cases and Scenarios that will enable a customer to accelerate their implementation and adoption of Microsoft Teams Phone.	Document the different use cases and scenarios the customer has in place.	Project Mgr, Architect, Telephony / Telecoms Lead, Service Owner, Desktop, Support/Helpdesk, Adoption/Change Mgt, Employee Experience	60 minutes
	Network Readiness	Review of the network improvements and architecture allowing for high quality calling, meetings and discovery of existing infrastructure.	Identify network information crucial to move forward with a Teams calling solution.	Project Mgr, Architect, Network Lead, Service Owner, Adoption/Change Management	45 minutes
	Adoption and Change Management	Discuss the approach that will best suit the customer for communication and awareness along with discussing end-user training preferences. Optionally, discuss the importance of building support with a Champions Network.	Information gathered to build a communication and awareness plan along with a training plan. Optionally, create a Champions Network plan.	Exec Sponsor, Project Mgr, Architect, Service Owner, Desktop Lead, Support/Helpdesk Lead, Adoption/Change Mgt, Comms, Training Lead, Employee Experience	45 minutes
	Report and Recommendations	Delivery of the overall plan for moving to Microsoft Phone.	Documented result of the workshop.	All project team	60 minutes