

Microsoft Teams Cloud Voice Offering

OUR VISION: "Being a leading company that offers, develops and implements total, innovative ICT solutions based on clear business value and that can support customers throughout the entire lifecycle of the solution."

ENVISION

ENABLE

EMBRACE

FastTrack
Teamwork
Assessment

Business Decision Maker Workshop
Adoption Planning Workshop
Meetings Planning Workshop
Calling Planning Workshop
Solutions Planning Workshop

Low level technical design workshop

Functional workshop(s) for advanced
calling & contact center features

Functional test plan for Microsoft
Teams Cloud Voice deployment

Activation and configuration of
Microsoft Teams Cloud Voice
(policies, CQD, ...)

Implementation of AudioCodes
Direct Routing Gateway (on-prem or
cloud hosted)

Implementation of Cloud Contact
Center for Microsoft Teams

Implementation of Microsoft Teams
Cloud Voice devices

Administrator training for day to day
management

As-built documentation of the
Microsoft Teams Cloud Voice
deployment

Handover from project to operations
mode

Start of the Change & Adoption
process