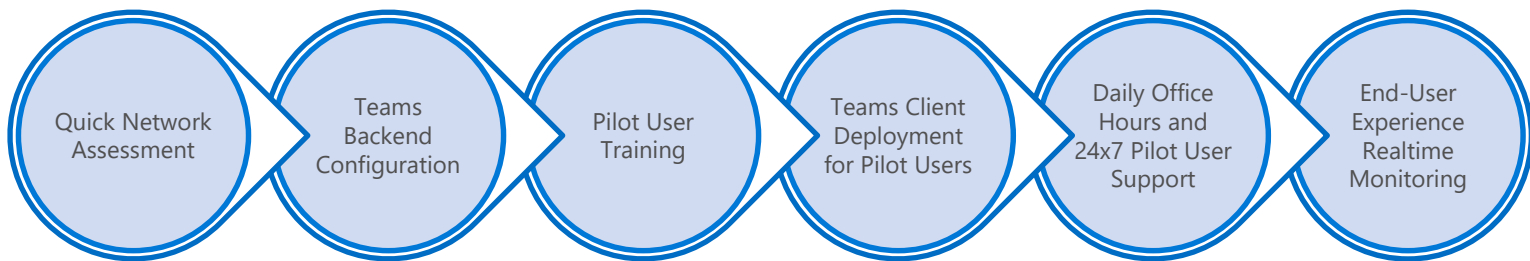


White Glove End-User Pilot: Microsoft Teams

for Teams Voice

Overview

Sometimes, getting started is the hardest part of a journey. For Microsoft Teams, especially for Enterprise Voice, there are two vectors that must be pushed through: 1) Backend Readiness and Configuration 2) End-User hand-holding and experience management. This solution covers both.



Resources:

Service Owner Role

Senior Technical Resource specializing in Teams Voice, Video and Networking

Cadence:

Daily Office Hours (both resources)

Daily 8x5 management of Teams site for user interaction

24x7 Call Center, 8x5 Issue Resolution

Pilot User Feedback Solicitation

Proactive Pilot User Experience Management

Weekly State-of-Pilot Slide Desk

Weekly State-of-Pilot Exec Meeting

Scope

Technical Configuration

- Teams configuration
- Network assessment and network readiness
- Teams Client deployment to Pilot Users

User WhiteGlove

- Pilot with up-to 20 users
- Pilot user training and scenario training
- Management of a Microsoft Teams site for pilot user feedback and interaction
- Pilot user daily-office-hours
- Pilot user customer satisfaction management
- Realtime Service Monitoring
- End-User-Experience Realtime Monitoring

IT & Business Leadership WhiteGlove

- Pilot user 24x7 reactive support
- Weekly "state of the pilot" slide deck and executive review for IT executive team