



# A smooth travel to the modern workplace with Journey Automation

Skype for Business reached its end of life in July 2021, driving users to migrate to Teams.

SOFTEL's customer had 45,000 users leveraging the Microsoft Phone System through Skype for Business, many of which were using Polycom VVX devices (not supported by Microsoft Teams). The previous migration was performed through a 'white-glove' service provided by a third party.

That included from unboxing the devices to ensuring each user access and PSTN functionality.

Now faced with a second migration, the customer were looking for a most cost-effective solution, while providing the same functionality and services to their users.

This is where SOFTEL created the first "journey" with Journey Automation.



## At-a-glance:

**Customer:** Undisclosed

**Website:** Undisclosed

**Customer Size:** 45,000

**Country:** USA, Undisclosed

**Industry:** Government

**Products and Services:** Public Administration

## Customer challenges

*As a customer telephony partner, SOFTEL took on the challenge to provide them with a solution that would address two critical constraints:*

- *Replace as few as possible devices*
- *Convert as many users as possible from physical devices to Teams with certified headsets.*

*Our solution would also have to satisfy the following requirements: include automation, have a proactive self-service philosophy, reduce incident creation with their Help Desk, and provide advanced reporting.*

## SOFTEL's Solution

*Journey Automation guided the customer's users through three migration phases (pre-migration, migration, and post-migration). It also provided automated support responses and training content to users based on keywords while interacting with an embedded chat bot. Finally, SPFTEL also provided an integration with their incident support (ServiceNow) to streamline issue resolution and escalation paths.*

*Journey Automation uses 100% Microsoft technologies: Microsoft Teams, Azure, LUIS AI, QnA Maker, Power BI, and Power Automate.*

## Customer Benefits

With Journey Automation, SOFTEL's customer significantly reduced the cost for a second migration, saving an estimated 1M\$ in white glove services and significantly relieving the workload from their Help Desk. Automated intelligent-driven processes saved up to 80% in time effort to manage the processes involved in the organizational change. Empowering end-users with self-service strategies drove adoption up by 80%. Finally, actionable intelligence allowed to correct errors 5x faster.



*"Journey Automation provided an easy process for everything from initial setup questions, key training to complete before migration, the migration itself and ensuring key functionality was working correctly after the migration was complete."*



*[With] "Journey Automation, 83% [of users who responded the final survey] felt 'very prepared' or 'somewhat prepared' by the training provided on Teams."*



*"88% [of users who responded the final survey] felt the Journey Automation experience was 'very easy' or 'somewhat easy.'"*

### Contact Us:

info@softel.com  
+1 877 525-1987

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 <https://softel.com>

