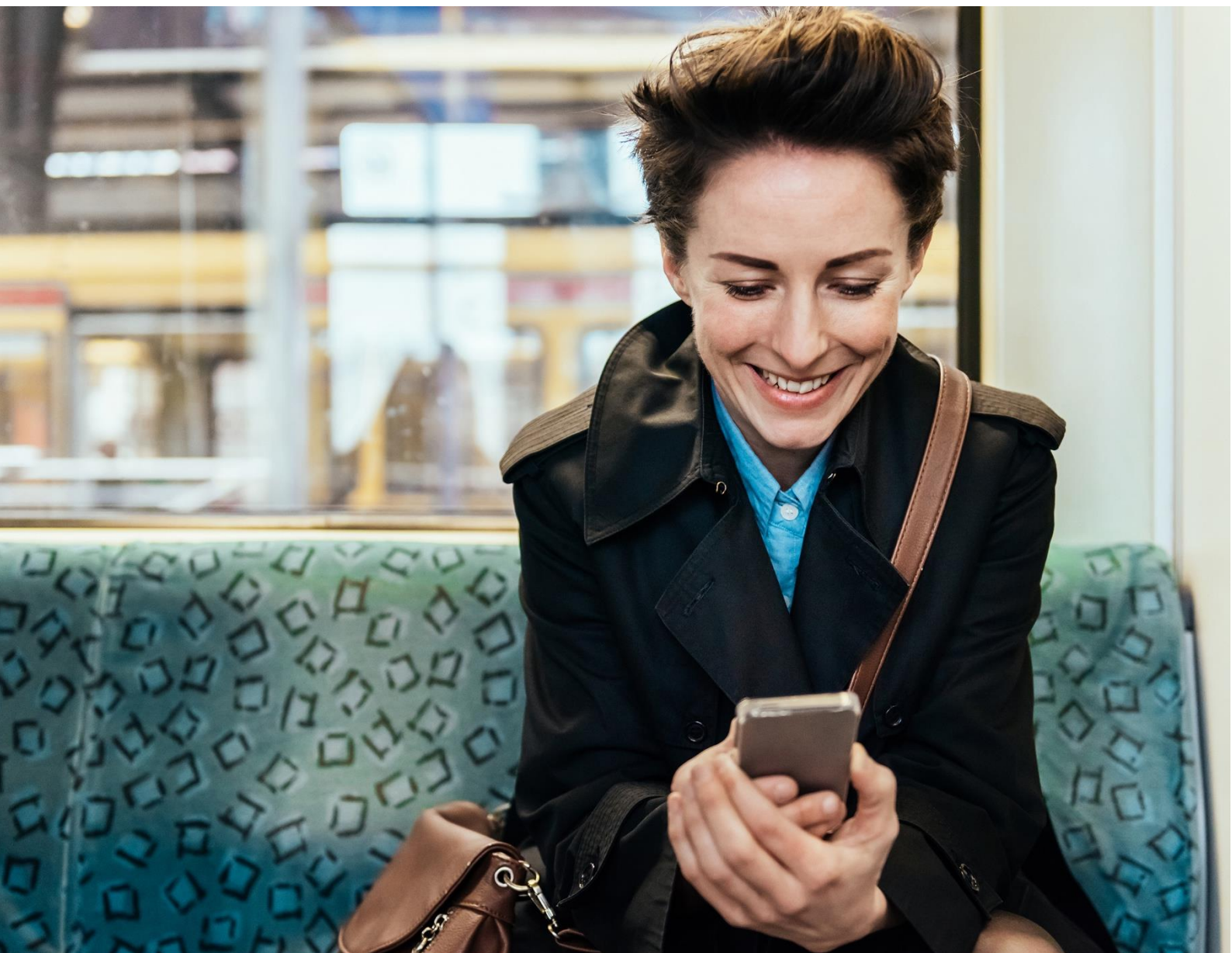




Teams Phone Pilot

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Exobe

Exobe came about through the merger of the companies Altitude 365 and Uclarity. We began as two specialist companies born out of the cloud era and Unified Communication respectively - until in 2021 we decided to join forces so that we could accompany you, our clients, throughout your journey. You will find our physical premises in Stockholm, Gothenburg, Örebro and Malmö, but technology puts no limits on where we carry out our work or who we help along their way.

Humans & Tech

Together we are even sharper! At Altitude 365 and Uclarity we liked working in partnership so much that we merged to become Exobe. The result? Even better tools for digital collaboration for you and your colleagues - to make working life more secure and simply better.

Hybrid workplaces

Surveys show that 50-70% of people want to continue hybrid working - in other words, working from home as well as in the office. As companies, how should we approach this? How can we adapt offices and workplaces to suit both those physically present and those on screen?

- Automate repetitive operations so that employees can focus on more value-creating tasks.
- Create insight by visualising data and enabling data-driven decisions.
- Enable companies to quickly turn ideas into ready-made solutions that help make working life better.

Intro / Background / Summary

Exobe is an expert in driving modernize communications transformation. We provide tools and resources that ensure employees can collaborate effectively and share information securely no matter where they work. We are excited to offer a Microsoft Teams Phone pilot that shows you how to do more with Microsoft Teams Phone and accelerate your calling transformation journey.

The Teams Phone pilot includes three distinct phases:

1. **Plan** - Confirm stakeholders, pilot audience, and define pilot success criteria
2. **Enable** - Enable Teams Phone trial licenses, enable pilot scenarios and measure success
3. **Grow** - Provides operation guidance and an actionable plan to scale and reach full deployment

Goals and objectives

- Accelerate your modernize communications transformation by addressing your key communications scenarios and challenges by piloting Microsoft Teams Phone capabilities.
- Gain a holistic view and practical experience of your future state by piloting Microsoft Teams Phone capabilities and devices.
- Receive an actionable findings and next steps plan which will assist you on your scaled Teams Phone enablement journey.

Pilot overview and scope

Microsoft Teams Phone pilot up to 50 users for 90 days.

Under this Statement of Work (SOW), Exobe AB will provide the following activities and deliverables.

Plan Phase:

Plan the Microsoft Teams Phone Pilot

- Identify key business decision makers and stakeholders
- Facilitate an engagement kick-off meeting to discuss objectives, define key metrics for success as well as technical and business requirements pertaining to the Teams Phone pilot.
- Discovery of existing environment and validation of the following items:
 - Current state of telecom infrastructure and architecture.
 - Business and operations requirements pertaining to telecom infrastructure.
 - Connectivity to PSTN.
 - Audio Conferencing needs and providers.
 - IVR, Auto Attendants, Call Queues and other Call Center requirements.
 - Existing network topology and connectivity to Microsoft 365 from remote and on-premises users.
- Define Microsoft Teams Phone features and pilot scope including:
 - Teams Phone PSTN connectivity (minimum of 1 to be piloted)
 - Calling Plans

- Direct Routing
 - Operator Connect
 - Teams Phone Mobile
- Teams Phone calling features and functionality to be piloted
- Call Queue and Auto Attendants (minimum of 2 to be piloted)
- Teams Phone Pilot users (Maximum of 50, minimum of 25)
- Teams certified devices (If applicable for the required scenarios)
- Teams Phone trial license requirements for the pilot.
- Identify Teams Phone champions in customer's organization
- Verify customer environment meets deployment requirements for Microsoft Teams Phone with assistance with identifying and defining preparation and remediation tasks into a checklist including network, security, clients, devices for Teams Phone.

Enable Phase:

Enable Microsoft Teams Phone Pilot

- Verify preparation and remediation tasks identified in plan phase are completed by customer prior to Teams Phone enablement.
- Enable Teams Phone using one or a combination of the following PSTN Connectivity options:
 - Option 1: Microsoft Calling Plans
 - Option 2: Direct Routing
 - Deploy and configure a single trial Session Border Controller (SBC) for connectivity to SIP trunk provider and Teams Direct Routing.
 - Option 3: Operator Connect
 - Work with customer and Operator Connect provider to coordinate enablement and DID assignment or porting for pilot users
 - Option 4: Teams Phone Mobile
 - Work with customer and Teams Phone Mobile provider to coordinate enablement and DID assignment or porting for pilot users
- Configure the following components:
 - Direct Routing configuration with selected Session Border Controller solution or SBC as a Service provider (Option 2)
 - Configure at least two auto attendant with up to two (2) levels and two call queues.
 - Enable up to 50 pilot users for Microsoft Teams Phone with telephone number assigned (Minimum of 25)
 - Configure applicable policies to enable Microsoft Teams Phone features for pilot users.
 - Up to three (3) Dial Plans (If required)
 - Up to three (3) Voice Routes (If required)
 - Up to three (3) Voice Policies (If required)
 - Assign all Teams policies to pilot users.
- Enable and license up to 50 pilot users for Microsoft Teams Phone
 - 50 pilot users (Combination of Microsoft Calling Plans or Direct Routing or Operator Connect or Teams Phone Mobile.)
 - Assign phone numbers for Teams Phone pilot users.

- Validate Microsoft Teams Phone modality including but not limited to the following:
 - Internal and external calling (PSTN) capabilities via Microsoft Teams.
 - Voicemail
 - Auto Attendant and Call Queue
- Provide a walkthrough of Call Quality Dashboards and Call Analytics to support operationalization of Microsoft Teams Phone for administrators
- Provide the Teams Phone adoption kit and resources for user readiness and adoption of Microsoft Teams Phone for pilot users.

Grow Phase

- Identify blockers, remediation activities, feedback from the pilot and next steps
- Develop a post-pilot high-level findings and next steps plan
- Validate key indicators for success as identified in the plan phase
- Discuss findings and recommendations

Timeline



Teams Phone Pilot Timeline

Here is a suggested Teams Phone pilot timeline.

