

## PC Solution's Microsoft Teams Phone Pilot

1-12 Weeks Microsoft 365 Pilot Program with Teams Phone pilot is designed to show customers how to deploy, adopt, administer, and maintain Microsoft Teams Phone. This is intended to showcase the abilities of native Microsoft Teams Phone calling functionality as well as certified device partnerships. It empowers leaders with valuable information to enhance team productivity and drive sustainable business success.



## Approach and Deliverables

### Week 1-2 PLAN

- ❖ Identify and confirm key stakeholders
- ❖ Identify success factors capturing customer's vision, expectations and goals for the Teams Phone pilot
- ❖ Identify key use cases, scenarios and PSTN connectivity type(s)
- ❖ Assist with identifying and defining preparation and remediation tasks into a checklist including network, security, clients, devices for Teams Phone
- ❖ Identify Teams Phone champions in customer's organization

### Week 3-10 ENABLE

- ❖ Configure Microsoft 365 components for Teams Phone, including emergency addresses, testing, and validation.
- ❖ Set policies based on PSTN connectivity.
- ❖ Onboard up to 50 pilot users (minimum 25 with phone numbers).
- ❖ Deploy two Calls Queues and Auto Attendants.
- ❖ Assign permissions to administrators.

### Week 11-12 GROW

- ❖ Conduct customer pilot activities
- ❖ Conduct remediation activities if needed based on customer feedback
- ❖ Create an executive summary with provided feedback from the pilot
- ❖ Deliver operations guidance to customer with next steps
- ❖ Complete the finding and next steps document



Call-to-action/Contact us today to get started!

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