



Modernize Communications Workshop

Introducing the Modernize Communications Workshop – a modular engagement to experience the vision for Microsoft Teams Phone and advanced communication scenarios. This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling.

Now more than ever, businesses need a modern voice solution and phone system capabilities that combine unified communication and teamwork. Calling in Teams provides the features organizations need to deliver seamless, collaborative experiences for employees, business partners and customers.

Operator Connect is Microsoft's latest offer allowing you to integrate our voice services directly into Microsoft Teams. NTT are one of a limited number of global providers who have been selected by Microsoft to provide PSTN directly to your Teams environment and this workshop will support your transition for both the people and technology aspects of the change.

Contact us

Please contact your NTT account manager or [David Craft](#) for more details.

*Microsoft License Subscription dependant

Introducing the Modernize Communications Workshop

This complimentary engagement is funded by Microsoft* and you will receive a modular engagement to experience the vision for Microsoft Teams with phone system capabilities and advanced communication scenarios. This workshop is designed to guide you through the process of a simplified enterprise voice solution with reliable, high-quality, integrated calling. Through 'art of the possible' demonstrations, use case design and deep-dive planning, you will obtain actionable recommendations to deploy and adopt Microsoft Teams Calling with phone system.

How long are the workshops?

We have developed the Modernize Communications Workshop to be delivered remotely or in-person and they're typically completed over the course of 2 days. The workshops will be delivered by our professional services team, engaging with your business decision makers, technical team and change managers, to ensure we cover all aspects of your Teams deployment.

Who should attend the Workshop?



Evolution of Voice

- Target Business Groups (Sales, Call Center, etc.)
- CTO, IT BDM
- Finance
- Procurement



Build the Plan

- IT BDM
- CTO
- Architects
- Project Manager

Enjoy business benefits

- An evaluation of your current telephony and PBX needs.
- Environmental and workload analysis, including existing infrastructure and telephony state.
- Demonstration of the end-to-end Teams Calling experience to showcase Microsoft Teams Calling as your telephony solution.
- Direction on how to transition various user profiles into a modern collaboration and communication environment.
- Showcase the rich portfolio of 3rd party applications and devices that can complement the Teams Calling experience.
- Customized, actionable recommendations you can follow to enable and adopt Teams for Calling.

Modernize Communications Structure

Our certified Microsoft professionals provide a comprehensive consultative engagement to help you understand and visualize the future use cases for Microsoft Teams, keeping your customers' business priorities in mind and demonstrating scenarios that drive modern transformation. As a FastTrack Ready Partner, NTT are one of few selected Operator Connect Partners and this workshop will help organizations of all sizes migrate to Teams securely with minimum disruption. The 3-step methodology is approved by Microsoft and our professional services team can tailor the agenda of the workshop to meet your teams' needs to get the best outcome for your business.



Assess

Get a clear picture of your current solutions and practices.


Art of the Possible


Showcase modern experiences catered to the unique needs of your business.


Build the Plan

Map the journey to deploy and adopt Microsoft Teams workloads.

Modernize Communications Workshop Agenda


Assess


Art of the Possible


Build the Plan


Core

- ✓ Pre-Engagement Kick-Off.....(30mins)
- ✓ Teams Calling Overview.....(90mins)


- ✓ Art of the Possible Kick-Off....(15mins)
- ✓ Teams Calling Roadmap.....(30mins)
- ✓ Hybrid Work.....(45mins)
- ✓ Calling with Teams Phone.....(60mins)
- ✓ Moving to Teams Phone.....(60mins)
- ✓ Devices for Teams Phone.....(30mins)

- ✓ Build the Plan Kick-Off.....(15mins)
- ✓ Adoption and Change Management.....(60mins)
- ✓ Scenario Discovery.....(120mins)
- ✓ Workload Analysis.....(120mins)
- ✓ Network Readiness.....(45mins)
- ✓ Report and Recommendations.....(60mins)


Optional modules include:

 **PSTN Connectivity**


- Microsoft Teams Calling Plans.....(30mins)
- Microsoft Direct Routing.....(45mins)
- Operator Connect.....(30mins)
- Audio Conferencing.....(20mins)

 **Advanced**

- Call queues and Auto Attendants....(45mins)
- Contact Center.....(30mins)
- Call Reporting.....(20mins)
- Session Border Controllers.....(30mins)
- Survivable Branch Appliance.....(20mins)

 **Management**

- Teams phone Administration and Management.....(60mins)
- Managing Call Quality and Reporting.....(30mins)

 **Foundations**

- What is Microsoft Teams.....(30mins)
- Security and Compliance.....(30mins)
- Governance and Lifecycle.....(30mins)
- Upgrade to Microsoft Teams from Skype for Business.....(15mins)

Immersive experiences Teams Calling and Devices | Teams Phone | IT Pro Guided Simulations

About Cloud Communications, NTT

Cloud Communications is a division of NTT. Focused on delivering smart communication to enable smarter workspaces, our mission is to provide world-class cloud communication solutions that enable dynamic collaboration interactions for improved workforce efficiency, productivity and engagement. We specialize in unified communications, cloud voice and digital events, delivering tailored end-to-end consulting, value realization services and change management to empower businesses and enable their digital workplace transformation.

Visit us at hello.global.ntt/operator-connect