



# Modernize Communications Workshop




**This modular Communications Workshop is designed to provide attendees with insight into Microsoft Teams Phone and advanced communications scenarios. We can guide you through enterprise voice solutions which provide reliable, high-quality, integrated calling.**

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

Operator Connect is Microsoft's latest offering, allowing you to integrate voice services directly into Microsoft Teams. NTT is one of a limited number of global providers that has been selected by Microsoft to provide PSTN directly to your Microsoft Teams environment. This workshop will support your transition to Teams for your people and unpack the technology aspects of the change.

*\*Microsoft License Subscription dependant*



**Contact us**  
Please contact your NTT account manager or **David Craft** for more details.

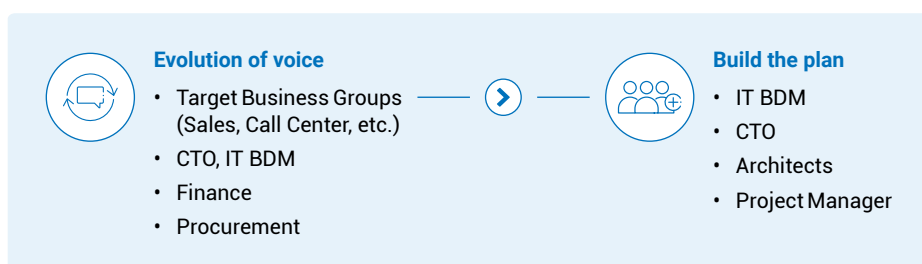
## Introducing the Modernize Communications Workshop

This complimentary workshop is funded by Microsoft and will provide you with insight into Microsoft's vision for Teams with phone system capabilities and advanced communication scenarios. It 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?

The workshop is designed to be delivered in person or remotely and can be completed in two days. The workshops will be delivered by our professional services team, engaging with your business decision makers, technical teams and change managers, to ensure we cover all aspects of your Microsoft Teams deployment.

## Who should attend the Workshop?



## Enjoy business benefits

- An evaluation of your current telephony and PBX needs.
- Environment 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 third-party applications and devices that can complement the Teams Calling experience.
- Customized, actionable recommendations you can follow to enable and adopt Microsoft Teams for Calling.

## Modernize Communications Structure

Our certified Microsoft professionals provide a comprehensive consultative workshop to help you understand and visualize 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 is one of few selected Operator Connect Partners and this workshop will help organizations of all sizes migrate to Teams securely with minimal disruption. The three-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 included:**

 **PSTN Connectivity**


- Microsoft Teams calling plans \_\_\_\_\_ (30mins)
- Microsoft direct routing \_\_\_\_\_ (45mins)
- Operator connect \_\_\_\_\_ (30mins)
- Audio conferencing \_\_\_\_\_ (20mins)

 **Management**

- Microsoft Teams phone administration and management \_\_\_\_ (60mins)
- Managing call quality and reporting \_\_\_\_\_ (30mins)

 **Advanced**

- Call queues and auto attendants \_\_\_\_\_ (45mins)
- Contact center \_\_\_\_\_ (30mins)
- Call reporting \_\_\_\_\_ (20mins)
- Session border controllers \_\_\_\_\_ (30mins)
- Survivable branch appliance \_\_\_\_\_ (20mins)

 **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

Microsoft Teams Calling and Devices | Teams Phone | IT Pro Guided Simulations