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.

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.

Contact us
Please contact your NTT account manager or engage us here for more details.

* Microsoft License Subscription dependant
Modernize Communications Workshop

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.

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.
Modernize Communications Workshop Agenda

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

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

Core

Optional modules include:

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

Management
- 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
- Teams Calling and Devices
- Teams Phone
- IT Pro Guided Simulations

About Cloud Communications, NTT

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