



Microsoft Teams Operator Connect

IMPLEMENTATION GUIDE

IMPLEMENTATION LIFE - CYCLE

AVERAGE TOTAL BUSINESS DAYS



INITIATE
PHASE 1

The first step of CallTower's Implementation process is to assign the customer an Implementation Project Manager (IPM) from CallTower.

THE CALLTOWER IMPLEMENTATION PROJECT MANAGER IN CHARGE OF:

Establishing clear MS Teams
Operator Connect
implementation expectations

Ensuring success through execution
and delivery aligned with established
expectations

The customer's experience
through the process

The IPM's role is to guide you through the implementation process- if you need any information or resources, they will be the customer's primary contact during implementation. This will ensure that the IPM will be able to anticipate your needs and understand your perspective and functions.

**ONCE THEIR IPM HAS BEEN
BRIEFED, THEY'LL CREATE:**

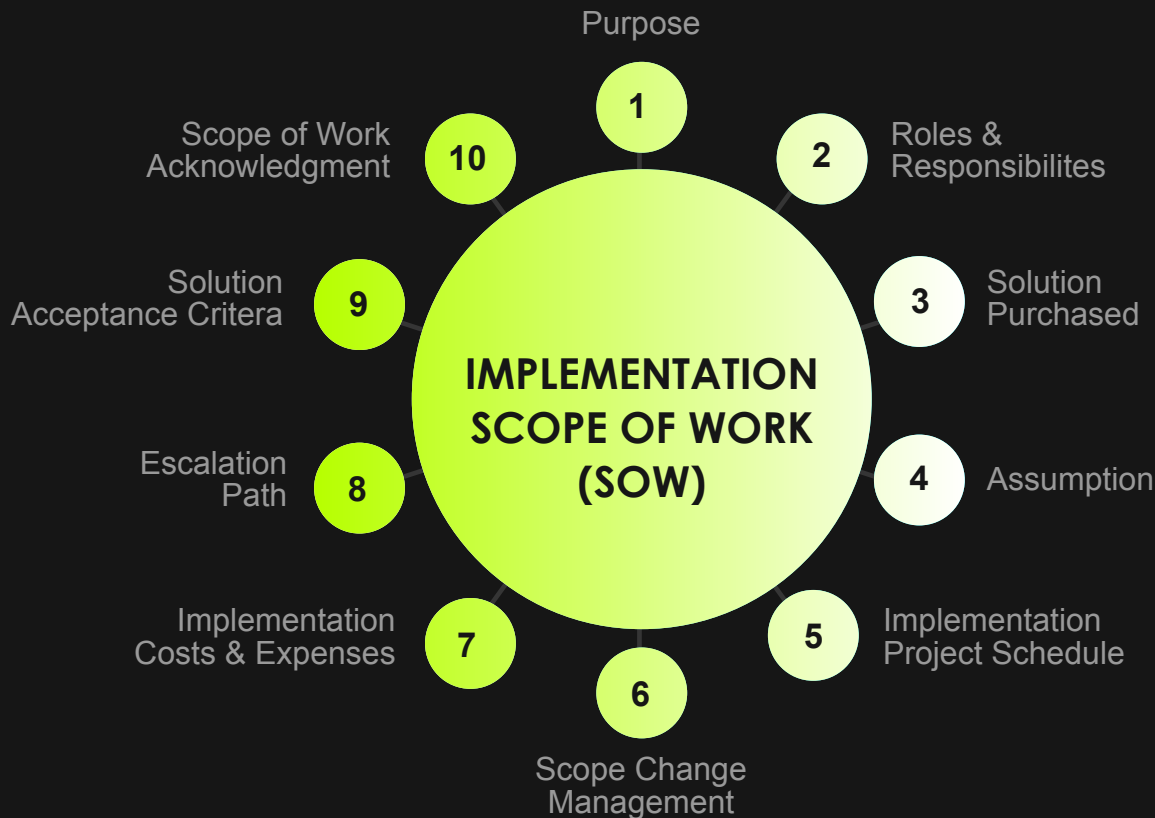
Implementation Project Plan
(see description below)

Implementation Scope of Work (SOW)
(see image and 12-step list below)

Implementation
Timeline

INITIATE
PHASE 1

An introduction email will be sent to the customer to schedule the project kick off call and the work will begin.



PROJECT PLAN

CallTower IPMs build distinct Implementation Project Plans, unique to each customer's needs and environment, and vary by the solution and product(s) purchased. The Kick-Off Call typically occurs within 2-3 days after the Initiate Phase has completed.

PLAN
PHASE 2

In many ways, the Implementation Project Kick Off Call* is where the CallTower / Customer relationship truly begins. CallTower will introduce all the Key Stakeholders along with their roles and responsibilities. Once everyone is settled, the group will review the Implementation Scope of Work (SOW) and the Implementation Project Plan and Timeline.

A critical function of this Kick Off Call is for the customer to understand and agree to the SOW and Project Plan. This includes both the Solution and Product(s) - in this case, MS Teams Operator Connect - to be delivered, roles and the responsibilities, deliverables and the timeline of the entire Implementation Process. This is the point in the process where both parties should ensure the alignment of the customer's needs and expectations.

OTHER IMPORTANT FUNCTIONS OF THIS CALL ARE AS FOLLOWS:

Establish the Communication
Process/Plan

Review Training Responsibilities,
Due Dates, Resources, Etc.

Commit to the Implementation
Project Plan Timeline

Review the Implementation
Escalation Path

Schedule Weekly* Recurring
Project Review Call

**Please note, small business and GCC High does not require Kick Off calls*

EXECUTE
PHASE 3

The Kick Off Call is complete, it's time for CallTower to order and facilitate the installation and set-up of their MS Teams Operator Connect, required licensing any additional features and services. In this stage, everything will be delivered and set up in its proper place.

This process should function in a matter of time that aligns with the established Implementation Timeline. Within this process, CallTower will also be building users, call flows, and other important functions and designs in CallTower Systems. Once these functions have been completed, CallTower will be sure to facilitate early MS Teams Operator Connect testing and a readiness check with the customer.

While CallTower is working hard on getting MS Teams Operator Connect implemented, the customer has plenty to do as well. Customers should be completing training segments on MS Teams Operator Connect during this phase. Also, customers need to ensure the completion of readiness work and any required changes to their network for this solution.

Once the system has been built, it's time to Go Live. A pre-go live checklist will be completed to ensure a smooth transition. On the day of Go Live, CallTower will be porting numbers into MS Teams Operator Connect. As this occurs, the customer will be assisting with onsite Go Live testing and verification. It's crucial to check all levels of functionality of the Microsoft solution.

ADOPTION
PHASE 4

Services are live and available to be utilized as designed.

OPERATE

The customer is now up and running! Congratulations abound as the IPM and Customer Main Point of Contact (MPOC) will continue to communicate about the operation MS Teams Operator Connect within the new environment. These communications should involve the MPOC reporting all issues or challenges to the IPM, who will create a working plan to address and/or resolve any outstanding issues or concerns. The MPOC should also identify and report any MS Teams Operator Connect user adoption issues or training deficiencies to be tackled with plans or Follow-Up Training. At this stage, the Customer's end-users should be fully utilizing MS Teams Operator Connect from CallTower. All services, features and functionality should be operating as designed.

OPTIMIZE

Now that MS Teams Operator Connect is up and running, it's time for CallTower to ensure things continue to run smooth and steady. The Customer MPOC will assist with on-site activities, testing, verification and help to close remaining pending items and will report any outstanding issues. The IPM and the CallTower Team will work to finalize:

MS Teams Operator Connect performance fine tuning

Access fine tuning changes and/or enhancements

Follow-up training and user adoption challenges

The IPM will then schedule an "Acceptance & Project Close Call" with the Customer MPOC and any other parties as determined.

ACCEPTANCE
& PROJECT
CLOSE
PHASE 5

The final phase of implementation has arrived.

THE ACCEPTANCE & PROJECT CLOSE CALL. DURING THIS CALL, THE IPM WILL PERFORM A NUMBER OF FUNCTIONS, INCLUDING:

High-Level Implementation Review

Review success criteria (Implementation
SOW deliverables)

Activate account with Customer
Support department

Ensure all services are
submitted to billing

After this step, the account will be formally transitioned to CallTower's Service & Support Department with a review of Support Processes, Resources, Portal, KB and Support Escalation Path. Upon completion, all parties will review and accept the Implementation Project as officially closed and the Customer will provide an Acceptance of Implemented Services and Implementation Experience Feedback. The IPM will then formally close the Implementation Project.

Let's Connect