

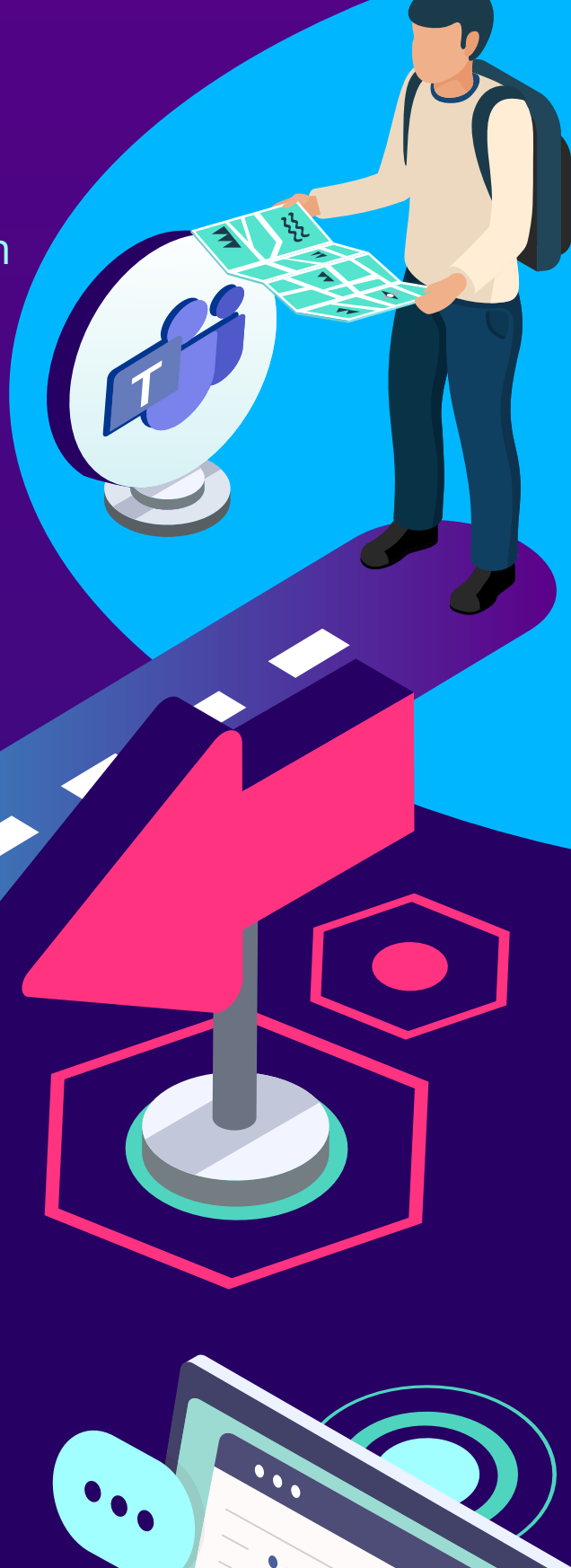


FACTORS TO CONSIDER

when migrating your contact centre to Microsoft Teams

Achieving maximum benefit when migrating to Microsoft Teams needs careful planning and understanding of current environment and future goals.

Most importantly it requires buy-in from both the entire contact centre team and other business departments to adopt a new way of working.



WHY PLANNING IS VITAL

Here are some factors to consider to effectively migrate the contact centre to Microsoft Teams.



MICROSOFT TEAMS ADOPTION 145 MILLION DAILY USERS



1 EVALUATE YOUR CURRENT TELEPHONY SOLUTION

Teams is cloud-based so very different to existing PBX or on-premise solutions such as Skype for Business.

Understand and map your telephony needs to ensure high quality service going forward.



2 UNDERSTAND YOUR ENVIRONMENT

Take time to understand current environment.

Which tools are required now and in the future? It's vital to consider existing and future integrations within the entire ecosystem.

Do you have an accurate snapshot of how staff are using legacy telephony environments? An accurate picture of your environment helps with implementation planning that supplements Microsoft Teams.



83% OF ORGANISATIONS AGREED THAT MICROSOFT TEAMS HAD IMPROVED THE CUSTOMER EXPERIENCE

Organisations spend up to 75% of their IT budgets to maintain existing systems
Applied Computer and Informatics

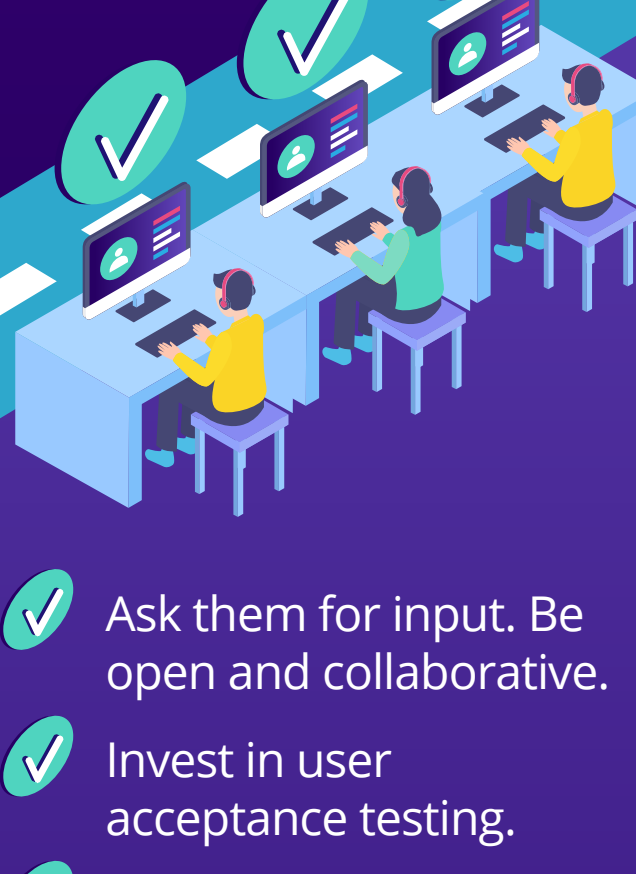
Get detailed information from legacy systems showing trunk usage, extension utilisation and detailed call costs. Analysed across different departments and people to determine migration strategy.

Identifying assets and equipment that can be decommissioned, resulting in overall costs savings.

(Enghouse Proteus call analytics for Microsoft Teams)

3 UNDERSTAND YOUR USERS AND GET THEIR BUY-IN

Take a step-by-step approach and invest in gaining user acceptance through training and onboarding.



- ✓ Ask them for input. Be open and collaborative.
- ✓ Invest in user acceptance testing.
- ✓ Don't go for a big bang approach – look at a staged rollout as this gives time to train and incorporate feedback.

- ✓ Spend time on onboarding and training – Teams has a huge amount of functionality and you need to explain this to users if they are to get the best from the platform.
- ✓ Find champions within each department to increase user adoption.
- ✓ Allow innovators and tech enthusiasts to support the implementation team and motivate the most risk-averse members of the teams by spreading the vision.



4 WORK WITH THE RIGHT PARTNER

Work with a strong, accredited and experienced partner with a proven track record, a clear methodology and complete portfolio of technology.

Is vital to helping you deliver a Teams migration that provides the benefits and creates a platform for increased collaboration, agility and efficiency within your contact centre.

Strong range of solutions to fill the gaps in your infrastructure.



5 REVIEW CONTINUOUSLY

The job doesn't stop there. Continuously review. And think of new technologies today and into the future.



- Remember that your strategy needs to be able to adapt to changing needs.
- Regularly review objectives.

- Plan to ensure the Teams programme is delivering effectively and meeting your requirements. Constant monitoring is everything.
- Audit each milestone in coordination with your software provider.

