



SUNY Tech Talk

Moving to Microsoft Teams Phone

February 22, 2023



Agenda

Organization Benefits of Microsoft Teams

Migration strategies to move users from PBX to Microsoft Teams Phone

Additional Considerations

- Modes of Communication
- Auto-Attendants and IVRs
- e911

SUNY – A platform for success

Pilot Status

Questions and answers

Organizational Benefits of Teams



Organizational Benefits of Teams Phone

- Cost Savings
 - Microsoft Licensing
 - Already included in A5 licensing
 - Potentially Reduced Carrier Costs
 - Reduced current PBX Costs
- User Familiarity
- Tight Integration with Office 365

Migration strategies



Microsoft Teams Phone is more than a technical migration



Change doesn't
automagically
happen

Resistance is normal, adopting to change takes time



Shadow IT
is more prominent
than ever

80% admit to using their communication tool of choice¹



People and
change are not
one-size-fits-all

Organizations are made up of early adopters, laggards, and everyone in between



Technical readiness
and user adoption
go hand in hand

Plan, pilot, and deploy both readiness activities together

How to accelerate the move today

Determine the migration strategy

Turn on Microsoft Teams Phone
(licensing, Direct Routing, Managed Services)

Get champions going right away

Demystify call control and delegation

Allow calling between systems with
PSTN, Direct Routing, or both



Which migration path should customers take?

Microsoft offers flexibility for customers to choose their upgrade path on the road to Microsoft Teams only

Path A

Co-existence migration

Overlapping capabilities

Modular and agile process

Considerations:

Set up Direct Routing for PBX and Microsoft Teams Phone to function side by side

Voice capabilities available in both PBX and Microsoft Teams Phone

Enables controlled velocity move to Microsoft Teams Phone

Path B

Cutover migration

Replacement of solutions

Coordinated move of services

Considerations:

More complex environments are nearly impossible to immediately replace all services

Creates more points of no return during the project

Project timeline is significantly shorter

Co-existence migration – Recommended for most customers

Overlapping capabilities, considerations & impact



Feature requirements & overlap

Calling features available in both PBX and Teams

Requires setup of Direct Routing as well as Phone System and Calling Plan

Dial Plan planning is critical

Allows both solutions access to most of the other systems resources



Moving users one at a time or in groups

Granular control: Migration experience can be controlled on a per user or per group basis

Individuals: Champions and Super Users can be early adopters leading to greater exposure and building excitement around the solution

Groups: Organizational groups can be moved together for a shared experience



Additional considerations

Proof of Concept testing of solution to ensure the separate systems will function as expected

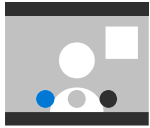
Setup dial plans to allow for individual numbers to be routed to specific destinations - requires more administration during migration

Plan which non-user devices will move during which stages. i.e.. common area phones, analog devices, integrated solutions

Emergency Calling needs to be fully functional in both systems

Cutover migration

Overlapping capabilities, considerations, and impact



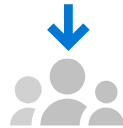
Feature requirements and overlap

Calling features available in the system of choice until the decided cutover time

Fastest method of moving users to Microsoft Teams Phone

Requires all users be moved at one time

May create points of no return where the ability to back out of the change is not feasible, such as porting telephone numbers or removing and replacing telephones.



Moving users on a PBX all at once

Quick velocity: All users have the same capability and experience at once which simplifies adoption

Site level move: May be able to move high-level sites at a single time rather than entire PBX. This depends on the setup of carrier services and PBX configuration.

Shorter runway: Allows for an organization to focus intense effort on moving users quickly to Microsoft Teams Phone.



Additional considerations

Adoption and change management is crucial for user acceptance of new solution.

Extensive testing in proof of concept will avoid many issues found during cutover.

Full discovery of non-user devices will ensure that no services are missed during cutover.

Replace your traditional PBX with Microsoft Teams Phone

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud. Reduce reliance on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

Scale globally

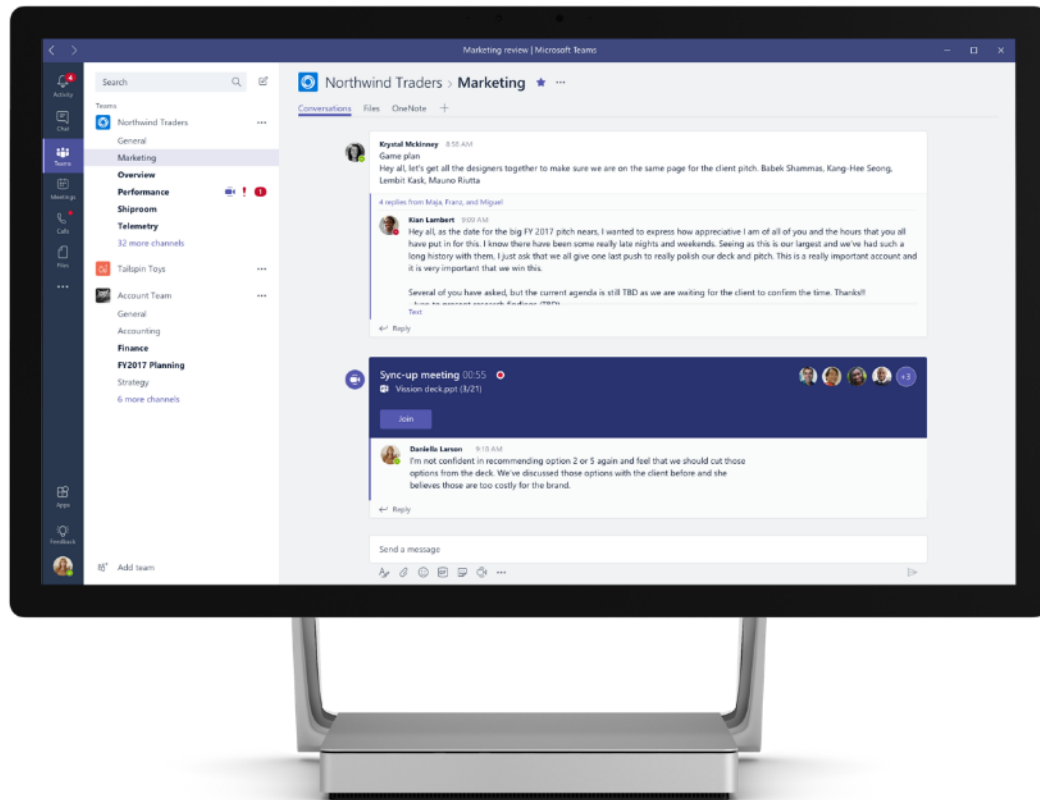
Connect your phone system to the Microsoft worldwide network and get the power of the Microsoft cloud wherever your business goes.



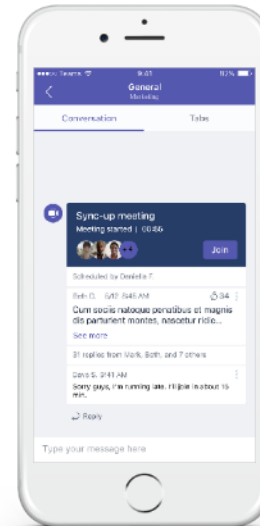
Additional Considerations



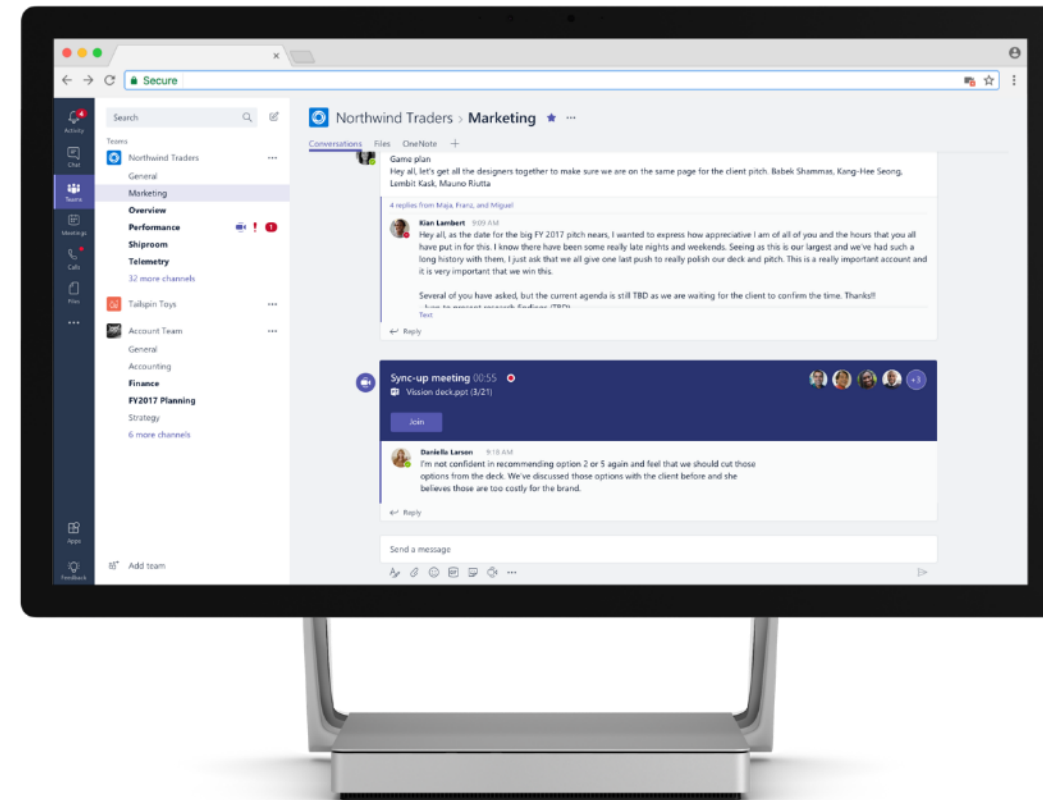
Meet Anywhere: Native Teams Apps



Desktop



Mobile



Web

Teamwork across spaces and devices

United by Microsoft Teams

Individual workspaces

Individual office or dedicated workspace
On the go or in transit
At home

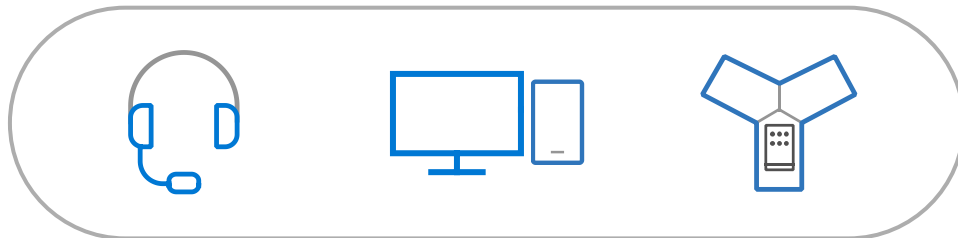


Group workspaces

Small, medium and large meeting rooms
Huddle/Focus spaces and touchdown spaces
Collaboration workspaces



Personal devices

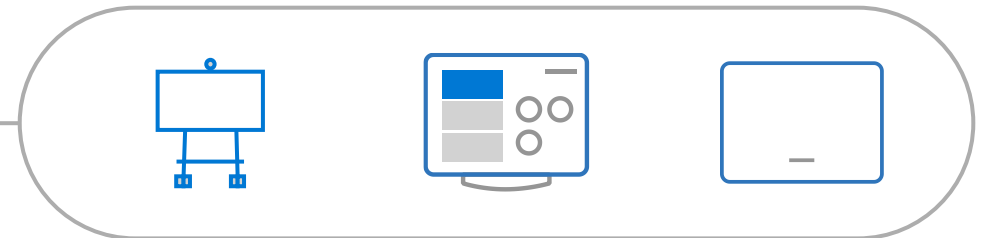


Audio & Video
Peripherals

PCs and
Mobile

IP Phones

Shared devices

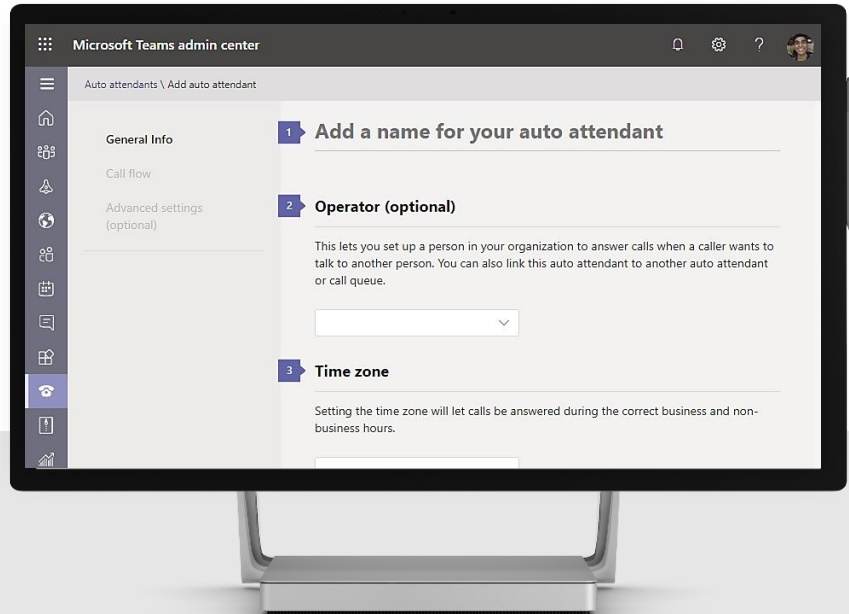


All-in-one
Collaboration
Devices

Room
Systems

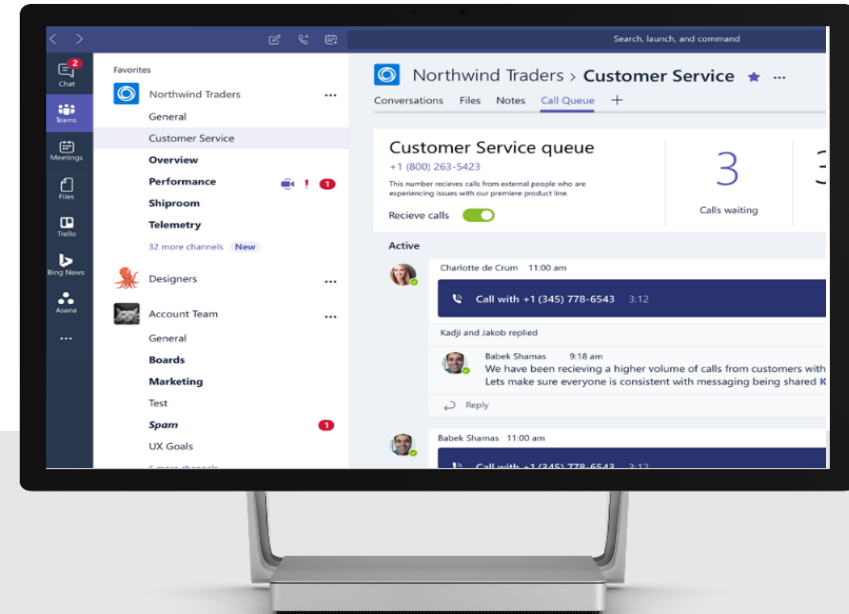
Large Screen
Displays

Auto attendant and call queues



Auto attendant

- Toll-free and local service numbers
- Dial-by-name directory search
- Custom greetings and menus
- Operator option
- Speech recognition in 14 languages
- Admin portal UI and PowerShell cmdlets



Call queues

- Coordinate teams of people working together in a channel
- Boost collaboration and efficiency with chat and call queues
- Enjoy role-based for supervisor / agents and agent sign-in/out
- Use supervisor listen, whisper, and barge with integrated chat for cross-agent support and teaming

Call Queues

Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question.

Calls are distributed one at a time to the people in the queue (who are known as agents)

Call queues provide:

A greeting message

Music while people are waiting on hold in a queue

Call routing - in First In, First Out (FIFO) order – to agents

Handling options for queue overflow and timeout

Auto Attendants

Auto attendants let people call your organization and navigate a menu system to speak to the right department, call queue, person, or an operator

You can create auto attendants for your organization with the Microsoft Teams admin center, or with PowerShell



e911 Handling

Kari's Law

Teams provides notification

Teams does not require prefix or access code



Ray Baum's Act: Dispatchable Location

Configured in Teams using LIS information

Dynamic Location based on a variety of network connection points

SUNY

A platform for success



How do we support your journey to Microsoft Teams Phone?

ANALYSIS AND DESIGN

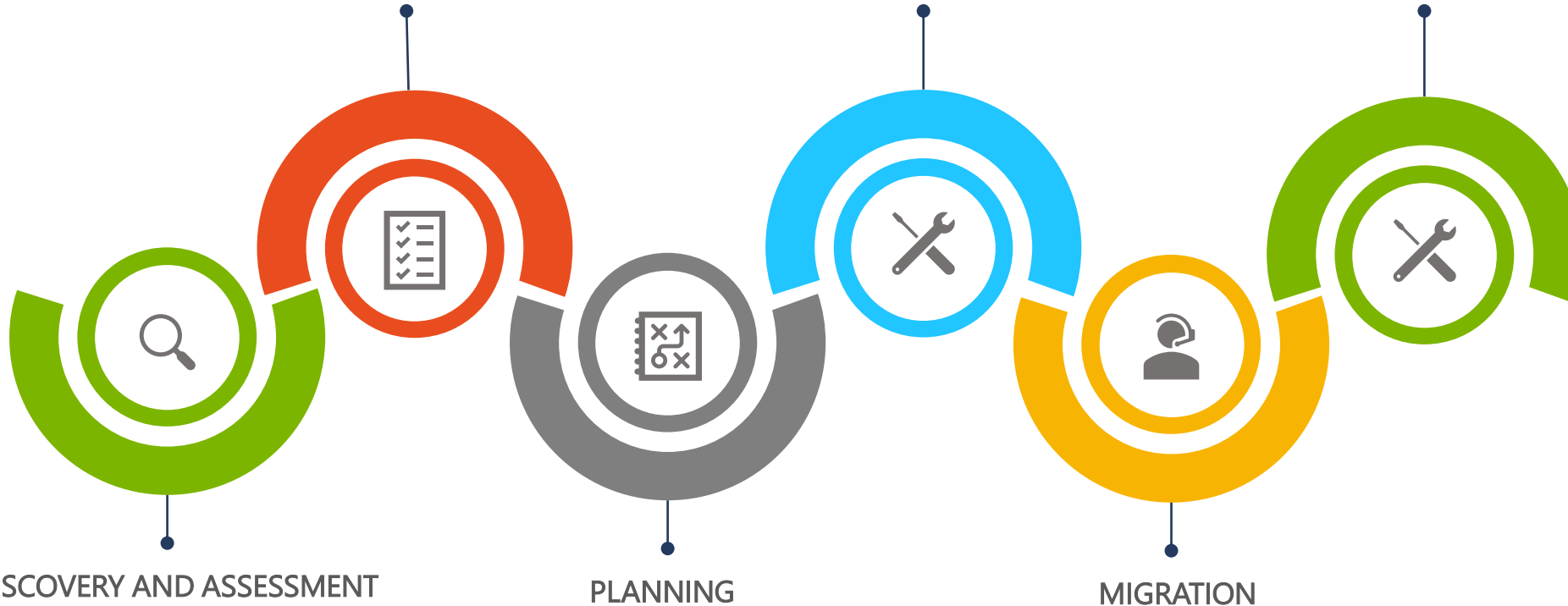
- Technical Design Session
- High Level Design
- Business Analysis and Stakeholder engagement
- Low Level Design

IMPLEMENTATION

- Environment Readiness (Data Centre, Network, Telephony)
- Core solution build
- Testing & acceptance
- Proof of Concept (POC) Program

MANAGED SERVICES

- Proactive monitoring and alarms
- Troubleshooting
- Hardware replacement
- Change configuration management



DISCOVERY AND ASSESSMENT

- Network and Microsoft environments
- Site Audits / Surveys
- Stakeholder Interviews
- Champion building

PLANNING

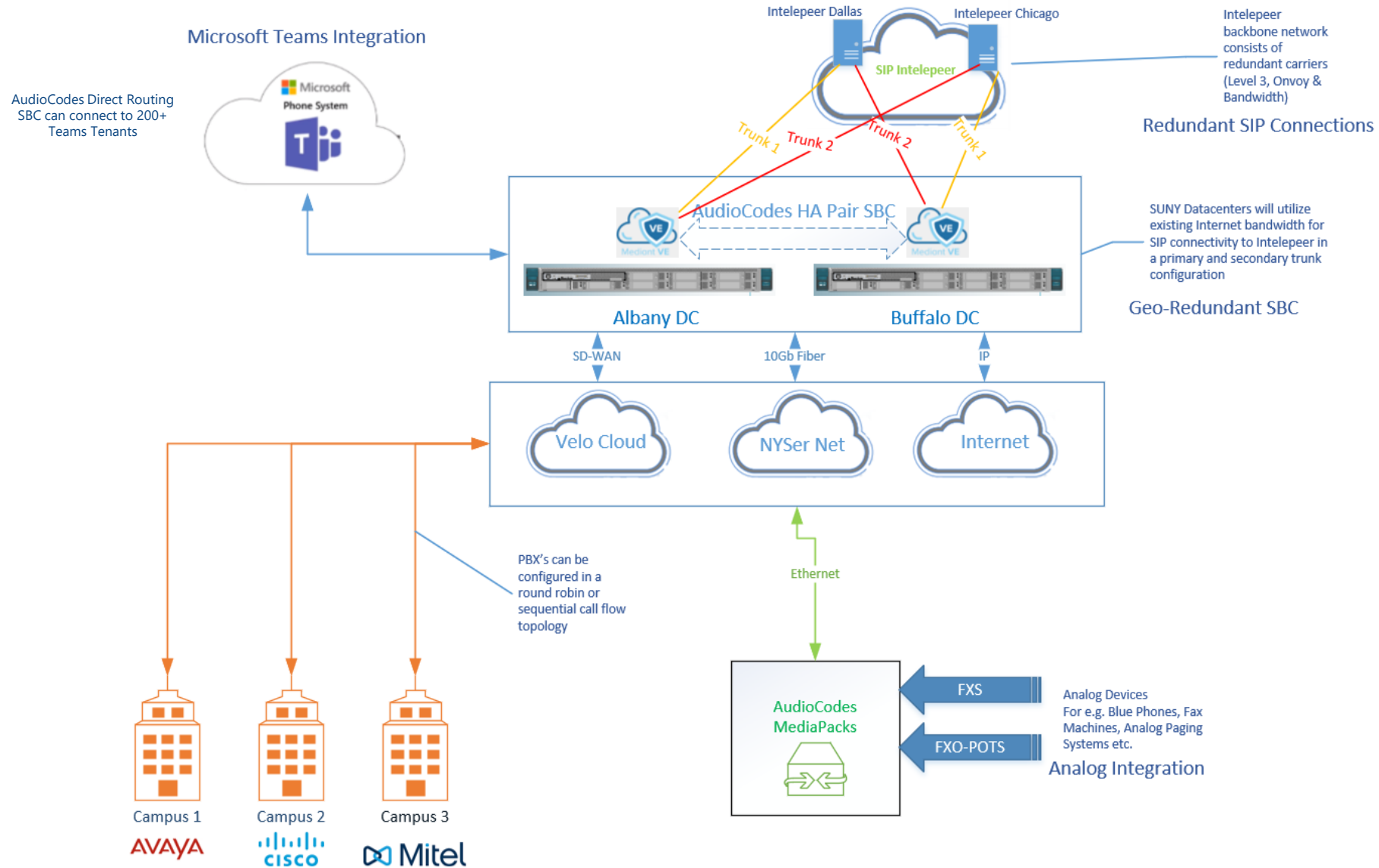
- Project Plans (Technical Delivery, Communications & Training)
- Test & Acceptance Plans

MIGRATION

- Training Delivery
- Number porting & User Migration
- Floorwalking
- Handover to Service

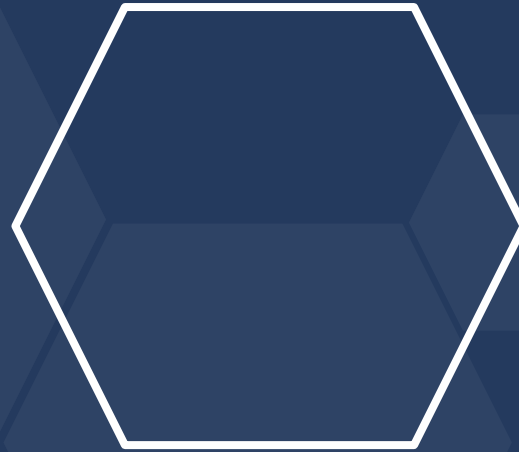


SUNY's Network Illustration for Teams Phone



- Centralized Session Border Controllers in SUNY ITEC DC
 - Albany Data Center – Virtual SBC running in VMWare
 - Buffalo Data Center – Virtual SBC running in VMWare
- Tested call flows successfully across three delivery modes to identify best performance
 - Open Internet
 - Velo Cloud SDWAN
 - NYSER Net
- Validated Teams Phone System direct routing feature
- Validated AudioCodes SBC interoperability to enable co-existence
- Ability to leverage Eplus Pro services to integrate with existing PBX

Pilot Status



SUNY Pilots



In User Acceptance Testing. Working on DTMF and finalizing Auto Attendant configuration. E911 configuration ongoing.



Pilot complete.



Finalizing User Acceptance Testing.



Pilot complete.



Completing User Acceptance Testing. Auto Attendants and Emergency Phone Location configurations ongoing.



User Acceptance Testing complete. Auto Attendants and Emergency Phone Location configurations ongoing.



Kickoff call completed. Working to get basic inbound/outbound complete so they can begin User Acceptance Testing.



User Acceptance Testing complete. Auto Attendants and Emergency Phone Location configurations ongoing.

Questions and Answers

