



By following these secrets, and prioritizing them based on the needs of your business, you can significantly enhance the success of transitioning your phone system to Microsoft Teams Cloud Voice. This strategy should also boost employee engagement and user adoption.



SECRETS OF MICROSOFT TEAMS CLOUD VOICE FOR SMALL BUSINESS OWNERS

SECRET 1: Familiarity with Microsoft Teams Ensure your employees are already well-acquainted with Microsoft Teams. Familiarity with the platform will facilitate a smoother transition to Teams as your phone system.

SECRET 2: Choose an Authorized Teams Cloud Provider Opt for an authorized Teams Cloud Provider rather than buying your cloud-based PSTN connection directly from Microsoft. Authorized providers offer advanced tools, features, resources, and superior customer service tailored to your phone system needs.

SECRET 3: Licensing Guidance and Customization Recognize that Microsoft frequently updates licensing for Teams Cloud Voice. Rely on a quality Teams Cloud Voice Provider to ensure you have the appropriate licenses. Discuss specific usage scenarios, such as shared desks, common area phones, and attendant consoles, for a tailored licensing approach.

SECRET 4: Comprehensive Onboarding and Support Confirm that your chosen Teams Cloud Voice Provider offers a robust onboarding process covering aspects like phone number management, porting, E911, and support. The provider should minimize reliance on PowerShell, except for exceptional cases.

SECRET 5: No Need for Tenant Management Understand that your Teams Cloud Voice Provider does not necessarily have to manage your Microsoft Tenant, ensuring more focused service on your phone system needs.

SECRET 6: Train-the-Trainer Option Look for a Teams Cloud Voice Provider that provides a Train-the-Trainer option. This means they'll train a designated individual within your company to handle most phone system administration tasks, promoting self-sufficiency.

SECRET 7: Offer of Free Trial or Proof-of-Concept Select a Teams Cloud Voice Provider that offers a free trial or proof-of-concept. This trial period serves various purposes, including user training, testing auto attendants and call queues, hardware testing, feature exploration, and configuration refinement.

SECRET 8: Additional Solutions for Non-Native Features Choose a Teams Cloud Voice Provider that provides solutions for non-native Teams Phone System features such as faxing, overhead paging, and contact center functionalities.

SECRET 9: Disaster Recovery and Business Continuity Planning If your business heavily relies on voice communication, ensure your Teams Cloud Voice Provider can architect and implement a disaster recovery or business continuity plan tailored to your specific requirements.

SECRET 10: Get Help at No-Cost! Utilize a Technology Broker that understands all of the secrets above. They will help guide you through the processes and stay with you through the presales, proof-of-concept (PoC), implementation, and after the sale.

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