



Teams Voice Journey Pitfalls to Avoid

Pitfalls to avoid – Adoption Journey

- Why Voice Enablement needs Adoption Focus ?

What we hear	What tends to be reality
Its just voice – users can figure out the dial pad	Many more features – notifications, call management, mobile client
We don't know what we currently have	Partners and MSFT have tools to help identify, measure and convert network topology to cloud voice solutions like Teams
Our users don't really have a choice	They will fall back to standard mobile device Try unmanaged solutions
Users are “attached” to their desk phone	Most have personal mobile device Use Bluetooth in car or at home End users want good headset
They just want a simple solution to make calls, or happy with what they have now	Teams voice is simple yet flexible, security is critical for business, enterprise features allow users to work on any device anywhere
Users want to separate work and personal communication	Both can be accomplished – flexible and secure

Typical Approach

What we tend to see – linear approach



Suggested Parallel Alignment

What we recommend –
Parallel approach to Tech
Planning Support and
End User readiness



Program Planning

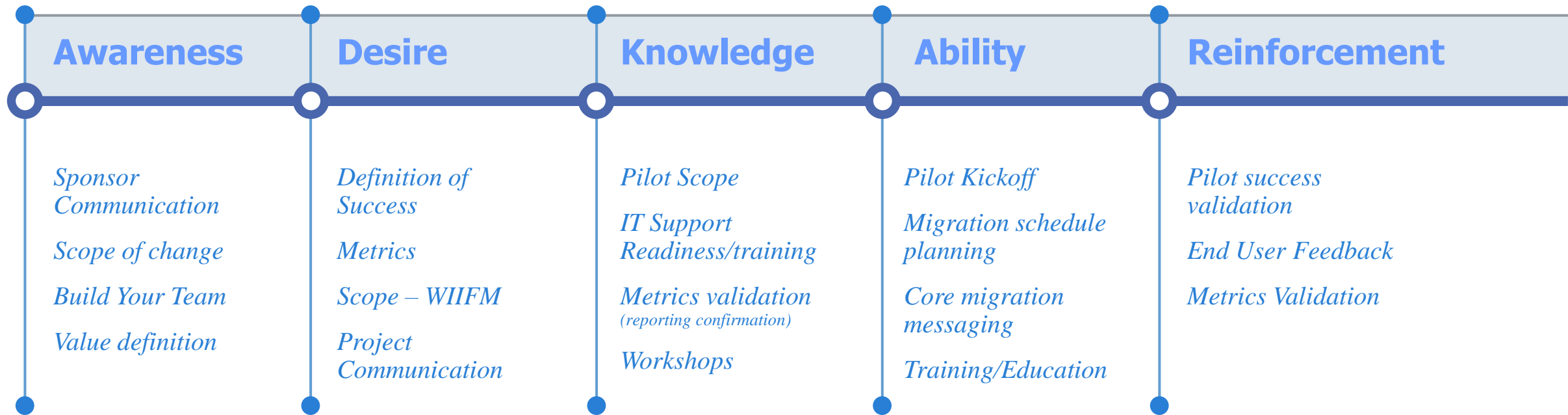
Tech and End User Focus

Pilot and Migration

A	AWARENESS of the need for change
D	DESIRE to support the change
K	KNOWLEDGE of how to change
A	ABILITY to demonstrate skills & behaviors
R	REINFORCEMENT to make the change stick

Teams Voice Adoption

ACM Planning



Planning Considerations

- Program objectives – Success Metrics
 - IT Support or Managed Services
 - Legacy hardware support costs
 - End-user enablement
 - Improved experience (quality measurement)
- BYOD strategy
- Headset vs. handset
- Training by personas
- Survey end users
 - Who is using their existing PSTN #?
 - Who is using their handset?
- ACM Planning – Partner Engagement , Microsoft Supported or a mix

Awareness and Desire

Action/Activity

- Sponsorship messaging on reason for change (Value to business, WIIFM, goals to reach)
- Ability to reach people through multiple mediums (Email, Teams, Yammer, Video etc)
- Desired outcomes - definition of success (Metrics/KPI)
- Communication of impact/schedule
- Value of new devices and capabilities (Headset transitions, Bluetooth devices)
- "Cut the Cord" event

Support Available

- Excite and Awareness Day
- Ask Me Anything – Office Hours
- Adoption Hub, Self Service solution (FAQ Bot)
- Success Metrics Definitions
 - Productivity Score
 - Call and Meeting Quality improvements
 - Usage Reporting
- Hybrid Workplace Workshop

Knowledge and Ability

Action/Activity

- IT Readiness
- Staff readiness at scale
- Special/influential groups (Leadership, Exec Admin, Program Managers)
- Beyond Teams - Hybrid Workplace/Effective Meetings, MTR, AutoAttendant

Support Available

- IT Support and readiness (through TAC)
- Quickstart content and guides
- Teams video library and LinkedIn Learning
- WhiteGlove and partner training options
 - MSFT Training, Art of Possible
 - Partner Options (Online/On-demand solutions)

Reinforcement

Action/Activity

- Executive Sponsor messaging on success
- Validation of success metrics
 - Cost
 - Quality
 - Adoption/Use
- End User Feedback

Support Available

- Conformation of metrics and project status
- Decommission success
- Admin Center and CQD review
- Implementation support for M365 Adoption Content report

Next Steps



Contact your Account Team CSM for additional engagement and help



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