

ENTAG



PARTNER
ENTERPRISE

PROJECT CLOSURE REPORT

Telstra Calling for Office 365

ON-BOARDING

Entag TCO Care Package

CUSTOMER

Capilano Honey/ Hive and Well

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KEY PROJECT CONTACTS

Business Name: Capilano Honey/ Hive and Well	ENTAG Project Coordinator: Aimee McMahon
Project Sponsor Name: Paul Parker	ENTAG Technical Resource: Stephen Bell
Project Reference Number: PR2315	ENTAG Sales Representative: Andrew Walter

TCO CARE INFORMATION

TCO Care Package Type: Large 24 month term	Domain Name: hivewell.com
Telstra Apps Marketplace: Capilano Honey Limited	Solution ID: N7748798R
TCO Care Customer Portal Access: Click here	TCO Care portal guide located at the bottom of this document.

PURPOSE

The purpose of this Project Closure Report is to formally close the Telstra Calling for Office 365 project, between the Project Manager and Project Sponsor for PR2315.

This document states deliverables of key project milestones completed throughout the project lifecycle for Capilano Honey/ Hive and Well.

The Project Closure report provides training material on the TCO Care package onboarding inclusions and additional information for ongoing support avenues for Telstra services.

PROJECT SERVICES DELIVERED

Below are the services that have been delivered as per the initial project brief:

Domain Name	Deliverables	Teams Number Range
Hivewell.com	<ul style="list-style-type: none"> ✓ Dedicated onshore Project Manager ✓ Project Kick off – CSP links ✓ Scoping and call flow design and review session ✓ Deployment of new number range ✓ Port-In form submitted ✓ Licenses activated ✓ Call flow build and testing UAT completed ✓ Initial deployment form signed (CACs) ✓ End User platform training (PC) ✓ Nurture period 10 business days ✓ Project closure report sign off <hr/> <ul style="list-style-type: none"> ✓ Port Completion 25/2/22 ✓ Migration of existing numbers to Telstra Calling for Office 365 4/2/22 <ul style="list-style-type: none"> ✓ -Project Completed ✓ TCO Care onboarding – to be completed with new contact John Suanez 14/3/22 	07 3713 9600-99

TCO CARE SERVICES INCLUDED

Below are the services that have been agreed upon in the TCO Care package Scope of Works:

Inclusions	Exclusions
<ul style="list-style-type: none"> ✓ Entag Ticketing system for modifications ✓ Entag TCO service catalogue ✓ Telstra Calling for Office 365 license procurement. ✓ Microsoft Phone System license procurement ✓ Phone number assignment/un assignment ✓ Updating of files for greeting and after-hours messaging ✓ Modifications* Such as: Calling menu options; Updating message files; call queue membership; call route settings; call flow settings; shared voicemail settings; after hours programming; holiday announcements. 	<ul style="list-style-type: none"> ✗ Service assurance and faults (Telstra 24*7 service helpdesk available*) ✗ Device Support and assurance ✗ End user support and training* ✗ Microsoft admin portal requests outside of Microsoft Phone system functionality ✗ Telstra billing enquires or coordination* ✗ Telstra complaint management
<p><i>*depending on the scale of the change request, ENTAG reserves the right to determine if the change calls outside of scope and will be quoted as a project works. An example of quoted works would be a business acquisition, where a new calling environment is required for an increase in users.</i></p>	<p><i>*refer to page 5 for support avenues</i></p>

FUTURE SUPPORT CHANNELS

Should you require assistance for support outside of the TCO Care Scope of Works for your Telstra services, please refer to your online account or contact Telstra on the help desk numbers provided below:

Product/ Support	Contact Details	Use Case
Telstra Online Tools	www.telstra.com/business/myaccount	Online Tool to manage your Telstra account & bills
Telstra Calling Service Desk	TCO Support Email – telstracalling0365@team.telstra.com	Raise Telstra Calling Support Tickets
Telstra Self Service Portal	https://connectapp.telstra.com Login Credentials will be supplied by the Telstra Calling Team.	Log Faults via the Self Service Portal
Office 365 Portal	https://portal.office.com	Raise Telstra Calling Support Tickets via Microsoft Portal
Telstra Apps Marketplace Account	Telstra Apps Marketplace Phone Number - 1800 931 677 https://marketplace.telstra.com/home	Adds & Changes to Telstra Calling and Office 365 Licencing.
General Faults	132 999	General Faults for Telstra Internet Services
Telstra Online Services	1800 017 715	Support line for Telstra Online Services
Inbound Services	1800 446 813	Adds/moves/changes to your Telstra Inbound Service (ie. 1800/1300 service)
ENTAG Website ENTAG Contact Number	https://entag.com.au/ 1300 036 824	To find out more on the services and technology ENTAG provide, visit our website.
Additional End User Training and Support Hours	Andrew Walter Andrew.walter@entag.com.au 1300 036 824	Contact your Entag representative to provide a quote for any additional training or support with technical issues.

PROJECT SIGN OFF

By signing below, you agree and confirm that the Telstra Calling for Office 365 project is now completed. For any additional support or on-going services with us, please call us on 1300 036 824 (13000ENTAG)

On behalf of Telstra and the ENTAG team, we would like to take the opportunity to say thank you. It was an honor to work with you and your business. We wish you all the very best and look forward to assisting you again in future.

Project Role	Name	Signature (Electronic is acceptable)	Date
Customer	Paul Parker	<i>Paul Parker</i> <small>Paul Parker (Feb 24, 2022 16:07 GMT+10)</small>	24/02/2022

PROJECT FEEDBACK

How did ENTAG do?

We are always looking for ways to improve our services and would appreciate your feedback on the project which has just completed. On a scale of 0-5 (5 being the best), please take a few minutes to complete the below table.

Project Component	Score (0-5) *5 being the highest	Comments and Feedback
How effectively has your new solution been able to deliver the desired outcome for your business?	5	
Overall, how was your project delivery experience?	5	
How helpful was your ENTAG Project Co-ordinator at keeping your project on track and keeping you informed about the progress of your orders?	5	
How likely are you to recommend ENTAG's Professional Services to others?	5	
What could ENTAG improve on? Any Further Comments?		

ENTAGTM



 **freshservice**
by freshworks

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Welcome to ENTAG's TCO Care Portal Guide.

The **TCO Care portal** is the Managed Service help desk portal provided by ENTAG.

The preferred way to raise a ticket for TCO add/moves/changes request is as follows:

- Via the Web portal: <https://tcocare.entag.com.au>
- If urgent via phone: 13000ENTAG (1300 036 824)

Requests submitted via email will be lodged as an incident ticket, so you will still be able to track it in the portal.

Logging into the Portal

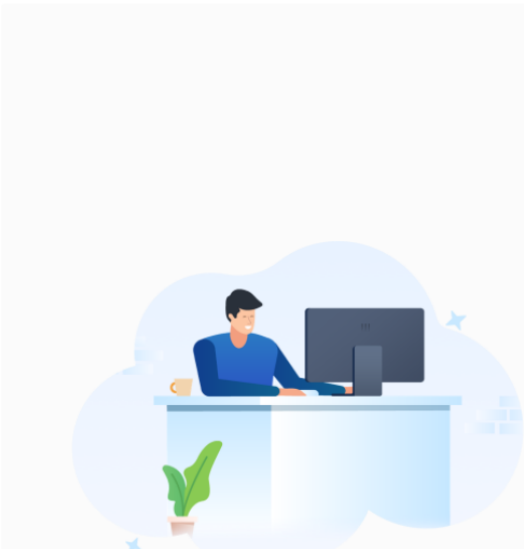
The hyperlink for your new service desk portal:

- <https://tcocare.entag.com.au>

HOT TIP: Add this link as a bookmark in your browser for quick access to our portal.

ENTAG™ TCO CARE1300 036 824

SIGN INSIGN UP



Login to the Support Portal

Your e-mail address

Password

☐ Remember me on this computerForgot your password?

Login

Don't Have an Account?

Once you sign up, you will have complete access to our solutions and FAQs. You can also raise support issues and track their status.

Sign Up

You will be prompted to login with the login details provided to you in your first Welcome Email.

Overview of your portal home page

Once logged into the portal you will have Tickets and Service Catalog access.

HOME

TICKETS

SERVICE CATALOG

New Ticket

Open or Pending ▾

Sort by Date Created ▾

Export tickets

Test TCO care ticket #INC-64476
Created on Fri, 18 Dec at 11:04 AM

BEING PROCESSED

- **Tickets** – The ticket section is where to find open tickets, view listings and status of any existing tickets related to you or your company.
- **Service Catalog** – The Service Catalogue consolidates all the services that you, as a company, have access to in the Portal. The Catalogue makes it easy for you to request for services by providing a one stop shop on the portal.

Raising a Service Catalog Request

The Service Catalogue consolidates all the services that you, as a company, have access. The Catalogue makes it easy for you to request for services by providing a one stop shop in the portal.

1. Go into 'Service Catalog' and select from the service categories displayed in ENTAG TCO Care.
2. Enter the details required and click place request.

HOME

TICKETS

SERVICE CATALOG

New Ticket

SERVICE CATALOG / ENTAG TCO CARE / CALL QUEUE [HUNT GROUP] MODIFICATION

Place Request

Call Queue [Hunt Group] Modification

This ticket request changes to call queue's (hunt groups), where a call is distributed to a group of users for answering. Changes facilitated under this ticket include:

- Add user(s) to existing queue
- Remove user(s) from existing queue

[View more](#)

Request Type

Add user/s to queue

Authorisation [Add User/s]

I authorise ENTAG to add the below user(s) to the listed queue. These user(s) will receive calls sent to the queue

☐ I Agree [Add User/s]

Call Queue Name [Add User/s]

Example: Sales, Accounts, Dispatch

List User/s to Add

Example: john.smith@companyabc.com

Items Requested

Call Queue [Hunt Gr...

Requester

andrew.baird@entag.com.au

☐ Request for someone else

Your ticket is now in the system with a ticket number which begins with either #SR- (for a service request) or #INC- (for an incident report)

In the ticket you can see which agent is currently assigned to your ticket, see any activity or the ability to add any further detail, etc.

All updates to a ticket will also be emailed to you.

Tracking your Tickets

When you click on the 'Tickets' tab, a list of tickets will appear. By default, this list shows your open and pending tickets, but you can change the filter to show resolved and closed tickets.

HOME TICKETS SERVICE CATALOG

Your ticket has been successfully closed.

Q Enter your search term here...

Home / Tickets list

This ticket has been Closed since 1 second [Reply](#)

#INC-64476 Test TCO care ticket

Andrew Baird Test reported 12 minutes ago

Test ticket.
Please leave open for at least an hour before closing.

This ticket has been Closed since 1 second [Reply](#)

Please tell us what you think of your support experience.

Awesome

Just Okay

Not Good

Ticket details

Ticket Status
This ticket has been Closed

Service User Allocated

[Update](#)

You can sort your tickets based on:

- Date Created
- Last Modified
- Status (default)
- Ascending order
- Descending order

From this list, click on the ticket you need to track. This opens the detailed view for the ticket that provides information like the name of the **agent** working on it, the current **status** and any **conversation** that has happened on the ticket so far.

In the detailed view, you can post a reply, mark the ticket as closed and add people to be notified about future activity on the ticket.

Teams Calling Tips – Tickets

To view and access these tips, click on 'Tickets'

