



**High performance. Delivered.**

如何申请 Teams PE 权限 : .....	3
问题描述: .....	3
指导步骤 : .....	3
How to Apply for Teams PE Permission: .....	6
Issue of Description: .....	6
Solution:.....	6

===== Please scroll down for English version =====

## 如何申请 Teams PE 权限：

### 问题描述:

当用户需要 Team 拨打电话的权限，如何提交申请。

### 指导步骤：

1. 请打开[Teams Phone Edition](#)进入申请页面；按照下面的提示进行选择，且直接提交即可。

The screenshot shows the Teams Phone Edition request form. The 'Requested for' field is set to 'No'. The 'WBS element' field is set to '有效的 wbs code'. The 'Service Level' dropdown is open, showing options: International (labeled '拨打国际电话'), Domestic (labeled '拨打国内电话'), Light, and NA. The 'International' option is highlighted with a red arrow. The 'Domestic' option is also highlighted with a red arrow. The 'Date required' field is set to '01-09-2020'.

2. 如果您为多名用户（人数大于等于2 时）批量申请需要在如下位置选择Yes


The screenshot shows the 'Do you need a bulk request?' field. The field is labeled '\* Do you need a bulk request?(request for 2-100 users v common Approver)'. The 'Yes' option is selected and highlighted with a red box.

点击勾选的部分下载excel for 进行填写，保存（**注意：**填写的信息不能低于一行，并且下载的这个excel文件不能改名，填写完毕保存上传后，必须验证成功才能完成提交申请）

2. Data file must have at least 1 row.  
3. Data file can only contain a single record.  
4. Data file will not be partially processed i.e. if there are any errors during file validation, records with valid data will also not be submitted.

File Name	Mandatory	Template Details
<a href="#">Click to download template</a> Microsoft Teams-Phone Edition.xlsx	Yes	Microsoft Teams - Phone Edition

[Validate Attachment](#)

[Add attachments](#)  [Submit](#)

### 3. 必要信息填写重点如下： **Approver EID / Sponsor /WBS Element**

- a. **Project Name:** 需要填写准确的项目名，项目名选对，才能找到对应的Approver。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
- b. **Workstation Details:** 需填写楼号、座位号和联系电话
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID:** **需要Level 7 或以上**. 批准人会收到一封来自于系统的提醒邮件，可以通过邮件获悉如何申请并查看提交人填写的相关申请信息等
- e. **WBS Element**：一个有效的WBS Code
- f. **Service Level**-根据您的申请需求，选择对应的权限，具体介绍如下：
  - g. International: 拨打国际电话的权限
  - h. Domestic：拨打国内电话的权限
  - i. **\*\*注意：Teams PE的权限是 9\$/month, 默认国内国际均可以拨打，International 和Domestic 可以任意填写。**

### 4. Comments

您需要将您的申请需求，简要的在这个位置描述下，方便于您的批准人和负责此申请的IT，可以一目了然您的需求。

例如： **您好，需要申请上海的号码。**

## 5. Approve Request 一旦您的申请表格提交后，您的批准人会自动收到一封系统邮件。

**CIO ORGANIZATION**

THIS IS AN AUTOMATED E-MAIL. PLEASE DO NOT REPLY

Hi svcsmgr110,

This is to notify you that the request below needs your approval.

**Request Details:**

Service Name	Skype for Business - Phone Edition
Request No	RITM0558098
Facility	Cebu eBloc2
WBS	A0030001
Business Unit	
Required by Date	2017-06-29
Priority	Low
Target Response Time (from/once approved)	Within 2 business days
Target Resolution Time (from/once approved)	Within 7 business days

Approve      Reject      Request Clarification

For questions, please contact your usual support channels. To view your Request, click on the link below.  
[RITM0558098](#)

批准人根据邮件内容里涉及的申请信息，可以选择**Approve, Reject, or Request Clarification**，点击电子邮件中相应的链接。点击链接后，一封电子邮件将根据审批人的决定自动生成。审批人需要点击**Send**来处理决定。

File   Message   Insert   Options   Format Text   Review   Tell me what you want to do

Paste   Cut   Copy   Format Painter   Clipboard

Times New   12   A<sup>+</sup>   A<sup>-</sup>   B   I   U   Color   Background Color   Basic Text

Address Book   Check Names   Attach File   Attach Item   Signature   Follow Up   High Importance   Low Importance   Office Add-ins

To...   acninttestoutbox@accenture.com

CC...

Subject   Re: Approve - RITM0558098

**Send**

IMPORTANT: Send this message to approve this request. Do not modify the subject line.

Ref:MSG25366483

注：审批人也可通过埃森哲支持中心进行审批。单击Tickets然后单击Approvals以查看未完成的审批并对其采取操作。系统可能有Task 无法正常分配的情况，如您的Request 提交后没有任何Update，可以通过发送单号[ISA.China.IW@accenture.com](mailto:ISA.China.IW@accenture.com) 查询进度。

6. **Request Complete** Request 完成后您会收到系统Email，一般需要8-12 小时系统时间权限生效，退出Teams 重新登录即可见拨号键盘，拨号方式如下：

国内：9+区号+号码

国外：900+国家号+区号+号码

===== 中文版本，请参阅上文 =====

## How to Apply Teams PE permission:

### Issue of Description:

When a user needs Team permission to make a call.

### Solution:

#### Create Request

1. Please open [Teams Phone Edition](#) to go to the application page and fill in information like below and submit.

2. If you request for bulk users more than 2 members, please select below

Click on the ticked section to download excel for filling in, save (**Note:** Fill in the information can't be less than one line, and download this **one The excel file cannot be** renamed, after filling in and saving the upload, it must be verified successfully to complete the submission application).





3. **The key points for filling in the necessary information are as follows: Approver EID / Sponsor / WBS Element**

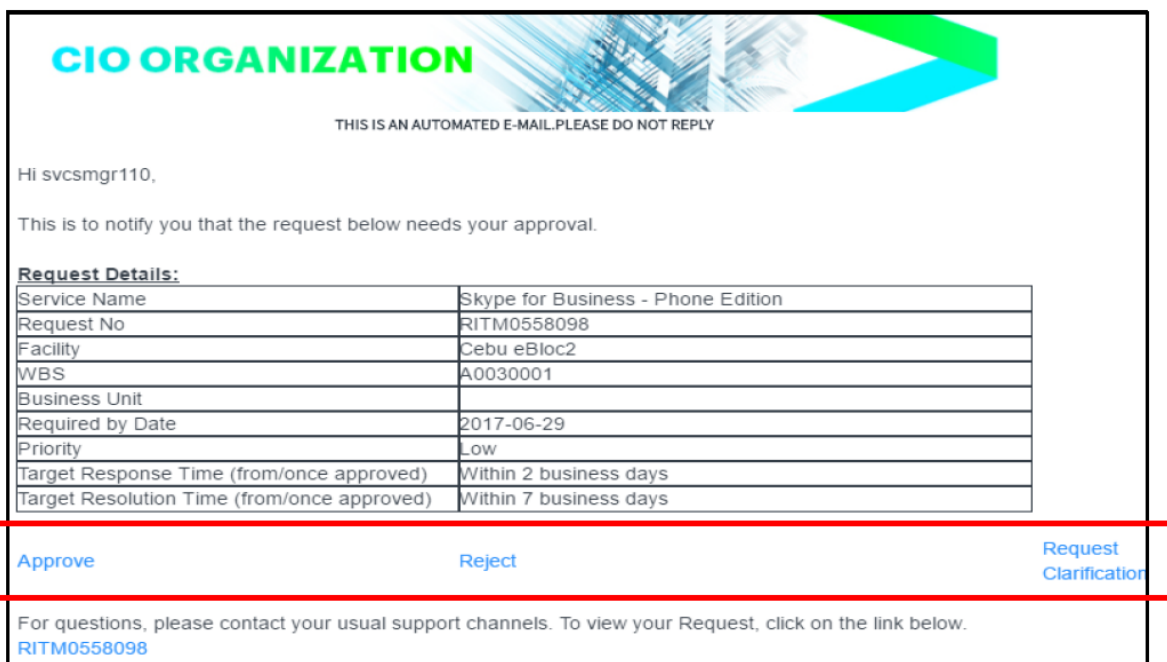
- a. **Project Name:** You need to fill in the accurate project name, and the project name is selected correctly to find the corresponding Approver. For example: ATCC/BPO Dalian XXX or Dalian ATCC/BPO XXX
- b. **Workstation Details:** Requires a building number, seat number, and contact number
- c. **Business Unit:** BPO-Accenture Operations; CDC-DCN tech
- d. **Approver EID: Requires Level 7 or higher.** The approver will receive a reminder email from the system, through which you can learn how to apply and view the relevant application information filled in by the submitter
- e. **WBS Element:** A valid WBS Code
- f. **Service Level** - Select the corresponding permissions according to your application needs, as follows:
  - g. International: Permission to make international calls
  - h. Domestic: Permission to make domestic calls
- i. **\*\*Note: The permissions for Teams PE are 9\$/month** (It include both International and Domestic)

4. **Comments**

You can input additional information to help your approver validate your request in the free text box at bottom of form.

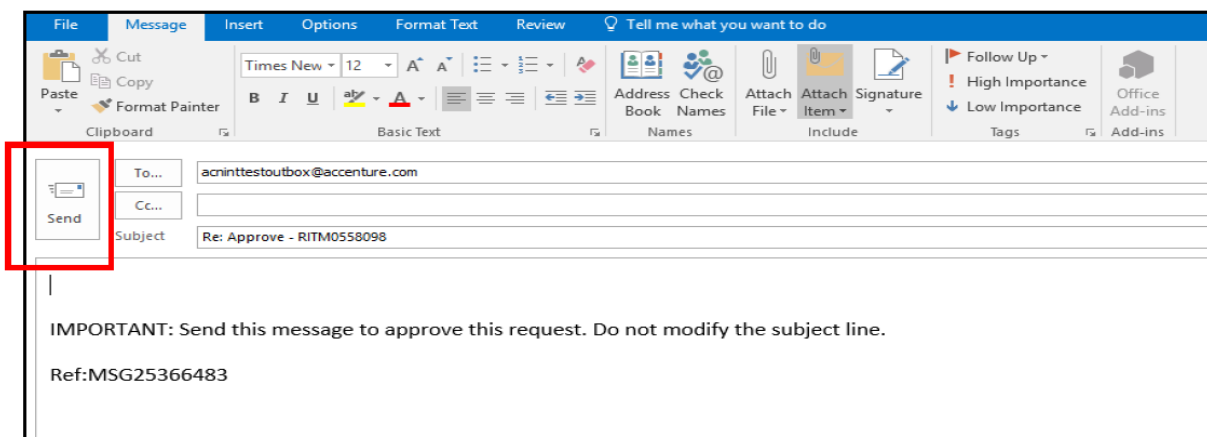
5. **Approve Request**

The **Approver** will receive an automated email notification from the CIO Organization once the request is submitted.



The email will include details on the request. Upon reviewing, approver may choose to **Approve, Reject, or Request Clarification**. Click the appropriate link directly in the email.

Upon clicking link, an email will automatically generate based on approver's decision. **The Approver need to click Send for the decision to process.**



Note: Approver also approve through Accenture Support. Click Tickets and then Approvals to view and take action on outstanding approvals. If you don't receive any updates of PE request, please send the request number to [ISA.China.IW@accenture.com](mailto:ISA.China.IW@accenture.com) inquiries the status.

**6. Request complete**

Teams PE permission will replicate about 8-12 hours once request complete, then please have a try to sign out and sign in Teams to see if calling board shows. Please refer to below dialog method:

Domestic : 9+ Region code +number

International : 900+County code + region code +number