



Office 365 Cloud PBX Contact Center with Zero ON-PREM Footprint



Is your contact center deterring you from moving your PBX to the cloud?

We understand that the contact center is a mission-critical piece of your unified communications platform, and customer service cannot be negatively impacted by a cloud migration. ice is the only enterprise-class, Skype for Business native, contact center solution that is deployed fully in the cloud. Pairing ice with Office 365 Cloud PBX enables organizations to achieve unprecedented levels of customer service across multiple communications channels with no on-prem server footprint. This dramatically improves the power and reach of Office 365 Cloud PBX.

ComputerTalk implements a zero on-prem footprint contact center solution, which includes PSTN connectivity for cloud PBX users, enabling you to move your entire communications stack to the cloud. Although PSTN calling is not yet available in Canada, we make this possible by offering an all-in-one solution in partnership with Microsoft. In addition to enterprise-class contact center, advanced auto-attendant, and enhanced call queues, ComputerTalk also offers cloud-native PSTN connectivity for all Office 365 users, including DIDs, Toll Free numbers, and domestic/international calling packages.



ice Contact Center is the only enterprise-class, native Skype for Business contact center solution that is deployed fully in the cloud, with Office 365 Cloud PBX.

What's Included?

Moving to the cloud is easy with ComputerTalk. To ensure delivery of quality services that meet and exceed your requirements, ComputerTalk adheres to the Skype Operations Framework. ComputerTalk works closely with your team throughout the planning, delivery and operation phases, guaranteeing that the solution conforms to your business requirements.

Phases	Outcomes	Activities
Plan	<ul style="list-style-type: none"> Capture business requirements. Define architecture and approach. Assess readiness. Undertake remediation and preparation. 	<ul style="list-style-type: none"> Define business use cases Create architecture Define adoption success Undertake network assessment Define design Prepare for deployment leveraging the deployment checklist Undertake deployment planning
Deliver	<ul style="list-style-type: none"> Deliver high quality Skype for Business Online services on a site-by-site basis while driving adoption and initiating operations. Identify personas to target new features and capabilities as these are released. 	<ul style="list-style-type: none"> Execute deployment Undertake testing Survey sites Create per site implementation/migration plans and user region mapping Enable users on a per site basis Execute training Drive site by site adoption execution Monitor for service quality and usage
Operate	<ul style="list-style-type: none"> Maintain and enhance the delivery of a high quality and reliable Skype for Business Online service to end users over time. 	<ul style="list-style-type: none"> Monitor the health and availability of the cloud environment Define reports that inform future actions and decisions 24/7 support Undertake remediation activities and patching

Why choose ComputerTalk's Office 365 Cloud PBX Contact Center with Zero On-Prem Footprint?

- One stop shop for an end-to-end solution, including contact center and enterprise voice telephony.
- ComputerTalk ice is the only enterprise-class, native Skype for Business contact center solution.
- Add PSTN calling in Canada to Office 365 Cloud PBX solutions with a zero on-prem footprint.
- We employ the Skype Operations Framework to guarantee all deployment requirements are met.
- When PSTN calling is available from Microsoft in Canada, organizations have the flexibility and safety to migrate individual groups and users to Microsoft's PSTN at their own pace.
- ComputerTalk can work with your organization through the transition to cloud voice no matter what platform you currently use, and can provide contact center solutions throughout the move. Contact center users do not all have to be moved at once, and members of the same queue can even be on different platforms and still collaborate.

Contact ComputerTalk to learn more about migrating your contact center and PBX to Office 365 Cloud PBX and ice Contact Center at www.computer-talk.com/en/contact-us or learn more at www.computer-talk.com/en/enterprise-products/zero-footprint-contact-center-office365-cloud-pbx.



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