**Sangoma and Microsoft Teams Integration Project Plan**

**Project Overview**

The integration of Sangoma and Microsoft Teams enables seamless communication by merging the telephony capabilities of Sangoma PBX and SIP trunking with the collaboration features of Microsoft Teams. This project aims to provide users with the ability to make, receive, and manage calls directly from within Microsoft Teams, enhancing communication efficiency and reducing costs.

**Stakeholders:**

* **Project Sponsor**: [Please fill Name]
* **Project Manager**: [Please fill Name]
* **Technical Lead**: [Please fill Name]
* **IT Administrator**: [Please fill Name]

**Project Milestones and Phases**

**M1: Planning and Setup (2 Weeks)**

1. **Task 1.1: Kickoff Meeting**
   * Define project scope, deliverables, and timeline.
   * Assign roles and responsibilities to team members.
   * Identify stakeholders, including IT administrators and users.
2. **Task 1.2: System Review**
   * Assess the current Sangoma PBX and Microsoft Teams setup.
   * Review existing telephony infrastructure and routing requirements.
3. **Task 1.3: Resource Allocation**
   * Allocate necessary resources, including SBCs (Session Border Controllers) and SIP trunks.
   * Ensure hardware and software requirements are met.

**M2: Configuration and Integration (4 Weeks)**

1. **Task 2.1: SBC Setup**
   * Install and configure Sangoma SBCs to connect Microsoft Teams with the Sangoma PBX.
   * Verify SBC certification for Teams Direct Routing.
2. **Task 2.2: Routing and Dial Plan Configuration**
   * Set up voice routes and dial plans for Microsoft Teams users.
   * Ensure direct phone numbers are assigned to Teams users.
3. **Task 2.3: User Management**
   * Configure user profiles, call settings, and permissions.
   * Set up centralized management for user profiles within Teams.

**M3: Security and Compliance (3 Weeks)**

1. **Task 3.1: Security Measures**
   * Implement security protocols to ensure secure voice traffic between Teams and the telephony network.
   * Set up protections against call fraud, eavesdropping, and denial-of-service attacks.
2. **Task 3.2: Compliance Validation**
   * Ensure compliance with industry standards for communication security.
   * Conduct audits and validation to meet regulatory requirements.

**M4: Testing and Validation (2 Weeks)**

1. **Task 4.1: Functional Testing**
   * Test voice calls, call transfers, and routing within Teams to ensure seamless operation.
   * Verify advanced call control features, such as call forwarding, parking, and simultaneous ringing.
2. **Task 4.2: Load Testing**
   * Perform load testing to confirm system stability under high call volume.
   * Ensure that Teams can handle multiple simultaneous calls without performance degradation.
3. **Task 4.3: User Acceptance Testing (UAT)**
   * Conduct user testing to validate call handling features within Teams.
   * Gather feedback from end users to identify potential issues.

**M5: Deployment (2 Weeks)**

1. **Task 5.1: Pilot Deployment**
   * Deploy the integration to a small group of users for testing.
   * Monitor the performance of the integration and gather feedback.
2. **Task 5.2: Full-Scale Deployment**
   * Roll out the integration to the entire user base after successful pilot deployment.
   * Ensure ongoing monitoring for issues and quick resolution.

**M6: Post-Implementation Support (Ongoing)**

1. **Task 6.1: Monitoring and Support**
   * Monitor system performance post-deployment to identify any issues.
   * Provide ongoing support, including software updates and security patches.
2. **Task 6.2: Feedback Collection**
   * Collect feedback from users to optimize the integration and make necessary adjustments.
   * Implement continuous improvements based on performance and user feedback.