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Next Gen Teams Sync and Auto Sync.

Our new auto sync digital journey, delivering improved user experience for admins, and the launch pad for a zero-touch provisioning experience.

Feature reference: PD-95



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Agenda.

Key points we will talk through today.

1. Pain points with the existing journey
2. Addressing the pain points with our development
3. Next gen sync - Features overview
4. Manual vs. automated sync
5. Feature and enablement deeper dive
6. Existing digital journey today
7. New auto sync digital journey
8. Portal walkthrough



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Pain points with the existing sync journey.

3 key pains identified, fueling the development for improvement.



Manual adjustments

Burdensome to admins

Having to make manual adjustment for even the smallest of changes creates inefficient operations and poor user experience.



Inefficient sync process

Time inefficiency

The 4-step sync process, specifically obtaining the token and subsequent expiry can impact efficiency and productivity.



Insufficient error messaging

Troubleshooting delays

Some difficulty when identifying the root cause of syncing failures can leading to time delays when creating and / or updating user credentials .

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Relieving the existing sync pain points.

Next Gen Teams Sync features provide critical enhancements.



Auto adjustments

Admins unburdened

Changes to the process, including Enterprise app authentication creates a safe and effective way to give the level of permission required for specific actions without the need of IT admin intervention on the customer side.



Efficient sync process

No more waiting

Obtaining tokens and troublesome expiries are removed.

Within 5 minutes of a change being made the automated sync will be triggered without any user interactions.



Comprehensive error messaging

Effective troubleshooting

Our update creates the ability to identify a single source of failure. A single error no longer means a total sync failure.

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Our next gen sync development.

Transforming and simplifying the end-to-end digital journey.

Saving time, improving efficiency and delivering an improved customer experience.

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Features overview.

Next gen infrastructure helping elevate customer and user experience.



Next gen Sync

Our new base level capability

Remaining a manual sync, Tenant admins will have improved feedback and error messaging – enhancing self-serve troubleshooting



Auto sync

Taking sync to the next level

Toggling on this feature will transform the sync process for Tenant admins – enabling enterprise app authentication and removing the need for manual sync changes.



Zero Touch Provisioning

Unlock your own unique customer journey

Leveraging the Auto sync feature, you (our partners) can use an extensive suite of APIs to build your own digital journey with your own management portals.

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Manual vs. automated sync.

Key points to note.



Manual Sync

Manual and can be onerous to manage

- O-Auth Based authentication required every time sync is run
- Can provision all elements of Microsoft Direct Routing
- Most likely requires end customers IT admin to authenticate
- 1 hour maximum for sync to run



Auto sync

Automated and easy to manage

- One time App based authentication
- Can’t provision Resource accounts (Call Queues, Auto Attendants)
- Can be triggered via a portal detected change or manually by the service provider
- No time limit on sync process

Please Note: For initial setup of enabling Auto Sync, Provisioning Call2Teams Go or deploying resource accounts a Manual Sync will be required

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Features and enablement deeper dive.

Helping deliver improved value and efficiency for partners and their customers.

Feature	Feature description	Enablement effort	Manual sync	Auto sync – C2T Portal	Auto sync – ZTP	Notes on enablement
Next gen sync	Enabling this feature allows Tenant admins to have improved feedback and error messaging regarding sync	★☆☆	✓	✗	✗	Existing accounts – To enable, the Tenant admin navigates to the service tab and toggles on 'next gen sync'. New accounts – The feature will automatically be enabled
Auto sync – C2T Portal	Enabling this feature builds on the next generation sync and enables the auto sync capability, removing the need for admins to manual sync changes.	★★☆	✓	✓	—	Applicable to new and existing accounts - To enable, the Tenant admin navigates to the service tab and toggles on 'Auto sync'. The admin will be required to authenticate the enterprise application and run a one-time manual provisioning sync. Note: Further changes will auto sync to Teams without the need for manual authorisation. Tenant admins still have the capability to run a manual if required.
Auto Sync - Zero touch provisioning (ZTP)	ZTP provides full autonomy on the customer journey for the partners. With development work required from the partner, several account actions (including sync) can be performed in the partners own portal, removing the need for account admins to use the Call2Teams portal	★★★	✗	✓	✓	To enable ZTP several actions are required: - Development work is required from the partner to use our APIs - A Support model will need to be built and agreed. - Engineering calls may be required to sign off the integration - A GTM plan is required, including advanced notification to account admins

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Existing sync vs. Auto Sync digital journey.

More seamless and faster, with a significant reduction in admin burden.

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A recap on what we have today.

Slower process vs. auto sync, including manual interventions.

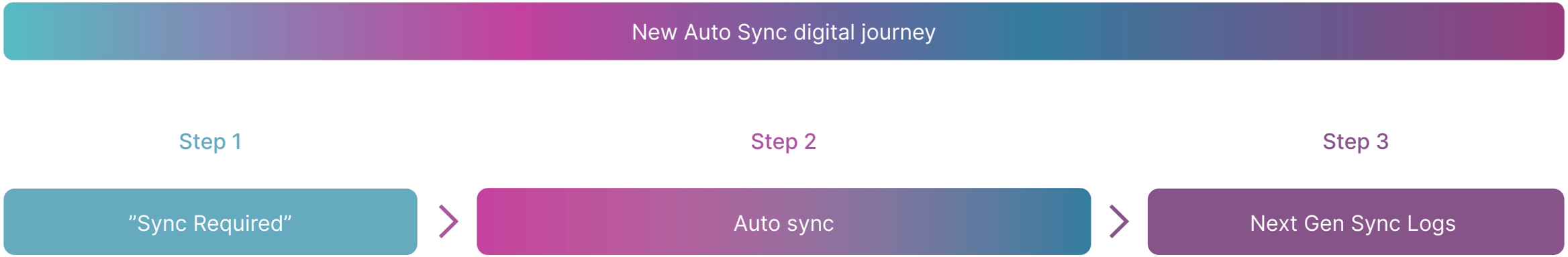
The existing sync digital journey

Step 1	Step 2	Step 3	Step 4
”Sync Required”	Admin authentication	PowerShell and Graph	Feedback
A “Sync required” is detected when a user is changed / added or removed in the Call2Teams portal or via API.	The Sync requires a 365 Admin to authenticate for each sync. O-Auth Token is obtained once authenticated and is valid for 1 hour maximum	Graph and Teams resources are accessed using the time-bound token obtained in step 2.	The Sync will surface logs to feedback all changes and the results of each command for the provisioning.

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Automated sync journey.

A quicker, more streamlined digital journey our partners and their customer admins.



A “Sync required” is detected when a user is changed / added or removed in the Call2Teams portal or via API.

The Sync will trigger within 5 minutes using the application-based authentication.

This means the end customer is not required following initial one-time activation.

The Sync will surface logs to feedback all changes and results of each command for the provisioning.

No longer is there a risk of the sync failing due to a single failure in the process

Please Note: Above model takes the assumption that the end customer has already manually authenticated and run a one-time provisioning sync

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Sync walkthrough.

Highlighting the actions of the tenant admin at account level.

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Next gen and Auto sync portal walkthrough.

Toggling on and permission steps for Tenant Admins.



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Thank you.

For more information, please contact your Dstny for Service Provider representative.

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