

Operator Connect Setup Checklist

1. Prerequisites

Verify Microsoft 365 Licensing: E5 license + Phone System add-on (or Microsoft 365 Business Voice)
Ensure Active Operator Connect Agreement: Confirm service activation with TTBS
Administrator Access: Global Admin or Teams Service Admin role in Azure AD

2. Number Porting & Acquisition

Identify Required Direct Dial-In (DDI) Numbers: Gather list of existing numbers for porting or new numbers to acquire
Submit TAC/Porting Requests: Complete and submit TAC form via Teams Admin Center or TTBS portal
Receive Porting Confirmation: Verify porting dates and expected cutover times

3. Provisioning in Teams Admin Center

Login to Teams Admin Center
Navigate to Voice > Operator Connect
Add Operator (Tata Tele Business Services): Select TTBS in provider list
Upload or Assign Numbers: Bulk-upload CSV mapping DDI to user UPNs, or assign individually

4. User Assignment & License Management

Assign Phone System License to Users
Assign DDI Numbers to Users: Confirm correct mapping of extensions
Validate Caller ID Name (CNAM) Settings: Ensure business name appears correctly on outbound calls

5. Network & Call Quality Configuration

Review Network Assessment: Check bandwidth, QoS, and firewall settings for Teams voice
Configure Media Bypass (Optional): Enable Direct Routing paths for optimal media flow
Set Codec Preferences: Prioritize G.722 or Opus for Teams calls

6. Testing & Validation

Conduct Test Calls: Inbound and outbound calls to every assigned number
Verify Emergency Calling: Test E-911 routing to PSAP
Check Voicemail & Auto Attendant: Ensure Voicemail greetings and Auto Attendant menus function

7. Agent Enablement & Training

Prepare Quick-Start Guides: Custom TTBS Teams dialing instructions
Host Training Session: 30–60 minute webinar for end-users
Provide Troubleshooting Tips: Common issues and self-help resources

8. Go-Live & Monitoring

Schedule Go-Live Date: Communicate downtime or cutover window
Monitor Call Quality Metrics: MOS, jitter, packet-loss via TTBS Network Insights dashboard
Establish Support Channels: TTBS support portal and escalation contacts

9. Post-Deployment Review

Collect User Feedback: Survey end-users on call clarity and ease-of-use
Review SLA Compliance: Check uptime reports and alert logs
Plan Optimization Updates: Adjust configurations based on performance data