Onboarding Timeline

0-10 Business Days Prior to Onboarding

- State places phones
- Determines what phones/users to be used for night of testing if not all phones/users

1 Business Day Prior to Onboarding

- AT&T will send the Onboarding bridge to Agency
- AT&T will receive the Move and/or Port bridge
- AT&T will send the Day 2 bridge for follow up testing – Telecom Managers (TCM) can forward to their team to join if they are having any issues

Day of Onboarding

- AT&T will open the Agency bridge
- AT&T will join the Move/Port bridge
- Agency TCM will advise when ready and issue the "Go"
- AT&T will advise Move/Port group to "Go"
- When orders are completed, AT&T will inform TCM on Agency bridge the orders are complete and begin testing
- When verified that all numbers are routing to Skype for Business, AT&T will release the Move/Port bridge
- Agency testing will resume on Agency bridge – when testing is completed the Agency will reply testing is completed

Day After Onboarding

- The morning following the Onboarding, the Day 2 will be bridge will be open and as users report to work and begin using their Skype for Business account, they can join the bridge to report any issues for trouble shooting.
- At the end of the bridge, the TCM will determine if this is a successfully completed port with all testing and troubleshooting completed.
- That request will be completed in Remedy and any future concerns will require a Remedy ticket for resolution.