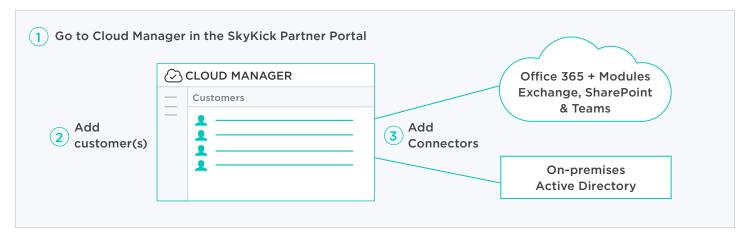
Quick Start Guide for Teams

Use Cloud Manager to accelerate your customers' move to Teams

With demand for Microsoft Teams at an all-time high, Cloud Manager can help you activate Teams for customers in just 4 steps. What could normally take upwards of 2 hours of manual effort (or more, if you don't have AD Sync setup yet), can now take minutes.

1. Set up Cloud Manager

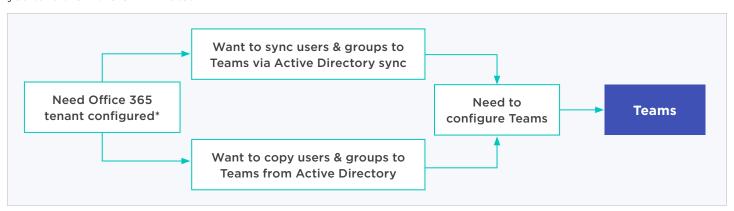
In this step, you'll add customers ready to move to Teams and connect Cloud Manager to their Office 365 tenant and on-premises Active Directory.



For more information, see **Set up Cloud Manager** in the Help Center

2. Select pre-built automation

Regardless of where your customer is in their journey to Teams, we've created a variety of proven scripts that can help you take them there in minutes.



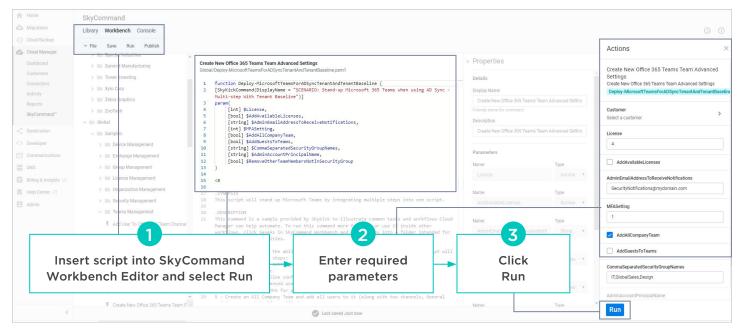
For more information, see <u>Use pre-built automation to accelerate the move to Teams</u> in the Help Center

*If your customer needs an Office 365 tenant or licenses for Teams, check out the following Microsoft offers:

- Free 6-month Office 365 E1 Trial Offer
- Free 6-month Teams Trial Offer

3. Run the script

Once you've identified the appropriate script for your customer and their path to Teams*, enter it in the integrated development environment inside Cloud Manager, fill in the parameters, and click Run.

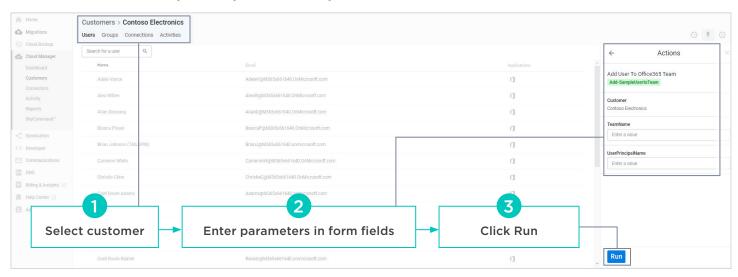


^{*}To access scripts, go to the Quick Start Guide for Teams and click the link for the script you need.

4. Enable your Help Desk

Cloud Manager comes with an extensive inventory of pre-published sample commands to enable the frontline Help Desk to immediately respond to support requests across customers and applications. This includes over 20 sample commands for the most common Teams support requests.

Persistent connectivity across all tenants along with simple form fields to enter parameters enables your Help Desk to close tickets more efficiently, securely, and accurately from the Actions Panel.



See Enable efficient Help Desk support for Teams in the Help Center

Next Steps

- 1. Check out the Cloud Manager Community Forum
- Learn more about getting started with Cloud Manager
- 3. Get more comprehensive Cloud Manager Onboarding training

