

tekVizion 360 for Microsoft Teams

The Challenge

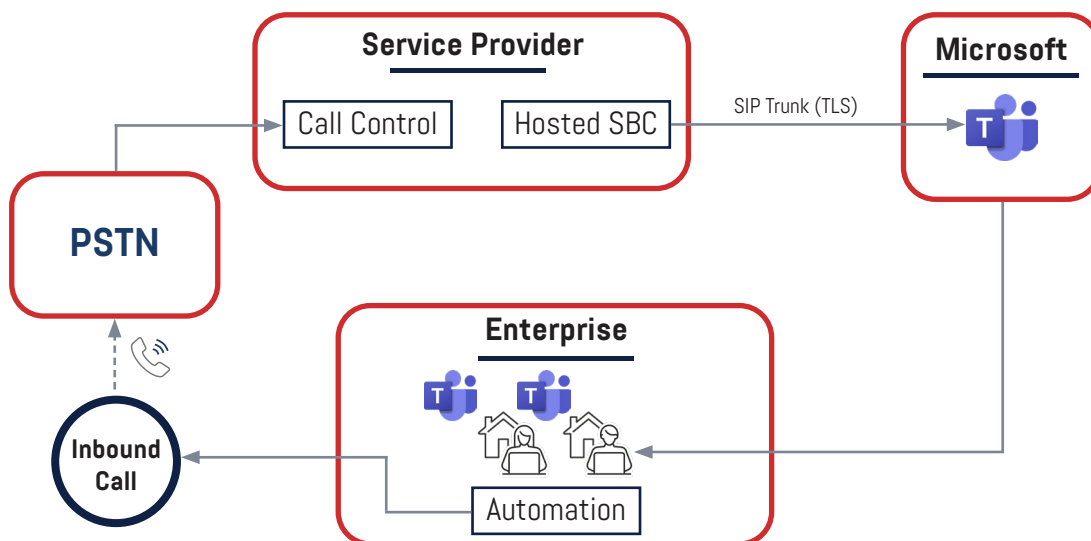
1. Microsoft rolls out a Teams update every two weeks. Service Providers and large enterprises deploying Microsoft Teams Direct Routing (DR) need a continuous testing platform to ensure all call features are working after every update.
2. Service Provider SIP Trunk or SBC updates can also impact Microsoft Teams call features which require validation.



tekVizion 360 Solution

tekVizion 360 offers an automation framework where the Teams client is automated to exercise all call features normally performed by an end user. By automating the Teams client, the test cases are executed like any end user would use a Teams client to make and receive calls, and thereby truly testing the end user experience. Automation using tekVizion 360 also includes the following benefits:

- Enables service providers to build and validate an E2E Microsoft Teams reference architecture for high quality and reliability
- Build and maintain an automated Continuous Testing (CT) environment to verify and ensure uninterrupted service
- Track before and after update feature parity to know what is impacted
- Ensure compliance by validating all call features and 3rd party applications



Benefits

Services Providers

- Frictionless customer onboarding for Microsoft Teams direct routing
- Proactive service validation to deliver high service level assurance (SLAs)
- Clear demark on Trunk vs Teams sides issues

Large Enterprises

- Regression test all Team client changes and calling features automatically during off hours
- Track change and issue history on Teams calling features
- Validate multi-carrier SIP Trunk integration across multiple sites and multiple countries