

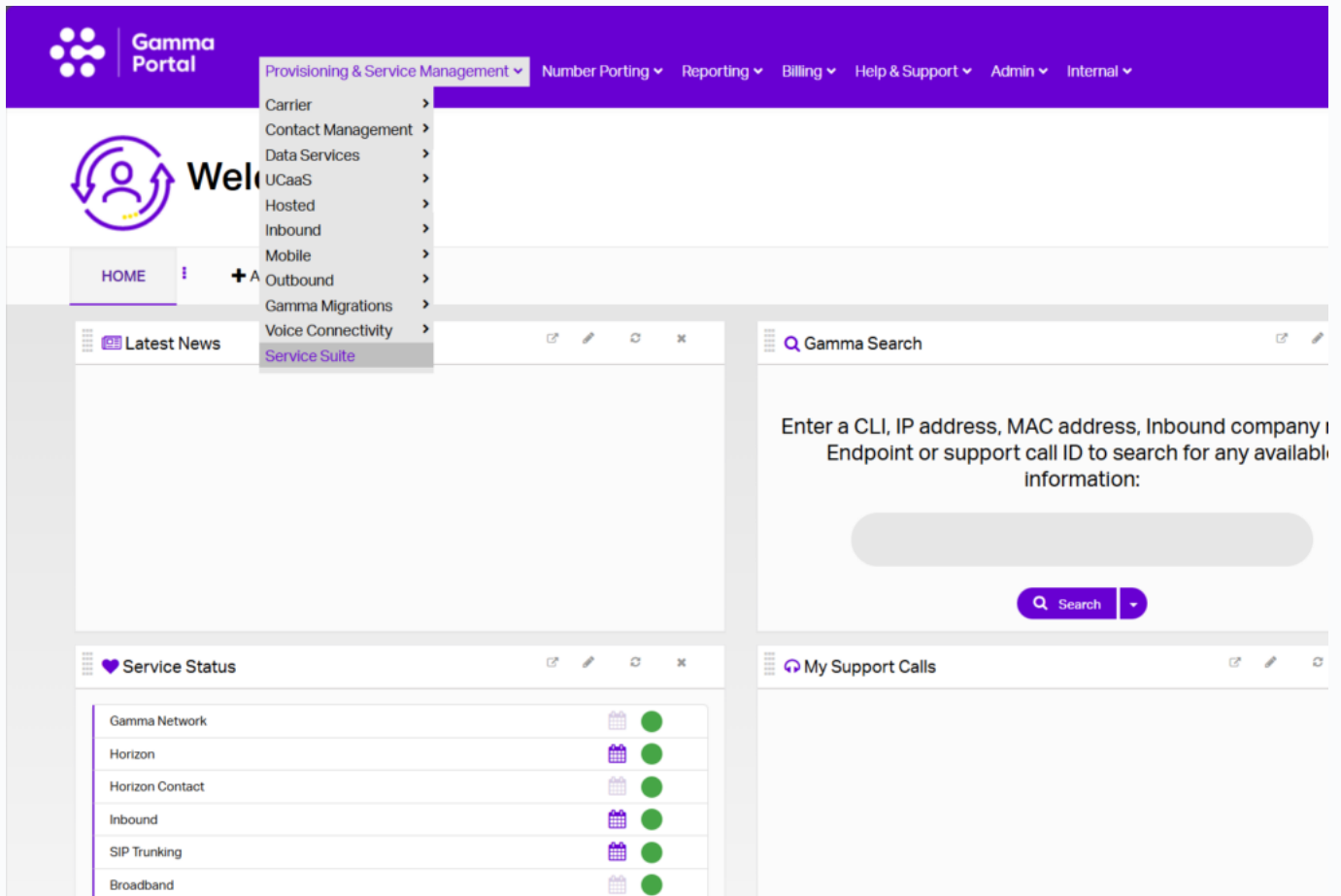
Service Suite for Microsoft Teams Guide

Introduction:

The Service Suite allows you to easily add additional hardware, such as handsets, conference phones and headsets, as well as additional services to your Microsoft Teams setup.

Guide:

- You will need the following information, depending on the products and/or services you wish to order:
 - **Hardware** - Delivery address and For Attention Of contact details
 - **Call Recording** - Microsoft Tenant ID
 - **Reporting and Analytics** - Microsoft Tenant ID
- To begin using the Service Suite, login to the Gamma Portal and navigate to the **Provisioning & In-Life Management** tab:



- Enter your account and contact details:

Service Suite for MS Teams

Using the form below, you can place order requests for:

- Hardware - Handsets, Headsets and Teams Meeting Rooms
- Call Recording
- Reporting and Analytics

After you have placed your order, our customer support teams will be in touch with you to progress fulfilment. Note that all Service Suite items will be added to your regular monthly bill as separate line items, except for Microsoft Licenses which will be billed directly to your customer.

(Please note: we will need to carry out a customer credit check against any license purchases and ask for registered company details to complete this).

Before you start, you will need...

- For Hardware Orders: Delivery address and FAO contact
- For Call Recording: Microsoft Tenant ID
- Reporting and Analytics: Microsoft Tenant ID

Account Details	
Account: *	<input type="text" value="XXXX"/>

Partner Details	
Contact Name: *	<input type="text"/>
Contact Email: *	<input type="text"/>
Preferred Contact Number: *	<input type="text"/>
Alternative Number:	<input type="text"/>

- The first section details the various handsets and devices that can be ordered. Enter the quantity you need in the box:

Devices and Hardware



Hardware orders will be placed with our hardware vendor and are expected to be delivered to your customer's address within 5 working days. The customer support team will confirm availability and delivery within one working day of order placement.

Handsets

Model	Product	License term	Warranty	Quantity
848Z8AA#AC3	Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled No localization	Monthly (24 months)	2 years	<input type="text" value="0"/>
82Z79AA	Poly CCX 505 Business Media Phone for Microsoft Teams and PoE-enabled	Monthly (24 months)	2 years	<input type="text" value="0"/>
82Z83AA	Poly CCX 600 Business Media Phone for Microsoft Teams and PoE-enabled	Monthly (24 months)	2 years	<input type="text" value="0"/>
848Z8AA#AC3	Poly CCX 400 Business Media Phone for Microsoft Teams and PoE-enabled No localization	Upfront Purchase	2 years	<input type="text" value="0"/>
82Z79AA	Poly CCX 505 Business Media Phone for Microsoft Teams and PoE-enabled	Upfront Purchase	2 years	<input type="text" value="0"/>
82Z83AA	Poly CCX 600 Business Media Phone for Microsoft Teams and PoE-enabled	Upfront Purchase	3 years	<input type="text" value="0"/>
MP52-Teams	Yealink MP52 Microsoft Teams Phone	Monthly (24 months)	2 years	<input type="text" value="0"/>
MP54-Teams	Yealink MP54 Microsoft Teams Phone	Monthly (24 months)	2 years	<input type="text" value="0"/>
MP56 - Teams	Yealink MP56 Microsoft Teams Phone	Monthly (24 months)	2 years	<input type="text" value="0"/>
MP52-Teams	Yealink MP52 Microsoft Teams Phone	Upfront Purchase	2 years	<input type="text" value="0"/>
MP54-Teams	Yealink MP54 Microsoft Teams Phone	Upfront Purchase	2 years	<input type="text" value="0"/>
MP56 - Teams	Yealink MP56 Microsoft Teams Phone	Upfront Purchase	2 years	<input type="text" value="0"/>

Headsets

Model	Product	License term	Warranty	Quantity
8X228A6	Poly Blackwire 3220 Stereo USB-C Headset +USB-C/A Adapter (Bulk)	Monthly (24 months)	2 years	<input type="text" value="0"/>
77Z00AA	Poly Voyager 4320 Microsoft Teams Certified Headset +BT700 dongle +Charging Stand	Monthly (24 months)	2 years	<input type="text" value="0"/>
77Y87AA	Poly Voyager Focus 2 Microsoft Teams Certified with charge stand Headset	Monthly (24 months)	2 years	<input type="text" value="0"/>
8X228A6	Poly Blackwire 3220 Stereo USB-C Headset +USB-C/A Adapter (Bulk)	Upfront Purchase	2 years	<input type="text" value="0"/>
77Z00AA	Poly Voyager 4320 Microsoft Teams Certified Headset +BT700 dongle +Charging Stand	Upfront Purchase	2 years	<input type="text" value="0"/>
77Y87AA	Poly Voyager Focus 2 Microsoft Teams Certified with charge stand	Upfront Purchase	3 years	<input type="text" value="0"/>

- The next two sections introduce Teams Call Recording using Dubber, as well as powerful reporting and analytics powered by Akixi. Please note that the Service Suite can only be used for new Dubber and/or Akixi accounts.

Teams Call Recording

i Compliant call recording for Teams is provided by Dubber. This form should only be used by new partners who do not already have a Dubber account with platform access.

Do you already have a Dubber account?

ID	Product	License term	Quantity
Dubber Lite	Lite	Monthly	<input type="text" value="0"/>
Dubber Premium	Premium	Monthly	<input type="text" value="0"/>
Dubber Teams	Teams	Monthly	<input type="text" value="0"/>
Total quantity (units) ordered			0

Reporting and Analytics

i Reporting and Analytics for Teams is provided by Akixi. This form should only be used by new partners who do not already have a Akixi account with platform access.

Do you already have an Akixi account?

ID	Product	License term	Quantity
AKCXAA1	CXA Advanced	Monthly	<input type="text" value="0"/>
AKCXAP1	CXA Premium	Monthly	<input type="text" value="0"/>
AKCXAS1	CXA Standard	Monthly	<input type="text" value="0"/>
Total quantity (units) ordered			0

- Ensure you select **No** to order Dubber and/or Akixi licenses:

Teams Call Recording

i Compliant call recording for Teams is provided by Dubber. This form should only be used by new partners who do not already have a Dubber account with platform access.

Do you already have a Dubber account?

ID	Product	License term	Quantity
Dubber Lite	Lite	Monthly	<input type="text" value="0"/>
Dubber Premium	Premium	Monthly	<input type="text" value="0"/>
Dubber Teams	Teams	Monthly	<input type="text" value="0"/>
Total quantity (units) ordered			0

- The first of the final three Service Suite sections asks for your Microsoft Tenant ID. This will help the ordering process as many of our partners require this information when setting up additional services.
- The second of the final three Service Suite sections provides an overview of our Professional

Services option. Gamma's Professional Services team can help with installs, training and deployment via bespoke assistance. If you would like further information, tick the box and a member of the team will contact you.

- The final section is the quoted monthly invoice. This totals any costs that will be added to your invoice for the devices and/or services you have submitted for order. Please note all Service Suite items will be added to your regular monthly bill as separate line items, except for Microsoft Licenses, which will be billed directly to your customer.

Microsoft Tenant ID

Your Microsoft 365 tenant ID is a globally unique identifier (GUID) that is different from your organization name or domain. Visit this page to find your ID [Find your Microsoft 365 tenant ID](#)

Microsoft Tenant ID (if available)

Professional services

Gamma's professional services help smooth out the onboarding of our 3rd party services, including:

- End-to-end support with scoping, deployment and training
- Training on Microsoft Teams admin centre
- Support configuring Microsoft 365 tenant
- Complex bespoke builds
- Assistance setting up for disaster recovery and business continuity
- Managed delivery for number porting and migrations

[Learn more about Professional Services \(pdf\)](#)

I would like a callback about Professional Services

Quoted monthly invoice (subject to service activation)

To be added to your monthly invoice

Category	Quantity
Devices and Hardware	0
Terms Call Recording	0
Reporting and Analytics	0
Total quantity (units) ordered	0

[Terms and conditions \(pdf\)](#)

I accept the terms and conditions*

[Submit Order Request](#)

- Read the terms and conditions via the link and tick the **I accept the terms and conditions** box.

- Press the **Submit Order Request**.

- This request will now be sent to our provisioning teams who will fulfil the order.

Please Note:

- The service desk can be contacted via email at: servicesuite@gamma.co.uk
- This should be used for questions and assistance regarding requested orders, delivery dates, returns etc only.