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Our Proven Deployment Framework

CHANNEL CHAMPIONS
WINNER 2025
Reseller Technical & Engineering Team of the Year

comms national awards
WINNER 2025
Reseller Deal of the Year
Enterprise Vertical Market Solution of the Year

2025 zoom PARTNER AWARDS
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Top UCaaS Partner - EMEA
2025

TECHNOLOGY RESELLER AWARDS 2024
SHORTLISTED
Reseller/MSP Project of the Year
SMB Reseller/MSP of the Year

COMMS BUSINESS AWARDS
FINALIST
SMALL RESELLER OF THE YEAR 2025
BEST UC/CC SOLUTION 2025
SMALL RESELLER OF THE YEAR 2024
SMB RESELLER OF THE YEAR 2023

CRN CHANNEL AWARDS
2024 FINALIST
RESELLER OF THE YEAR

zoom RingCentral 8x8 3CX AVAYA

Introduction

Delivering confidence, calm, and control is what sets us apart.

That's why our Professional Services team is hands-on, fully invested, and by your side. So that six months into your new solution, you won't remember the cost – you'll remember how safe we made you feel and how we ensured everything worked perfectly from the very start.

By treating every business as a unique challenge, keeping your contacts consistent and being with you at every step, we prove just how invested we are in helping your business thrive.

CHANNEL CHAMPIONS

WINNER 2025
Reseller Technical & Engineering Team of the Year

cna comms national awards

WINNER 2025
Reseller Deal of the Year
Enterprise Vertical Market Solution of the Year

We've even won Best Reseller Technical Support & Engineering Team at the 2025 Channel Champions Awards for the lengths we go to for our customers.

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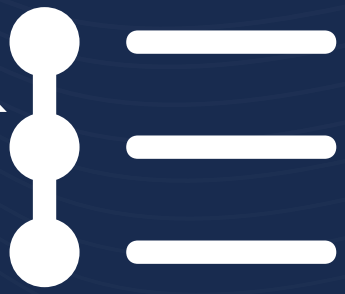
Overviews & Timelines



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Overview

Planning	Fact-finding	Design & Build	Enablement & UAT	Go-live	Ongoing optimisation	Support Transition
Project plan creation Network assessment Device plan Carrier plan (Includes User list and porting information) Port submission	Staff engagement Goal setting Timeline planning	Admin training Network reassessment (if needed)	Confirmation of port date End-user training Call flow, physical device and integration testing	Go-live Test call routing, IVR, numbers Desk phone provisioning (if needed)	Fine tuning of configurations (if needed), post go-live meeting, and transition to Customer Success & Support	

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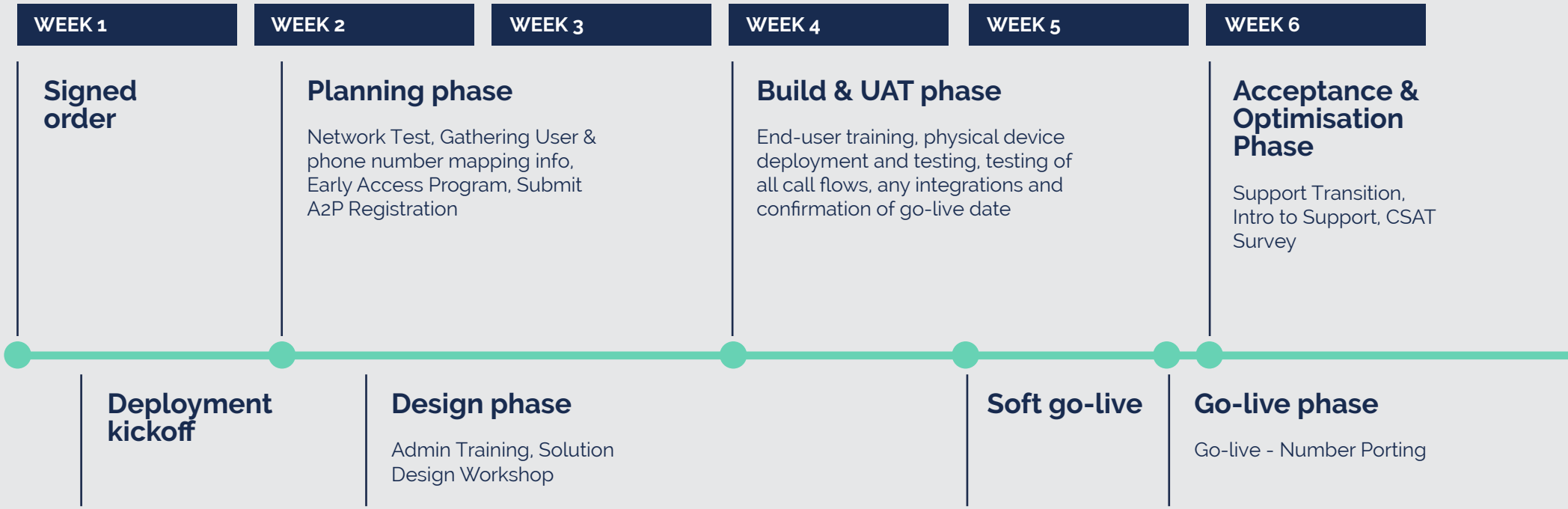
Typical UC Overview



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Typical Contact Centre Overview

Initiation Phase

- Project Kick-off
- Plan CC enhancements
- Resource sharing
- Timeline confirmation

Discovery & Planning

- Network Test
- Gathering User & phone number mapping info
- Solution Design Workshop
- Early Access Program
- Submit A2P Registration

Execution Phase

- Physical device deployment and testing
- Testing of call flows and integrations
- Admin Training
- End-user training

Acceptance & Optimisation Phase

- Feedback acquisition and iteration
- Soft go-live and Support Transition

Go-live

- Number Porting
- In-person go-live support if necessary
- Intro to Support
- CSAT Survey
- 90 days free amends

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Contact Centre Enhancements

Once the Contact Centre solution is live, our team will commence the next stage of the project, if further enhancements were agreed upon in the original Initiation Phase, using the exact same approach.

These enhancements may include solutions such as:

- Quality Management
- Workforce Management
- Virtual Agent
- Ai Expert Assist

Each will improve the experience for customers, agents and the business alike.

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Smartsheet Overview

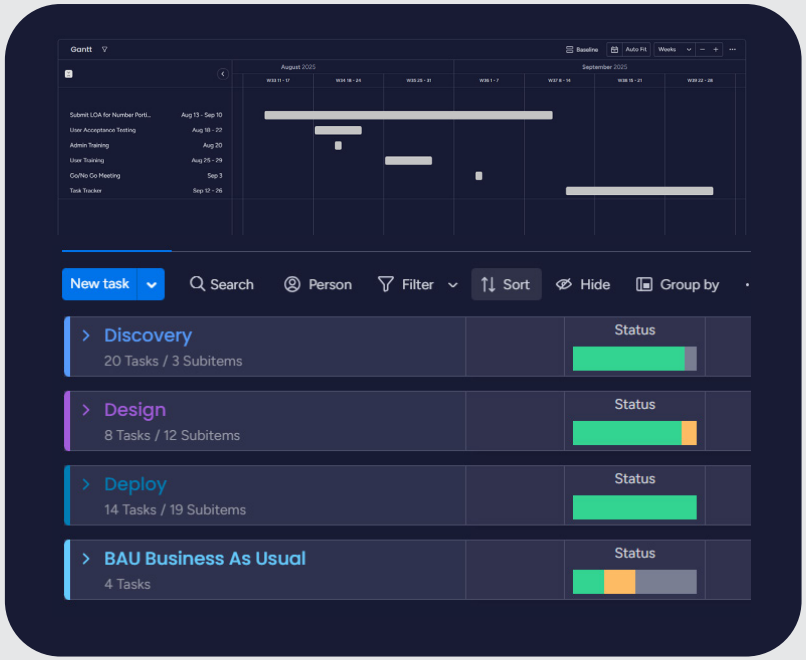
monday.com

Monday Project tracking

Outline project milestones, task owners and dates

RAID Log

Track and document project Risks, Actions, Issues and Decisions



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Communication & Support During Project Deployment

Standard service hours:

8:30 to 5:30
Monday-Friday, excluding holidays

Communication methods:

- Email
- Phone
- Virtual meeting
- On-premise meeting
- Chat

All support issues experienced during the deployment process should be sent directly to your project team.

- Include all necessary information to ensure for quick resolution
- The PM/SA will work together to troubleshoot the issue
- Tier 2 Product and Telephony Support will be engaged as needed for additional assistance

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Technical & Operational Readiness

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Porting Guidelines

Required documentation

- Letter Of Authorization (LOA)
- Latest invoice from current carrier
- List of numbers to be ported (must be active numbers)
- List of users and departments associated with each number
- Date and Time for the port to complete

Timeframe

- Carriers on average have 3-5 days to respond to our requests
- Local ports can take 4-6 weeks to complete
- A rejection starts the port clock over. Then the carrier has 3-5 days to respond once we resubmit the request. Rejections are considered urgent and resolved as quickly as possible.

Risks

- Losing carrier may not release translations during designated port window
- Rejections can occur when there is incorrect information on LOA, company name, address (St. vs Street), authorized signer

Port Options

- Forwarding - can be a helpful tool in maintaining your go-live date if multiple rejections are received
- New numbers

Providing accurate information will help accelerate the port process up and avoid rejections.

Get more details on porting by downloading our Porting Guide

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Network Testing & VoIP Validation

Future Voice will work with the customer to ensure that the network is configured ready for the Vendor's services.

It is the customers responsibility to configure any network or firewall requirements which are set out in the Network Readiness Documentation.

Full UAT sign off will ensure the Vendor's services work fully

Testing

- This is a shared task between Future Voice and the customer
- We ensure all main lines and critical numbers are working
- Customer to complete end to end testing of all call flows and ensure desk phones are working.

Support

Our goal is to ensure a smooth transition from deployment to go-live.

If you opt-in to support from our team, you'll enjoy a level of 'white glove support' that makes the entire process completely stress-free.

Dedicated experts every day

Unlike vendors that constantly rotate project managers and engineers, we assign a dedicated project manager and dedicated configuration engineer for your project.

That means one team, no handovers, no confusion — just consistent delivery with people who understand your business.

Training tailored to you

We offer bespoke training for everyone on your team, from agents and managers, to admins, contact centre supervisors, and internal trainers too.

We don't just train your users. We train managers, admins, contact centre supervisors, and your internal trainers too.

Whether it's a short onboarding session or in-depth contact centre walkthroughs, our training flexes to your organisation and your systems, not the other way around.

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Go-live Experience

What's a soft go-live?

If you need to go-live on the new platform before porting is completed, we'll organise a 'soft go-live', forwarding your old numbers to temporary ones, complete with number spoofing to ensure a consistent customer experience, ensuring the full go-live is less stressful.

What is go-live?

Go-live is the day your numbers port in to your new platform and start working. You'll have dedicated and experienced engineers ready at a moment's notice - either at your site or available remotely - to ensure a smooth transition.

Go-live

Go-live days are critical, which is why we send experienced engineers at no extra cost to guide the process.

This will reduce your deployment anxiety and ensure any issues that appear out of the blue are fixed ASAP.

This is one of the reasons we're consistently recognised for our deployments, and one of the services that customers love the most.

Whether you choose on-site or remote go-live support, we'll set up a 'war room' to ensure prompt solutions.

You'll also catch-up with your Future Voice team towards the end of the day to discuss and document any learnings, and plan any adjustments going forward.

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Post Go-live

Hypercare

Our Future Voice project team will stay engaged for 3-5 business days post go-live to help resolve any issues and assist with changes.

A call will be arranged to walk your team through ongoing support capabilities and officially hand the closed project/phase off to the Future Voice Support Team.

90 Days of Free Smooth-Running Guarantee

A smooth install isn't the end of the relationship, it's just the beginning.

So, for three months after go-live, we continue to support you with:

- **Configuration changes**
- **General guidance and optimisation**
- **Additional training**

Service Credits

Our Service Credits are a simple way of budgeting for further amends after our 90 day grace period.

Think of them like 'job tokens'. Each credit is time back in your day, with our expert team completing the work to our usual high standards.

Whether you run a Unified Communications or Contact Centre system, Service Credits cover a huge range of jobs, including:

For UC systems:

- Configuration & change management: user settings, call routing, numbers, scheduling
- User enablement & feature enhancements: devices, apps, and communication features
- System optimisation & monitoring: performance, call quality, network efficiency
- Reporting & documentation: usage, audits, and compliance tracking

For CC systems:

- Routing & queue management: call queues, routing logic, schedules
- Agent & team configuration: roles, skills, permissions, feature access
- Interaction flow & IVR updates: menus, messaging, and interaction routes
- Analytics & reporting: custom reports and dashboards for better insights
- Training & knowledge base: guides and resources to boost performance and self-service

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You're in good company

PURPLEBRICKS

We are so grateful for the excellent work that Future Voice have done with us on our journey through changing contact channel platforms and then continuing to improve beyond.

Navigating the number of contact centre solutions, evaluating them against your business requirements and avoiding any pitfalls is a challenging task for any business and having a trusted, knowledgeable partner like Future Voice has been invaluable in giving us that assurance.

The team that worked on the project with us were exemplary – always helpful, concise and laid all options out clearly. The level of jargon in the telecoms space can prove very challenging and having a wingman like Future Voice gave us the confidence to challenge in the right way.

I continue to count on Future Voice as a guiding hand as we expand our requirements and grow to offer the next level of contact to our customers

Dan Rafferty,
Chief Technical Officer

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Thanks for reading

Whether you choose Future Voice for a Proof of Concept, as your deployment partner, or to own the entire end-to-end process, we're here to help.

Simply get in touch:

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professionalservices@future-voice.co.uk

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