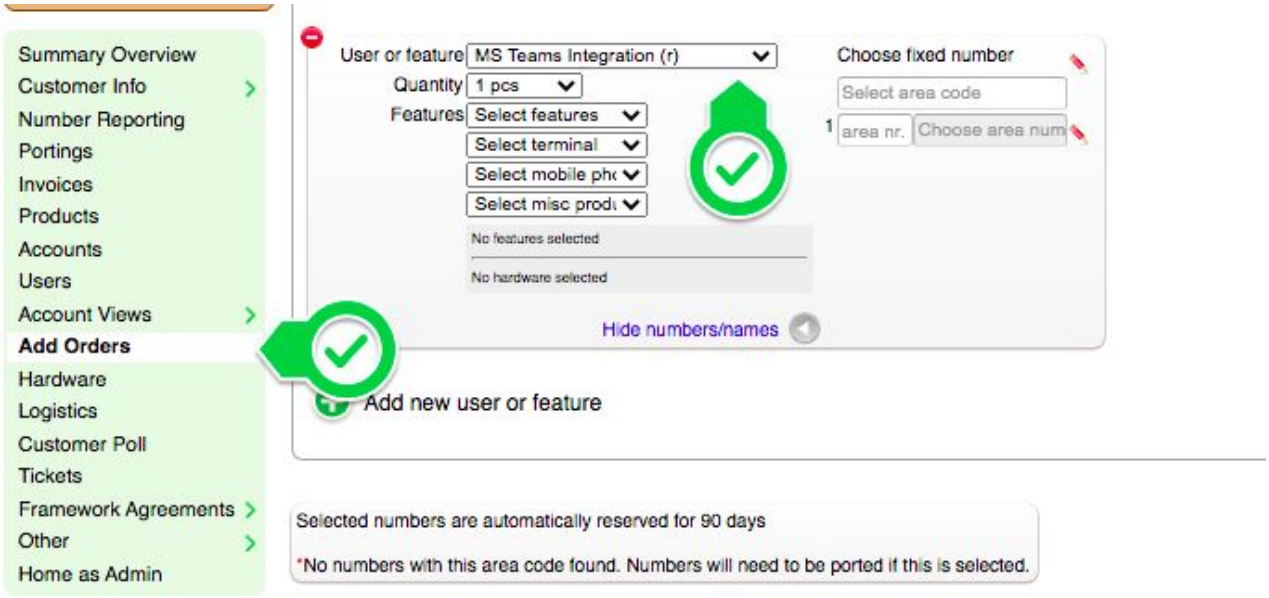
Microsoft Teams - Creation of **SIP-Trunk** & **DNS** (Guide)

Step 1) - Create a Siptrunk on the specific customer that wants the teams integration go to:

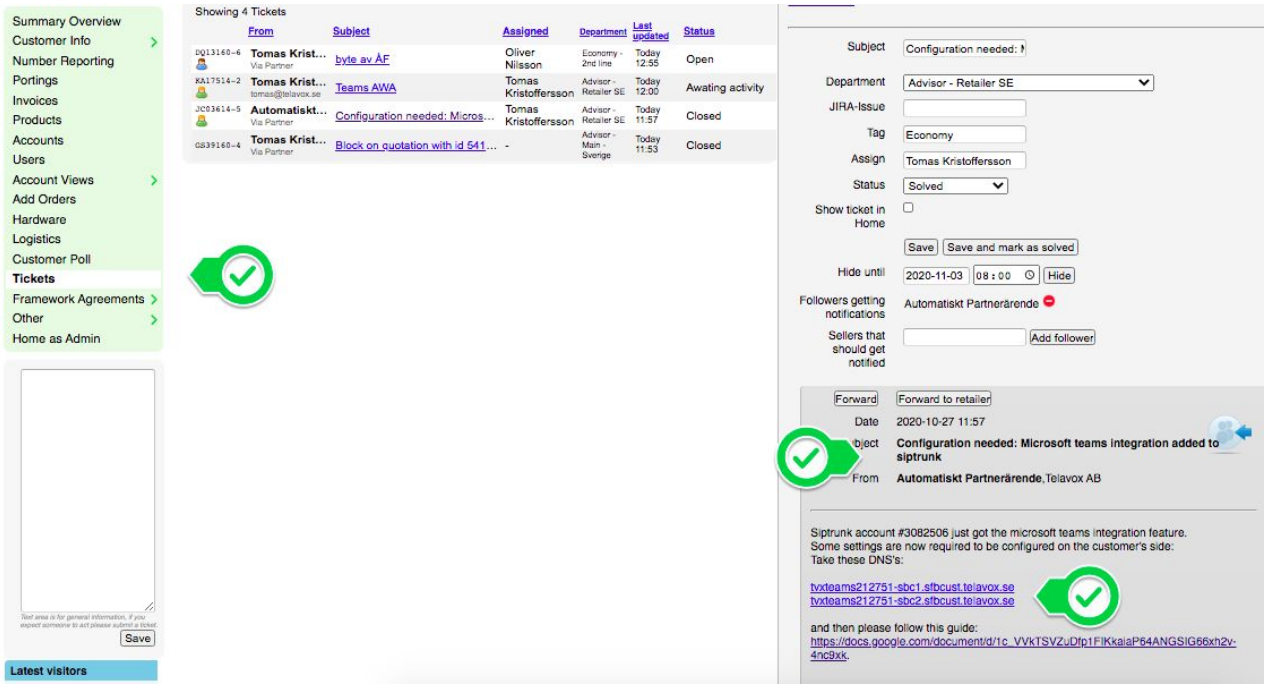
Add Orders --> **Add new user or feature** **-->** Choose the subscription **'MS Teams Integration'**

Add an **new** (random) number for this trunk (Number will not be used for calling anyway)
Click **Save** and then choose **Status/Submit Changes** and confirm the changes.



-My Customer wants team but does n´t have the knowledge to set up the connection
We have a partnership with Sherpas who can help the customer to set up the solution, read more here

Step 2) - An errand with information have been created



An errand has now been created on the customer at hand.
This errand is assigned towards the advisor which is assigned to the customer.
The header of the errand is: '***Configuration needed: Microsoft teams integration added to siptrunk***'
Open this errand and go to next step (**3**)

Step 3) - Creating a DNS with customer technician and Lead-Tech

Step 3.1)

In the errand that is created on the customer you should have gotten **two** (2) **DNS** Addresses which will
look like something below:

tvxteams123456-**sbc1**.sfbcust.telavox.se
tvxteams123456-**sbc2**.sfbcust.telavox.se

This DNS:es (Domains) is the ones that will be sent to the **customer technician.**

Before sending out any information towards the customer technician read step **3.2**

Create a Ticket to the customer
Send the customer the two DNS adresses (found in the ticket) and send them this FAQ and guide to add the DNS (Domains) in a ticket.

Step 3.2)

Each of these two domains from step **3.1)** needs to be connected to a Global Admin account with a **Microsoft license** that supports voice.

It is **important** that the account they are using for creation of the domain has the correct license and that they also have a **global office 365 admin account** that is adding the **DNS** (Domains)

When the customers technician have added the domains in their end, they should get an output with **TXT-Record** to the **DNS** (Domain). **Remember** this needs to be done for both domains.

Here's a guide to add the DNS (Domains) (for the customer technician)

These **TXT-Records** will need to be sent back to you with the accordingly **TXT-Record** towards the correct **DNS** (Domains) a **TXT-Record** looks like below:

MS=ms37437805

The end result when the customer technician is getting back to you should look like below:

*tvxteams123456-**sbc1**.sfbcust.telavox.se*
MS=ms37437805

*tvxteams23456-**sbc2**.sfbcust.telavox.se*
MS=ms69432301

Step 4) - Lead-Tech helps serving out the DNS (Domains) in production

Copy the **DNS** (Domains) and the **TXT-Records** and create a ticket on the customer and assigned it towards **Lead-Tech** using the template named **"Lead-Tech Escalation Template - MS-Teams DNS Creation "** and use the subject **"Teams DNS Creation"** and leave the errand **unassigned** in the **Lead-Tech department** in partner.

Paste the information inside the template and sit back and relax until Lead-Tech have done their thing.

When Lead-Tech has done their thing. The **DNS** (Domains) have been created and activated in our **DNS-Servers** and are live and in production for use.
After this the ticket will be handed over to you again and then you can proceed to **Step Five (5)**.

Step 5) - Hand over the guide the to Customer Technician

Great, we have reached this far. Now it's time for the customer technician to do all the stuff that needed in the Microsoft End.

This guide can be downloaded as a **.pdf** copy and be handed over to the customer technician.
Remember the guide is being revised and changed along the way so always keep in mind that you always go in and download a fresh copy for each new customer so they get the updated version with fixes and/or more information in the guide.

Step 6) - Customer technician do their thing

Now we are at the stage where everything lies with the customer technician to do their thing, since it's not in our environment anymore (it's just Microsoft stuff). Except **step eight (8)** which is mapping the users to teams in the Admin Portal.

At this stage the customer technician might have questions - most of it can be answered by using google and/or the microsoft teams documentation that can be found here.

The documentation for the various commands that can be run through powershell can be found in the link Powershell Commands

Steg 7) Telavox Teams APP - (Optional)
Download the Teams APP here
Guide for installation here

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