















































Chime for Teams Project Plan Overview 5-24-2021

ID	Task Mode	Task Name	Duration	Start	Finish	
0		Chime Deployment Overview	14.75 days?	Mon 5/24/21	Fri 6/11/21	19
1		Determine scope & review Azure and 0365 Pre Reqs	4.55 days?	Mon 5/24/21	Fri 5/28/21	
2		Determine project scope - Number queues, languages required	5 hrs	Mon 5/24/21	Mon 5/24/21	
3		Determine admin, manager, and agents access	3 hrs	Mon 5/24/21	Mon 5/24/21	
4		Determine queue(s) and queue membership	0.25 days?	Tue 5/25/21	Tue 5/25/21	
5		Estimate inbound chat load (daily, weekly)	2 hrs	Tue 5/25/21	Tue 5/25/21	
6		Determine machine and DB spec - based on projected load	0.5 days	Tue 5/25/21	Tue 5/25/21	
7		Review 0365 graph permissions with 0365 admin	0.5 days	Wed 5/26/21	Wed 5/26/21	
8		Azure front door configuration and firewalls	0.3 days?	Wed 5/26/21	Wed 5/26/21	
9		Azure bot framework service review & creation	0.25 days	Wed 5/26/21	Thu 5/27/21	
10		Review and confirm 0365 tenant permission with 0635 admin	0.25 days?	Thu 5/27/21	Thu 5/27/21	
11		Discuss any ticketing integration	2 hrs	Thu 5/27/21	Thu 5/27/21	
12		Acquire SSL Cert (order)	1 day?	Thu 5/27/21	Fri 5/28/21	
13		Install Azure resources and Chime instance	2.23 days	Fri 5/28/21	Tue 6/1/21	
14		Create host VM	0.25 days	Fri 5/28/21	Fri 5/28/21	
15		Configure Azure SQL DB	0.25 days	Fri 5/28/21	Mon 5/31/21	
16		Create bot framework bots	0.2 days	Mon 5/31/21	Mon 5/31/21	
17		Download and install Chime	4 hrs	Mon 5/31/21	Mon 5/31/21	
18		Apply SSL during install	1 hr	Mon 5/31/21	Mon 5/31/21	

















Critical		Finish-only		Manual Summary	
Critical Split		Duration-only		Project Summary	
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Start-only		Summary		Deadline	










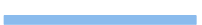














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19		Configure email settings	1 hr	Mon 5/31/21	Mon 5/31/21	19
20		Verify port 443 access	1 hr	Tue 6/1/21	Tue 6/1/21	
21		Configure Azure Front Door or other Gateway	0.5 days	Tue 6/1/21	Tue 6/1/21	
22		Cross authenticate Chime with 0365 tenant via callback	1 hr	Tue 6/1/21	Tue 6/1/21	
23		Start Chime and verify installation	0.25 hrs	Tue 6/1/21	Tue 6/1/21	
24		Configure Chime Application	1.12 days	Tue 6/1/21	Wed 6/2/21	
25		Add license keys	1 hr	Tue 6/1/21	Tue 6/1/21	
26		Add admin users and managers	0.5 hrs	Tue 6/1/21	Tue 6/1/21	
27		Add agents to admin area	2 hrs	Tue 6/1/21	Wed 6/2/21	
28		Add bot framework instances\info to dispatcher list	2 hrs	Wed 6/2/21	Wed 6/2/21	
29		Provide default graphic for web client	0.2 hrs	Wed 6/2/21	Wed 6/2/21	
30		Configure email notifications for health monitoring	1 hr	Wed 6/2/21	Wed 6/2/21	
31		Review health monitoring area	0.25 hrs	Wed 6/2/21	Wed 6/2/21	
32		Configure language translation access	2 hrs	Wed 6/2/21	Wed 6/2/21	
33		Configure Queue(s)	2.5 days	Wed 6/2/21	Mon 6/7/21	
34		Create queue and assign license key	0.5 hrs	Wed 6/2/21	Wed 6/2/21	
35		Add managers to queue	1 hr	Wed 6/2/21	Thu 6/3/21	
36		Add agents to queue & assign skills, priority	2 hrs	Thu 6/3/21	Thu 6/3/21	
37		Add bot framework end point(s) for concurrency	1 hr	Thu 6/3/21	Thu 6/3/21	
38		Review text resources and update adaptive cards	1 day	Thu 6/3/21	Fri 6/4/21	
39		Review HTML info for web client deployment	1 hr	Fri 6/4/21	Fri 6/4/21	

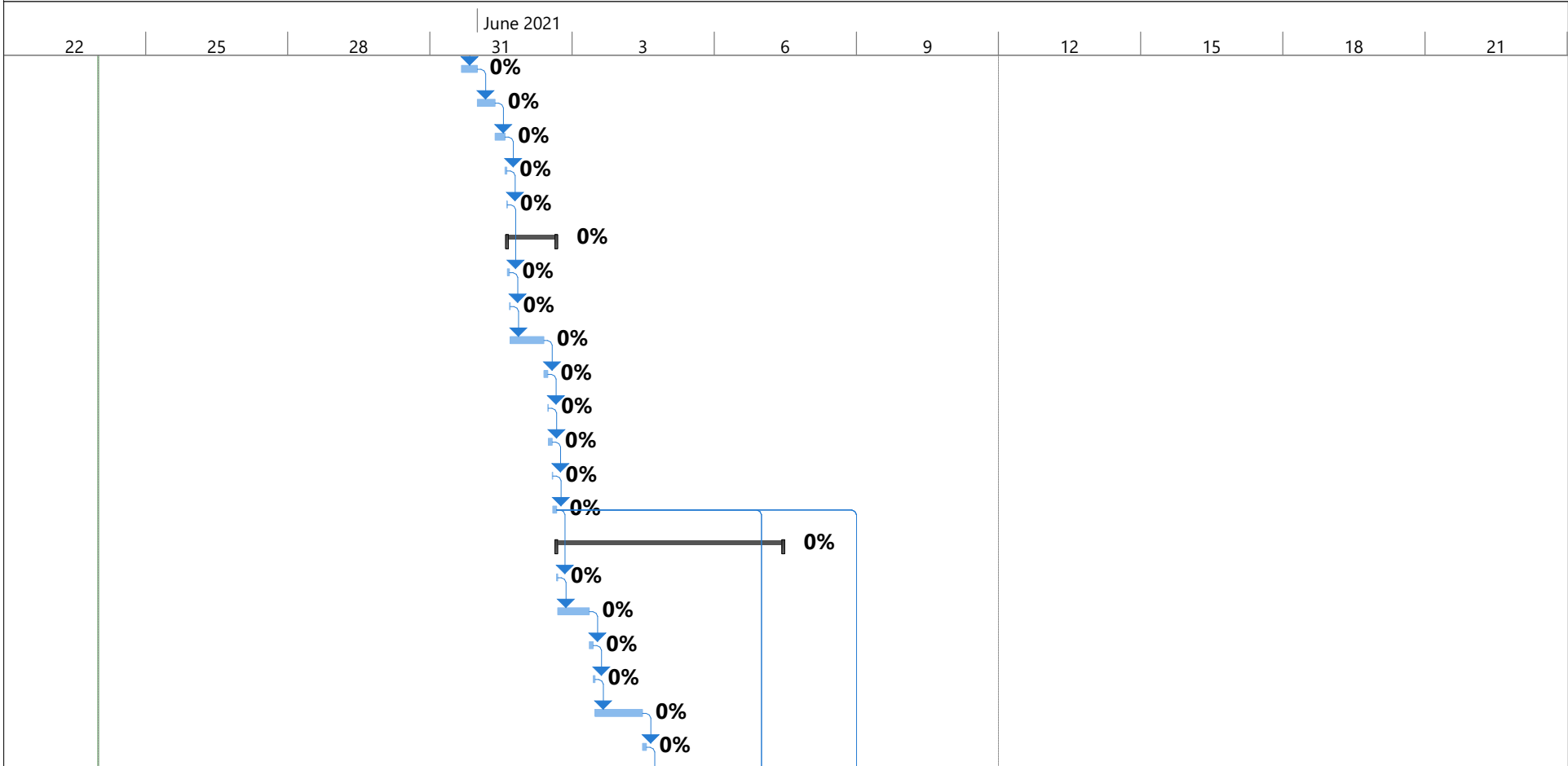
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40		Apply branding to adaptive cards	2 hrs	Fri 6/4/21	Fri 6/4/21	19
41		Add some standard replies	2 hrs	Fri 6/4/21	Mon 6/7/21	
42		Optionally add skill tags	2 hrs	Mon 6/7/21	Mon 6/7/21	
43		Review configuration using web client	2 hrs	Mon 6/7/21	Mon 6/7/21	
44		Development complete	0 days	Mon 6/7/21	Mon 6/7/21	
45		Testing	3 days	Mon 6/7/21	Wed 6/9/21	
46		Test queue using MS Teams	0.5 days	Mon 6/7/21	Mon 6/7/21	
47		Test queue using web client	0.25 days	Mon 6/7/21	Mon 6/7/21	
48		Test with agents and MS Teams notifications and accept	0.5 days	Mon 6/7/21	Mon 6/7/21	
49		Agents accepting chats using agent web client	0.5 days	Mon 6/7/21	Mon 6/7/21	
50		Training	2.75 days	Wed 6/9/21	Fri 6/11/21	
51		Training for managers	2 hrs	Wed 6/9/21	Wed 6/9/21	
52		Training for agents	2 hrs	Wed 6/9/21	Wed 6/9/21	
53		Managers to review reports and dashboards	2 hrs	Wed 6/9/21	Wed 6/9/21	
54		Training for admins	2 hrs	Wed 6/9/21	Wed 6/9/21	

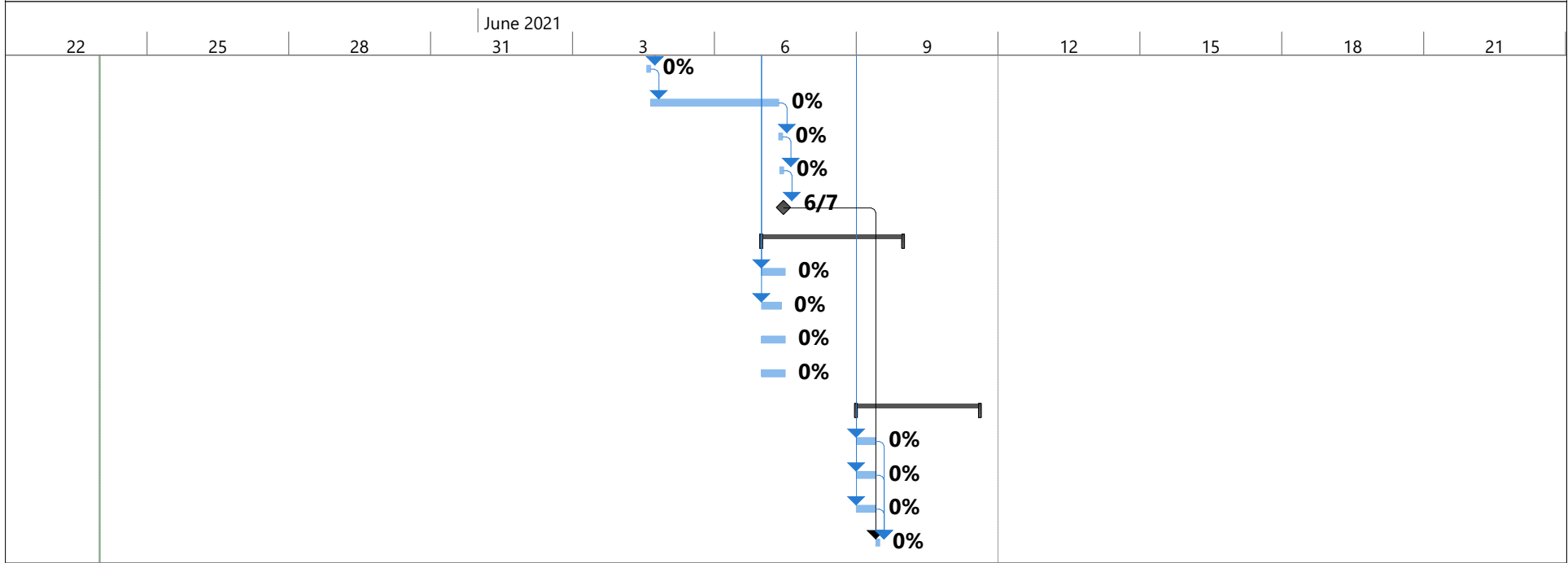
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