

# A 7-step mini-guide to onboarding customers



Digital collaboration is one of the staples of today's workplace, but many organizations are still unsure about the best way to transition into a modern, chat-based environment.

In this infographic, we'll provide you with a time-tested method for successfully implementing Microsoft Teams within your business.

## STEP 1 | Setting up your stakeholder community

Identify all the stakeholders which need to be involved during the deployment of Microsoft Teams.



## STEP 2 | Define use cases

Begin setting the scope and approach of the engagement to ensure you have the right use cases in mind when generating user activities.



## STEP 3 | Establish success criteria and KPIs

Establish clear business scenarios where you can determine success and obtain relevant metrics.



## STEP 4 | Create teams and channels

Begin creating your custom teams and channels. Be sure to tailor both to meet each of your teams' requirements.



## STEP 5 | Develop a champions community

Champions are crucial to nurturing adoption and driving engagement throughout the organization.



## STEP 6 | Create a communications and training plan to help launch Teams

Work with your Project Leads to establish a pilot team, as well as create the necessary communications and training plans.



## STEP 7 | Review and iterate success metrics and KPIs

Always check that your Teams rollout is achieving the desired results by gathering feedback and evaluating progress on previously established KPIs.



For in-depth information on how to deliver a successful Teams implementation, read the complete [How to roll out Microsoft Teams](#) guide.