

Office365 Support		
General Tasks	Inclusions	Level
Create and manage user accounts.	√	L 1
Assign and manage licenses	√	L 1
Address User password reset/ change requests	√	L 1
Setup and manage user roles.	√	L 1
basic installation, setup, and general technical usage	√	L 1
Generation of available reports on Office365 portal	√	L 1
<b>Exchange Online</b>		
Basic installation, setup, and general technical usage	√	L 1
Create and Manage Distribution Lists and Contacts.	√	L 1
Create and Manage Resource Mailboxes.	√	L 1
Configure outlook with Exchange online.	√	L 1
Guide users in configuring supported Mobile Devices with ActiveSync.	√	L 1
Manage Email Flow and transport settings.	√	L 2
Manage SPAM and Quarantine settings.	√	L 2
Manage email Archival Rules	√	L 2
Manage Critical mailbox's legal hold	√	L 2
Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox	√	L 2
Autodiscover configuration	√	L 2
Managing DNS records (MX, CN etc)	√	L 2
Switching mail flow between different domains	√	L 2
Exchange Online support through PowerShell commands	√	L 2
<b>Skype For Business</b>		
Basic installation, setup, and general technical usage	√	L 1
Installation and creating contacts	√	L 1
Address conferencing related issues - Web, Audio and Video.	√	L 2
Configure outlook with SKB online.	√	L 1
Manage external IM communication.	√	L 1
Setup and Manage meeting rooms	√	L 1
Manage custom SKB Invites	√	L 1
Troubleshooting connectivity issues	√	L 2
<b>SharePoint Online</b>		
Basic installation, setup, and general technical usage	√	L 1
Manage user and team site(s)	√	L 1
Manage SharePoint site's user access	√	L 1
Manage Document Libraries and user assignment	√	L 2
Configuration of external users	√	L 1
Permissions and user groups	√	L 1
<b>OneDrive</b>		
Basic installation, setup, and general technical usage	√	L 1
Configure Folder Sync with OneDrive utility	√	L 1

OneDrive not accessible	√	L 1
<b>MS Dynamics 365 &amp; CRM Online</b>		
Basic installation, setup, and general technical usage	√	L 1
User creation & Deletion for CRM Online	√	L 1
Granting access rights	√	L 1
Managing user roles & scopes	√	L 1
Importing data into MS CRM online	√	L 2
Customizing MS CRM online	√	L 2
Managing licenses assignment	√	L 1
Managing user account synchronization	√	L 1
Managing Storage for MS CRM online	√	L 1
Managing instances in MS CRM Online	√	L 2
Managing Tenants within MS CRM	√	L 2
Editing Properties of a CRM instance	√	L 2
Install MS CRM to use with Outlook	√	L 1
<b>Exchange Online Advanced Threat Protection</b>		
Basic installation, setup, and general technical usage	√	L 1
Managing Spam settings for individuals & domain	√	L 2
Managing spam policies	√	L 2
Allowing & Blocking email domain	√	L 2
Managing malware policies	√	L 2
Managing Quarantine policies	√	L 2
Setting up Whitelisting, Blacklisting of domains	√	L 2
<b>Azure AD</b>		
Basic installation, setup, and general technical usage	√	L 1
Managing Domains	√	L 2
Domain setup and re-delegation	√	L 2
Create, change, or delete user accounts	√	L 2
Managing user roles & scopes	√	L 1
Monitor service licenses and service health	√	L 1
Manage passwords	√	L 1
Manage sites and site collections	√	L 1
Managing management certificates	√	L 2
Supporting Azure Power Shell environment	√	L 2
Federation configuration & support	√	L 2
Integration with On-premise Active Directory domain	√	L 2
Single sign-on (SSO)	√	L 2
Active Directory synchronization	√	L 2
<b>Migration Support</b>		
Technical issues within O365 setup, preventing to Migrate the users/mailboxes	√	L 2
Domain, DNS Setup during Migration	√	L 2
Unable to point emails to the correct MX records	√	L 2
Managing domains during Migration	√	L 2
Troubleshooting Mailflow issues during Migration	√	L 2

Addinng/removing connectors	√	L 2
Adding/removing trusted domains	√	L 2
<b>Security &amp; Compliance</b>		
Setup & Configure Archival rules & Policies	√	L 2
Setup & Configure Data Loss Prevention Rules	√	L 2
Setup & Configure Mobile device Management	√	L 2
Setup & Configure eDiscovery	√	L 2
Import PST Files & Data to Office365	√	L 2
Security & Permission Management	√	L 2
Setting up retention Policies	√	L 2
Setup Deletion policies	√	L 2
Setup Preservation policies	√	L 2
Setup Content Searching	√	L 2
<b>Skype For Bussiness PSTN Calling</b>		
License Management	√	L 1
Preparing for Public Certificates	√	L 2
Setting up CloudPBX & add on License addition	√	L 2
New Or Existing Numbers Assingment & management	√	L 2
Setting up Number portability	√	L 2
Integrated number reservation	√	L 2
Setting up Call Routing	√	L 2
Emergency numbers & address setup	√	L 2
Basic installation, setup, and general usage issues	√	L 2
Configure outlook with SFB online	√	L 2
Manage external IM communication.	√	L 2
Setup and Manage meeting rooms	√	L 2
Manage custom SFB Invites	√	L 2
<b>Escalations Support</b>		
Escalations to Microsoft Tier III support as required	√	L 3