

# Modernize Communications Workshop

## Calling with Microsoft Teams Phone

Now more than ever, businesses need a modern voice solution and phone system capabilities that combines unified communication and teamwork. Microsoft Teams Phone provides the features organizations need to deliver seamless, collaborative experiences for employees, business partners, and customers. Because implementation of calling solutions can be complex and involves network remediation, Microsoft 365 service deployment, telephone number provisioning/porting, and device deployment, customers need partners with this highly specialized skillset.

### In this workshop we will cover the following topics:

- Microsoft Teams Phone overview
- Microsoft Teams Calling features
- Microsoft Teams Governance
- Common concerns with Microsoft Teams
- Security and compliance using Microsoft Teams
- Microsoft Teams desk and conferencing phones
- Microsoft Teams Calling Plans
- Microsoft Teams Direct Routing
- Microsoft Teams Operator Connect
- Mobile Client for Microsoft Teams
- Call analytics and Call Quality Dashboard
- Call Queues and Auto Attendant
- Contact Center and Compliance Recording
- Case Studies



### Why ANECT?

We have been providing our services for 25 years. From a traditional ICT integrator, we have become a leading supplier in the area of ICT security and we are a provider of services in hybrid and cloud solutions. We have Microsoft Advanced Specialization (Calling for Microsoft Teams) five Gold (Cloud Productivity, Collaboration and Content, Communications, Datacenter, Project and Portfolio Management) and three Silver (Messaging, Security, Windows and Devices) Microsoft competencies.

Microsoft  
Partner



Gold Communications  
Gold Collaboration and Content  
Gold Cloud Platform  
Gold Cloud Productivity  
Silver Security