



WHITE PAPER

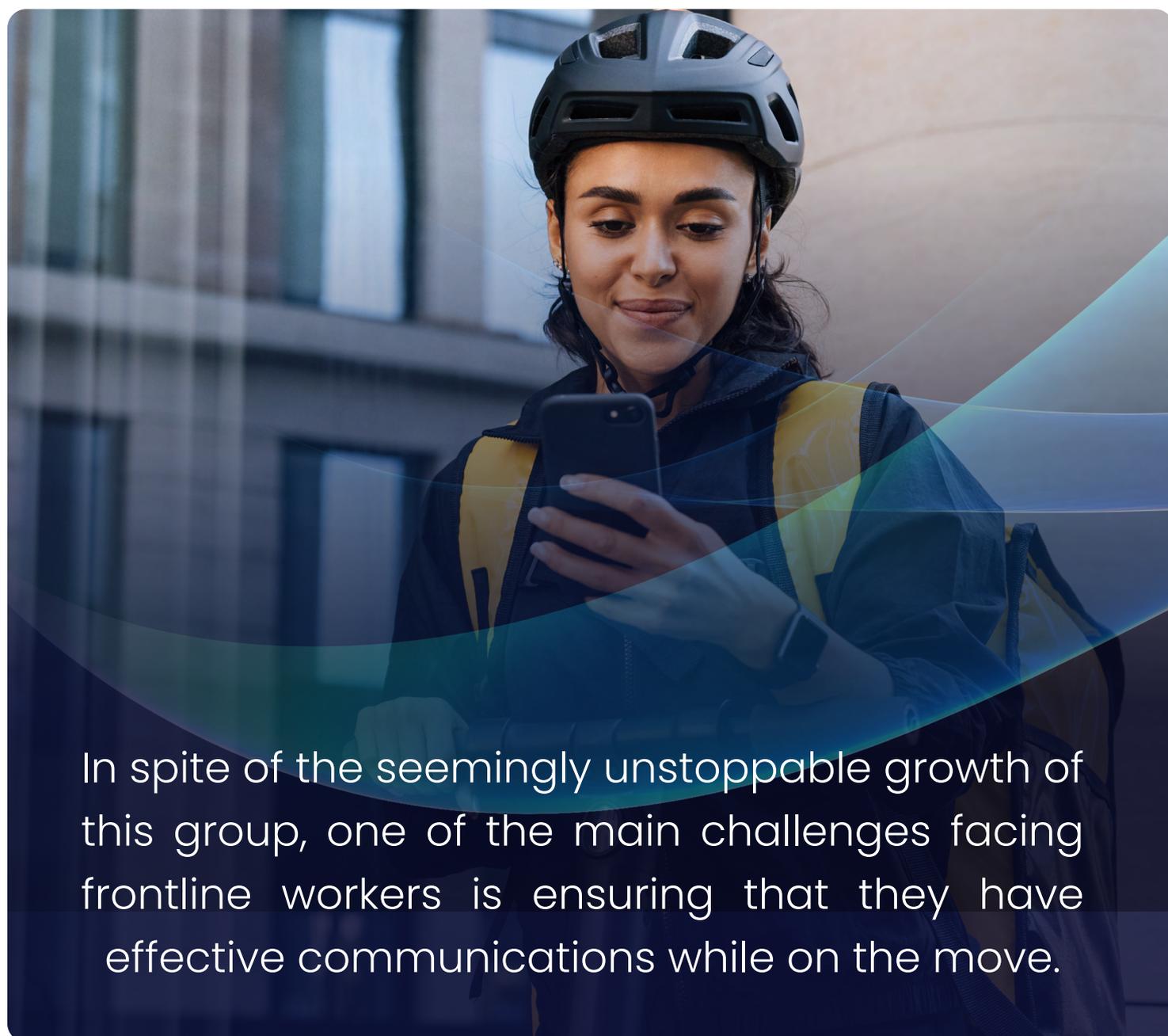
Keeping Global Frontline Workers Connected in the Unified Communications Era

 audiocodes

Introduction

There are currently more than two billion frontline workers globally, employed by some 88 percent of organizations around the world.¹ These employees work in a huge variety of industries, including financial services, healthcare, manufacturing, retail, logistics and delivery services, as well as in all kinds of teleworking and work-from-home positions. As the last few years have amply demonstrated, there is no doubt that these jobs play a vital role in society and are here to stay, with numbers only likely to increase in the future.

However, in spite of the seemingly unstoppable growth of this group, one of the main challenges facing frontline workers is ensuring that they have effective communications while on the move. After all, to do their jobs properly, they need efficient and reliable ways of keeping in touch with their office-based colleagues and customers when they are away from the office.



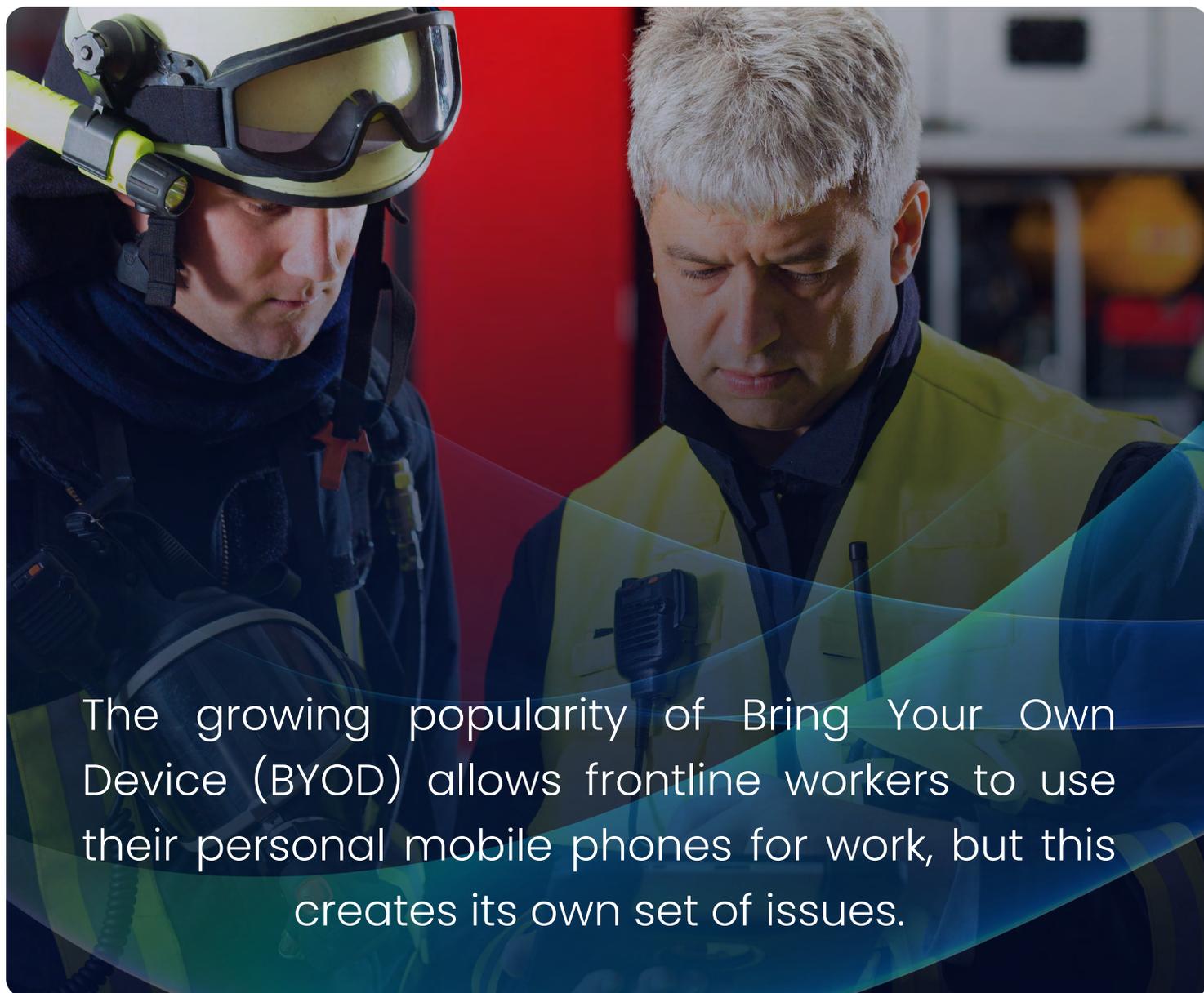
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Are Frontline Workers Left Out in the Cold?

The growing popularity of Bring Your Own Device (BYOD) allows frontline workers to use their personal mobile phones for work, but this creates its own set of issues, in particular around data protection, corporate security and compliance. Also, such employees may not want to blur the line between work and their private lives by exposing their personal numbers to customers.

Moreover, the increased adoption of unified communications as a service (UCaaS) solutions by many organizations has actually served to complicate things further for frontline workers in some circumstances.

Although UCaaS undoubtedly pay big dividends in terms of continuous communications and boosted productivity in more traditional office environments and hybrid workplaces, these benefits are not automatically passed on to frontline workers. This is because the apps offered by most enterprise unified communications (UC) platforms for mobile phones depend on mobile data services or Wi-Fi networks, which often do not meet the same high standards of availability, QoS or reliability as regular mobile voice calls. Furthermore, these apps do not offer end users a native dialer experience for making calls.



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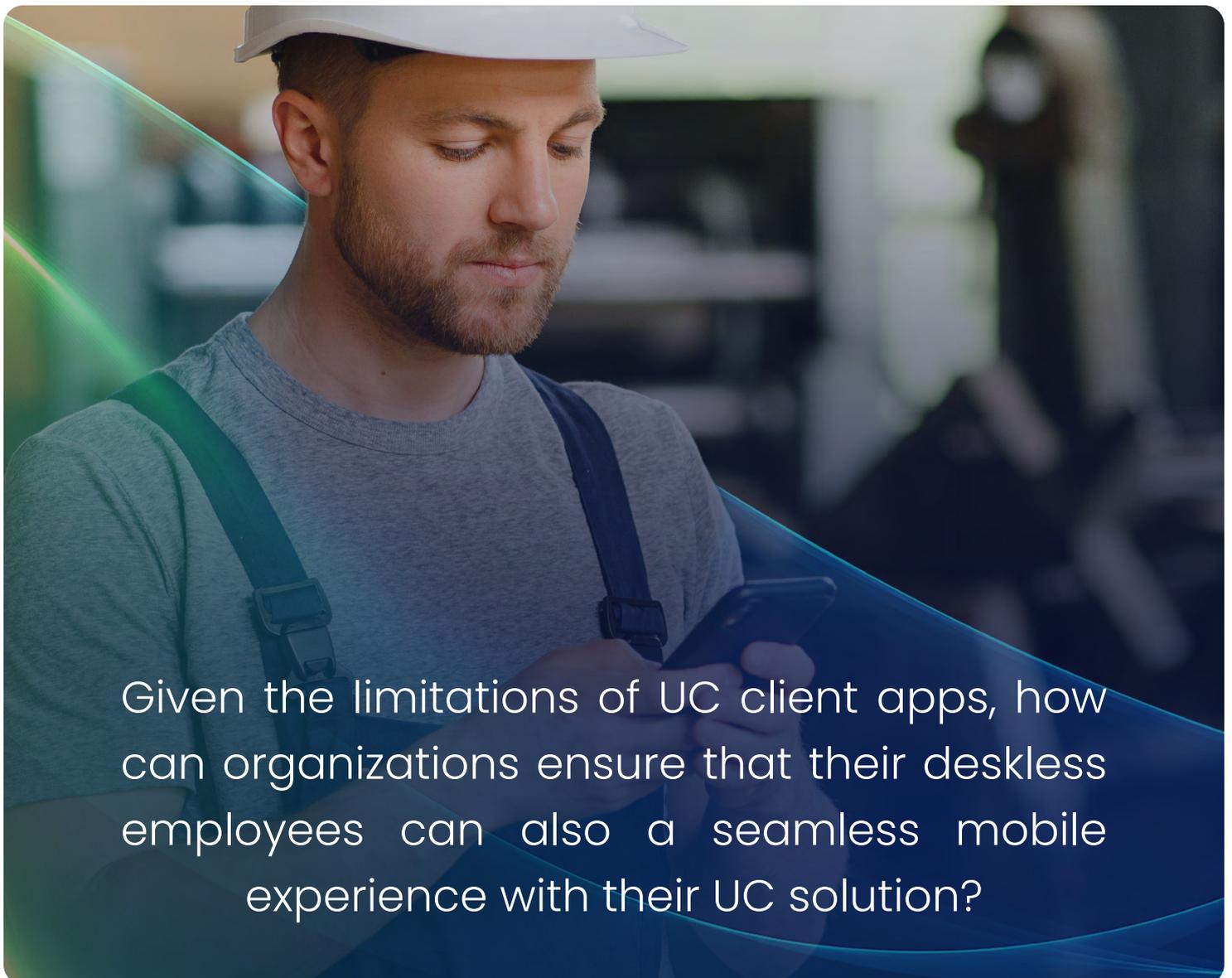
The Rise of Microsoft Teams

With more than 320 million monthly active users,² Microsoft Teams has established itself as a leading collaboration tool, effectively enhancing productivity within organizations, particularly in the hybrid workplace. By integrating chat, video meetings, content sharing and voice calling into a single user-friendly platform, Microsoft Teams has proven to be a powerful asset.

Through the inclusion of voice calling within Microsoft Teams Phone, users can effortlessly make and receive phone calls. This functionality enables organizations to streamline their communications and reduce the costs associated with traditional phone systems.

Microsoft has already recognized the importance of including frontline workers in the Teams ecosystem, providing them with tools that give them flexibility, a sense of purpose and the right knowledge to carry out their tasks in the most effective way possible.

But given the limitations of UC client apps described in the previous section, how can organizations ensure that their deskless employees can also enjoy a seamless mobile experience with their UC solution while separating private calls from work calls?



Given the limitations of UC client apps, how can organizations ensure that their deskless employees can also a seamless mobile experience with their UC solution?

Native Mobile Solutions Keep EVERYONE Connected

One way to solve this problem is to deploy fixed-mobile convergence (FMC), which enables the mobile device's own dialer and user interface to function as an extension of the enterprise's Microsoft Teams platform. This represents a significant improvement over using a UC client app on the device, since the user does not need to open an app or be in an area with adequate mobile data coverage to make and receive business calls.

The solution is enabled by an employee installing a business SIM in his or her personal device. Thereafter, work calls are carried over the cellular network as normal but the recipient will see the enterprise's number rather than the employee's own one. This achieves complete separation of work and private calls on the same device, eliminating the need for employees to carry separate mobile phones for business and personal usage.

In addition, because everything is routed through the company's Microsoft Teams infrastructure, these solutions have the added bonus that calls can be recorded automatically for reasons like compliance or training in exactly the same way as they would be in the office. Enterprises in regulated industries no longer need to be concerned that employees will use their personal unmonitored line for work calls should the Microsoft Teams client app be unavailable due to poor mobile data service.

A man wearing a blue cap, glasses, and a blue lanyard is looking down at a tablet device. He is in a workshop or office environment with other people blurred in the background. The image has a blue and green gradient overlay on the left side.

Fixed-mobile convergence (FMC) is a significant improvement over UC client apps, since the user does not need to open an app or be in an area with adequate mobile data coverage to make and receive business calls.

Unlocking the Potential: Some Real-Life Use Cases

These FMC solutions cater to frontline workers across various industries such as healthcare, manufacturing and financial services, and are ideal for workers who require reliable Microsoft Teams voice capabilities in rural areas and other places with unreliable mobile data coverage. They can also serve as a DECT replacement suitable for industrial environments, warehouses, hospitals and similar settings.

Let's explore a range of typical use cases that illustrate the practical applications and benefits of FMC for Microsoft Teams voice calling. By examining these scenarios, we can gain valuable insights into how the solution can be effectively employed in various real-life situations.

 **Geographically Dispersed Workforces** – Employees can utilize their mobile devices as an extension of the company's phone system, catering to teleworkers and individuals constantly on the road. This functionality includes crucial business features like call forwarding, call holding and conferencing, ensuring seamless communication with native network performance and maintaining high-quality calls suitable for professional settings.

 **Finance** – In the financial services industry, it is imperative for organizations in most jurisdictions to adhere to strict compliance regulations by recording their employees' mobile calls and text messages. Additionally, managers can monitor employees' calls for quality assurance and training purposes, enabling them to maintain high standards and provide necessary guidance to their team members.

 **Healthcare** – In the healthcare setting, calls can be easily transferred to medical professionals wherever they are in a facility, and they can also be patched into conference calls to discuss individual patients. To protect privacy, the call appears to come from a business line rather than a doctor's personal number when they contact patients, ensuring confidentiality and maintaining a professional approach.

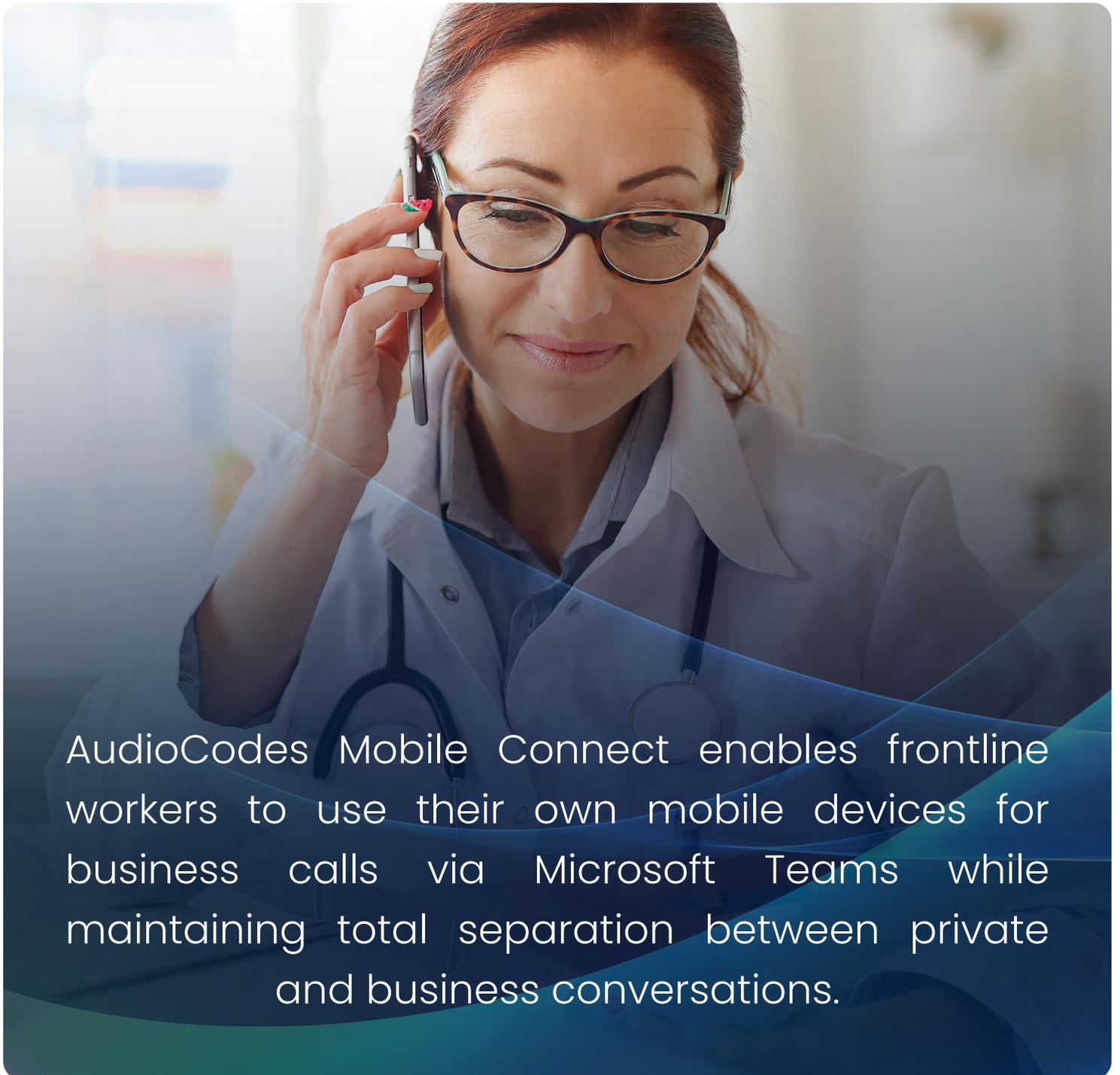
 **Manufacturing, Retail and Logistics** – Manufacturing, retail and logistics enterprises often seek alternatives to the costly DECT systems used by their deskless employees, with the goal of establishing a more responsive communication infrastructure that boosts productivity. By replacing such legacy equipment, these industries aim to enhance overall operational efficiency and achieve better communication performance.

 **Delivery Services** – Delivery drivers and couriers can seamlessly integrate into their companies' Microsoft Teams voice calling platform, allowing them to fulfill their vital role without relying on their personal phone numbers to contact customers and confirm delivery schedules. In this way, they can efficiently communicate with customers while maintaining professional boundaries and preserving their personal contact information.

 **Mobile Agents** – When a customer calls a mobile agent who belongs to an IVR response group, FMC solutions can seamlessly route the call directly to that agent's mobile device if they are out of the office.

The AudioCodes Mobile Connect Solution

AudioCodes [Mobile Connect](#) enables frontline workers to use their own mobile devices for business calls via Microsoft Teams while maintaining total separation between private and business conversations. The solution is powered by [Tango Networks](#) and is available to customers via service providers as a subscription-based solution hosted on the [AudioCodes Live Platform](#). Mobile Connect works with all of Microsoft's PSTN connectivity options - Operator Connect, Direct Routing and Calling Plans. In the future, we also plan to offer Mobile Connect for [Cisco's Webex Go add-on service for Webex Calling](#).



AudioCodes Mobile Connect enables frontline workers to use their own mobile devices for business calls via Microsoft Teams while maintaining total separation between private and business conversations.

By simply installing an eSIM on their mobile phones, employees can easily establish a seamless connection to their company's Microsoft Teams tenant. This allows them to conduct their business communications directly from their personal devices, without having to carry around an extra work phone, all the while utilizing the corporate ID and business number.

This solution not only safeguards employees' private information, but also guarantees adherence to corporate compliance and quality control measures. With this streamlined approach, employees can protect their privacy while upholding the highest standards of communication within the organization at all times.

¹ <https://blogs.microsoft.com/blog/2022/01/12/empowering-2-billion-global-frontline-workers/>

² <https://www.demandsage.com/microsoft-teams-statistics/>



Need to keep your
frontline workers
connected?

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