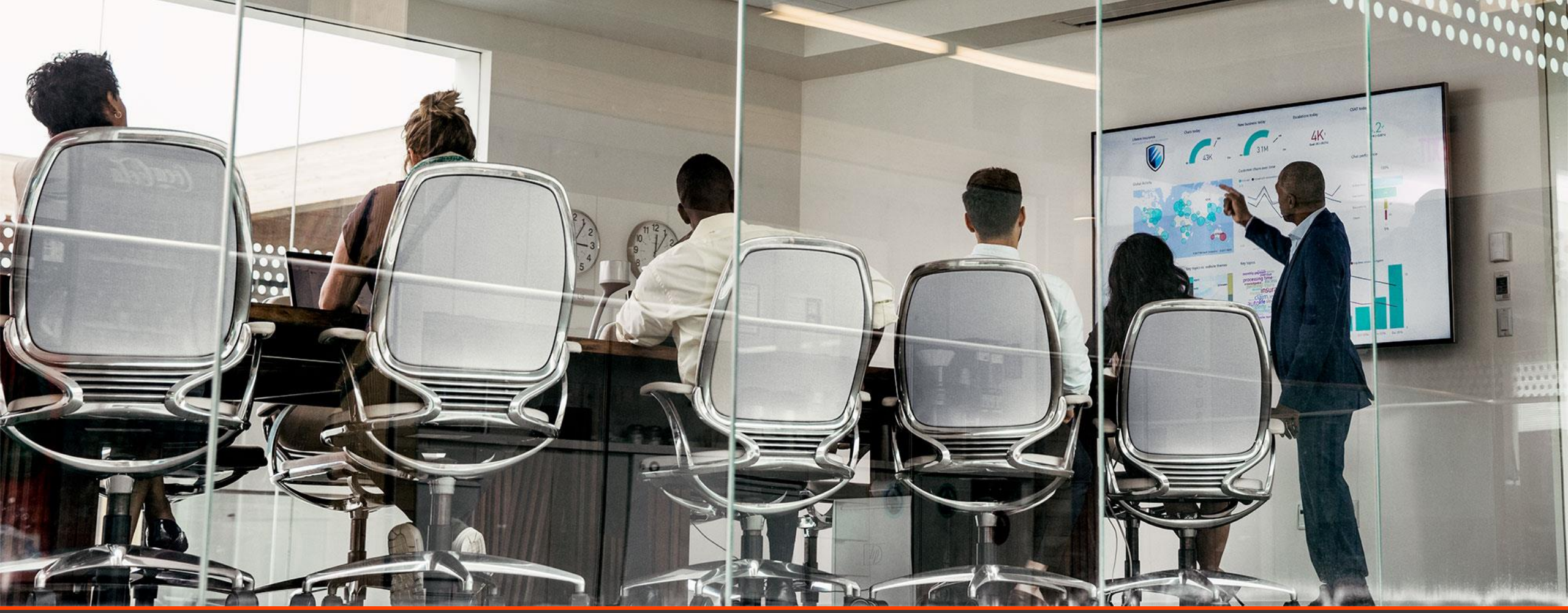


Microsoft Teams CVP – Direct Routing & Teams Phone

Phase 1 - MVP

Wednesday, 29 November 2023

LIBERTY NETWORKS | C&W Business

Microsoft Teams CVP

Teams Meetings & Calling Value Proposition

Microsoft Teams is the hub for work

Microsoft Teams is a hub for teamwork, where people connect, communicate, and coLNborate from within a single interface.

Microsoft Teams brings together coLNboration and your business application in an easy-to-use interface.

Microsoft Teams CVP

Teams Meetings & Calling Value Proposition

Discover a new way to work together
Achieve more together with Microsoft Teams

Chat from anywhere
Share your opinion and your personality. Send gifs, stickers, and emojis in a group chat or in one-to-one messages.

Call from anywhere
Never yell "who just joined?!" ever again. Use Teams calling, Phone System, and Direct Routing to take the stress out of conference calls.

Meet from anywhere
Instantly go from group chat to video conference with the touch of a button. Teams of ten or 10,000 can meet in one place, no matter how many places they're in.

CoLNborate from anywhere
Never do that frantic, searching-for-files thing ever again. In Teams, you can access, share, and edit Word docs, PowerPoint, and Excel files in real time.

https://www.microsoft.com/en-au/microsoft-365/microsoft-teams/group-chat-software

Microsoft Teams CVP

Teams Meetings & Calling Value Proposition

What they 👏 and ❤️

The business

Faster decision making and accelerated innovation

Reduced email volume and more efficient meetings

Better information sharing

Integration with Office apps

Mobility and productivity at scale

The end users

Meetings start more quickly

Improved video and sound quality

Co-authoring in real time

Inline message translation

Background blur so you can work from anywhere

Meetings recorded in the cloud

Emojis 😁 and GIFs

The IT leads

One integrated platform with end-to-end security and administrative controls

A robust and highly available solution

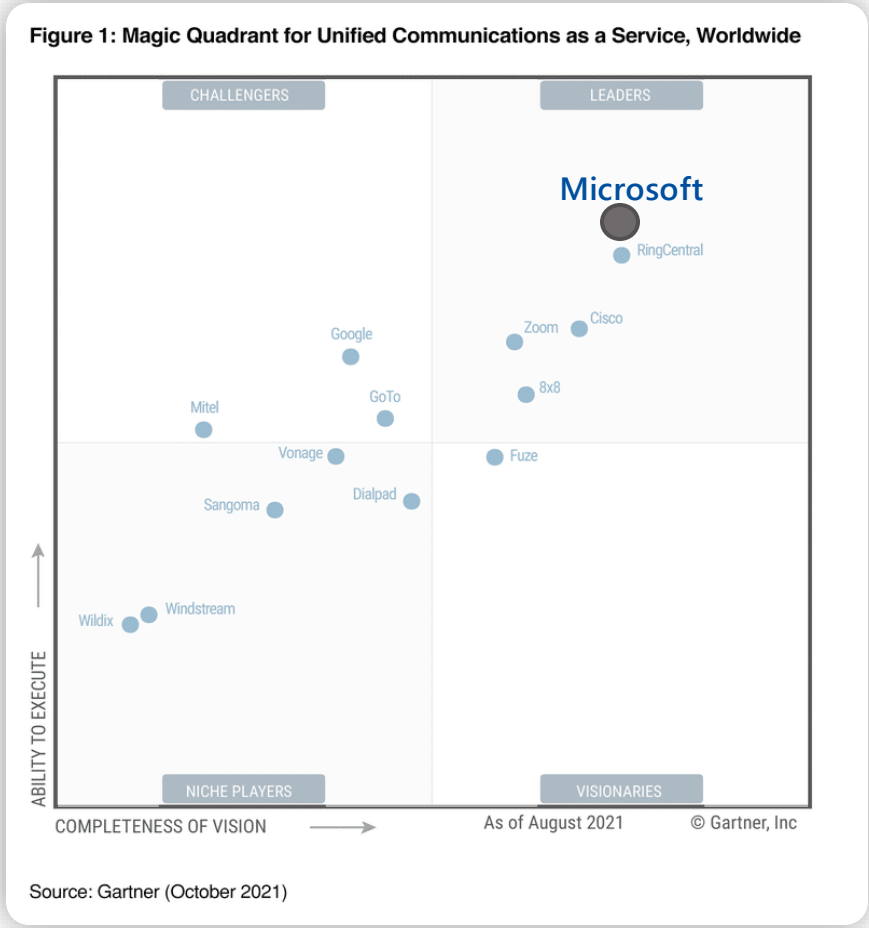
Improved performance with less downtime

Supports tabs, bots, and connectors

Microsoft Teams CVP

Microsoft Market Position

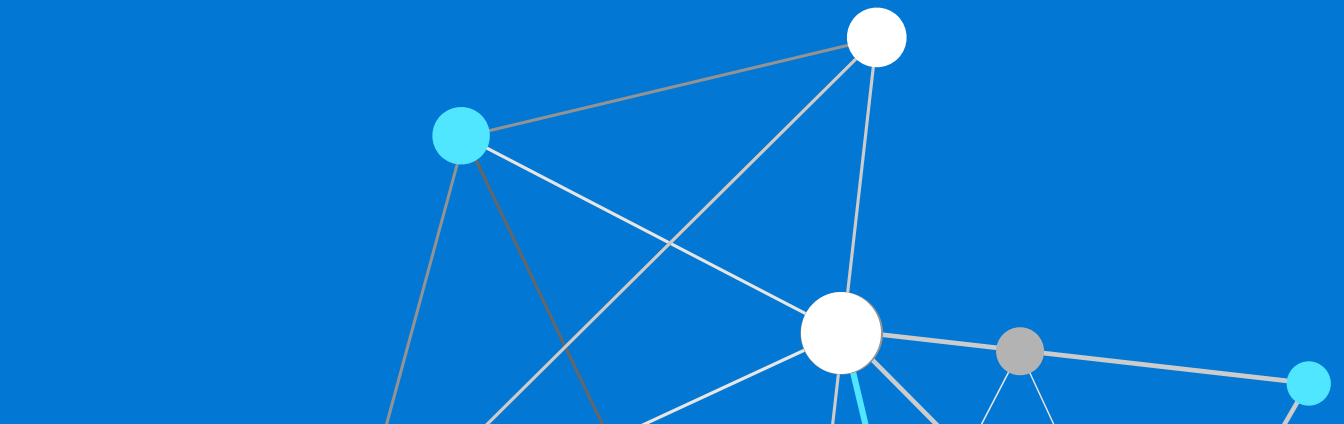
Microsoft Teams is the most intuitive way to connect, coLNborate, and create, in real time or asynchronously, helping you accomplish more together.



Leader in 2021 Gartner® Magic Quadrants for UCaaS and Meeting Solutions

Highest in Ability to Execute

Phase 1 - MVP



Microsoft Teams CVP

MVP Components Overview

Core call control & infrastructure

Microsoft Teams Phone
Cloud-based enterprise-grade call control

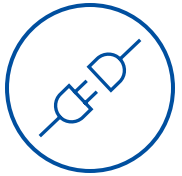
PSTN service & phone numbers

Microsoft Teams Calling Plans
Microsoft is your operator

Operator calling plans

Operator Connect
Seamless integration of qualified operators

Direct Routing
Bring your own operator & on-prem infrastructure



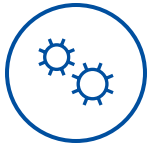
Hardware/ softphone calling endpoints

Devices and endpoints
Phones, peripherals, and softphone

Partners & integrations

ISV integrations/APIs

System Integrators



Operators

OEMs

Microsoft Teams CVP

MVP Services Overview

Provisioning	Devices	Managed Services	Solutions
Number Management		Session Border Controller as a Service (SBCaaS)	
End user enablement		Support and SLA	Call Reporting and Analytics solutions
Voice policies and dial plans	Video Interoperability	IT and User Training	Graph API/Teams Platform Solutions
PSTN Connectivity Calling Plans / Direct Routing / Operator Connect	Other add-on Services (e.g. VIP, onsite support)	Network and Connectivity	Omni-channel contact center engagements solutions
Auto Attendants / Call Queues	Device Management	Adoption and Change Management	Compliance and regulation solutions
Audio Conferencing	Device Supply	Add/Moves/Changes	Teams support portal
Teams Phone (PBX)	Device Procurement	Call Quality Dashboards / Call Reporting / Call Analytics	Fixed Mobile Convergence

Microsoft 365 + Teams Phone

Partner provides | Microsoft provides | Microsoft or Partner

Microsoft Teams CVP

Revenue Opportunities

Good $

Licensing
- Microsoft 365 license cross-sell and upsell

Project Services
- Build strategy and roadmap assessment for Teams
- Enablement of Microsoft Teams
- Network and AD readiness assessment
- Configure Audio Conferencing
- Project Management and end user training
- Add devices for personal and meeting room use

+ Better $$

Pull-Through Project Services
- Change management framework
- Teams Phone deployments
- Cloud video interoperability configuration
- Specialized industry-specific offerings

Managed Services
- Modular technical and end-user support
- On-demand content creation customization
- Ongoing adoption engagements
- IT service management processes
- Teams Phone with Direct Routing-as-a-service
- Monitoring and optimization
- Devices-as-a-Service (DaaS)

+ Best $$$

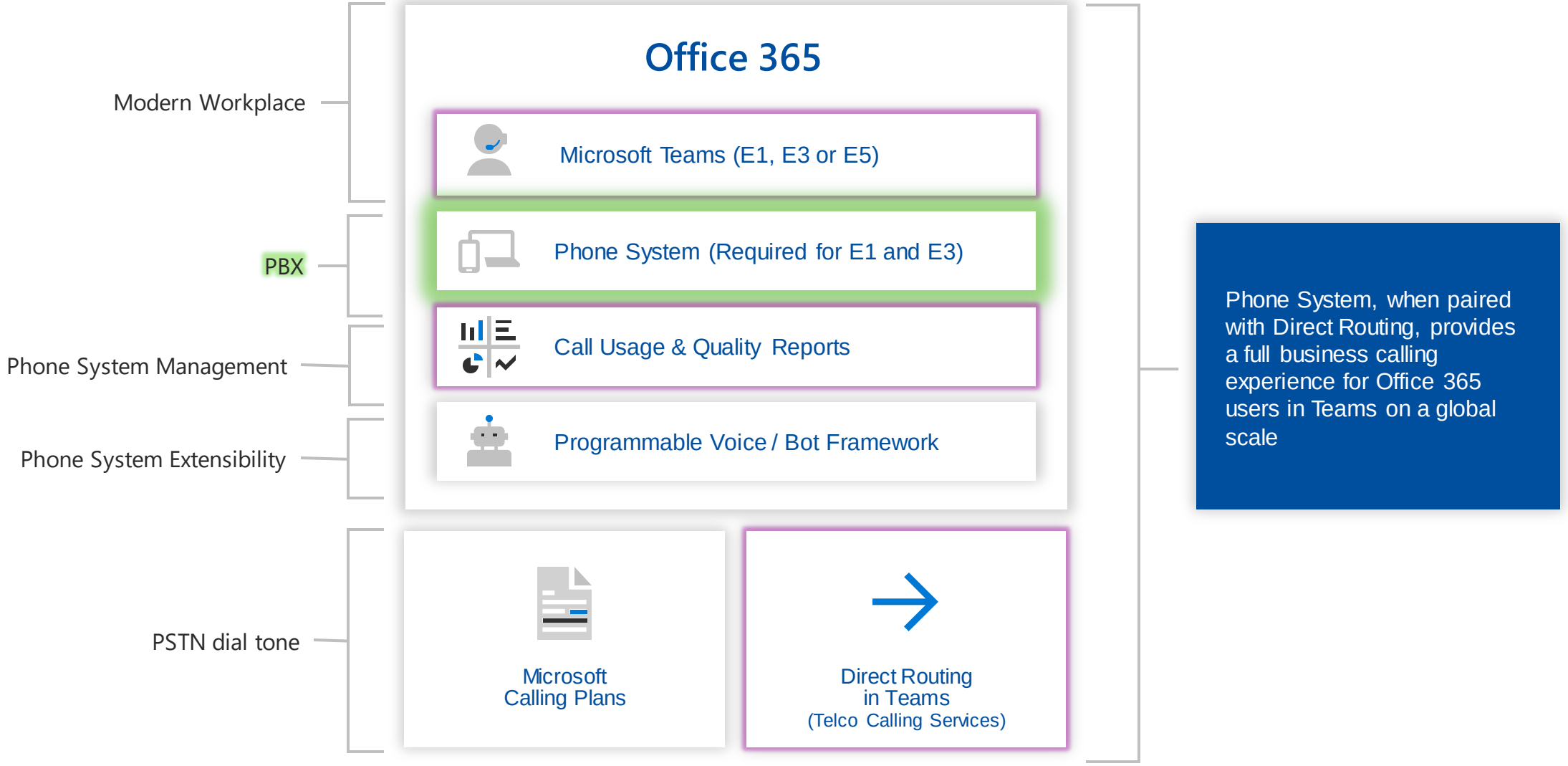
Managed Services
- End-to-end network quality monitoring
- Proactive quality management and administration
- Repeatable tools for simplified administration and front-end access
- Organizational change magement and reporting
- Adoption measurement and organizational analytics
- Microsoft 365 cross-workload offering (Security, Compliance, Modern desktop)
- Contact Center and compliance recording solutions

Developer and Integration – Repeatable IP
- Integrate with line-of-business applications
- Create real-time field service and remote assisted offerings
- Develop industry specific apps
- Add rich interaction to conversations with actionable messages, transcription and Cortana

Teams Phone

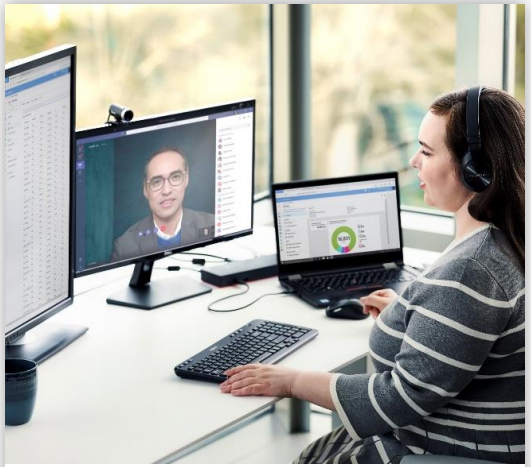
Microsoft Teams CVP

MVP Components Overview

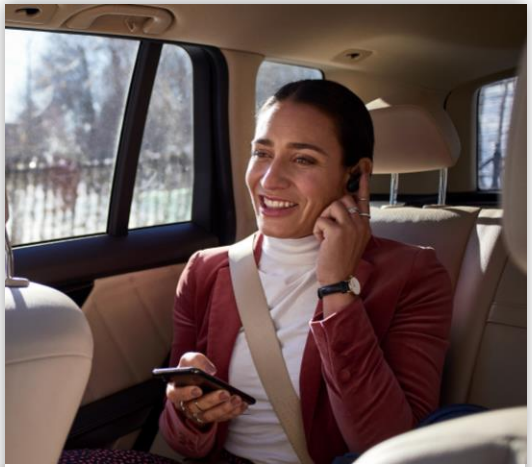


Microsoft Teams CVP

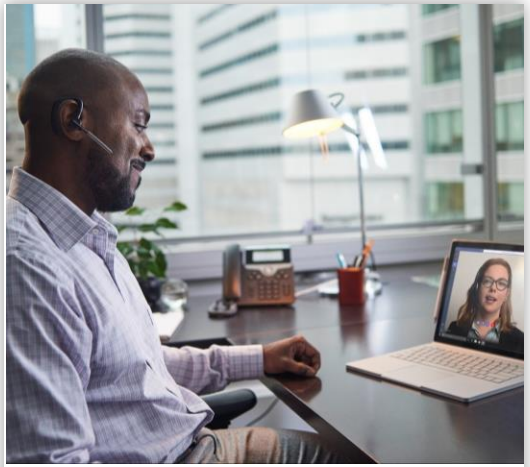
Teams Phone



Integrate calls seamlessly into the flow of work



Deliver modern and legacy enterprise voice features



Provide users with reliable devices for any budget

Streamline setup and management

Microsoft Teams CVP

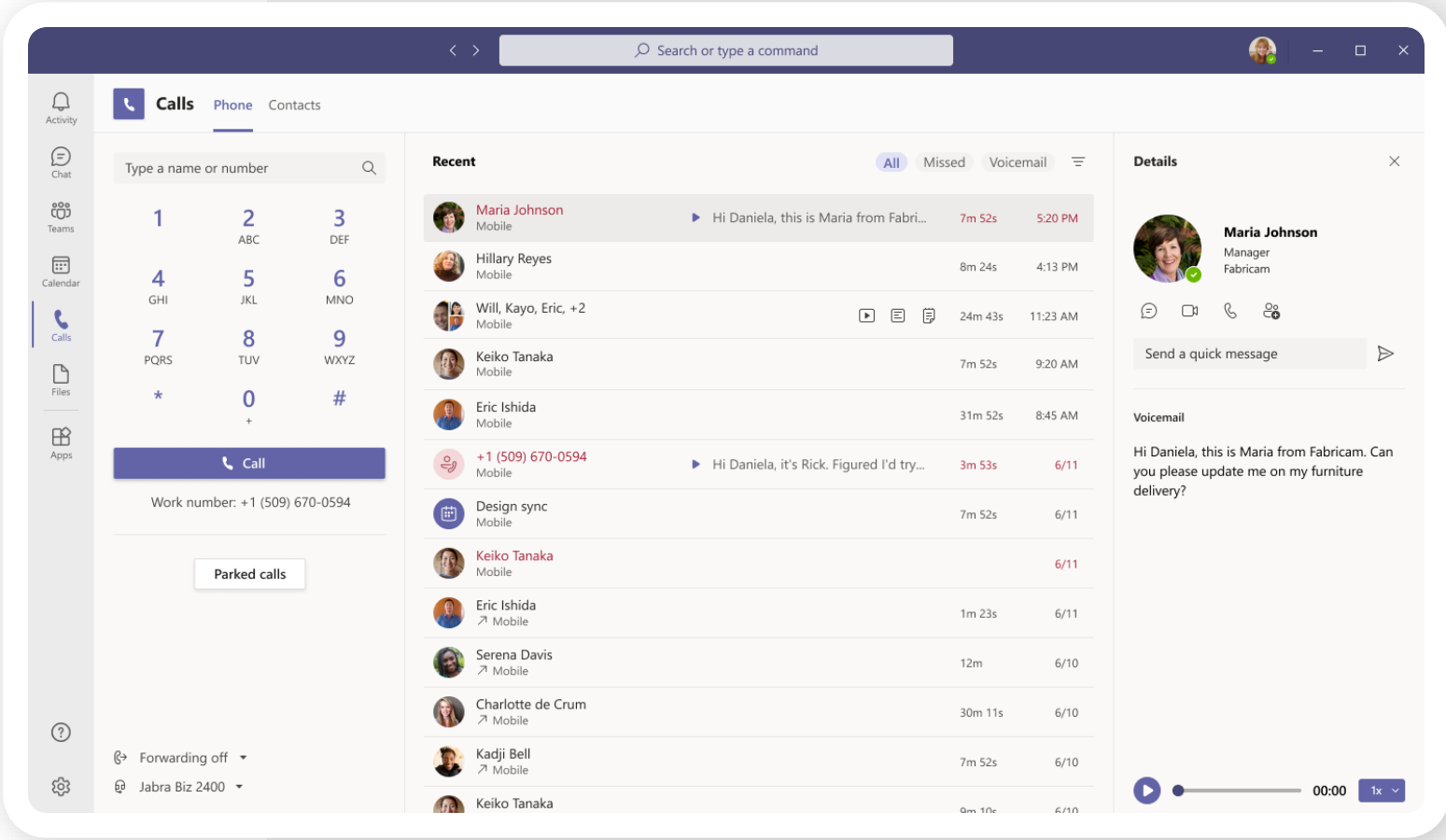
Teams Phone

Integrate calls seamlessly into the flow of work

Work smarter by bringing together calling, chat, and meetings in an all-in-one app

Quickly start a call from chat, contact card, Outlook, or the Calls app

CoLNborate in the Office apps within calls and meetings



Microsoft Teams CVP

Teams Phone

Provide users with reliable devices for any budget

Stay connected with a single primary phone number across your computer, mobile devices and desk phone.

Provide colleagues with a range of devices to meet their work needs, from basic phones to premium Microsoft Teams displays

Microsoft Teams CVP

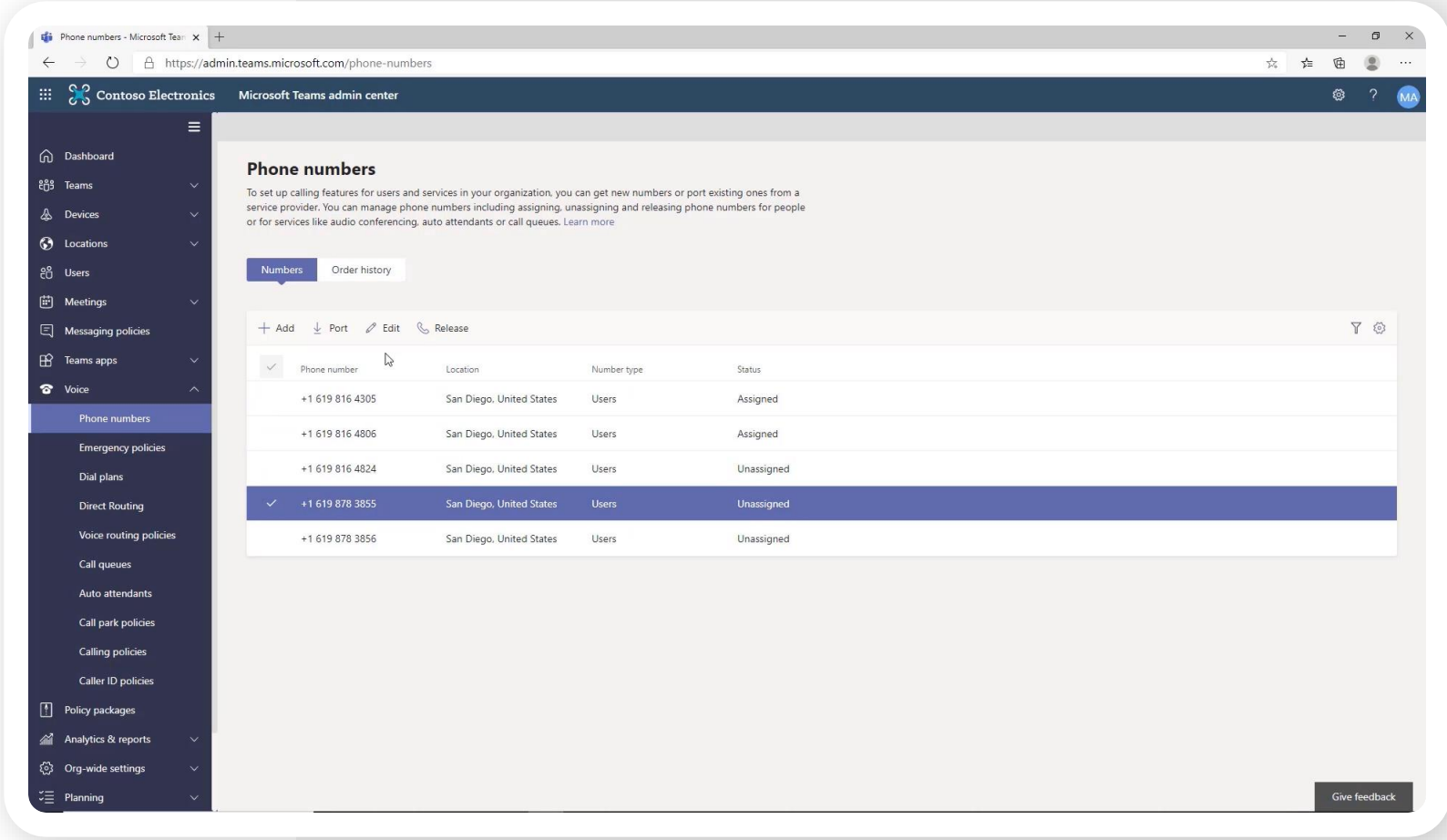
Teams Phone

Streamline setup and management

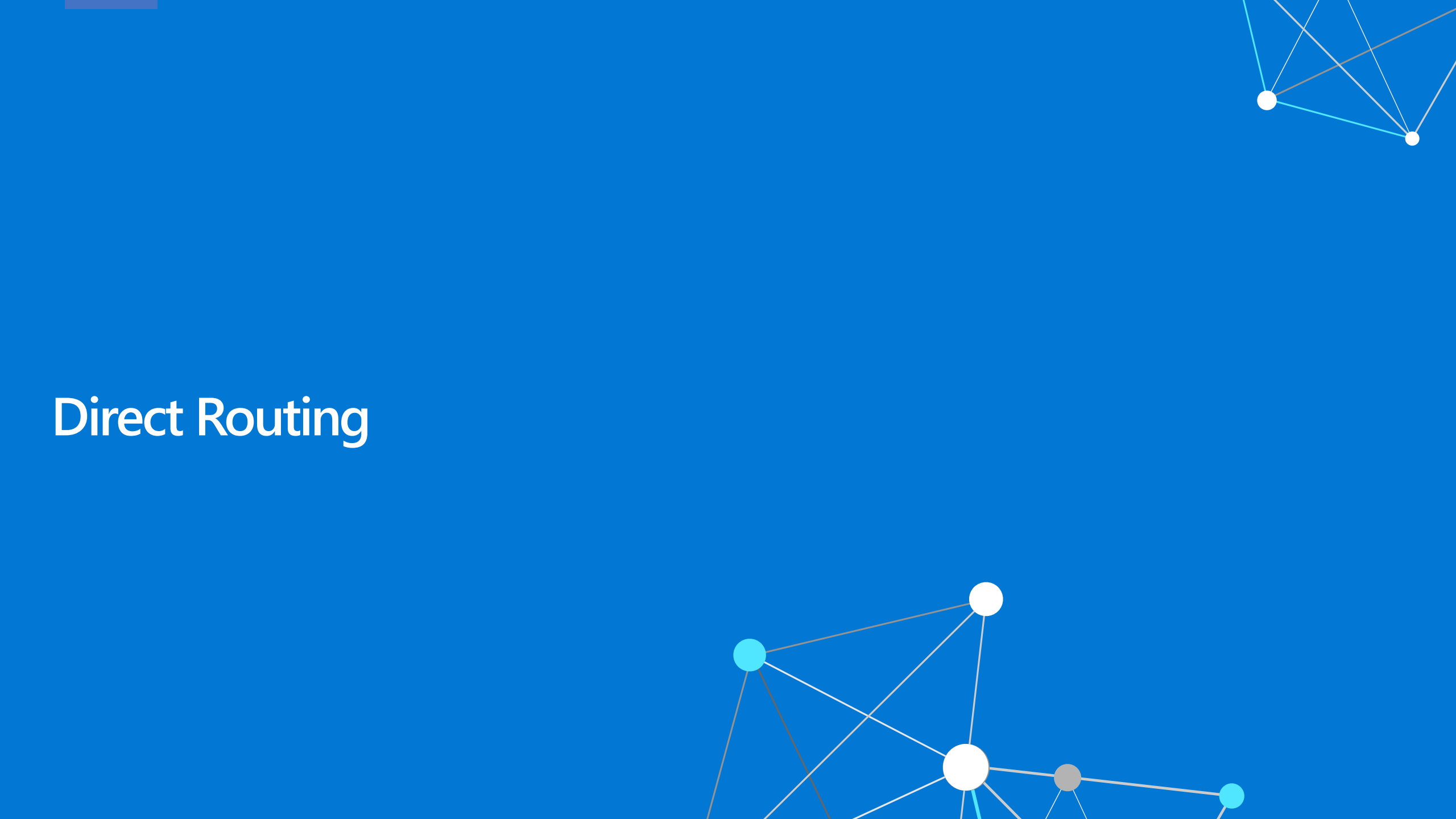
Easily add phone numbers and manage your phone system with the Microsoft Teams Admin Center

Monitor and resolve performance issues with Call Analytics and the Call Quality Dashboard

Provide users with enhanced reliability for critical calls with capabilities like Survivable Branch Appliance



Direct Routing



Microsoft Teams CVP

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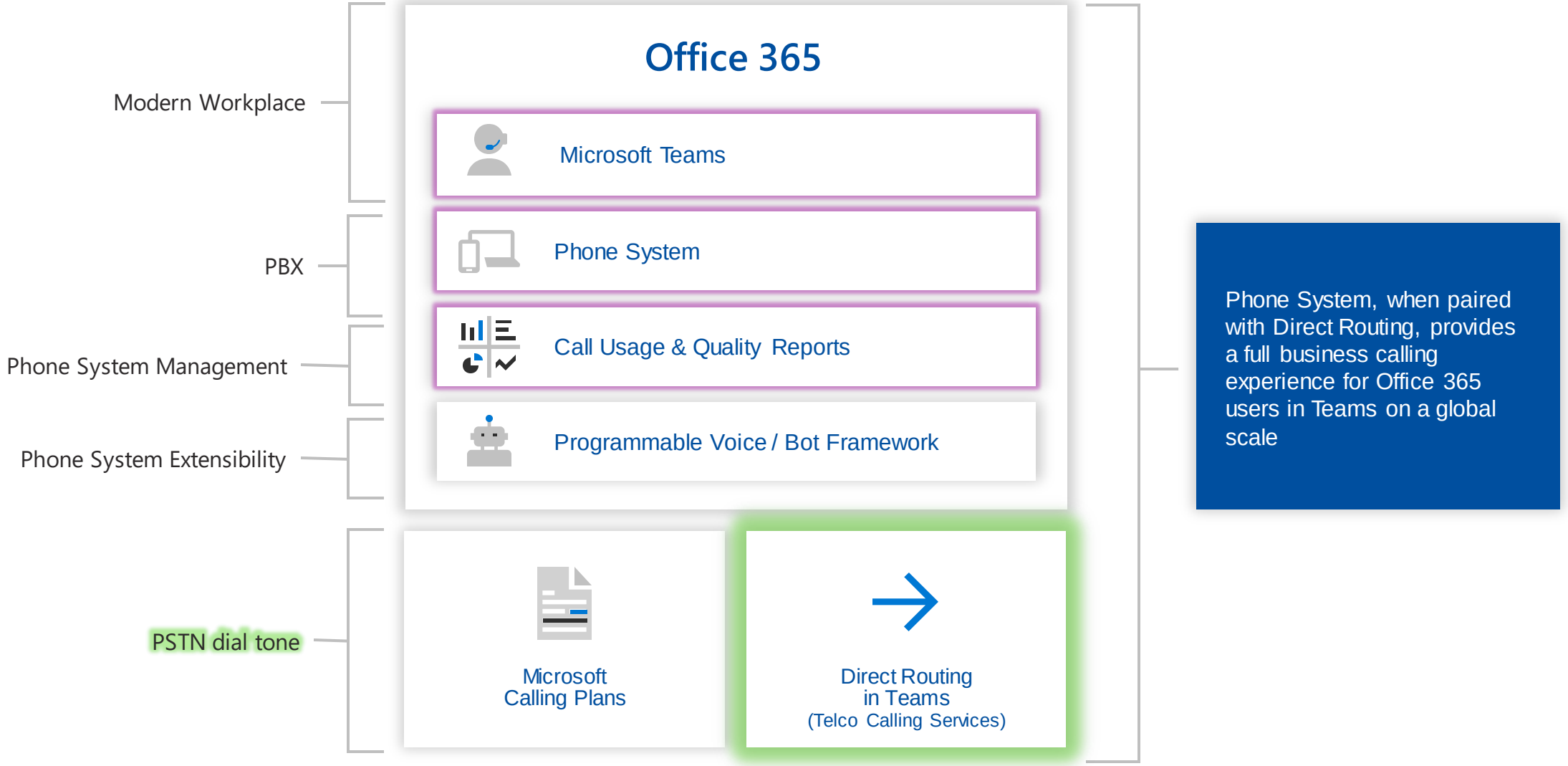


Microsoft Teams CVP

Direct Routing

Direct Routing allows for

Hosted SBC model

Multi-tenancy for scale

Customer premises model

The SBC is deployed at the customers premises

An SBC is connected only to one tenant

SBC hosting model

A carrier hosts an SBC in their datacenter / Azure

One SBC interconnected to one or many tenants

	Customer premises model	Service provider hosting model
SBC deployed	Customer premises	Carrier datacenter or Azure
SBC serves	One tenant	One tenant or multiple tenants
Certificate requirements per SBC	One	One
Number of IPs per SBC	One	One

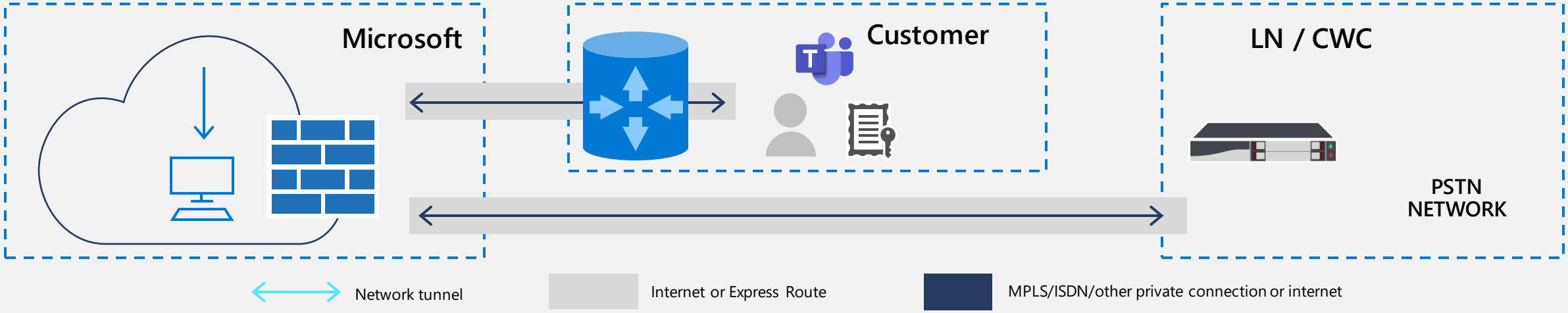
Direct Routing

On-Premise vs. Hosted SBC

	On-Premise SBC	LN / CWC hosted SBC
Benefits	Full control over SBC Connectivity to existing PBX	No need for purchasing, maintaining and hosting own SBC
Disadvantages	Customer responsible for SBC configuration Need to purchase, maintain and host SBC	No control over SBC configuration Support model more complex

Microsoft Teams CVP

Direct Routing



Requirements to each involved party:

Microsoft	Customer	Carrier (LN / CWC)
Teams Phone Teams client Support (including incident transfers been Microsoft and SBC vendors) Configuration guidance/documentation	"E5" or "E3 + Microsoft Teams Phone licenses" Contract with carrier	Telephony trunk The supported SBC (including the support contract) Access to the SBC from the Office 365 Public IP FQDN Certificate Configuration of SBC with Office 365 and own SBC

Configuration and support includes interaction between four entities: Microsoft, SBC vendor, customer support and consultants, carrier

Microsoft Teams CVP

Direct Routing

Licensing

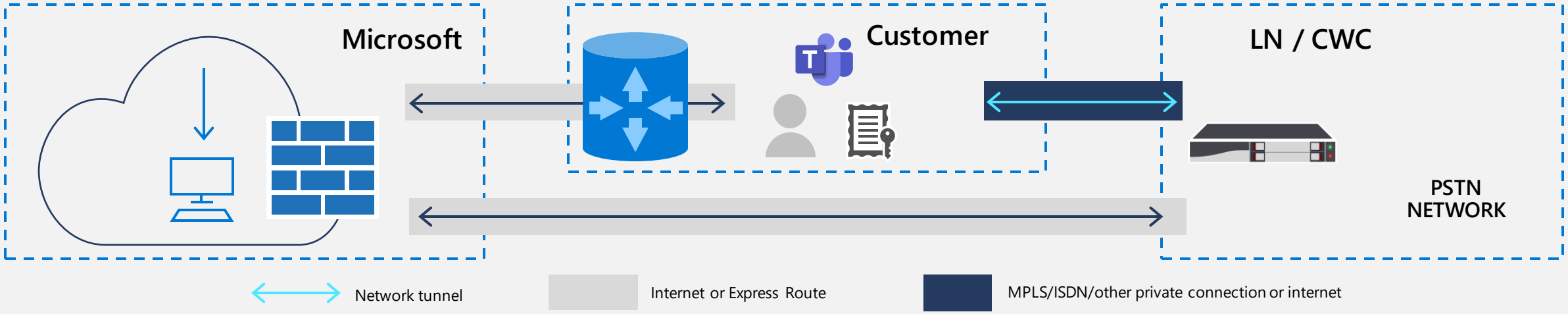
- Microsoft Teams Phone
- Microsoft Teams
- Microsoft Audio Conferencing
    1. Required for adding external participants to scheduled meetings (dial in/dial out)
    2. Ad-hoc conferencing behavior dictated by this license

Endpoint support

- Any Teams client
- Common area phones

Microsoft Teams CVP

Direct Routing



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Microsoft 365 delivers new value

Sample of new products and capabilities added since launch

Office 365 Launch

- Yammer
- Exchange mailbox size to 50GB
- OneDrive storage to 25GB
- External CoLNboration

- DLP for SharePoint & OneDrive
- Office message encryption
- Microsoft Sway
- Outlook Mobile
- Office apps for Android
- Real-time co-authoring

- Quickstarter in PPT
- Automatic video transcription & face detection in Stream
- Customer Lockbox
- Retention Policies
- Secure Score
- BitLocker
- Exploit Guard
- Microsoft Teams
- Microsoft Bookings
- Microsoft Stream
- Guest access to Groups

- Acronyms in Word
- Auto captions for live events
- Live captions & subtitles, PPT
- Ideas in Word
- Teams: intelligent capture, live captions, subtitles
- New encryption policies
- 20x performance gain in Excel functions
- Outlook suggest recipients
- PPT export to 4k video
- Hand-drawn shape to objects
- Accessible PDFs
- New functions in Excel

- Live translation, captions
- Outlook suggested replies
- Compliance Manager
- Advanced eDiscovery
- Fluid Framework
- Scheduler
- Co-author in chat
- Visio Plan 0
- Draft documents with voice
- Accessibility ribbon in Excel
- Spotlight multiple people
- New reactions in Teams
- Together mode
- Breakout rooms
- Audio Conferencing

- Office apps for iOS
- Office 365 Groups
- Office 365 Message Encryption
- Delve
- Built-in MDM
- OneDrive storage to 1TB

- Planner
- Zoom in PowerPoint
- Litigation Hold
- Exchange Online Protection
- Designer in PowerPoint
- Editor in Word & Outlook
- Researcher in Word
- Focused Inbox
- Smart attachments
- Translate
- Learning Tools in OneNote & Word

- 3D animations
- To-dos, @mentions in Word
- Meeting Recording transcriptions in Teams
- LinkedIn integration w/ Outlook
- Content Search
- Office 365 Cloud App Security
- MS Defender Credential Guard
- Dictate in Office apps
- Ideas in PowerPoint
- Intelligent file recommendations
- Resume Assistant
- SharePoint storage quota from 0.5GB to 10GB per user

- Speaker name in live captions
- Online coLNb w/ MS Whiteboard
- Join meetings without leaving inbox
- New stock images
- Same signature, all devices
- Pin a post w/in a Teams channel
- Spotlight a video
- Customize background
- Group chat increased to 50
- Sensitivity label in Outlook
- Conditional Access for O365
- Advanced Audit
- Natural language query in Excel
- Presenter Coach
- Writing suggestions
- Built in translator
- More languages in Live Events

Communication & CoLNboration

Security & Compliance

AI & Assistance