

## Voice Matters

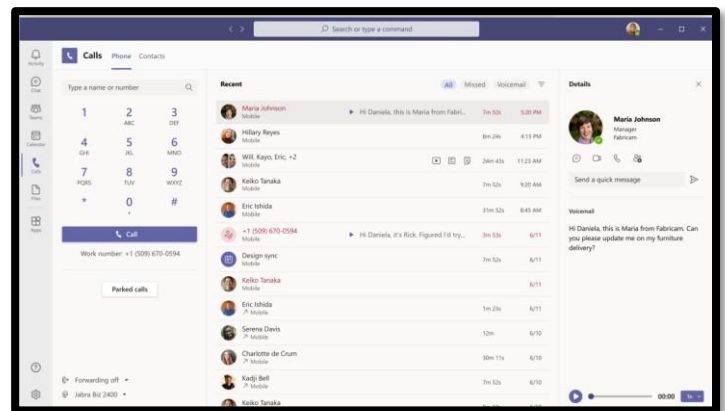
An essential telephony solution via Microsoft Teams Phone with Calling Plans in SMB, including Deployment, migration, adoption, and support

The global adoption of Microsoft Teams (now more than 160 million daily active users) has skyrocketed since the COVID19 pandemic as the world continues to adjust to a world of hybrid work and meetings. One of the most notable challenges driven by this shift is how to maintain the personal connections that come from the ad hoc and serendipitous conversations within physical spaces.

Users now expect to be able to seamlessly make and receive calls from any location, on any device, using the same platform they chat, meet and collaborate in. Research shows that speaking to people is still the most preferred way to connect and quickly share/request information. When you integrate calling with other modes of collaboration, these act as a productivity multiplier.

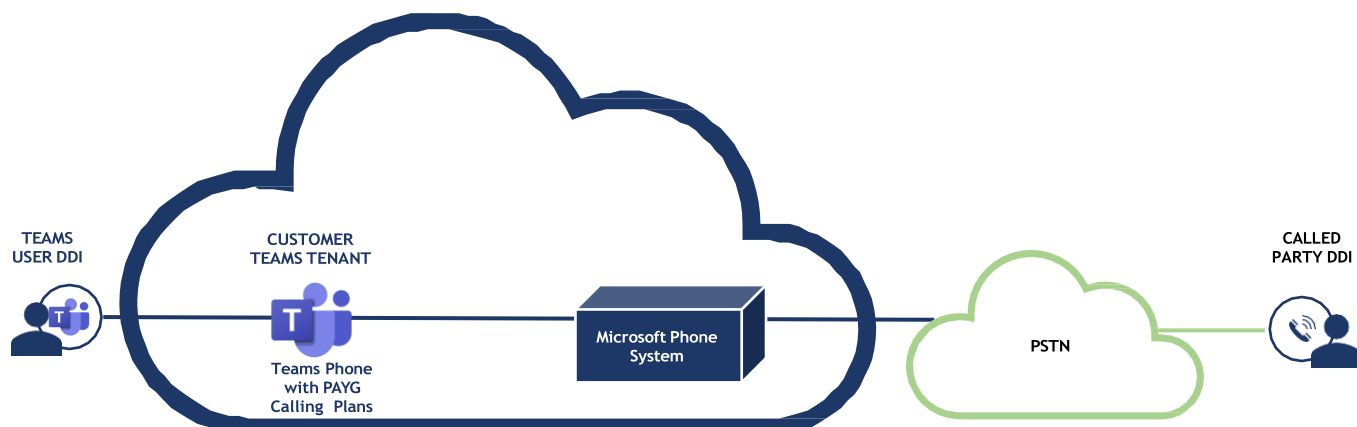
**“39% of businesses have now moved voice to the cloud, with another 38% planning to do so within the next 2 years”.** | Frost & Sullivan,

Traditional phone systems often rely on plastic phones on desks with on-premises PBX hardware that consume space and power and require regular maintenance and patching. Traditional systems were designed for in-office use and not best suited to remote / home working - circumventing the work from anywhere mindset people now expect from their employer. As the hybrid work remains, voice technology needs to align with wider collaboration tools that we have relied upon and adopted so well.



Bringing telephony directly into Microsoft Teams is the logical next step for many since employees already use Teams for chat, one-to-one calling and meetings already, yet have to move switch to different device or application to make and receive PSTN calls or worse, end a call and start again should they wish to bring an external person into an active call or meeting.

Microsoft Teams Essential with PAYG Calling Plans service provides a flexible, resilient, and global Cloud Telephony Service tailored for small businesses.



INSPIRING INTELLIGENT CHANGE

## Our Teams Managed Voice Service is inclusive of:

- Teams Essential, Teams Phone & Audio-Conferencing Licensing
- External Telephony via Microsoft pay-as-you-go Calling Plan
- Consulting services - Design, set-up, migration, project management
- Number Porting and/or new numbers and dial plan set up
- Up to two Auto-attendant (IVR) and ten call queues set up.
- Voicemail configuration and delegation.
- Managed Services, including 24x7 technical support (optional)
- Supports up to 300 users

## Pricing from just £11.18<sup>1</sup> per user per month

- 1 Price based on organisation with 300 users included (Teams Essential, Teams Phone and pay-as-you-go zone1 calling plans license), excluding set up, configuration, support, and managed service costs. 36-month term.
- 2 Reception console, Contact centre, and additional porting schedules are not scoped in the pricing but are available at an additional cost.
- 3 User adoption services are also available at an additional cost.

## Why Microsoft Teams Voice

Microsoft Teams provides a built-in, seamlessly integrated, enterprise-grade modern cloud voice platform. Microsoft Teams Business Voice is that same enterprise-grade platform priced specifically for smaller and medium sized businesses.

Teams voice brings all your calling, voicemail and advanced services such as music on hold, consultative transfers, group pick-up, adaptive call queues, call hold & park, delegation, shared-line and live transcription and & translation, seamlessly into [Microsoft Teams](#), extending the chat, meetings and collaboration your users are already familiar with.

Teams continues to be a leader in the [Gartner UCaaS Magic Quadrant](#), positioned highest for “Ability to Execute” for the second consecutive year.



## Why Cisilion?

We are **Microsoft Solutions Partners** and hold advanced specialisations in **Teams Calling, Teams Meetings and Teams Adoption & Change Management**.

We’ve been a leading voice and unified communications expert for more than 20 years and know the importance of getting the technology design, deployment and user enablement right first time.

Not only have we been working with Microsoft voice for over 10 years, we are also experts in traditional phone systems, call recording and contact centre and hold many vendor certifications. Our consultants are the best in their field, working with organisations across many industries and geographies and we have a wide number of reference customers who we've helped over the years.

## WHY CISILION.?

AIDAN SHANAHAN, HEAD OF IT

"We chose Cisilion as a proven Microsoft Gold partner to deliver. They worked well with the internal team giving us clear guidance on hardware and configuration options, then rapidly implemented the solution."



As a leading Microsoft Solutions partner, we are benchmarked and evaluated to ensure we continually deliver to the high standards expected by our customers and by Microsoft. We invest heavily in technical and operational development and also hold Microsoft Premier Support to ensure we always deliver the highest levels of service to our customers.

## Get in Touch with us

To request more information or book a free consultation or demo - simply [click here](#).