

# Claranet Teams Voice

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do amazing things

# Changing Modern Workplace Trends

The workplace is more mobile than ever.

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**82%**

of managers expect to  
have more flexible  
work from home  
policies

**72%**

of workers worked  
remotely in 2020

**80%**

of Employee time is  
spent collaborating

# The rise of Teams globally

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**200 million**

Meeting users in a single day

**270 million**

Teams daily active users

**80+ million**

Active Teams Phone users  
per month

**Leader**

in The Forrester Wave Unified  
Communications-as-a-Service

**Leader**

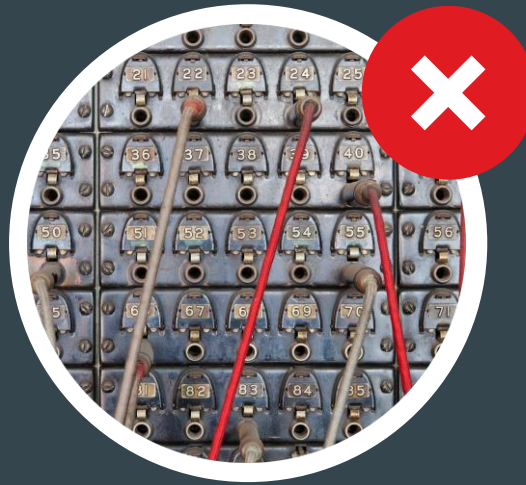
in Gartner's 2020 UCaaS Magic  
Quadrant report

# One era ends as another begins

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PSTN



ISDN



CPS

**END OF LIFE 2025**

# Teams + Voice?

## Teams Voice with Claranet

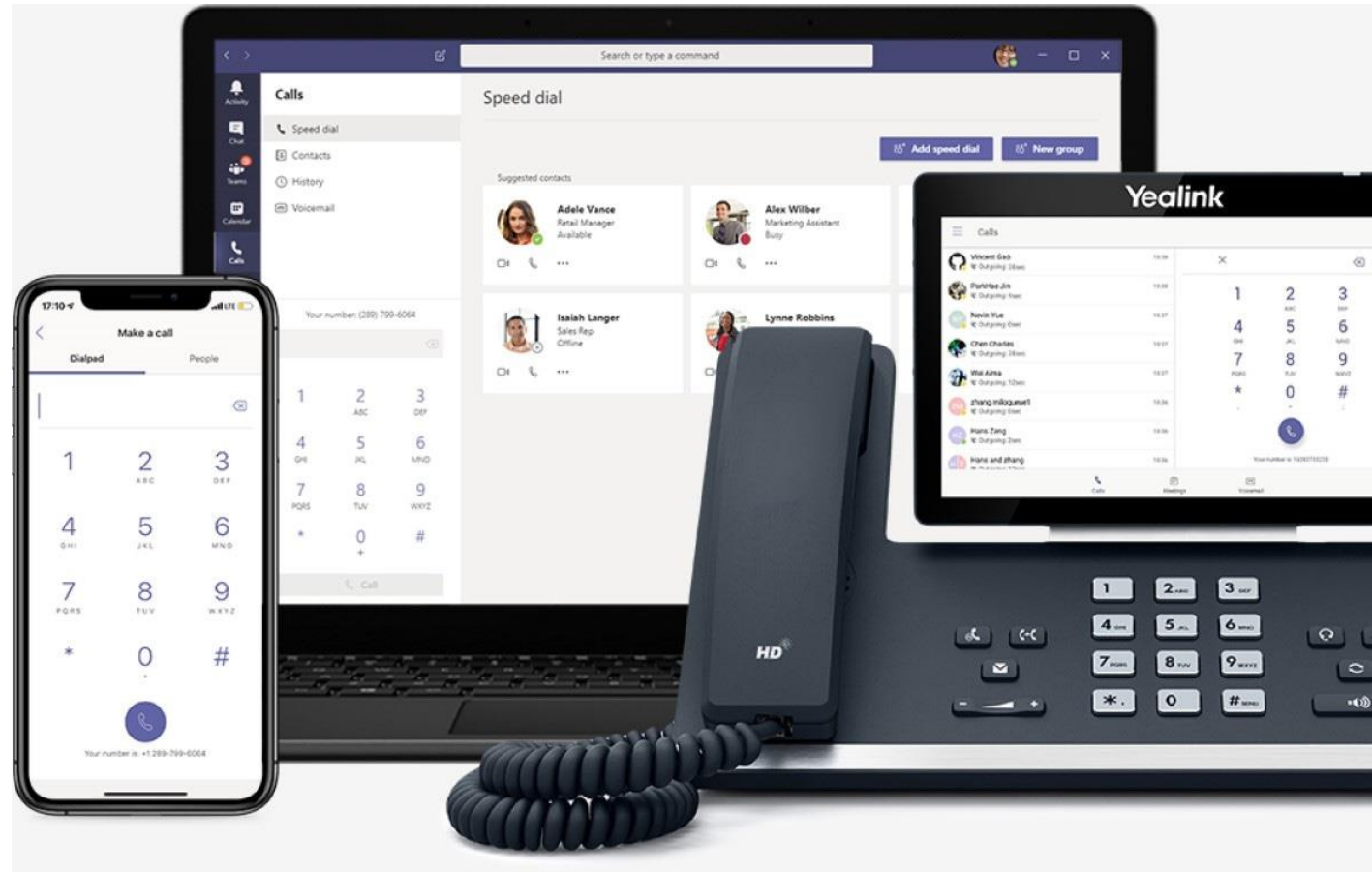
Simplify communications with an all-in-one solution

Call from anywhere, on any device

Secure, reliable, and rich calling

Streamline management

Cater to all user types



# Completing the picture

## Hosted Voice

- Offnet Calling
- Numbering
- Hunt Groups
- Call Queues
- Auto-Attendants
- Business Continuity
- Call Recording
- Contact Centre
- Wallboards
- Basic handsets
- ATAs

## Teams Voice

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**teams**  
VOICE

## Microsoft Teams

- Presence
- IM
- Group Chat
- Voice Calling
- Video Calling
- Video Collaboration
- Co-authoring
- Integrations
- Calendaring & Meetings
- AI Assistance

# Best of both worlds

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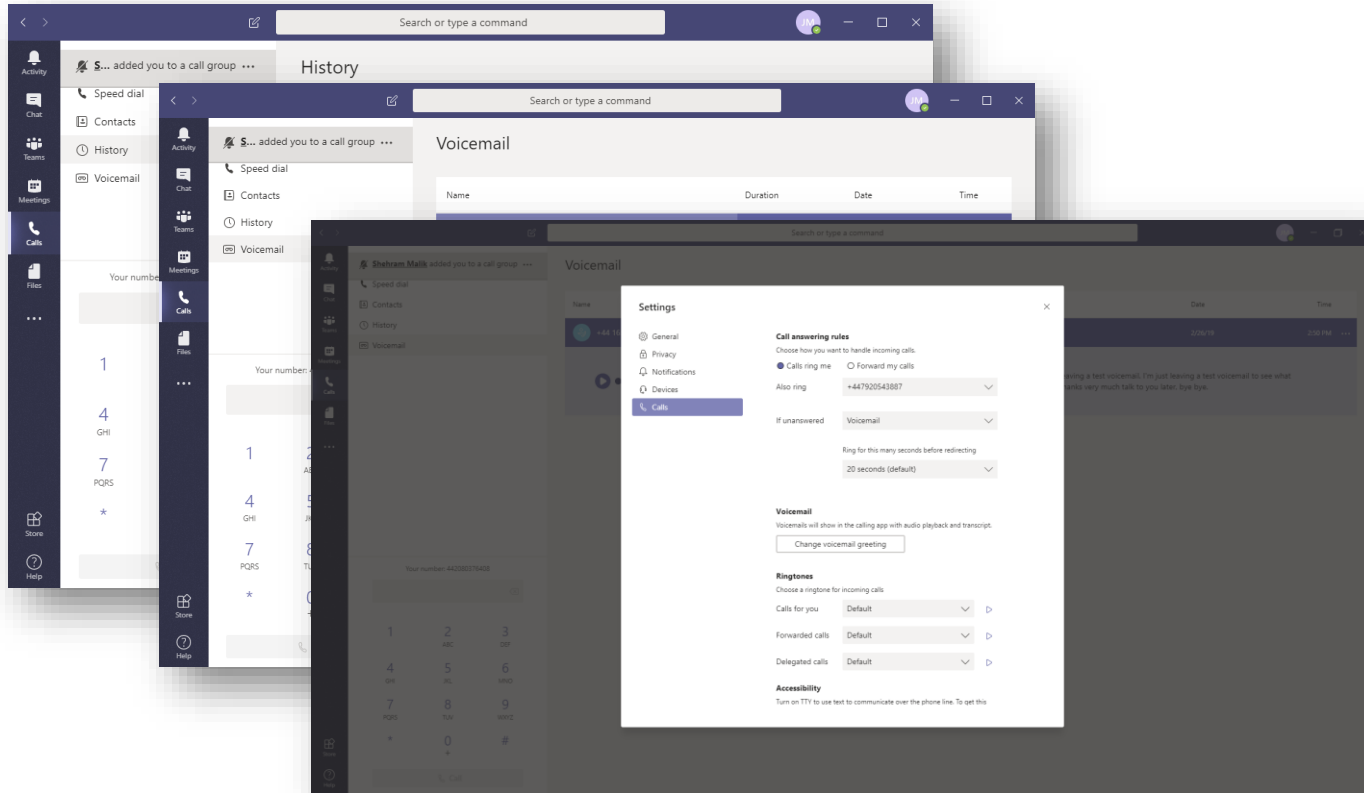
# Your future communications solution



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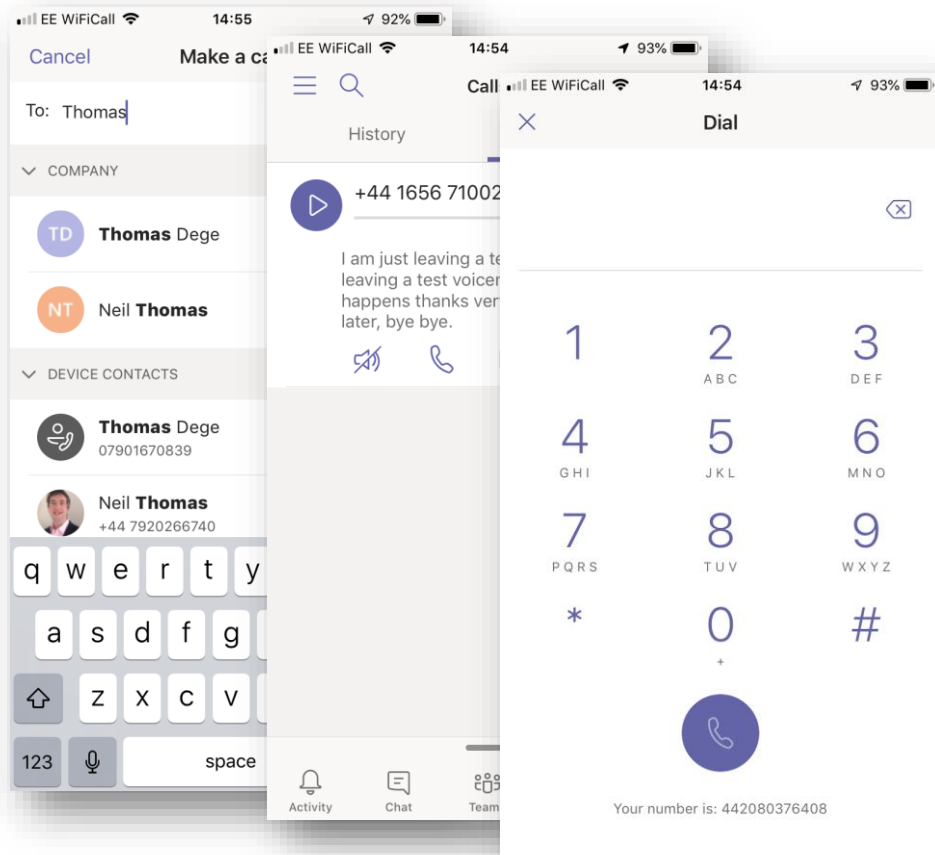
# Teams Voice experience - Desktop



- Single Application
- Integrated Voicemail
- Auto Transcription
- Desktop App or MS Edge browser only

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# Teams Voice experience - Mobile



- Synched to desktop for IM and activity
- Integrated to OS for inbound calls
- Access device contacts
- Android and iOS apps

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# Customer Scenario

## Head Office Users



- Finance/HR/IT/Marketing
- Inbound / outbound calling
- Choice of Headset or Handset
- Receptionist function
- Collaboration is key
- Meetings/Video calls
- Hunt groups
- Some mobile/flexible users

**Teams Voice**

## Warehouse Users



- Small number of telephony users
- Large buildings/areas to cover
- Basic features required
- Requires a tannoy, rugged phones & doorbell systems
- No access to PC/Laptop

**Hosted Voice with DECT handsets**

## Call Centre Users



- Desk based customer service users
- Call Queues / Auto Attendants
- CRM Integration
- Customer Centric, working to KPIs
- Live and Scheduled Reporting
- Call Recording

**Teams Voice/Hosted Voice + Call Centre**

\*Claranet Teams Voice can service all these users in a single solution!



Want to hear more?

Call us on **0330 390 0507** and speak to one of our UC experts!

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