

Claranet Teams Voice



claranet | helping our customers
do amazing things

Changing Modern Workplace Trends

The workplace is more mobile than ever.

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



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

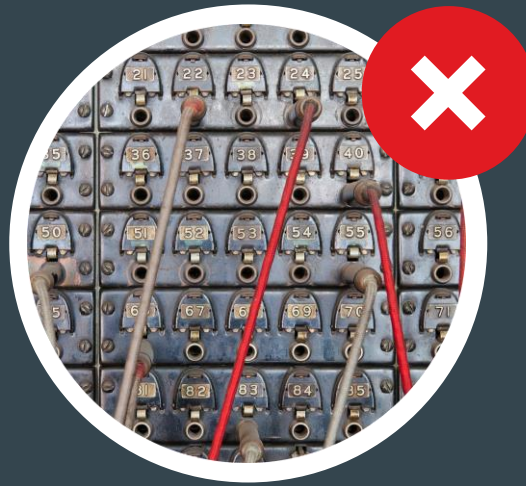
Leader

in Gartner's 2020 UCaaS Magic
Quadrant report

One era ends as another begins



PSTN



ISDN



CPS

END OF LIFE 2025

Teams + Voice?

Teams Voice with Claranet

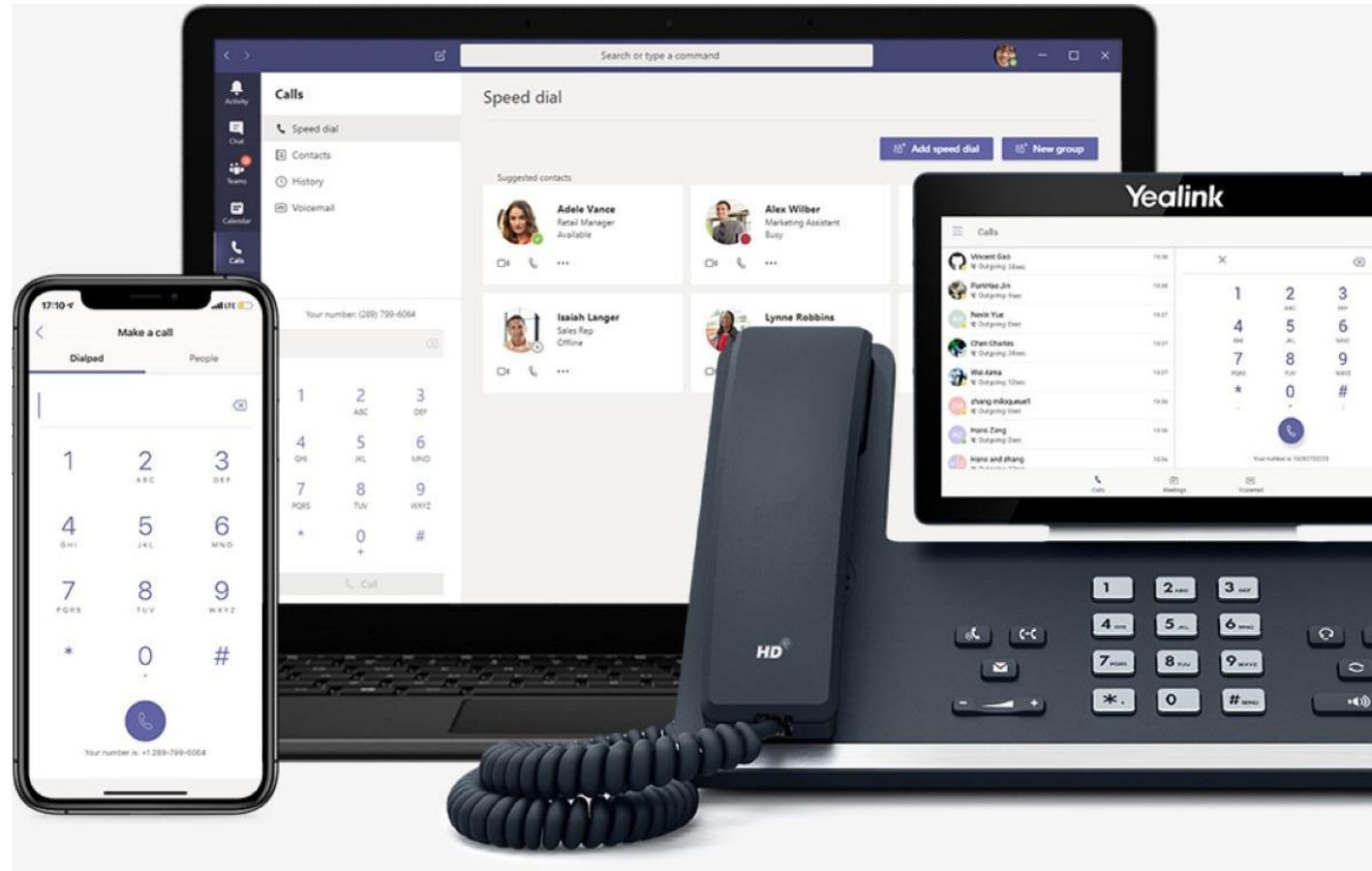
Simplify communications with an all-in-one solution

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

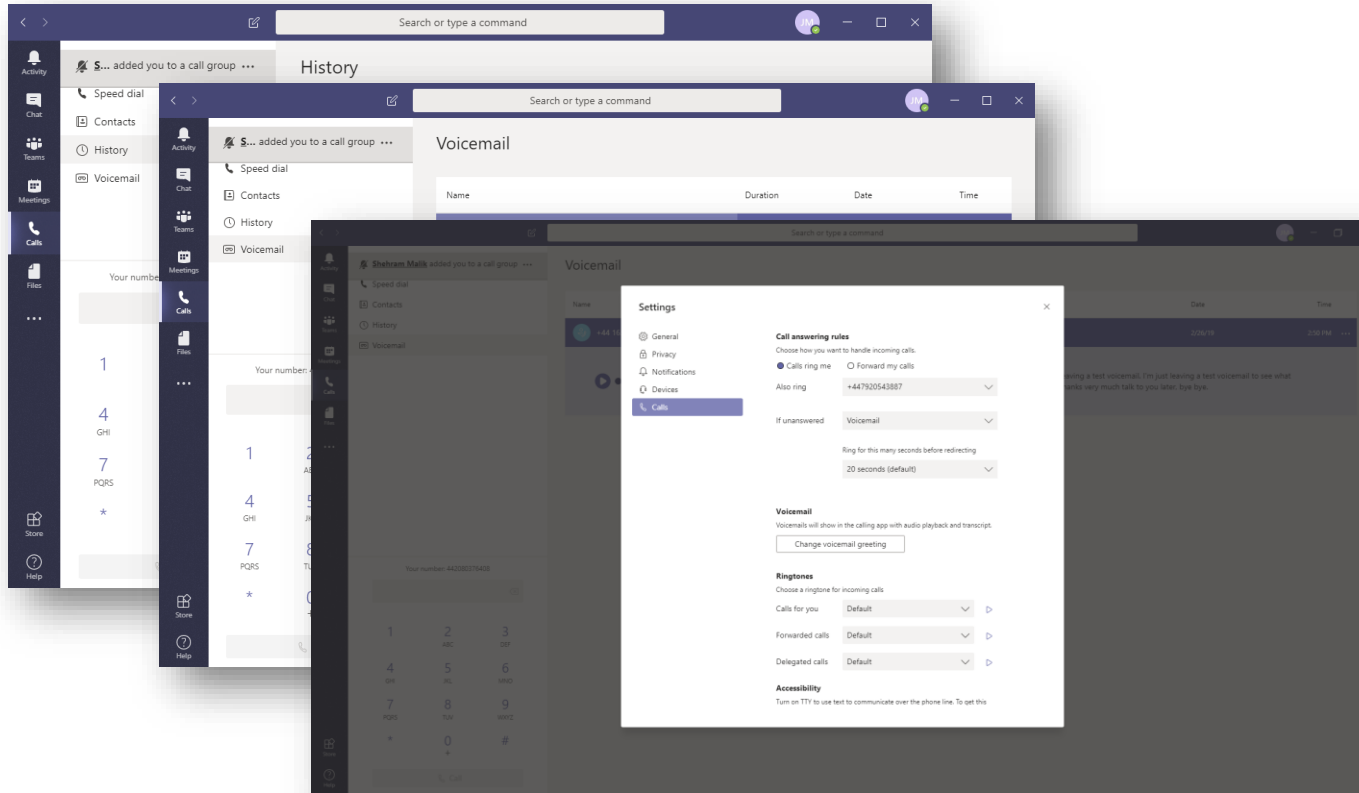


Your future communications solution



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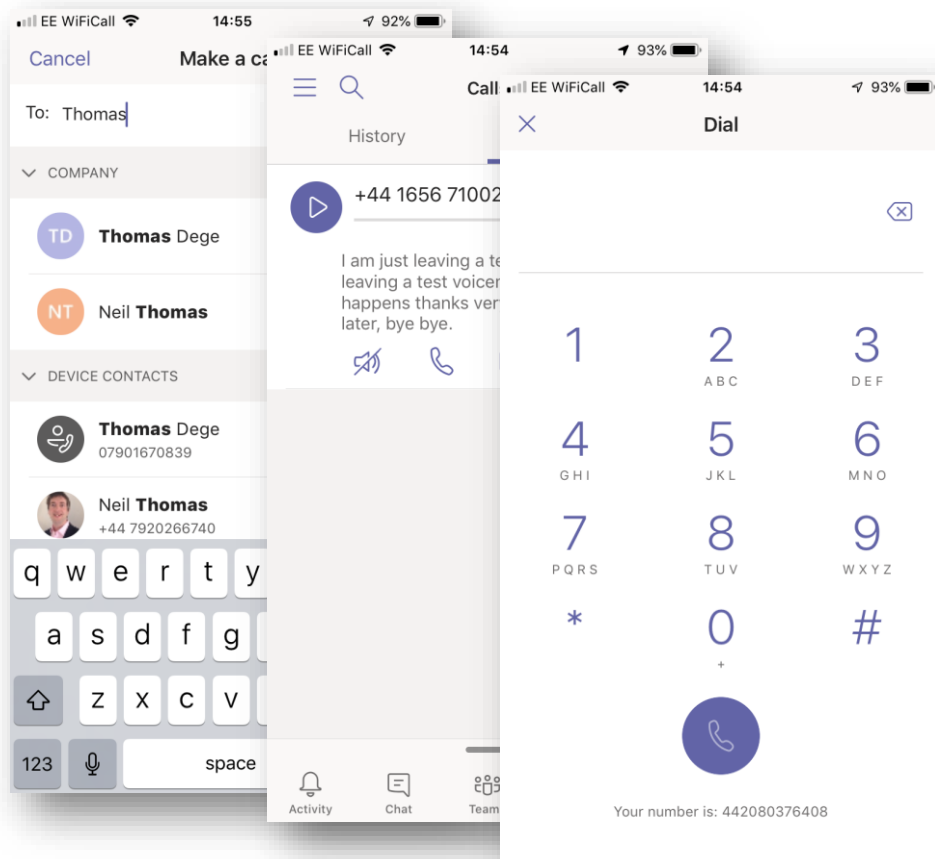
Teams Voice experience - Desktop



- 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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