



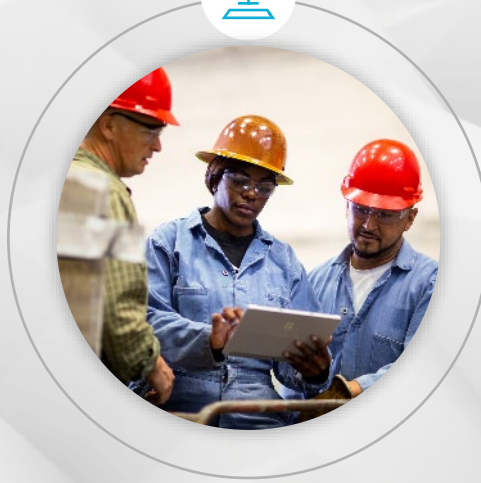
Teams Voice in-a-Box



# Microsoft 365



Trusted partner  
Market leader in innovation

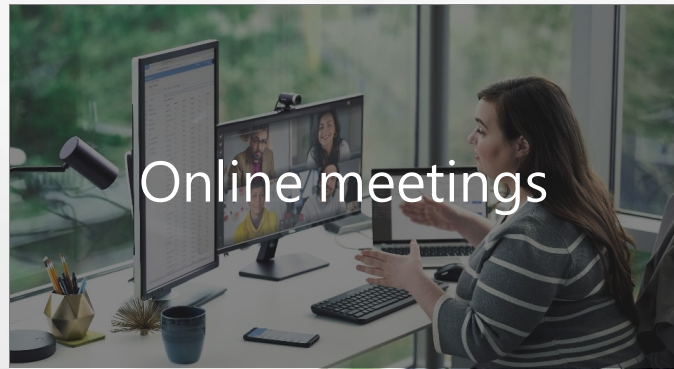


Familiar Office environment  
Hub for teamwork  
Streamlined processes



Increase protection to reduce risk  
Reduce costs  
Minimise complexity





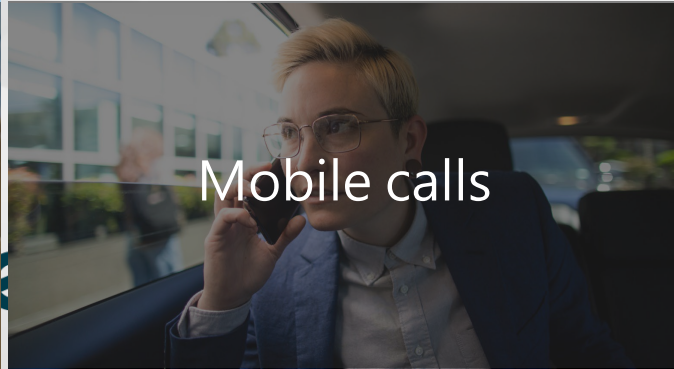
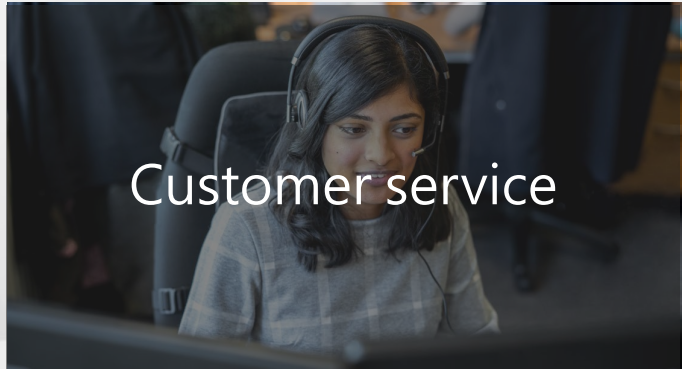
Live broadcast events



Instant messaging

Staying connected  
in a distributed  
work environment

File sharing and  
co-authoring



Task and project  
management



# A trusted leader in Unified Communications

**200 million**

Meeting users in a single day

**75 million**

Teams daily active users

**4.1 billion**

Meeting minutes (Apr 2020)

**Leader**

in Gartner's 2019 UCaaS Magic  
Quadrant report

**Leader**

in Gartner's 2019 Meetings Magic  
Quadrant Report

**Leader**

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



# Calling made simple



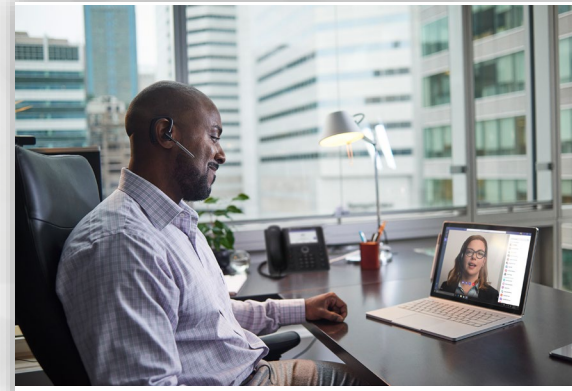
## Simplify communications with an all-in-one solution

- Work smarter by bringing together calling, chat and meetings in an **all-in-one app**.
- **Quickly start a call** from chat, Outlook or Teams.
- Collaborate in the **Office apps** within calls and meetings.



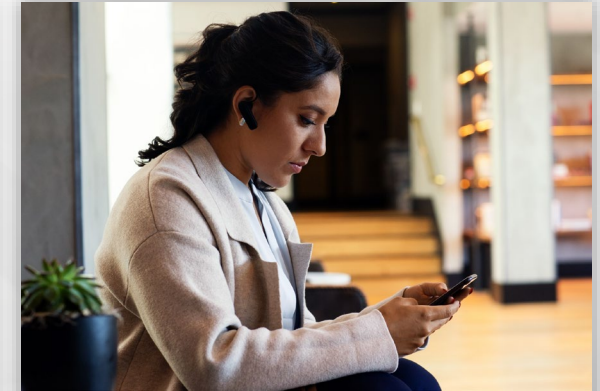
## Call from anywhere, on any device

- Stay connected with a **single phone number** across your computer, mobile devices and desk phone.
- **Turn a call into a group meeting** without hanging up or re-dialing.
- Choose from a range of **personal and shared devices** built for Teams.



## Deliver rich calling features

- Count on **cloud calling features** such as consultative transfers, music on hold, call park, voicemail transcription and more.
- **Work as team** with group call pickup, delegation, and shared line appearance.
- Use built-in **auto attendants and call queues**, or easily connect to your favorite contact center software.



## Streamline setup and management

- Save time and money with a **single provider** for all your communications.
- Easily add phone numbers and manage your phone system with the **Teams Admin Center**
- Monitor and resolve performance issues with **Call Analytics** and **Call Quality Dashboard**

# Cloud Direct



Top 0.2% of Microsoft Partners



Experts in both Microsoft and telephony



We can leverage incentives to bring you cost savings



We consolidate your technology stack for simplicity and cost-efficiencies



One simple Managed Service

# Where we can deliver



Build & replace your phone system



Cloud calling plan



Telephony hardware & equipment



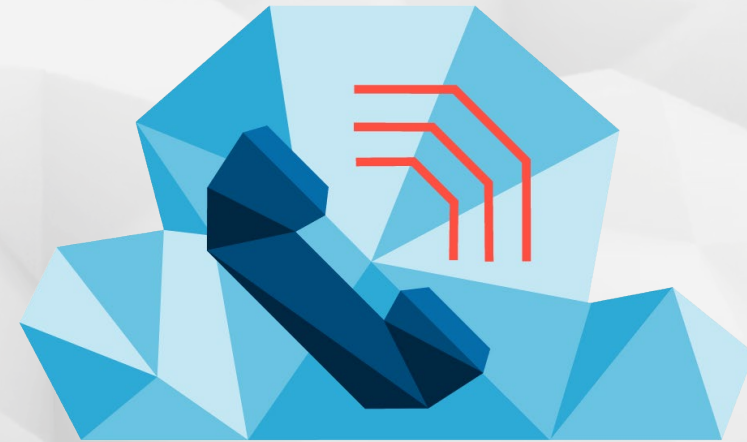
Managed service & support



On-demand training

# Teams Voice in-a-Box

- ✓ Quick and easy Teams Voice deployment to replace your current system
- ✓ Automated and low-risk
- ✓ Prepare for secure remote working
- ✓ Create a smooth, integrated user experience
- ✓ Calling plan and support all from Cloud Direct





# Teams Voice in-a-Box: Basic



Rapid delivery of a telephony system



Microsoft 365 licencing review



Network readiness assessment



Number porting assessment\*



Superuser training & resources shared

# Teams Voice in-a-Box: Advanced



Telephony designed and built in a week



Designed to your requirements



Auto-attendant and call queue configurations



Microsoft 365 licencing & network readiness assessment



Number porting assessment\*



Superuser training & resources shared

# Cloud Voice

- ❑ A bundle of 2,000 minutes\* to UK landline and mobile (Vodafone, O2, EE & 3) per user/month
- ❑ Competitive rates to international numbers
- ❑ Line rental included
- ❑ Scales with growth
- ❑ Inclusive Support from Cloud Direct





# Managed Service

Managed Cloud Voice



Our Teams and voice experts will be your dedicated resource to manage your telephony.

- Unlimited admin and end-user support
- User management
- One core telephony configuration change per month (up to 4 hours)
- Monthly diagnostics and call quality report
- Quarterly service review
- Annual cost optimisation
- Advanced telephony discovery assessment