

A background image of a call center with several agents wearing headsets and working at computers. The focus is on a woman in the foreground and a man in the middle ground.

# MICROSOFT TEAMS VOICE PILOT

**REPLACE YOUR LEGACY VOICE SERVICES  
WITH MICROSOFT TEAMS PHONE SYSTEM**

# TEAMS IS WHERE WORK HAPPENS

People love Teams, it's where work gets done. Get more value from your existing Teams investment by adding the Teams phone system to empower your users with a cloud telephony service baked directly into their favourite Office app

## Colleagues

- Familiar easy to use interface
- Native integration with O365 apps
- Use from anywhere
- Use with a wide range of devices

## Business

- Remove or reduce legacy infrastructure
- Reduce support costs
- Unify internal & external communications
- Supports business change (e.g. M&A)

ISDN services are ending during 2025 providing a key reason that many customers will need to replace their on-prem voice infrastructure.

Cloud voice is the right choice

Legacy Voice

Teams Voice

# MICROSOFT TEAMS CALLING PLAN

The fastest way to enable Teams Voice is to use Microsoft as your voice provider. In just a few days you can allocate numbers and enable users for Teams Voice and evaluate the solution prior to a larger rollout if you decide to proceed

Teams Calling  
Plan

**START  
HERE**

Operator  
Connect

**OPERATOR OF  
CHOICE**

Teams Voice  
Mobile

**MOBILE  
INTEGRATION**

Custom  
Integration

**HYBRID  
DEPLOYMENT**

# SIMPLE DEPLOYMENT

Our fixed price service includes all the work elements needed to get your Teams Voice pilot operational for up to 10 users, and up to 3 evaluation devices

Customer is responsible  
for Teams licenses  
(trials available)

Existing Teams  
environment required

## FIXED COST FOR

Planning  
Workshop

Tenant  
Configuration

Device  
Deployment

Teams  
Policies

Enablement

End of Pilot  
Next Steps

Additional cost services available on request



# PHONE SYSTEM DEVICES

Our trial offer will supply up to 3 different Teams devices for you to evaluate

## COMMON AREA PHONE



## BUSINESS PHONE



## PHONE SYSTEM ENABLED CONFERENCE DEVICE



## MOBILE DEVICE



# PHONE SYSTEM FEATURES

Our trial offer will also allow you to evaluate the following Teams phone system features

## CALL QUEUES AND AUTO ATTENDANTS



**Teams call queues** are holding areas for inbound calls. Call queues are used to connect callers to the appropriate agents who can assist them.

**Teams Auto attendants** allow you to set up menu options to route inbound calls based on caller input selections.

## ATTENDANT CONSOLE



**A Teams attendant console** is a special client specifically tailored for use as a telephone operators console. Typically, this would be used by a receptionist or other type of employee that fields a higher volume of inbound calls

# TEAMS VOICE PILOT

The pilot will be implemented over a total of 5 days and run for a maximum of 30 days. Here's the breakdown of activities by day.

## Initiation

Workshop  
Stakeholders  
Plan

DAY 1

## Assess

Discovery  
Requirements  
Change

DAY 2

## Implement

Accounts  
Policies  
Configuration

DAY 3

## Deploy

Devices  
Console  
Demonstration

DAY 4

## Review

Support  
Next Steps  
Close

DAY 30

# REQUIREMENTS

## Prerequisites and dependencies for the Team Voice Trial service

### BEFORE YOU START

You must have an existing M365 Tenant and be operational with Microsoft Teams and Exchange Online

You have identified a location for any Teams Voice hardware endpoints being evaluated

You have the necessary Teams licensing (trial is OK)

### TERMS

The pilot will be for 10 users, up to 3 endpoints and run for a total of 30 days. The pilot will not integrate with any existing on-prem telephony environment. Calls can still be made to PSTN numbers using minutes from the Calling Plan.

### WHAT YOU NEED TO DO

You need to be able to make changes to your M365 environment required to support the pilot

You need to make any policy exceptions required to operate the POC devices in your environment for the duration of the POC

You need to ensure all pilot users have a Teams compatible device and Teams certified headset



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## WHY TEAMS VOICE

### Colleagues

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## KEY BENEFITS

- Risk free evaluation of Microsoft Teams Voice using Microsoft Calling Plan trial
- Evaluation of up to three Teams Voice devices for up to 30 days
- Choose to end the pilot or plan for a larger deployment

## PARTNERSHIPS

- We are a leading Microsoft Certified Partner with large enterprise customers
- We have great relationships with all vendors of Teams Certified devices

Gold  
Microsoft Partner

## WHY COMPUTACENTER

At Computacenter, we know enterprise, and we know how to deploy Microsoft 365 and Teams Voice:

- Delivery at scale
- Vendor independence
- Partner ecosystem
- Global Reach