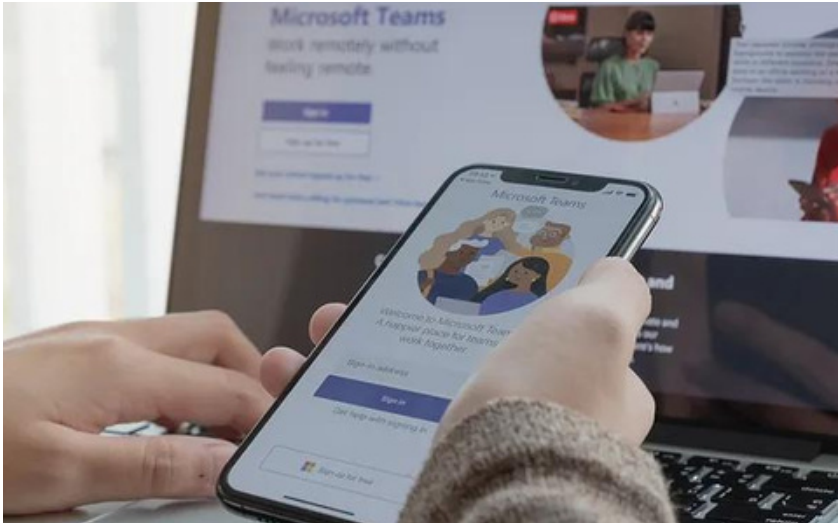


# Introduction to Microsoft Teams



## Congratulations!

You have Microsoft Teams implemented across your business. Now, you're considering incorporating enterprise telephony into Microsoft Teams to create one seamless communications solution

Computer Integrated Services (CIS) aim is to bring Teams telephony to

life and make the user experience clearer, so that when you're discussing it with your team as part of the decision-making process, you and your staff have a better understanding of what to expect.

*What do you need to know about Microsoft Teams Telephony?*

*Here's a quick rundown.*

## What is Teams telephony and how is it different from Teams calling or Teams meetings?

While Teams includes several collaboration essentials, such as team messaging and video conferencing, telephony isn't one of them. Microsoft Teams Telephony is **NOT** included.

Teams calling have no connection to the public phone system, so calls are limited to other Teams users only. All calls are carried over the internet from one Teams user to another, and so there is no dial-tone and no phone number to receive inbound calls.

Teams telephony takes Teams calling to another level by connecting to the public telephone network, enabling calls to be made to any phone, anywhere, regardless of whether the recipient is a Teams user, Teams Telephony integration natively allows users to access private branch exchange (PBX) features, such as call control and management, it also simplifies training and management.

## HOW TO ADD TELEPHONY TO TEAMS

Extra licenses and solutions are required to add telephony functionality into Teams. To enable telephony in Teams, each user needs a Microsoft Phone System license, which is available as an add-on license or is bundled into certain Microsoft 365 packages.

Teams Telephony offers bundles of minutes called Calling Plans or you may put "Direct Routing" in place, (managed by a service provider) to deliver a full-blown Teams telephony solution. Whether you choose Calling Plans or Direct Routing, CIS is your partner every step of the way; helping you find and implement the most efficient and cost-effective solution for your business.