

We don't just use **Tech.**

We live **Tech.**

 **FirstNet**
Technology Services

2024

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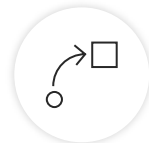
BUSINESS CALLING, REINVENTED

THEN

CALLING TIED TO DESK PHONE



JUGGLE MULTIPLE APPS



ON-PREM PBX MAINTENANCE COSTS



MULTIPLE VENDOR COMPLEXITY

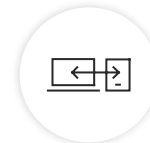


NOW

CALL FROM ANY DEVICE AND LOCATION



UNIFIED COMMUNICATIONS FROM ONE APP



CLOUD-BASED PHONE SYSTEM SAVES MONEY



SINGLE PROVIDER SIMPLICITY



Welcome to cloud telephony

VOICE

VOICE

Cloud Phone System

Cloud Telephone System

Improve your customer experience

No more on-premise phone system

Loaded with telephony features

Fully managed Service

99.9% uptime guarantee

Microsoft Teams Phone System

Use Microsoft Teams to make calls

Unified Communication platform for all your phone system requirements

Fast and professional deployment

No hardware required

Work from Anywhere on Any device

Telephone management System

Manage your telephone costs

Web based interface

Predicable personal call detection

No hardware required

Full Managed Service

TrueCaller for Business

Verify your number With TrueCaller

Number Verification

Call back option

Business Call Reason

Video Calling ID

User Feed-back

Analytics

Business Voice

Get a phone system designed for Microsoft Teams



All-in-one communication

Transform how work gets done by unifying calling, chat, and meetings



Easy and intelligent calling

Communicate with more flexibility, ease, and intelligence so you can stay connected



Delivered from Microsoft's cloud

Work confidently with a reliable and secure cloud-based solution

All-in-one communication

Transform how work gets done by unifying calling, chat, and meetings



Calling, chat, and meetings in a single app

Simplify your communications by unifying calling with chat and meetings in Microsoft Teams.



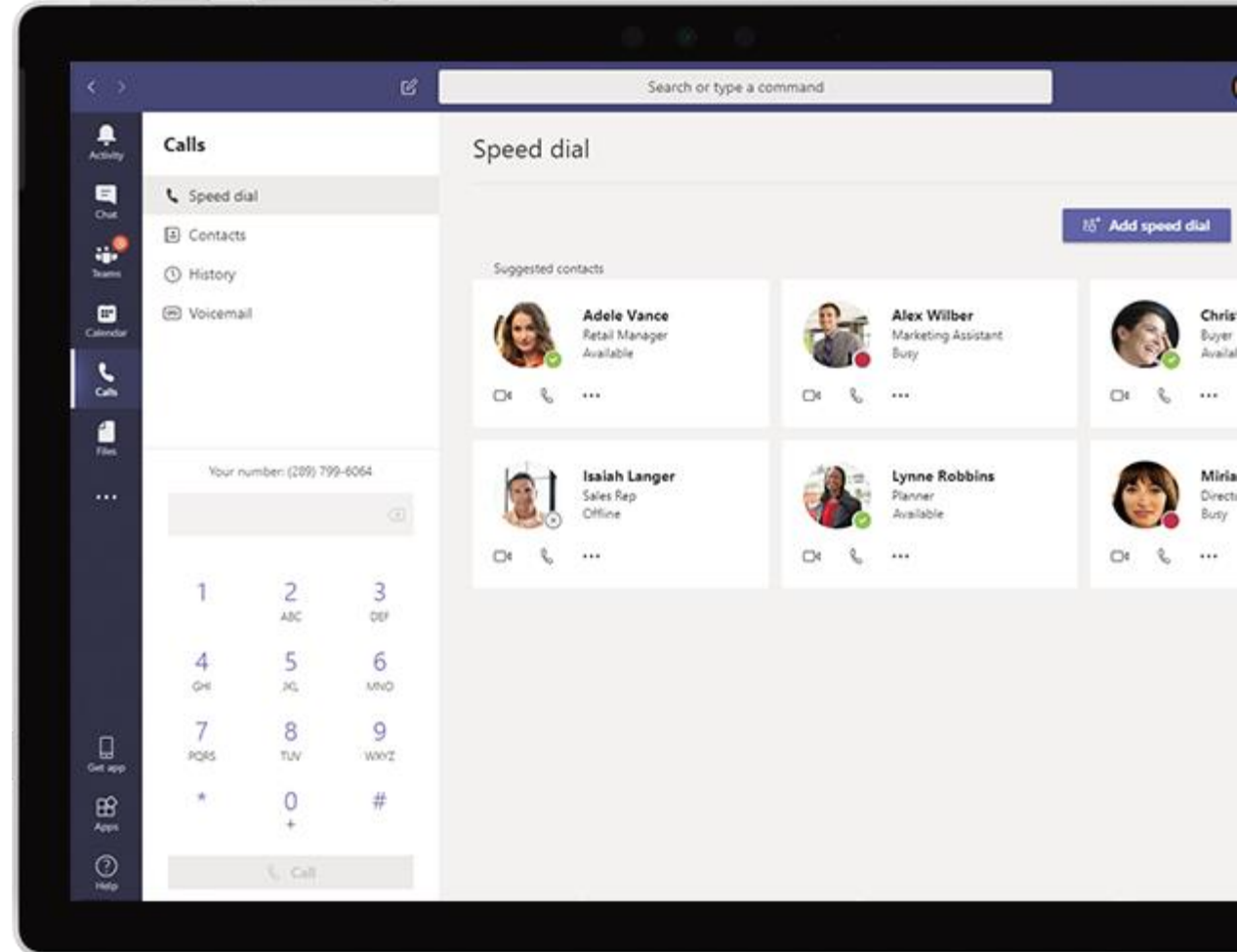
Built-in audio conferencing

Add flexibility to your meetings with a dial-in number, integrated into every online meeting.



Do your best work, in one suite

Unified contacts and calendars across Teams & Outlook. Collaborate in the Office apps within calls and meetings.



Easy and intelligent calling

Communicate with more flexibility, ease, and intelligence so you can stay connected when you need to.



Call from anywhere, on any device

Stay connected with a single phone number across computers, mobile devices, & desk phones.



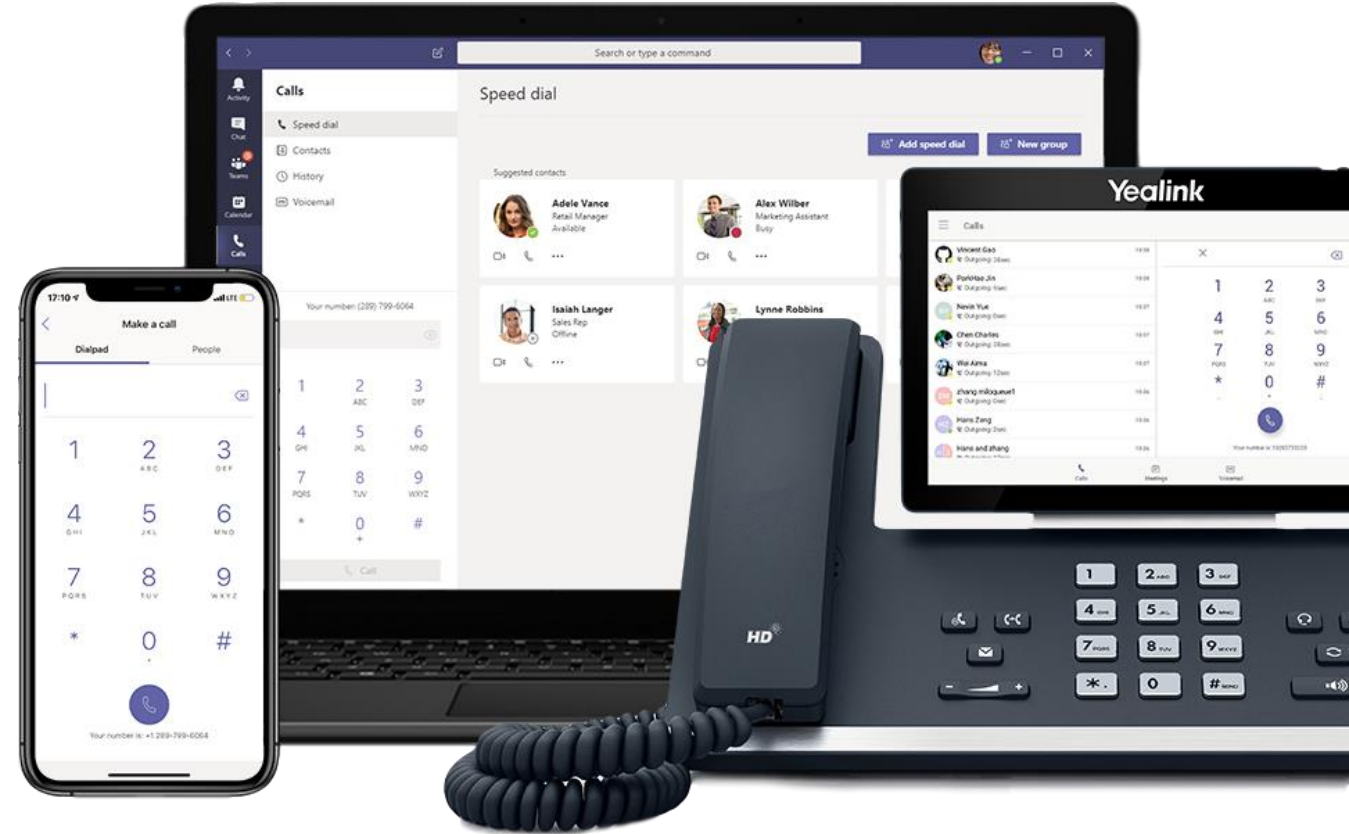
Quick one-click calling & meetings

Call any number, schedule & join meetings, and turn chats into a calls with a single click.



AI-powered intelligence

Automatic voicemail transcription plus inline chat translation & real-time captioning in meetings.



Delivered from Microsoft's cloud

Work confidently with a reliable and secure cloud-based solution



Enterprise-grade calling

Keep your business running smoothly with built-in redundancy and load-balancing.



Manage in Microsoft 365

Setup and management are centralized in the familiar Microsoft 365 admin console.



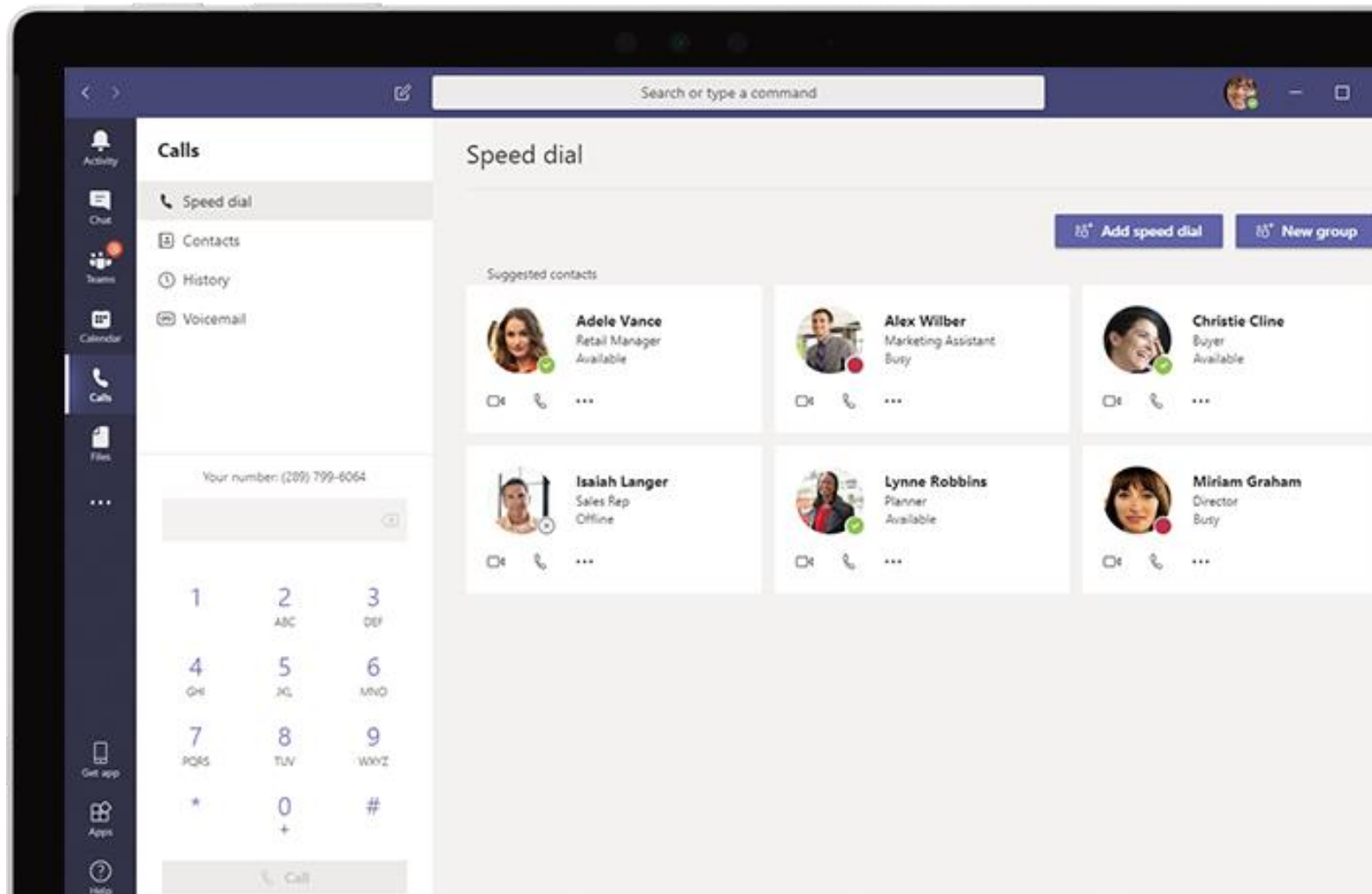
One provider

Save time and money with one solution, one bill, and one low-monthly price.



Business Voice

Demo



Business Voice

Features

Calling

Call park	Visual voicemail
Call forwarding	Voicemail to email
Call hold	Call history
Call transfer: supervised & blind	Caller ID
Call delegation	Caller ID masking
Shared line appearance	Click to call out from Outlook, Office Apps, and webpages
Call logs	Presence status
Call blocking	Contact integration with Exchange
Music on hold	Teams desktop, web, & mobile apps
Do not disturb / breakthrough	Teams-certified devices
Distinctive ringtones	Integrated audio conferencing
Add participants to a 1:1 call	Conferencing up to 250 participants

Admin

Cloud PBX	Local numbers
Number porting	Toll-free numbers
Multi-level auto attendant	Company & user phone numbers
Multilingual IVR	Extensions
Call queue: group, serial, round robin	Integrated calling plans
Global call routing	Bring your own calling plan (with direct routing)
Location-based routing	Performance reports
Emergency location-based routing	Quality of service reports
Exchange calendar call routing	Call logs
Dynamic E911	Call monitoring
Multi-site support	Call analytics
24x7 customer support	Call quality dashboard
Single sign-on	Device management
	Media bypass support
	Expanded SBC support

Devices

Allows you to communicate from anywhere, and across device types



Individual devices

Enable your team with devices for every workstyle



Meeting room devices

Make meetings more effective with modern meeting room devices

Third-party solutions available to support scenarios such as analog, call recording systems, etc.

To get started



Make sure you have an eligible Office 365 subscription



Get everyone in your organization using Teams



See the product for yourself with a demonstration

Additional resources

The workplace is changing



Collaborative

80%

of employee
time is spent
collaborating



Social

4X

as many
devices per user



Flexible

72%

of workers
will be working
remotely by 2020



Multi-Generational

5

generations
together in
the workforce

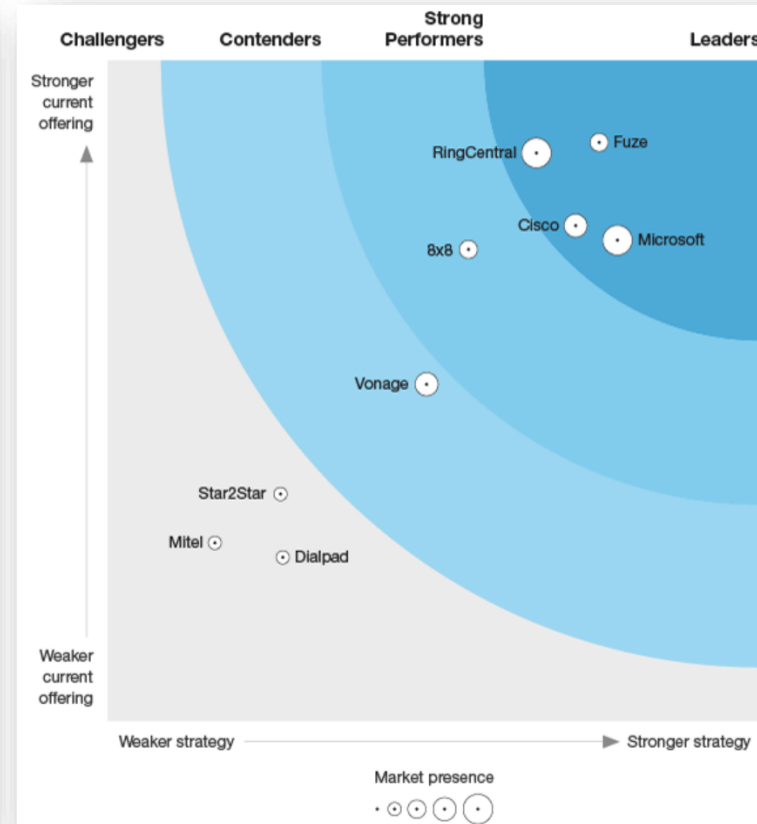
Microsoft is a leader in the Gartner UCaaS Magic Quadrant

**Gartner Magic Quadrant
Unified Communications as a Services**



aka.ms/GartnerUCaaS2019

**Forrester Wave
Unified Communications as a Services (Providers)**



aka.ms/ForresterUCaaS2019

**Gartner Magic Quadrant
Meetings**



aka.ms/GartnerMeetingsMQ2019



THANK YOU

TECHNOLOGY IS SO MUCH MORE THAN WHAT WE DO.
IT'S WHO WE ARE.