

Microsoft Teams Calling Proof of Concept

FITTS



Microsoft Teams Phone

Provide modern and legacy PBX capabilities with the cloud

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.*
Reduce reliance on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

Scale globally

Connect your phone system to the Microsoft worldwide network and get the power of the Microsoft cloud wherever your business goes.

*A complete voice solution is possible with a combination of Teams Phone, Calling Plans, Operator Connect and/or Direct Routing

- Busy on busy
- Call escalation
- Call park
- Call quality dashboard
- Caller ID masking
- Calling transfers and handling
- Click to call
- Cloud auto attendants
- Cloud call queues
- Cloud voicemail with transcription
- Custom contact groups
- Custom ring tones
- Dial plans
- Direct Routing
- Direct Routing dashboard
- Do not disturb and breakthrough
- Dynamic emergency calling
- Extension dialing
- Full delegation support
- Group call pick-up
- Location-based routing
- Media bypass (Direct Routing)
- Microsoft Calling Plans
- Number porting for Calling Plans
- Out of office support
- Routing rules
- Screen sharing from chat
- Secure calling between tenants
- Shared line appearance
- Simultaneous ringing
- Speed dial
- Teams admin center
- Teams and SfB calling
- Three-way PSTN calls
- TTY support

...and more

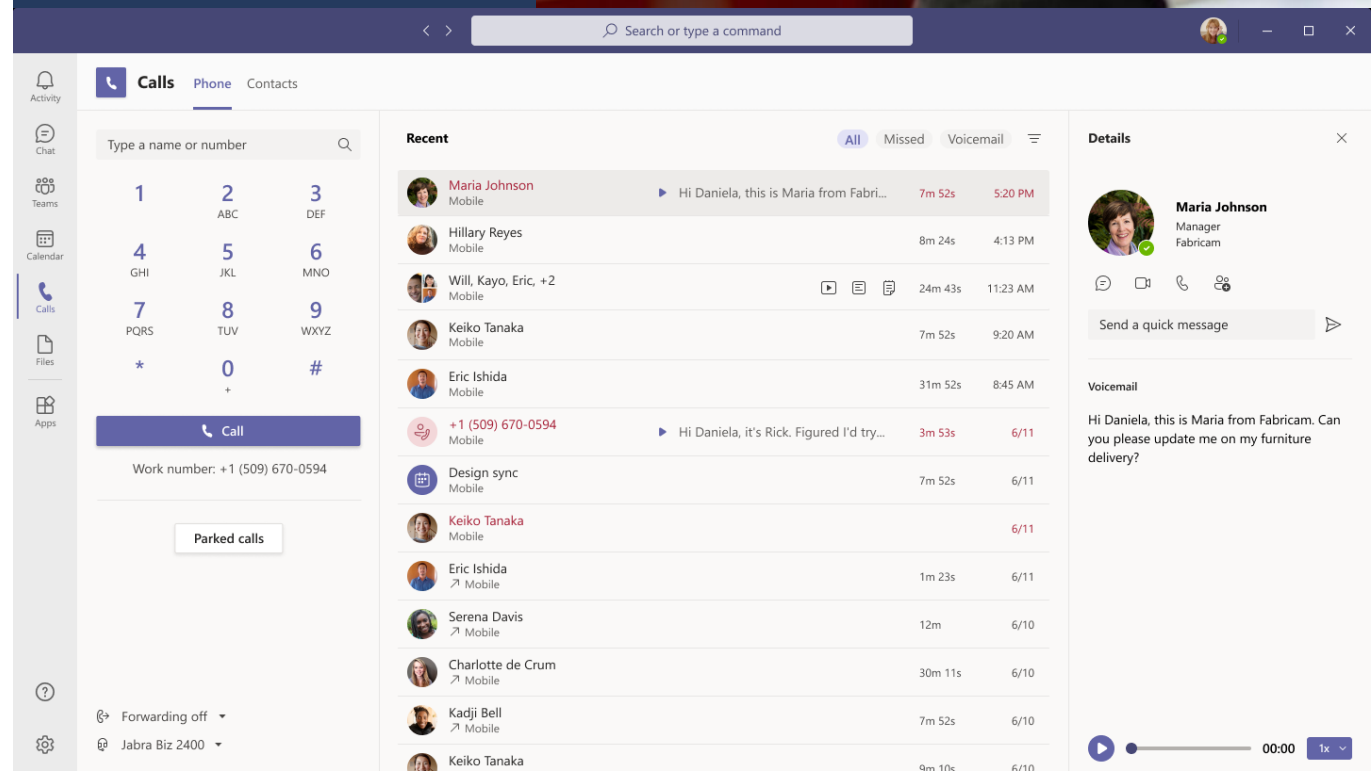
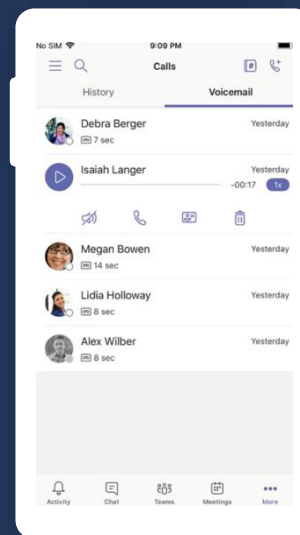
Integrate calls seamlessly into the flow of work

Provide a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool

Quickly start a call from chat, contact card, Outlook, or the Calls app

Collaborate in Microsoft 365 apps directly from calls and meetings

Leverage full suite of calling features from any device or location



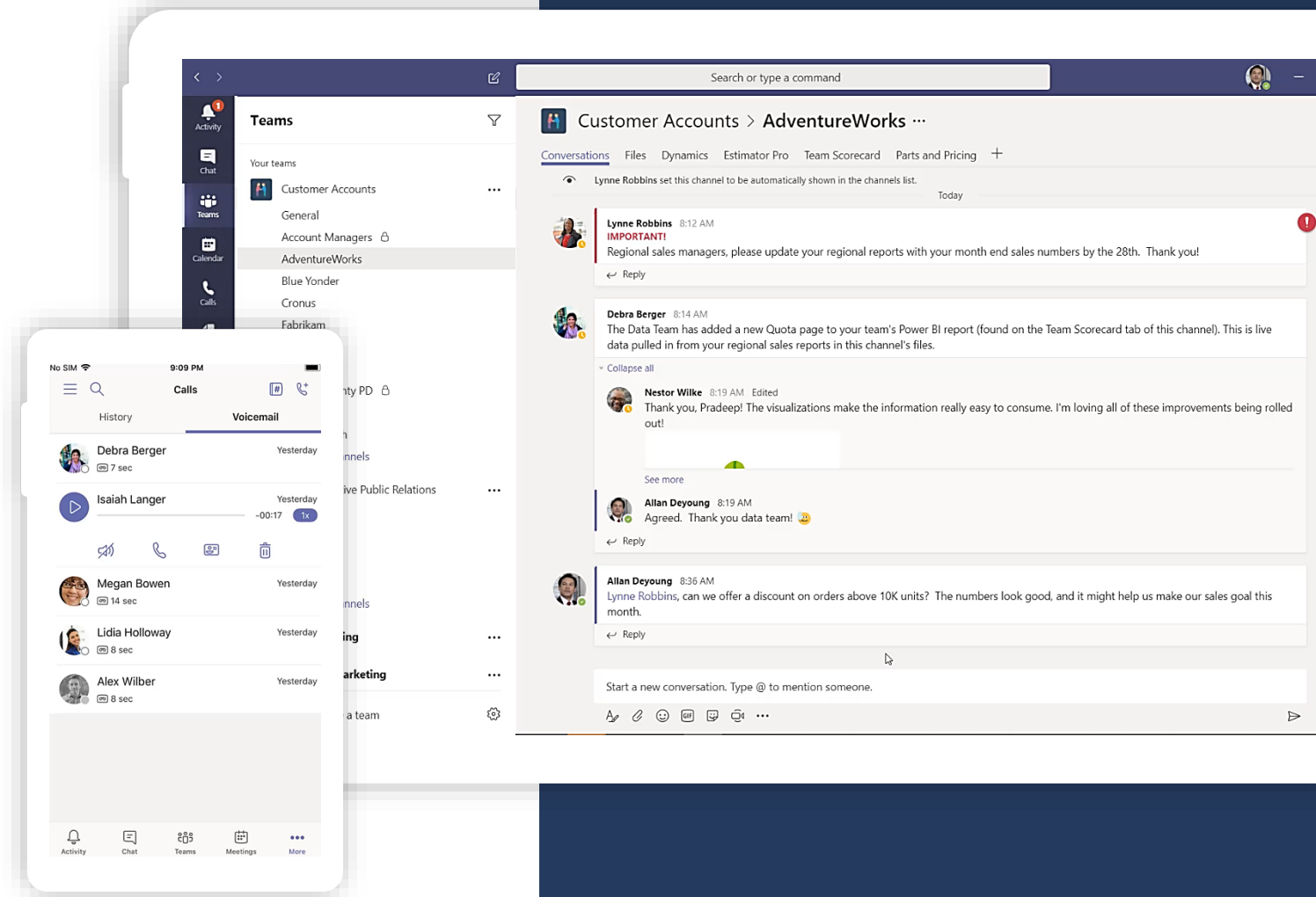
Transfer calls between desktop and mobile

Take a call anywhere and easily move it from your desktop to your mobile device.

Easily switch between personal devices while on the same call.

Quickly add another device to an existing call. Used for sharing and viewing content from the second device and audio on primary device.

Handoff support for all types of calls: 1:1 calls, group calls, and meetings.

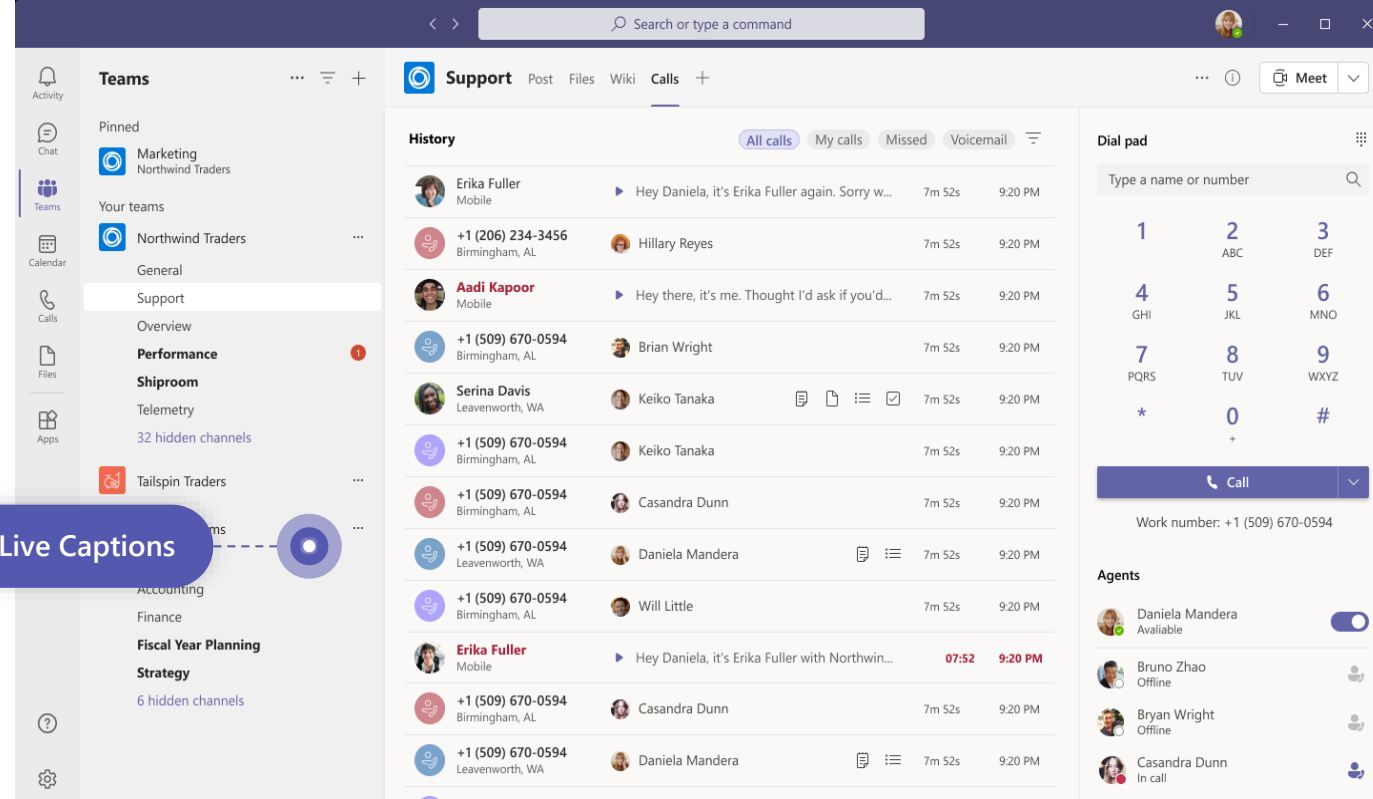


Meet business needs with unified classic + modern calling features

Optimize the customer experience with cloud calling features—including consultative transfers, music on hold, call park, and voicemail transcription

Empower employees with group call pickup, delegation, and shared line appearance

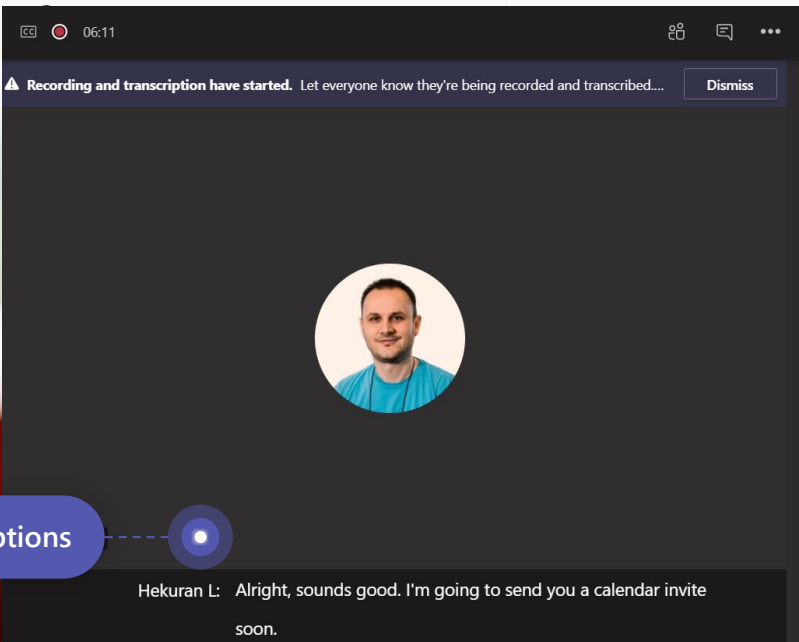
Streamline operations with built-in auto attendants and call queues, or easily connect to your favorite contact center software



Live Captions



Call recording



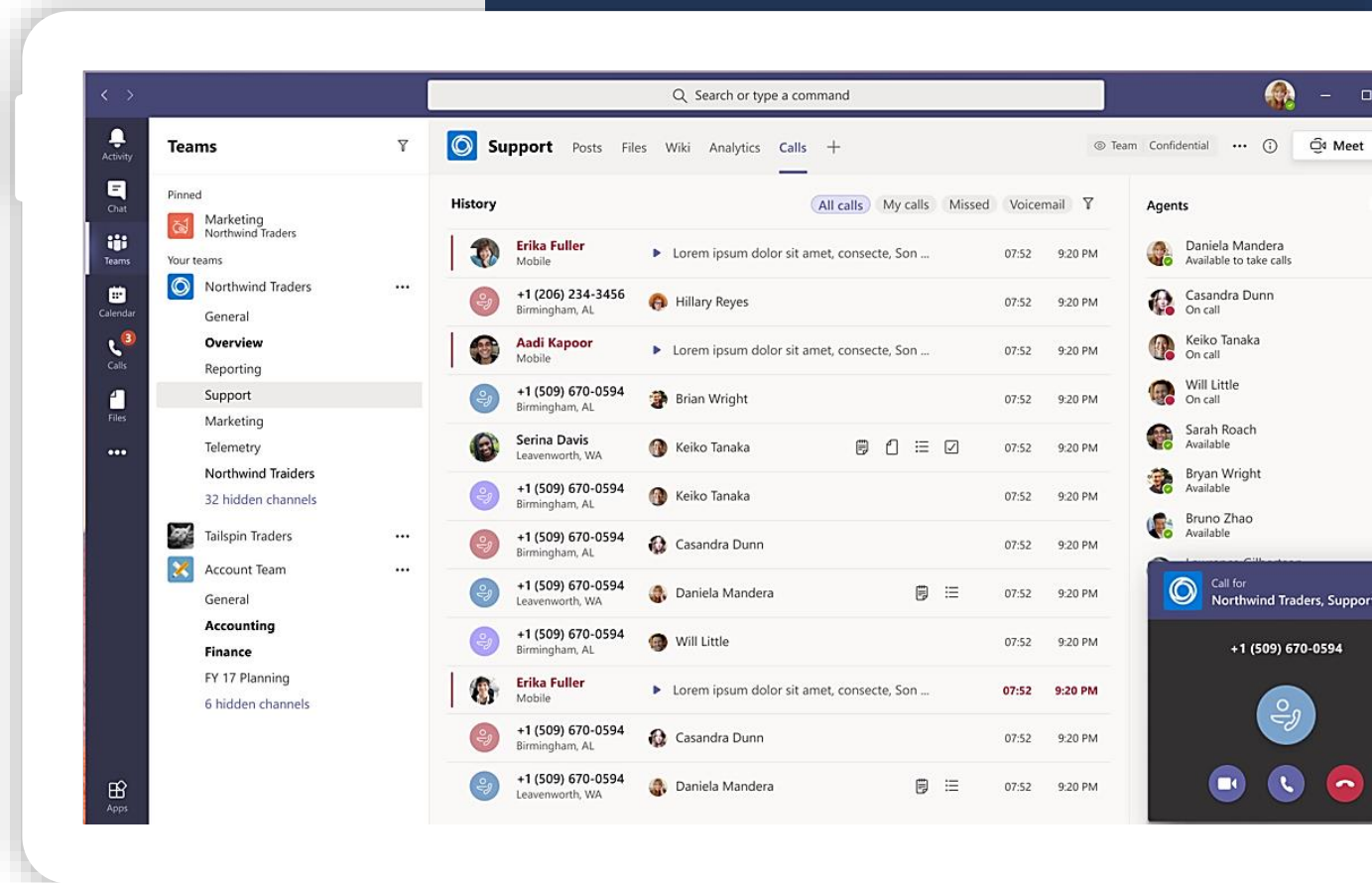
Transcriptions

Voice-enabled channels (collaborative calling)

Enable teams to integrate call queues into a specific channel, allowing for collaboration and information sharing before, during, and after the call.

Shared call queue log and voicemail allows agents and managers to examine history.

Right canvas shows agent status and allow these agents to mark themselves as available.

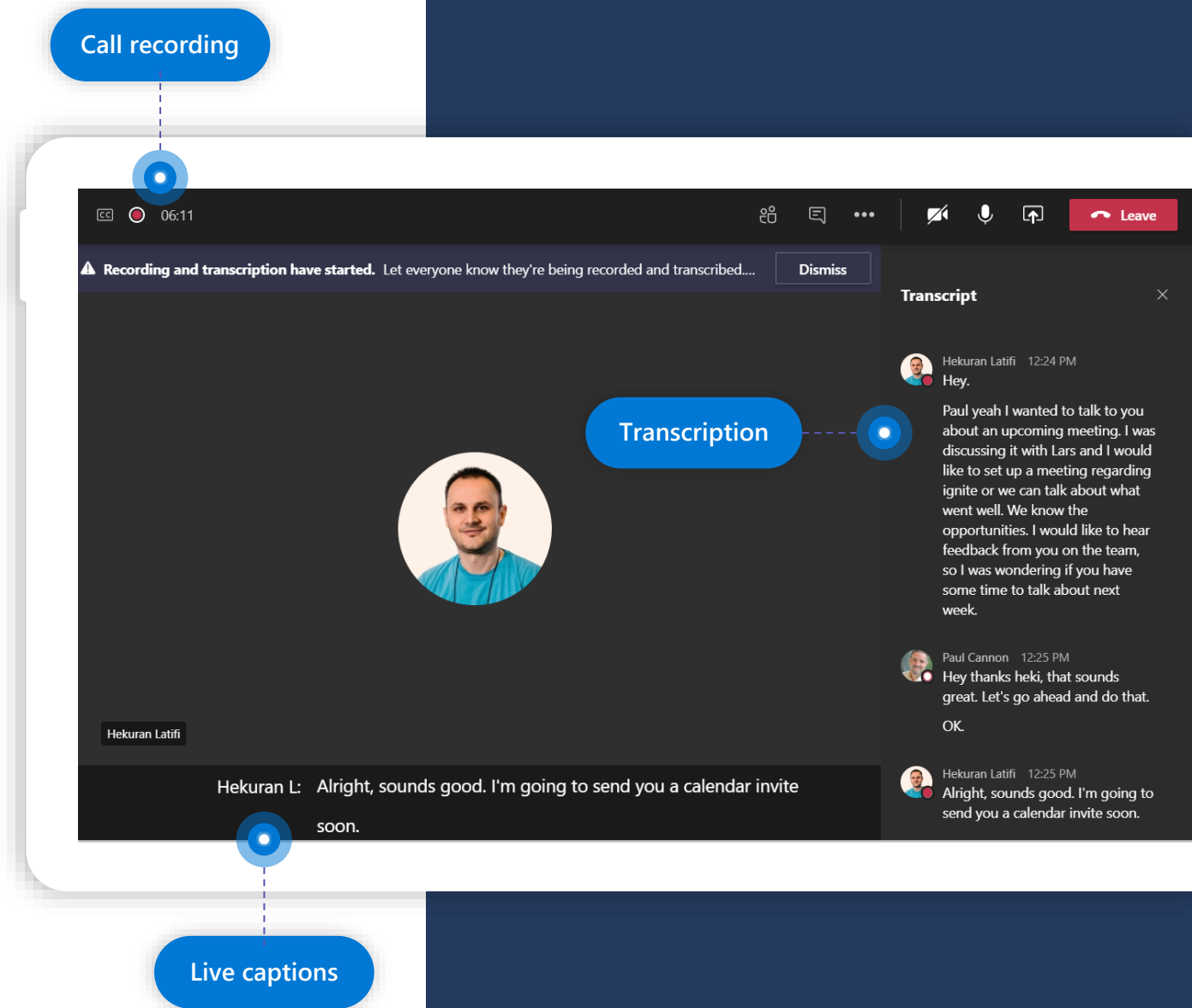


Captions, recording, and transcriptions in Microsoft Teams calling

Enables calling participants to view live captions and/or transcription during a Microsoft Teams call.

Supported spoken languages in 1st release: English.

After the meeting finished, a transcription is available for review – even if you missed the meeting.



Auto attendant and Call queues

Auto attendant supports:

Toll-free and local service numbers

Dial-by-name directory search

Custom greetings and menus

Operator option

Speech recognition in 14 languages

Admin portal UI and PowerShell cmdlets

Call queues supports:

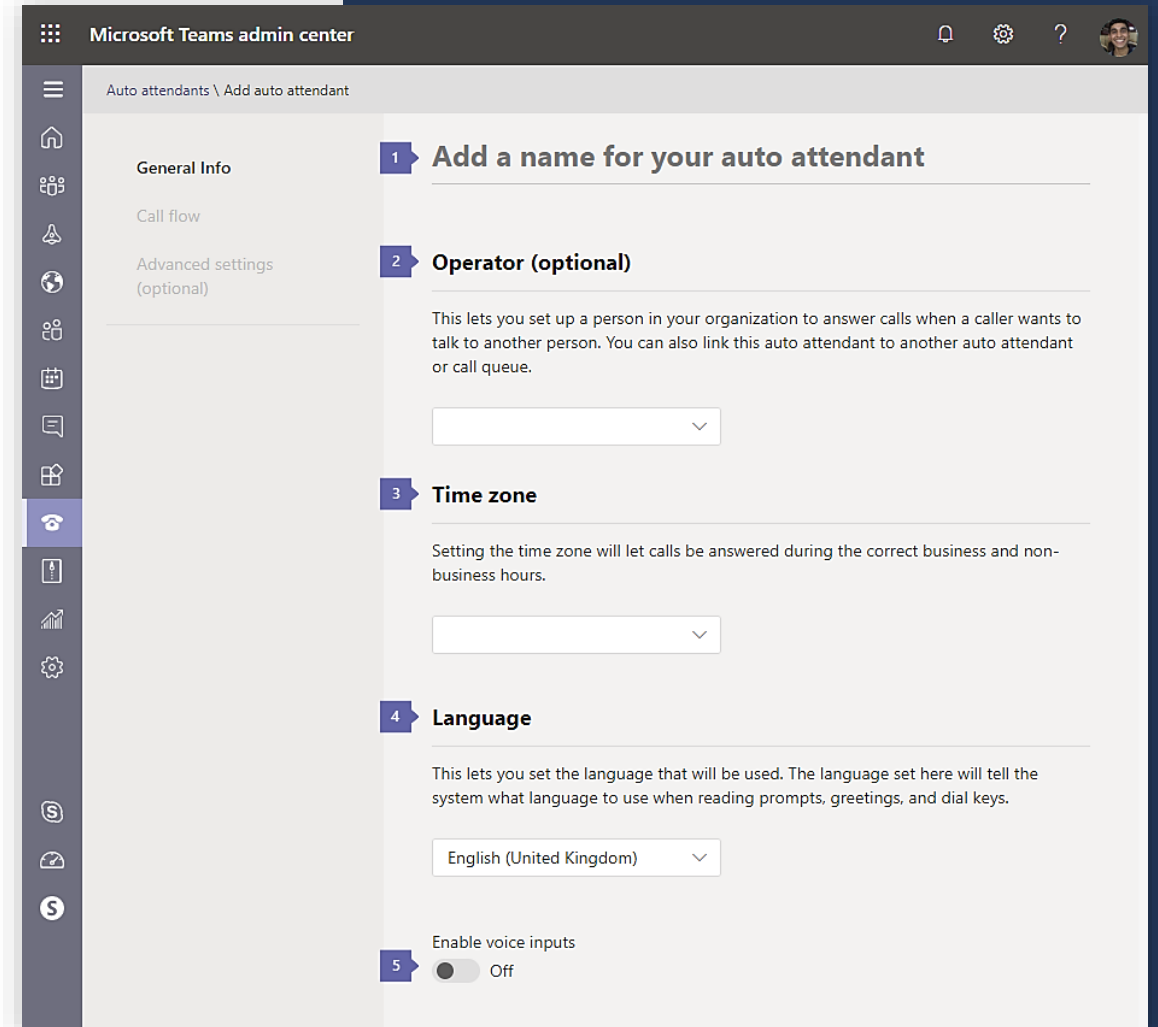
Custom greetings

Music while people are waiting on hold

Redirecting calls to call agents

Setting different parameters such as queue maximum size, timeout, and call handling options.

Shared voicemail for callers to leave a message for an organization.



Calling endpoints

Stay connected from anywhere with a range of basic to premium devices

Teams displays

The newest premium companion experience for calling and collaboration integrating AI, Cortana, and Teams UI for users to engage in seamless calling and meetings.

Desk and video phones

Microsoft's core phone experience with rich features including access to speed dial, user home screens, contact access, and hero collaboration functionality

Low-cost phones

Starting at USD \$120, devices from AudioCodes and Yealink will bring core calling features at a lower price point.

SIP gateway

Support core calling features of Microsoft Teams on legacy devices from Audio Codes, Yealink, Cisco, Polycom, and more.

Shared Devices

Microsoft Teams Rooms, Conference Phones and Common Area Phones



Microsoft Teams displays



Desk and video phones



Low-cost phones



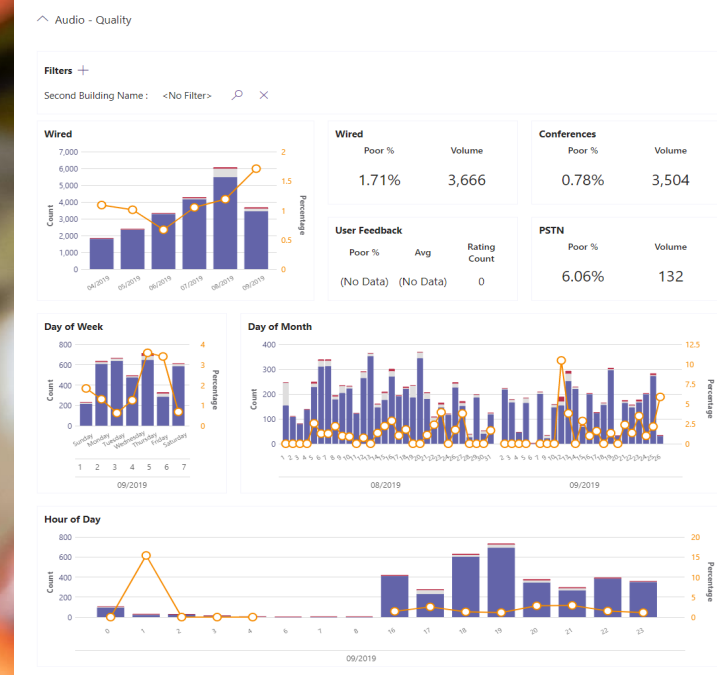
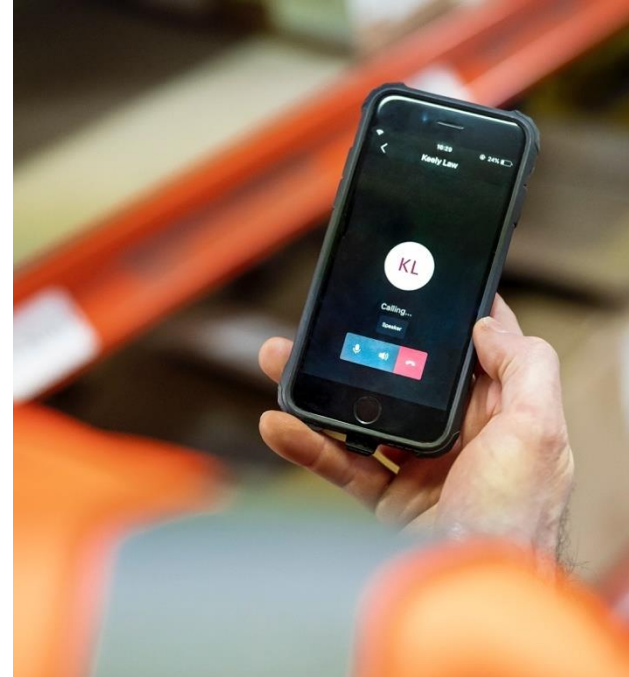
SIP gateway

Optimize IT resources with streamlined setup and management

Easily add phone numbers and manage your entire phone system through the Teams Admin Center

Monitor and resolve issues with Call Analytics and the Call Quality Dashboard

Enhance reliability for critical calls with capabilities like Survivable Branch Appliance



Phone numbers - Microsoft Teams | https://admin.teams.microsoft.com/phone-numbers

Contoso Electronics | Microsoft Teams admin center

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. Learn more

Numbers | Order history

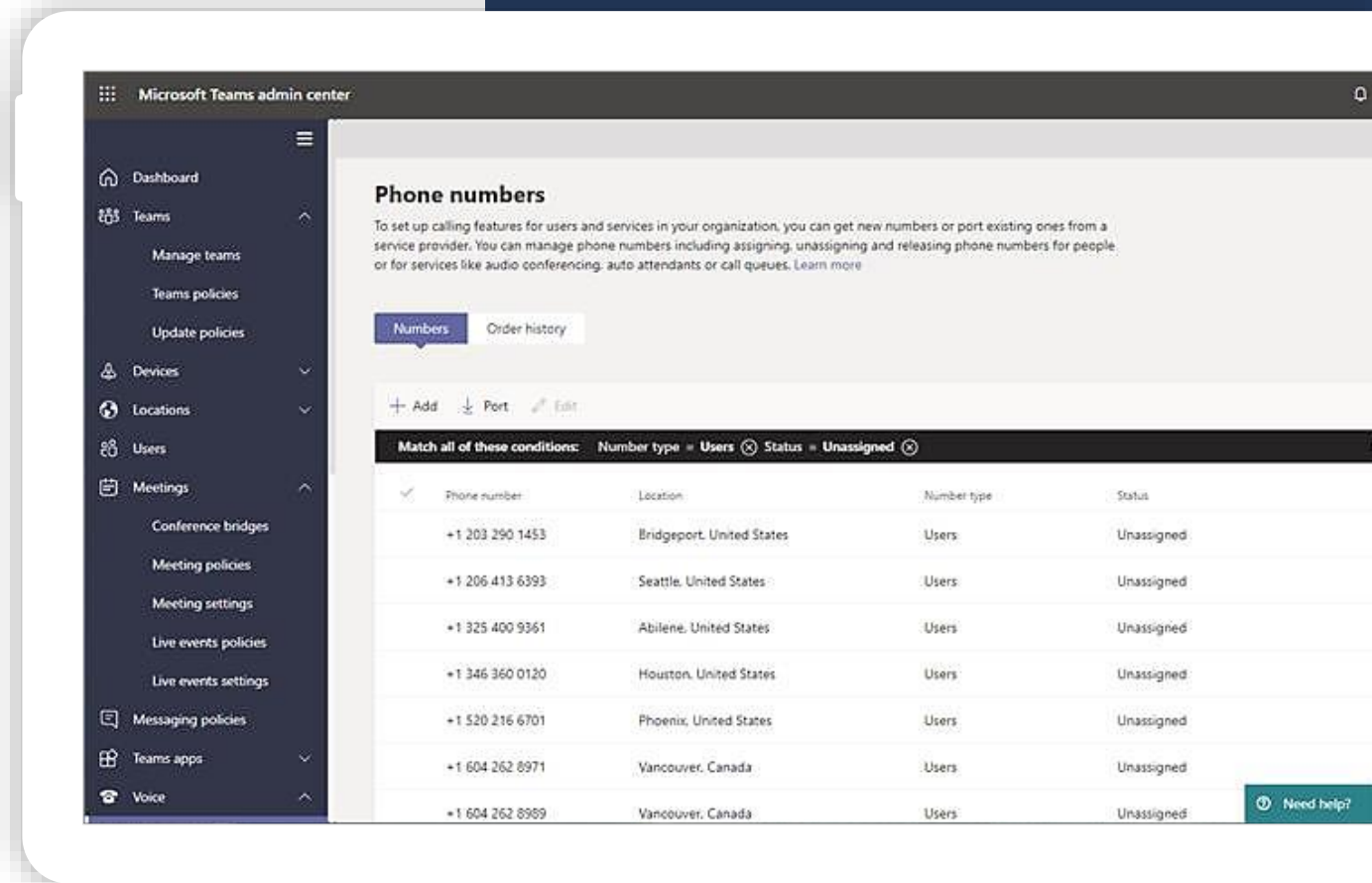
Phone number	Location	Number type	Status
+1 619 816 4305	San Diego, United States	Users	Assigned
+1 619 816 4806	San Diego, United States	Users	Assigned
+1 619 816 4824	San Diego, United States	Users	Unassigned
+1 619 878 3855	San Diego, United States	Users	Unassigned
+1 619 878 3856	San Diego, United States	Users	Unassigned

Calling management in the Microsoft Teams admin center

Reduce complexity and training by managing your phone system from an admin console deeply integrated into Microsoft 365 services.

Get started in minutes without an on-prem PBX to install or manage.

Scale your phone system by getting new numbers and adding users as your business grows.



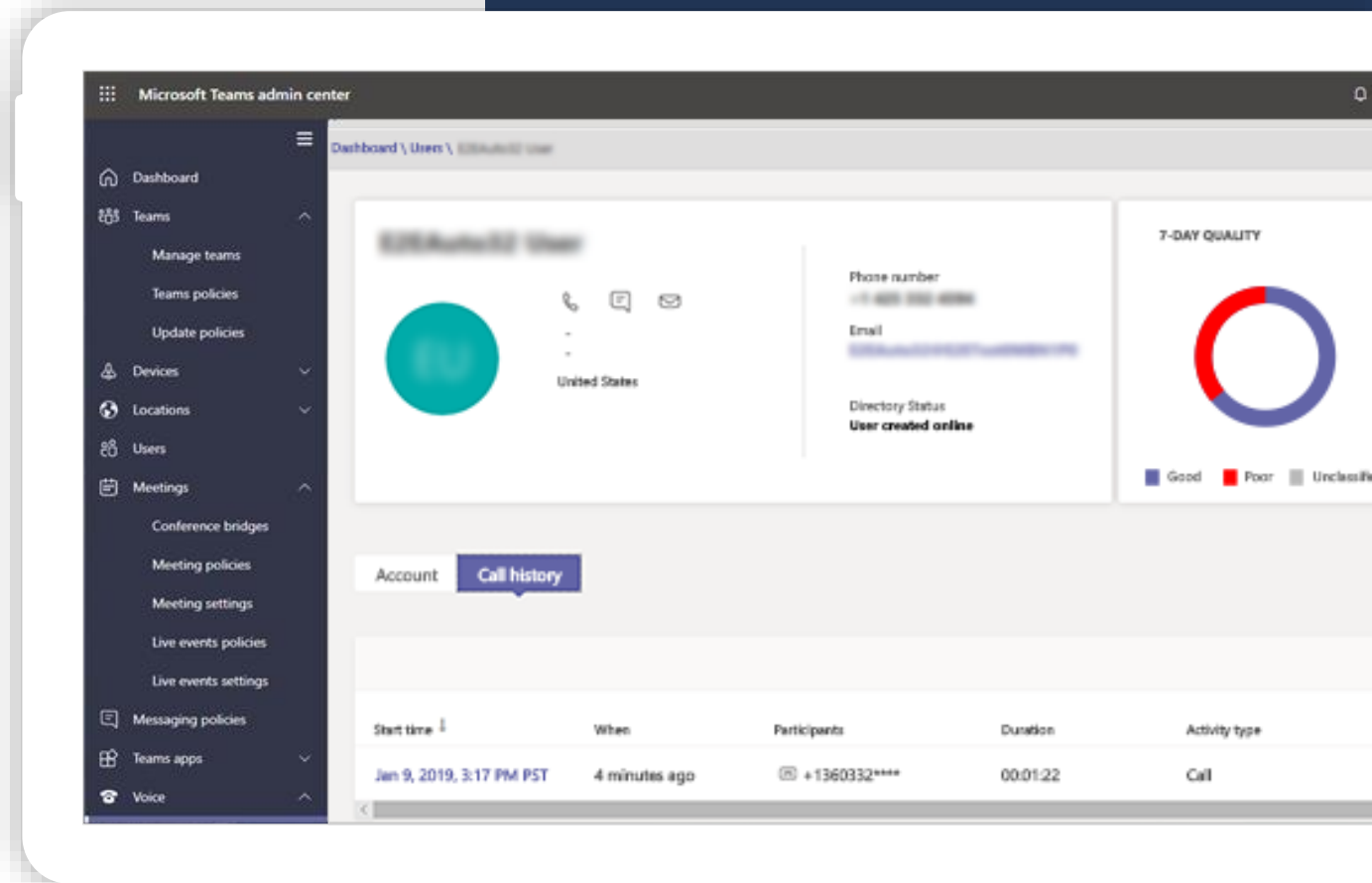
Call analytics

Part of Microsoft Teams admin center – one set of tools to simplify management.

Shows detailed information about the devices, networks, and connectivity related to the calls and meetings for each user.

Helps answer the question “Why did a particular user have a call issue today?”

Easily enable helpdesk agents to use call analytics to troubleshoot without assigning other permissions – useful when you have external vendors supporting your calling deployment.



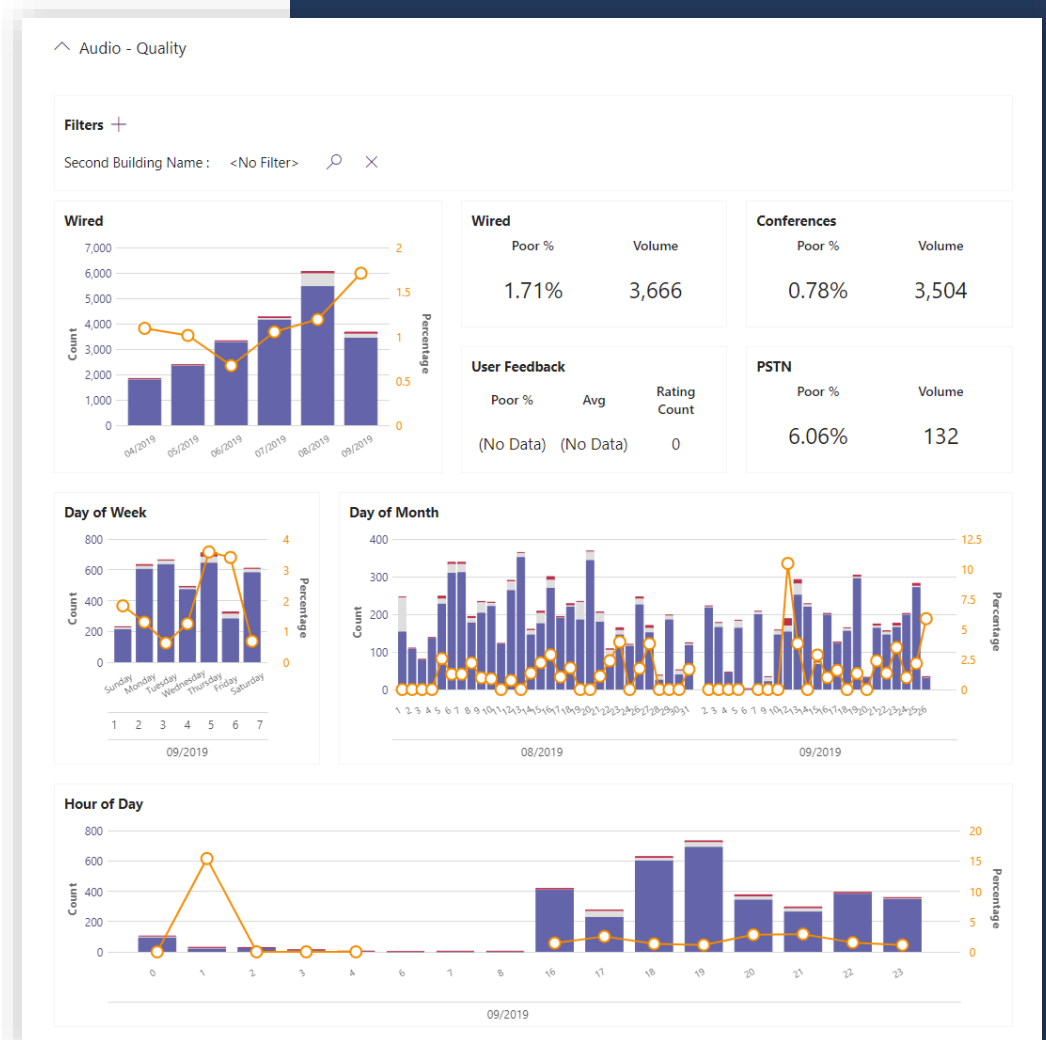
Call Quality Dashboard (CQD)

Part of Microsoft Teams admin center – one set of tools to simplify management.

CQD helps admins and network engineers optimize their network for calling.

Comes with a set of reports that always provides an experience that gives you call quality metrics without the need to create new reports.

Also supports customizable Power BI templates you can use to analyze and report your CQD data.



Survivable Branch Appliance

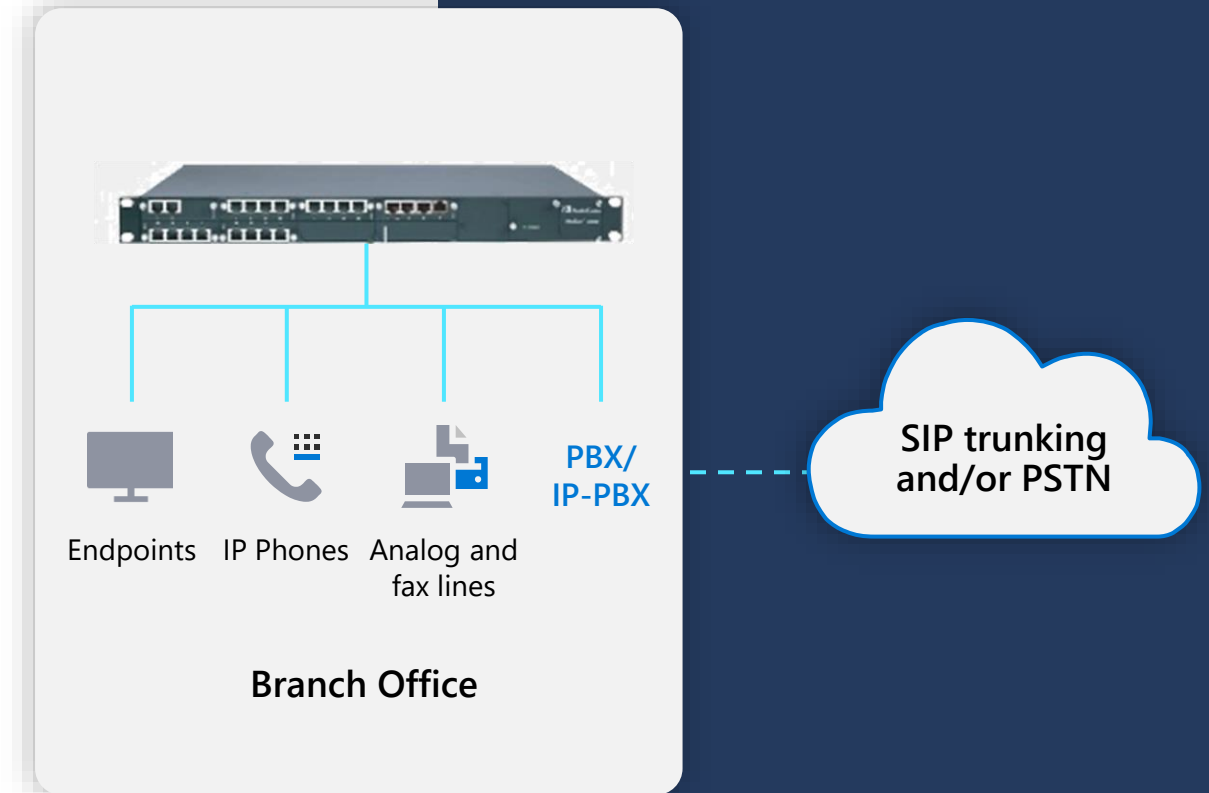
Support call activity even when connections are down.

Works with Microsoft Teams offline mode.

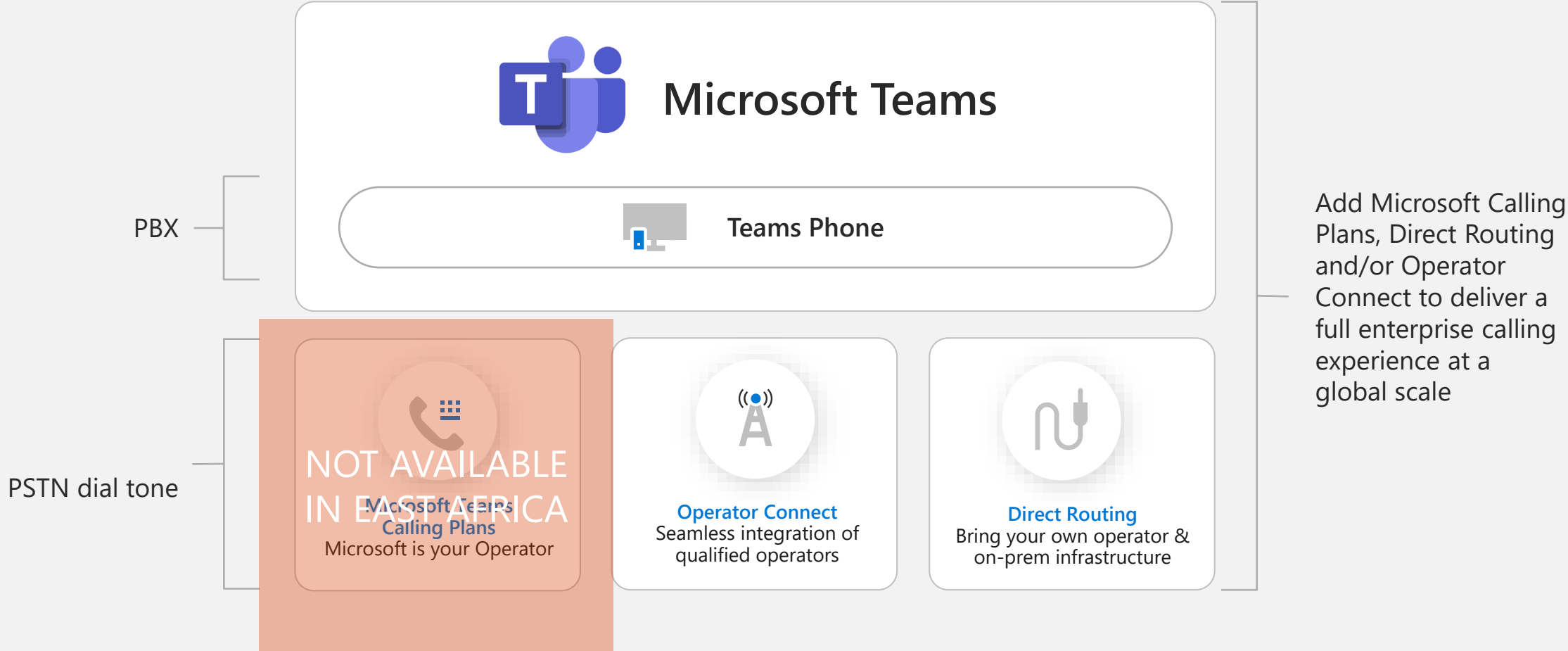
Virtual machine runs Microsoft software on partner Session Border Controllers.

WAN outage is survivable – calls can be made and received.

Future – enable P2P calling so Microsoft Teams users at affected site can make VoIP calls to each other.



Simplify calling with Microsoft Teams



Forrester Total Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance

1.25 hours per week

Average time saved by mobile workers

\$11.1 Million

Three-year net savings

>132%

Return on investment

3 months

Payback after go-live

Source: [The Total Economic Impact™ Of Microsoft Teams Calling Solutions](#)



We eliminated hundreds of thousands of dollars a year in telephony charges that we were paying for in different regions by moving to Teams Calling."

- CIO



Without having Teams in place, there is no way we could have shifted 95% of our global workforce to a work-from-home model in just a couple of weeks without skipping a beat."

- Global Head, Digital Workplaces

Typical Teams Calling Costs and Business Case Elements

Costs to consider

- Microsoft licenses*
- 3rd party add-ins (Recording, contact centre)
- SBCs
- Calling costs (channels, minutes)
- Technical enablement
- User training
- Handsets, devices, headsets

*No additional cost for Microsoft 365 E5 users

Possible Financial Benefits

- Calling costs (international, roaming and site-to-site calls may be cheaper)
- Warranty and support agreements for PBX / legacy infrastructure
- Cost avoidance – legacy appliance replacement
- Reduce internal support charges – better stability and consistency, easier to provision and de-provision

PROOF OF CONCEPT OFFER

On-site demo with Microsoft

Up to 15 phone lines provisioned

Business Case Development – Cost
Benefit Analysis