

# Microsoft Teams Voice Hybrid Solution Standard Package

G-Able is a digital services provider who helps driving a business transformation with digital technologies. Our services are oriented by experienced and specialized personnel with a selection of hardware, software, and solutions from the internationally renowned companies. G-Able also has strong solutions and service offering to support customer digital transformation journey. We are focusing on understanding pain points and requirements, then offering digital solutions to create business values to customers. One of the biggest challenges is increased revenue. Unified communication is one of offering to help customer for enable hybrid work for all staff and customer (Digital workplace solution).

Today many companies using multiple communication platform it not easy to use and manage, and they are looking for single communication platform that can be consolidate into a single service.

G-Able offers enable voice capabilities in Microsoft teams by transforming form legacy telephony to Microsoft teams. Instead, we can seamlessly migrate away from your old system, even leaving some parts of the business in place on the legacy system such as contact center service that teams can't deliver. All white benefiting from powerful teams-enabled voice collaboration. It is the perfect solutions for business adopting a mix of working from home and hybrid work model.

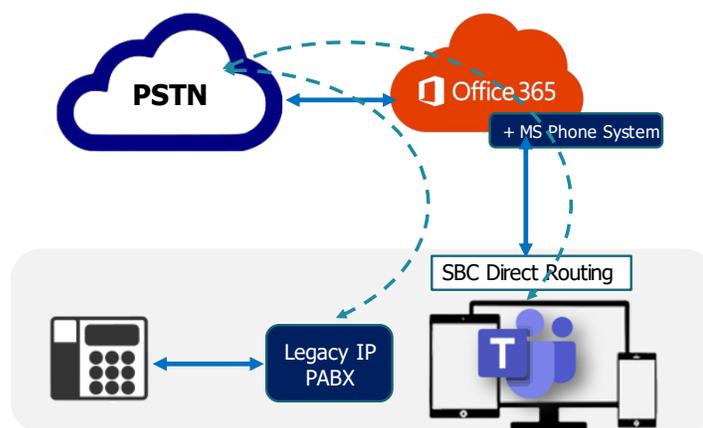


Figure: MS Teams Voice Hybrid Solution

<b>Solution Offering</b>	<p>G-ABLE offers enable voice capabilities in Microsoft Teams by transitioning from legacy telephony to Microsoft Teams. Instead, we can seamlessly migrate away from your old system, even leaving some parts of the business in place on the legacy system such as Contact Centre services that Teams can't deliver. All while benefiting from powerful Teams-enabled voice collaboration. It is the perfect solution for businesses adopting a mix of working from home and hybrid working models.</p>
<b>Benefit</b>	<p><b>Easy:</b> Connect all communication channels on different devices. to be as one, whether it's a meeting, collaboration, and phone call for communication effectively.</p> <p><b>Convenience:</b> Users can instantly make, receive, and transfer calls to employee's communication devices anytime, anywhere, even when they're away from the office.</p> <p><b>Save:</b> Simplify and lower maintenance costs of corporate telephony system (PABX). By managing communications via Cloud PBX technology or Cloud UCaaS, replacing the traditional phone system.</p>
<b>Features</b>	<p><b>Telephony Features</b></p> <ul style="list-style-type: none"> <li>▪ Click to Call</li> <li>▪ Speed Dial</li> <li>▪ Dial Plans</li> <li>▪ Routing Rules</li> <li>▪ Direct Routing</li> <li>▪ Auto Attendant</li> <li>▪ Extension Number</li> <li>▪ Contract Groups</li> <li>▪ Call Queue</li> <li>▪ Call Transfers</li> <li>▪ Call Pick up</li> <li>▪ Call Park</li> <li>▪ Do not Disturb</li> <li>▪ Cloud Voicemail</li> </ul> <p><b>Dashboard and Monitoring Report</b></p> <ul style="list-style-type: none"> <li>▪ Direct Routing Dashboard</li> <li>▪ Call Quality Dashboard</li> <li>▪ Standard Historical Report</li> </ul> <p><b>Integration with Existing Telephony</b></p> <ul style="list-style-type: none"> <li>▪ Integration Legacy PBX</li> <li>▪ Managed Session Border</li> </ul> <p><b>Optional</b></p> <ul style="list-style-type: none"> <li>▪ Advanced Historical Report</li> <li>▪ Billing Report</li> <li>▪ Service Support</li> <li>▪ Service Desk support</li> </ul>

<b>Entry Criteria</b>	<ul style="list-style-type: none"> <li>▪ All industry</li> <li>▪ Customers who have Microsoft Office 365 and want to connect to external lines through Microsoft Teams, but still use Existing Telephony.</li> </ul>
<b>G-Able Task</b>	<b>Customer Task</b>
<p><b><u>Implement</u></b>  G-Able shall be provide profession service for provision and configuration a part of Voice Enabling Microsoft Teams and Pipeline configuration for application deployment.</p> <ul style="list-style-type: none"> <li>• Assessment and Provisioning <ul style="list-style-type: none"> <li>- Assessment and Provisioning</li> <li>- Coordinate with Existing PSTN Provider</li> </ul> </li> <li>• Configuration <ul style="list-style-type: none"> <li>- Configuration SBC (Session Border Controller)</li> <li>- Microsoft Teams</li> </ul> </li> <li>• User Acceptance Test</li> <li>• Knowledge transfer by on-the-job training</li> </ul>	<p>Customer shall be preparation environment for support detail below.</p> <ul style="list-style-type: none"> <li>• Microsoft Teams Admin Account</li> <li>• DID Number</li> <li>• Numbering Plan</li> <li>• Voice Policy</li> <li>• Users and Extensions List</li> <li>• MS Teams Phone Standard License</li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li>• Configuration Document</li> <li>• Operation Document</li> <li>• User Manual Document</li> </ul>
<b>Accept Criteria</b>	<ul style="list-style-type: none"> <li>• Deliverable Sign off</li> </ul>
<b>Implementation Time</b>	<ul style="list-style-type: none"> <li>• User Manual Document At least 30 Days</li> </ul>
<b>Price Plan</b>	150,000 Baht (Estimate Price)