GIJIMA

GIJIMA DIGITAL - MICROSOFT TEAMS PHONE, CALLING PLAN SOLUTION

　　　　　　　　　Microsoft Solutions Partner

CONTACT DETAIL

Issued by:　　　　　　　　Gijima Holdings (Pty) Ltd Holdings (Pty) Ltd

Midrand Gate: Gijima

1 Pioneer Avenue

South Wing

Midrand, Johannesburg

Contact	Telephone	E-Mail

Gijima authorised signatory	Signature	Date
[Name]		
[Designation]		[Date]

APPROVAL

Title: Gijima Digital - HLD Teams Phone Calling Plan - Solution Design
Document Version:

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_____
Customer Name – Title

_____
Date

_____
M365 Collaboration Solutions Architect – Title – Gijima

_____
Date

_____
Security & Technical Specialist – Title – Gijima

_____
Date

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_____

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Date:2024

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Microsoft Teams Calling?

Does your business require employees to communicate while hot-desking, working remotely, or traveling?

Let your employees communicate internally & externally (external calls when connected to the traditional PSTN public switched telephone network), using the company's own network.

It's integration with Microsoft 365 and Office 365 means employees can make and receive calls through Teams from a desktop phone, mobile phone, or PC.
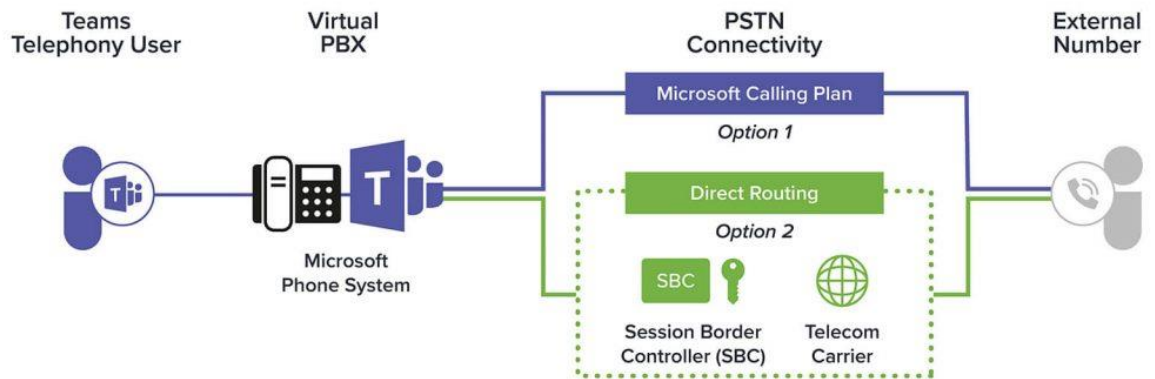
Add more advanced licenses like Audio Conferencing, Toll-free numbers, and Advanced Communications.

Implementing Teams Calling for external calls is especially convenient for businesses that are already using Office365 and Teams internally.

For external calls, Teams Calling must be connected to the PSTN, which requires Microsoft Calling Plans or Direct Routing.

Options:

- **Microsoft Calling Plans:** There are Domestic Calling Plans or Domestic and International Calling Plans to choose from, with Microsoft acting as the PSTN carrier.
- **Direct Routing:** The company connects MS Teams Calling to the PSTN themselves or through a third-party service provider.
- **For Large/Multinational Enterprises:** We do have Direct Routing as a managed service.

Microsoft Teams can fully replace your existing PBX with Gijima's services and Calling Plans.

Microsoft Teams Calling allows administrators to add or remove users in a matter of minutes, as well as to manage all communication and collaboration settings from a single console.

Key Enablement Features:

- **Cloud auto attendants:** Create automated menu systems to transfer incoming calls to specific employees or departments.
- **Call queues:** Automatically put calls on hold and search for available employees or agents based on a list of employees capable of responding.
- **Call overflow and timeout:** When the maximum calls in a queue is reached or the wait time has reached a limit, automatically disconnect or reroute calls to another queue.
- **Cloud voicemail:** Deliver voicemail to users' email inboxes as an audio attachment and text transcription.
- **Call parking and retrieval:** Place a call on hold and generate a unique code to retrieve it later.
- **Call sharing:** Let employees share incoming calls with colleagues by creating user groups and choosing simultaneous ringing or forwarding options.
- **Common area phone:** Set up a phone in a lobby, conference room, or other space that allows many people to make calls.
- **Caller ID:** Display information for internal callers based on a corporate directory with employee names, photos, job titles.
- **Video calling:** Initiate or receive face-to-face video calls or conferences with any device that has a camera, speakers, and microphone.
- **Detailed Analytics:** Within the Teams platform.

Advanced Communications

- **Live Events & Meetings:** Organizations can host view-only live events for up to 20,000 participants and interactive meetings with 1,000 participants.
- **Application Programming Interfaces (APIs) access:** Companies can use APIs to integrate third-party applications with Microsoft Teams.