




OneVoice for Operator Connect



Enabling voice for
Microsoft Teams with
OneVoice for Operator Connect

Voices matter: Unleash the power of calling in Microsoft Teams with our OneVoice network.

Operator Connect for Microsoft Teams allows you to add PSTN calling to your Teams environment from directly within the Teams Admin Center in Microsoft 365 with no additional hardware. With Liquid Intelligent Technologies you can now select one of the six countries; Kenya, Rwanda, South Africa, Uganda, Zambia and Zimbabwe across Africa offering a scalable and fully managed environment across all these regions.

Get the best from Liquid Intelligent Technologies

As Microsoft Gold Partner, we will help boost your productivity by delivering secure, carrier-grade voice from a single vendor and enable borderless cloud-based enterprise collaboration.

Our calling plans

OneVoice - Business

- Managed SBC
- Unlimited domestic calling plan on non-premium numbers
- 24x7x365 Support
- Custom Reporting Dashboard
- SIP Service/ DID
- Communication credits for international voice minutes*
- *fair usage policy applies

OneVoice - Enterprise

- Managed SBC
- Unlimited domestic calling plan on non-premium numbers
- 24x7x365 Support
- Custom Reporting Dashboard
- SIP Service/ DID
- Communication credits for international voice minutes*
- Phone System Licence



One Voice for Operator Connect

Automated provisioning

OneVoice for Operator Connect can be provisioned directly from your Microsoft tenant, this means hassle free deployments and ensures a seamless process for attaining numbers. Liquid's world class portal is integrated with Microsoft, through the portal you can keep track of numbers, update details as and when required. Integrating PSTN into Teams can be tedious and requiring a lot of man hours, the automated provisioning on OneVoice means a seamless, hassle free deployment.

Unlimited calling plan

Liquid is offering an unlimited, non-premium calling plan with all its packages for OneVoice, keep talking and never worry about costs for calling. For international calls or premium numbers, you can top up your account using our communication credits.

It's time to leave legacy behind

OneVoice for Operator Connect combines Liquid Intelligent Technologies enterprise grade voice calling in Microsoft Teams to deliver a fully unified Communications experience. Automated and seamless provisioning directly from your Microsoft Teams tenant allows you to consume the service within minutes.

Why OneVoice for Operator Connect?

- Automated provisioning – end to end
- Unlimited, non-premium domestic calling
- Integration with Teams Admin Center
- Seamless and easy onboarding
- Access to six African countries
- Managed Service – SBCaaS(SBC as a Service)

Integration with Microsoft Teams

Our world class portal will keep you updated on the progress of the provisioning, through our integration with Microsoft the service can be purchased directly from the Microsoft tenant. This ensures an automated and seamless, end to end process for you to acquire numbers.

Coverage across Africa

Liquid's network spans across six countries on the continent, in addition to being the first provider on the continent Liquid has coverage in the following countries:

- Kenya
- Rwanda
- South Africa
- Uganda
- Zambia
- Zimbabwe

Managed Service

Liquid's Managed Services team is on standby 24 x 7, ready to assist with changes or configurations required on the tenant. From setting up the Cloud Auto Attendants, updating user configurations our team is ready to assist. End to end managed service, with all infrastructure maintained and managed by Liquid's qualified engineers.

Simplify global PSTN calling in Microsoft Teams with OneVoice for Operator Connect

Frequently Asked Questions

Why OneVoice for operator Connect?

Customers can now select the Liquid as their provider from the Teams Admin Center, provisioning of the service is automated, and the service will be provisioned, numbers allocated directly into the customers Admin Center. Some of the benefits with Operator Connect:

Leverage existing operator contracts: Keep your preferred operator and contracts, while enabling a modern calling experience in Teams

Simple and quick to deploy: It can take just minutes to connect to your operator and assign phone numbers to users – all from the Teams Admin Center. You do not need to be an expert in voice to deploy calling to Teams

Operator-managed infrastructure: PSTN calling services and Session Border Controllers (SBCs) are managed by operators, saving on hardware purchase and management

Enhanced support and reliability: Operators provide tech support and shared service level agreements to improve support service, while direct peering powered by Azure creates a 1:1 network connection for enhanced reliability.

How does it work?

With OneVoice for Operator Connect, Admins can open the "Operators" tab in the Teams Admin Center, where qualified operators will be listed. Admins can then select Liquid Intelligent Technologies as an operator and connect calling services, at which point they will acquire phone numbers and assign them to their users.

What about Teams Business Voice?

Teams Business Voice combines Liquid Intelligent Technologies enterprise grade voice calling in Teams to deliver a full Unified Communications experience. With Microsoft Teams users can collaborate by using the various features like integration into the Office 365 suite thus improving productivity.

Teams Business Voice from Liquid Intelligent Technologies uses the same underlying infrastructure defined for direct routing, customer enjoy a fully managed environment where Liquid manages the SBC (Session Border Controller) and Voice Service. From a service perspective there is no difference, Operator Connect allows the customer to provision directly from their tenant with automated provisioning.

How different is Operator Connect from Direct Routing?

Operator Connect

Announced at the Ignite conference, Operator Connect is a solution within the Teams Operator Console which allows customers to directly configure their services from several providers, including Liquid Intelligent Technologies - the first provider on the African continent - and many others.

Operator Connect is the more recent addition to Microsoft's list of solutions for calling functionality. The platform aims to enable enterprises to choose their own Teams PSTN carrier – like direct routing. With operator connect, the focus is on using a PSTN service via a managed service model rather than handling things on your own through direct routing.

With Operator Connect for Microsoft Teams, IT groups will be able to connect to their provider and assign numbers to their users through a Teams admin dashboard "Operators" tab. This means there's no need for any telephony expertise or carrier negotiations. If you already have a relationship with one of Microsoft's many Operator Connect partners, you can maintain that relationship going forward.

Direct Routing

Now available from a wide variety of UCaaS companies, direct routing solutions allow Microsoft Teams users to make calls, access UCaaS features, and unlock new functionality within the Teams client.

Direct Routing represents a simple and flexible way for companies to connect to the Microsoft Phone System. Organisations can source SIP trunks from carriers or use managed service providers to get a more end-to-end solution.

The direct routing offering allows organisations to configure Session Border Controllers (SBCs) to route calls from the Microsoft Phone System to the network for public telephony.



One Voice for Operator Connect

Can I select more than one provider?

Operator Connect allows for multiple service providers to be selected, the customer can have more than one service provider or service active with multiple service providers.

How are numbers allocated?

Numbers will be allocated to the Microsoft tenant, but not allocated to users. The customer is responsible for assigning numbers to individual users. The customer will have access to the OneVoice Operator Connect portal, but this portal does not include the functionality to assign numbers, and this will have to be done through the customer Microsoft Teams Admin center.

How does the fair usage policy work?

A fair usage policy is applied across all subscriptions with OneVoice, calls are limited to domestic non-premium calls in the region the service is activated in. For international calling, customers need to purchase communication credits through the OneVoice for Operator Connect portal

What does my subscription include?

OneVoice - Business

Managed SBC
Unlimited domestic calling plan on non-premium numbers
8x5 Support
Custom Reporting Dashboard
SIP Service/ DID
Communication credits for international voice minutes*
*fair usage policy applies

OneVoice - Enterprise

Managed SBC
Unlimited domestic calling plan on non-premium numbers
8x5 Support
Custom Reporting Dashboard
SIP Service/ DID
Communication credits for international voice minutes*
Phone System Licence

How do I setup users?

End users need to have the required Microsoft subscriptions in place, each user must have the "Phone System" active and allocated to them prior to assigning a number to them. Any of the following Microsoft subscriptions can be assigned to a user's thereafter "Phone System" needs to be in place:

- Microsoft 365 Business Basic
- Microsoft 365 Business Standard Microsoft 365 Business Premium
- Microsoft 365 Enterprise E1/E3
- Office 365 Enterprise E1/E3
- Microsoft 365 F3
- Office 365 F3
- Microsoft 365 F1

Can we provision multiple numbers in different countries?

Yes, numbers can be provisioned in the 6 countries supported for OneVoice, billing will be done in the currency of the first placed order when purchasing OneVoice for Operator Connect.

How and where will I be billed?

For existing Liquid Intelligent Technology customers, their billing account will be used to invoice and bill the customer. For new customers, a new billing account will have to be created on Liquid's billing engine and an account created for invoicing to start.

What happens when I deplete my communication credit?

Communication Credits usage is depleted or applied to all international calls; the respective / prevailing international rates will apply. Upon depletion, the customer will not be able to make international voice calls until they add more communication credit/ or top up their account through the OneVoice for Operator Connect Portal.

Can I top up my account?

Topping up of the communication credit is possible through the OneVoice Operator Connect Portal. Topping up your account can be done using the portal: <https://operatorconnect.africa/communicationcredits/>

OneVoice for Operator is available in the following 6 countries:

- Kenya
- Rwanda
- South Africa
- Uganda
- Zambia
- Zimbabwe

What currency is the invoice?

Billing will be on the currency selected on your first order of purchase, across each of the 6 countries Liquid supports local currencies. Customer can select to be invoiced in US dollars.