

COSMOTE Teams Calling as a Service

Enabling reliable zero-footprint migration to Microsoft teams Phone System

COSMOTE empowers Customers at every stage of their Digital Transformation journey. COSMOTE, through its strategic partnership with Microsoft, helps businesses to accelerate their digital transformation and enhance their productivity.

Microsoft Teams Phone Overview

Simplified communication and collaboration through a single app.

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.

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.

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



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Teams Calling as a Service Overview

Zero Footprint

No telephony / PSTN trunk infrastructure installed on-premises



Off-net telephony charges

Customer specific voice charges negotiation



Improved voice quality

SBC & Firewall failover clusters hosted at OTE DC



Dedicated PSTN voice channels

A dedicated PSTN trunk is implemented per customer



Overview



Carrier-grade reliability / security

Voice traffic shortened path due to media bypass feature



Multiple sites

OTE handles migration to a central PSTN breakout topology



Flexibility

3x service levels depending on customer's Microsoft 365 know-how / engagement



Fast customer onboarding

Simplified provisioning due to Super-Trunk implementation for multiple customer subdomains



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Ένας κόσμος, καλύτερος για όλους.

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