Datasheet

Microsoft 365 Teams + Enterprise Voice

An all-in-one communication and collaboration system.

Overview

A part of Microsoft 365, Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage, and application integration.

But Teams can also be your phone system. The cloud-based Microsoft 365 Enterprise Voice solution enables you to transform how work gets done by unifying calling, chat, meetings, calendar, and email for an all-in-one communication and collaboration system.

Simply enable Microsoft Phone System licenses (included in or as an add-on to your Microsoft 365 subscription) to get started.

Features

Customers

Deliver stellar experiences by ensuring that every customer is answered and routed to the right queue.

- Cloud Auto Attendants
- Cloud Queues
- Routing Rules

Teams

Deliver highly collaborative experiences with and between teams for increased business productivity.

- Group Call Pickup
- Full Delegation
- Shared Line Appearance
- Screen Sharing from Chat
- Call Escalation

Users

Give users the enterprise cloud calling features needed to efficiently take care of business:

- Calling Transfers and Handling
- Call Park
- Cloud Voicemail with Transcription
- Busy on Busy
- Click to Call
- Custom Contact Groups
- Custom Ring Tones
- Do Not Disturb and Breakthrough
- Out of Office Support
- Secure Calling between Tenants
- Simultaneous Ringing
- Speed Dial
- Three-Way PSTN Calls
- Teams and SfB Calling
- TTY Support
- Dynamic Emergency Calling

IT

Centrally monitor and manage your Microsoft 365 calling environment and save time for your IT team.

- Teams Admin Center
- Call Quality Dashboard
- Location-Based Routing

Two Ways to Make and Receive Calls

Microsoft 365 offers two ways to make and receive calls.

Microsoft Calling Plans

Cloud-based Microsoft Calling Plans provide a license, a new phone number (existing numbers must be ported), and a pool of minutes for each user. Benefits include:

- Let Microsoft act as your telco provider – Buy calling plans for supported countries and assign to people in the Microsoft 365 Teams admin portal.
- Port your phone numbers – Have needed flexibility by porting existing numbers, requesting new numbers, or mixing and matching, depending on country.
- Deploy in the cloud – Enable a fast, 100% cloud deployment with Microsoft as your sole provider.
- Simplify administration in the cloud – Administer Calling Plans from around the world and provide easy management and support from your IT pros.

Direct Routing

Direct Routing enables you to connect your existing telecom provider and phone numbers to Teams for a full-featured office phone system with less expensive call rates, more flexibility, and better support. Benefits include:

- Use your existing telco provider – Connect your existing telecom provider(s) and numbers to Teams virtually anywhere for full-feature calling.
- Integrate with existing systems – Leverage your existing assets by integrating Voice with PBXs and Cisco Unified Communications Manager using Cisco CUBE gateways.
- Keep existing phone numbers – Use your existing phone numbers—no porting needed—for a rich Teams calling experience.
- Stay flexible – Handle complex global calling requirements of large multinational organizations with Direct Routing.
- Deliver reliability with certification – Ensure reliability for your cloud-calling deployment with a certification for your Session Border Controller.

Which is Best for Your Organization?

Most organizations have an existing telco provider and will choose the more flexible, cost-effective Direct Routing because they:

- Are heavily invested in Microsoft Teams
- Have limited in-house expertise
- Require flexibility in calling plans
- Need to integrate with an existing phone system
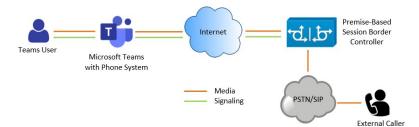- Must provide monthly billback to business units
- Require conference room systems

Microsoft + Logicalis

- Microsoft named a Leader in the Gartner 2019 Magic Quadrant for Unified Communications as a Service, Worldwide

- Microsoft named a Leader in the The Forrester Wave™ : Unified-Communications-As-A-Service (UCaaS) Providers, Q3 2019
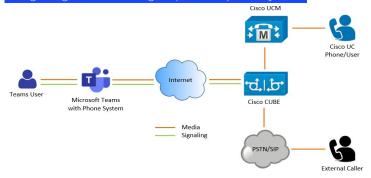
- 3-Year Financial Impact of Microsoft Voice based on Composite Company:

  - 261% ROI
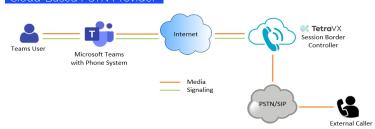 - NPV $6.9 million
  - Payback after go-live < 3 months

On-Premise based Session Border Controller with a local PSTN or SIP Trunk

Integrating with an existing on-premises phone system

Cloud-Based PSTN Provider

What we can do for your organization?
Contact Logicalis to learn how we can help.

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www.us.logicalis.com

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866 456 4422