

LBAN Teams Calling Workshop

Teams Phone



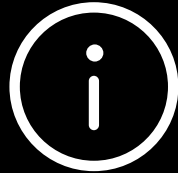
LBAN Teams Calling Workshop



The LBAN Teams Calling workshop is designed to showcase the rich calling features of Microsoft Teams and how it can help organizations navigate the challenges of communication in the Modern workplace.

This 1wk consulting service will showcase the calling capabilities of the Microsoft Teams phone system. We will deliver a technical assessment of the customer's current infrastructure and provide recommendations on how to get the best value for your infrastructural investment in your Enterprise communication.

Workshop Offers



In this workshop, you will discover all the modern features of the Microsoft Teams phone system. We will provide the following consulting services:

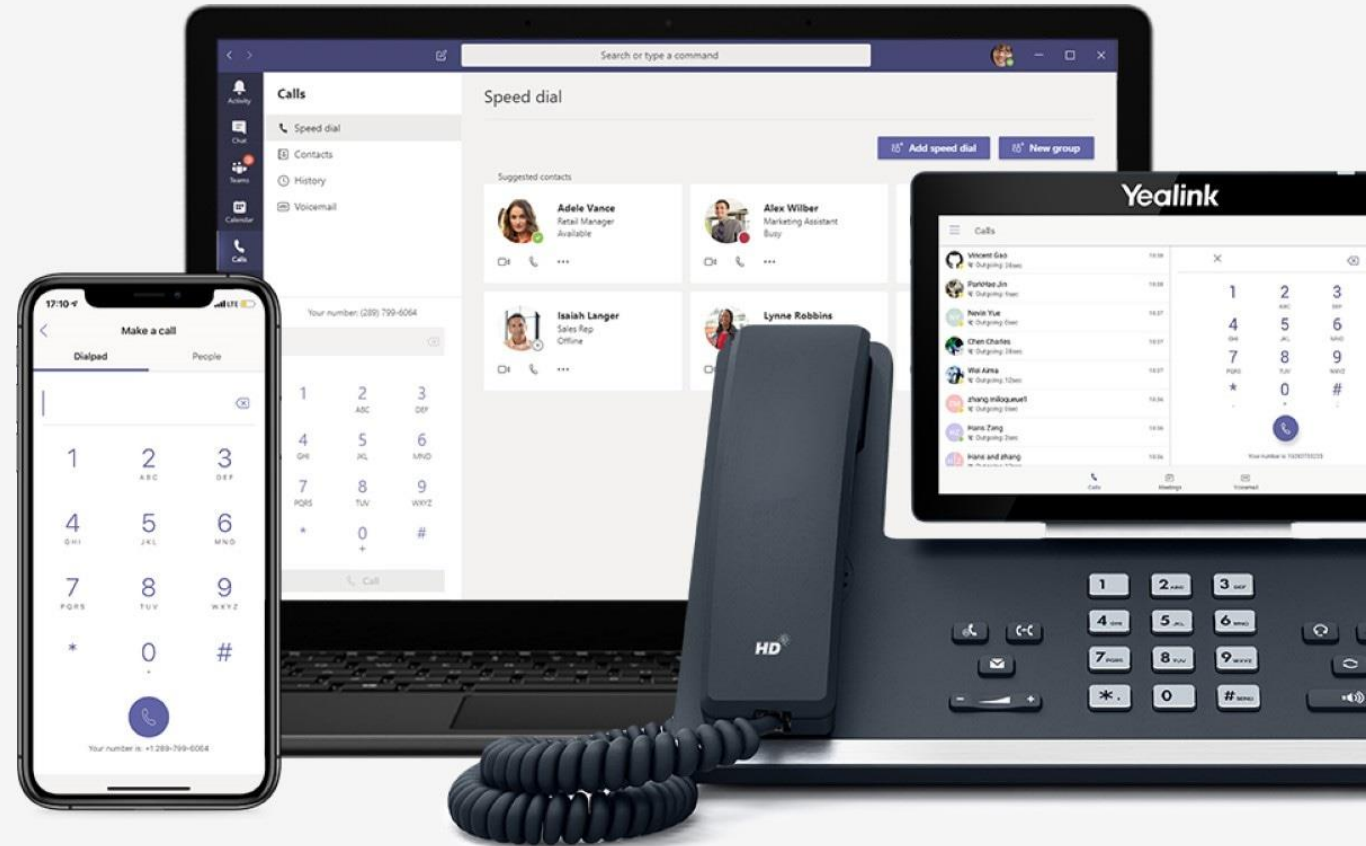
- Evaluate your current environment
- Identify business objectives and challenges
- Assess the current technology capabilities
- Deliver an in-depth workshop on all the rich features of Microsoft Teams Phone system.
- Provide recommendations and best practices.
- Provide recommendations on Microsoft Teams and Teams Voice licensing options.
- Review the customer's Microsoft 365 Environment to help optimize license usage.
- Assess network requirements and readiness.
- Nominate the customer for a Proof-of-Concept for Teams voice (optional)

Teams Phone

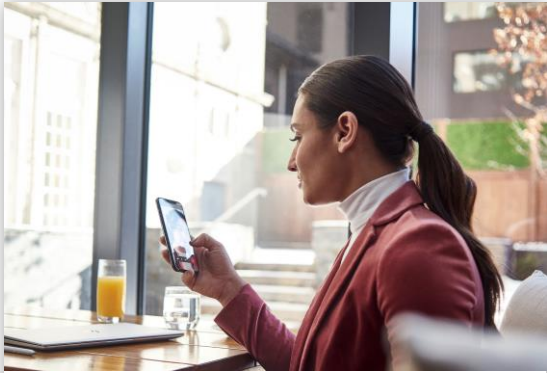
Calling, chat, and meetings in a single app

Reliable, feature-rich phone system

Built on the Microsoft cloud



Calling made simple



All-in-one solution

- Bring together calling, chat and meetings in an **all-in-one app**.
- **Quickly start a call** from Teams, Outlook or your mobile device.
- Collaborate in the **Office apps** within calls and meetings.
- Work across Teams & Outlook seamlessly with **unified contacts and calendars**



Call from anywhere

- **One phone number** across your computer, mobile & desk phone.
- Turn a **call into a group meeting** without hanging up or re-dialing.
- Add flexibility to meetings with a **dial-in conferencing number**
- Choose from a range of **personal and shared devices** built for Teams.



Secure, reliable, & rich calling

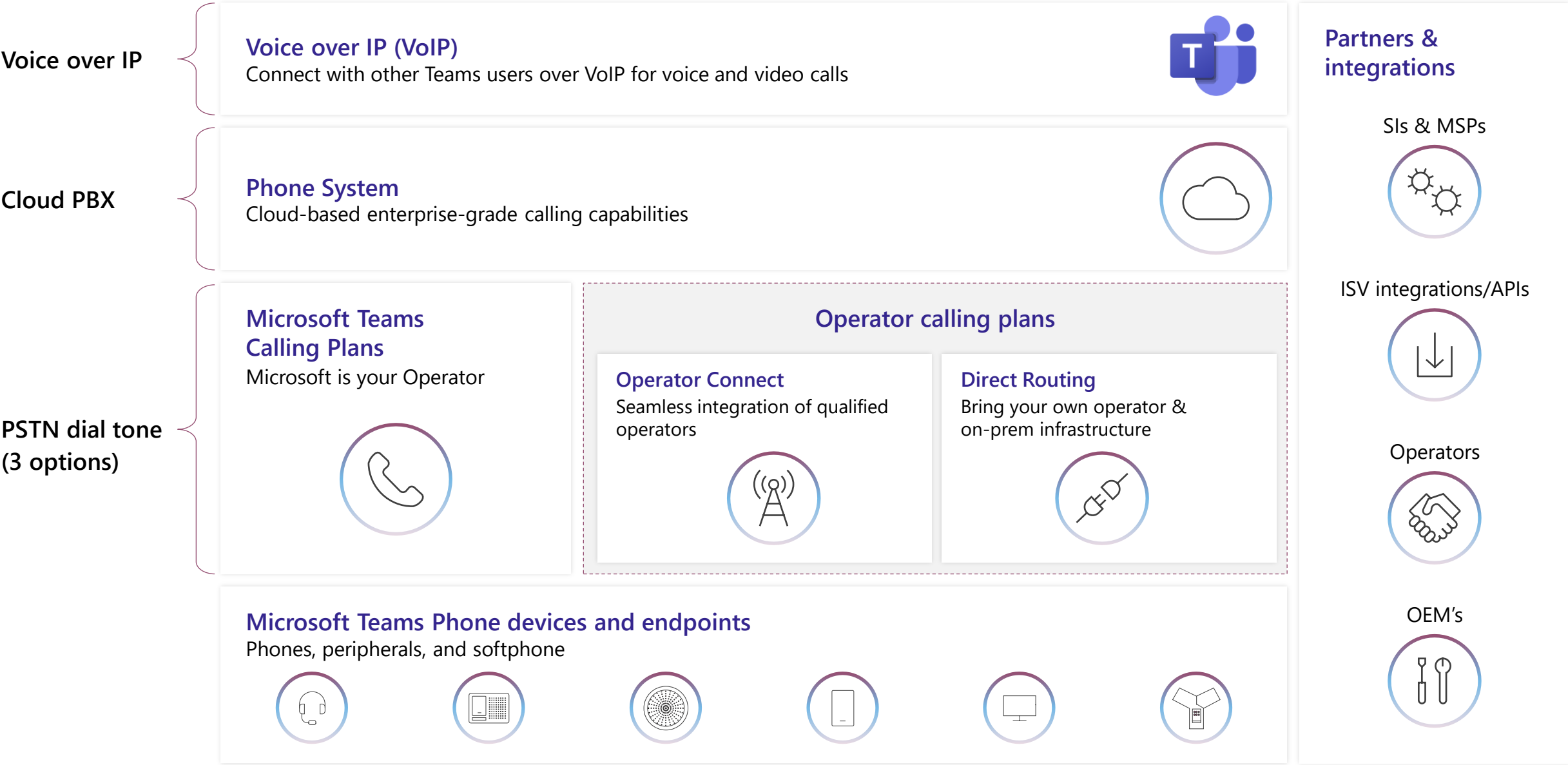
- Enjoy **cloud calling features** like consultative transfer, music-on-hold, cloud voicemail, & more.
- **Work as team** with group call pickup and delegation.
- Use built-in **auto attendants & call queues** or connect your contact center software.
- **Improve uptime** with built-in redundancy & load balancing



Streamline management

- Save time & money with a **single provider** for your communications.
- **Easily add phone numbers** with the familiar Teams Admin Center
- **Monitor & resolve performance** issues with call analytics & quality dashboard
- Get **dial tone your way** with a calling plan from Microsoft or a third-party provider.

Simplify communication with Microsoft Teams Phone



Replace your traditional PBX with Microsoft Phone System

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.*
Reduce reliance on-premises hardware and eliminate points of failure

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center

Scale globally

Connect your phone system to the Microsoft worldwide network, and get the power of the Microsoft cloud wherever your business goes

*A complete voice solution is possible with a combination of Phone System, Calling Plans, and/or Direct Routing



Rich calling features

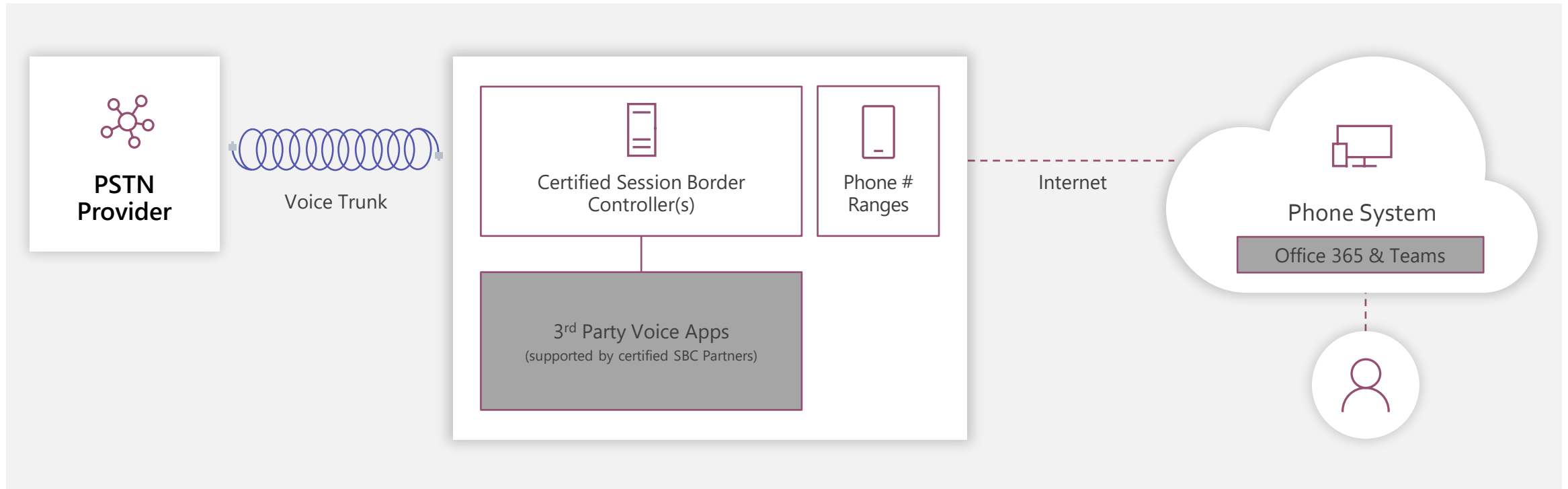
Calling

Call park	Call history
Call forwarding	Caller ID
Call hold	Caller ID masking
Call transfer: supervised & blind	Click to call out from Outlook, Office Apps, and webpages
Call delegation	Presence status
Shared line appearance	Contact integration with Exchange
Call logs	Teams desktop, web, & mobile apps
Call blocking	Teams-certified devices
Music on hold for consult/transfer	Integrated audio conferencing
Custom music on hold for PSTN	Conferencing up to 250 participants
Do not disturb / breakthrough	Call recording and transcription
Distinctive ringtones	Voice enabled channels
Add participants to a 1:1 call	Endpoint transfer
Visual voicemail	
Voicemail to email	

Admin

Cloud PBX	Extensions
Number porting	Integrated calling plans
End-to-end encryption	Bring your own calling plan (with direct routing)
Multi-level auto attendant	Performance reports
Multilingual IVR	Quality of service reports
Call queue: group, serial, round robin	Call logs
Global call routing	Call monitoring
Location-based routing	Call analytics
Emergency location-based routing	Call quality dashboard
Exchange calendar call routing	Device management
Dynamic E911	Media bypass support
Multi-site support	Expanded SBC support
24x7 customer support	Operator Connect
Single sign-on	Operator Connect conferencing
Local numbers	SIP Gateway
Toll-free numbers	
Company & user phone numbers	

Direct Routing



Directly Route dial tone to Teams Users

Direct Routing in Microsoft 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – Keep your numbers.

Interoperability with 3rd party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

OperatorConnect

Simply and seamlessly enable calling in Teams using your existing telecom operator

Bring your own telecom operator

Maintain your operator contracts and relationships, while providing users a modern calling experience in Teams

Setup in minutes; simplify provisioning and management

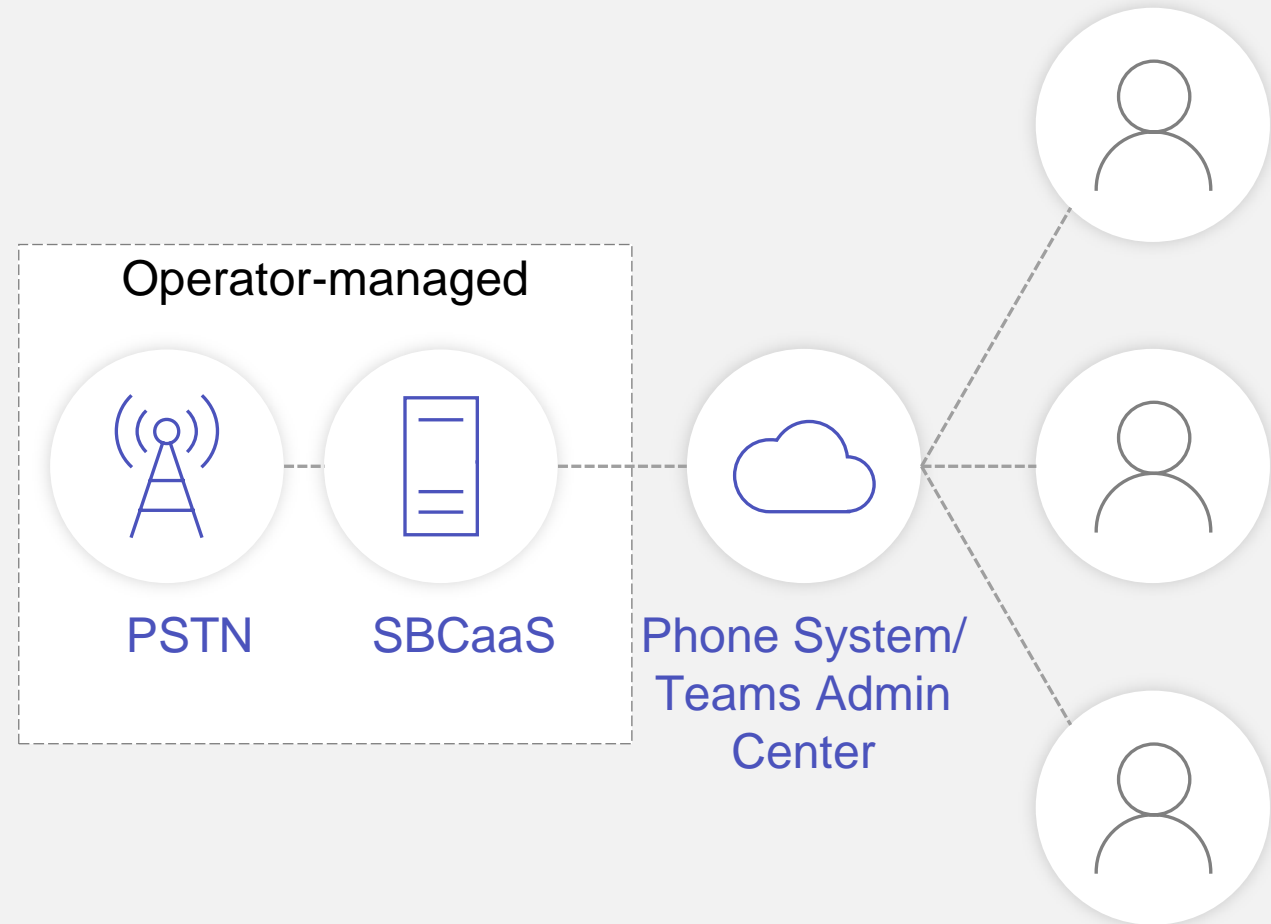
Establish the connection to your operator, provision users, and assign phone numbers from the Teams Admin Center

Save on infrastructure purchase and management

Manage call control in the cloud with Phone System, eliminating need to purchase and maintain equipment

Feel confident with enterprise-grade reliability & support

Operators provide technical support and service level agreements, and direct peering powered by Azure creates a 1:1 network connection to enhance resilience



<https://aka.ms/OperatorConnect>

Call Analytics

Get real-time insights into the quality of calls made using Microsoft Teams.

Keep your business running smoothly with built-in redundancy and active load balancing for a guaranteed 99.9% uptime.

Protect your business communications, no matter where they take place with built-in security, privacy, and compliance from Microsoft 365.

