Lotus Beta Analytics
NIGERIA LIMITED

Teams Enterprise Voice

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Remote work

The era of remote work enhanced the need for unified communication. As employees are working remotely, organizations of all sizes have to quickly shift focus and support users who need to stay connected from new locations and devices.


Challenges

- Callers have difficulties reaching employees who are out of the office.
- Complications when changing users in the system
- Inflexible call forwarding or scheduling out of office recordings which keep you from getting calls you should be getting
- Business has outgrown the capability of current phone system
- Loss of potential sales/productivity if employees aren't answering business calls right away
- Cloud-based phone system still works if power goes down

Ideal Solution

- Teams Enterprise Voice eliminates the need for separate phone systems.
- Organizations can consolidate communication tools, reducing licensing costs and maintenance expenses.
- Teams Enterprise Voice integrates chat, calling, video conferencing, and collaboration tools into a single platform.
- Users can seamlessly switch between chat, voice calls, and video meetings within the same interface.

Calling made simple
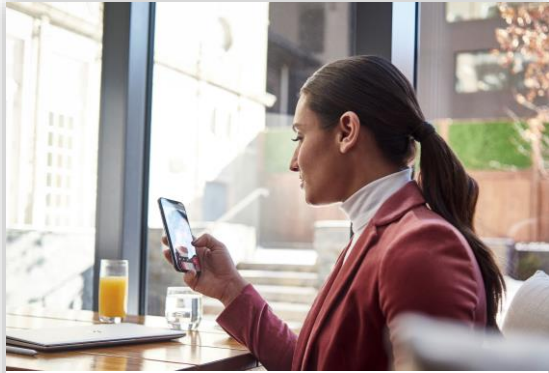
All-in-one solution

- 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

Voice over IP

Voice over IP (VoIP)
Connect with other Teams users over VoIP for voice and video calls

Cloud PBX

Phone System
Cloud-based enterprise-grade calling capabilities

PSTN dial tone (3 options)

Microsoft Teams Calling Plans
Microsoft is your Operator

Operator calling plans

Operator Connect
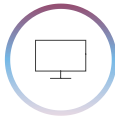Seamless integration of qualified operators

Direct Routing
Bring your own operator & on-prem infrastructure

Microsoft Teams Phone devices and endpoints
Phones, peripherals, and softphone

Partners & integrations

SIs & MSPs

ISV integrations/APIs

Operators

OEM's

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
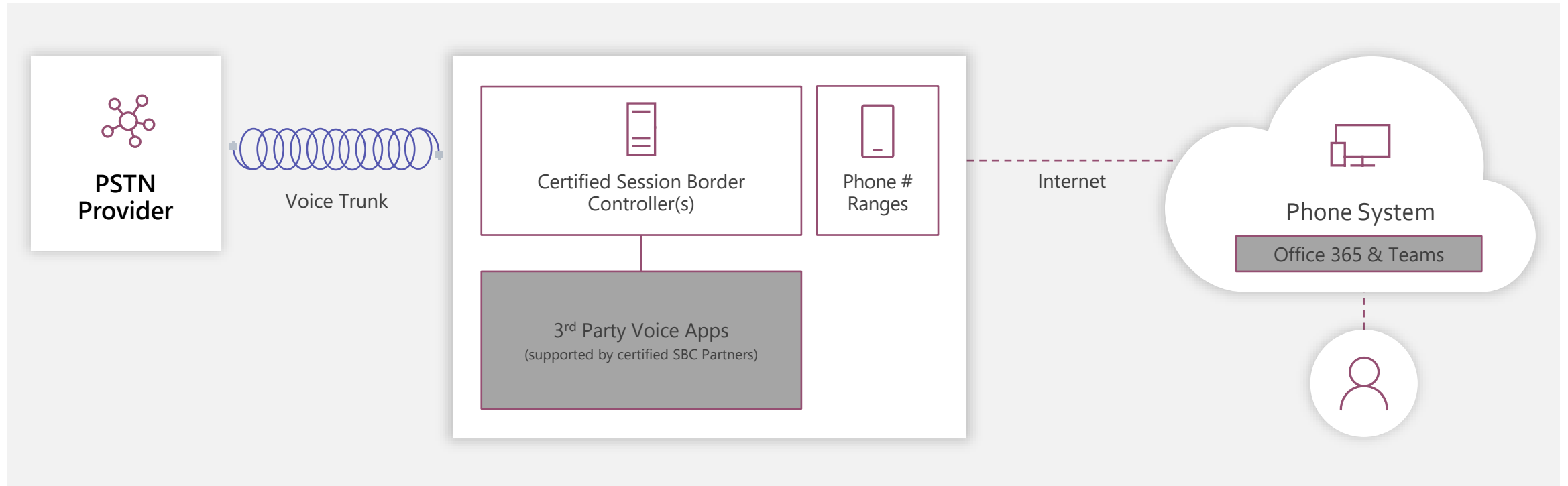
Rich calling features

Calling

Call park

Call forwarding

Call hold

Call transfer: supervised & blind

Call delegation

Shared line appearance

Call logs

Call blocking

Music on hold for consult/transfer

Custom music on hold for PSTN

Do not disturb / breakthrough

Distinctive ringtones

Add participants to a 1:1 call

Visual voicemail

Voicemail to email

Call history

Caller ID

Caller ID masking

Click to call out from Outlook, Office Apps, and webpages

Presence status

Contact integration with Exchange

Teams desktop, web, & mobile apps

Teams-certified devices

Integrated audio conferencing

Conferencing up to 250 participants

Call recording and transcription

Voice enabled channels

Endpoint transfer

Admin

Cloud PBX

Number porting

End-to-end encryption

Multi-level auto attendant

Multilingual IVR

Call queue: group, serial, round robin

Global call routing

Location-based routing

Emergency location-based routing

Exchange calendar call routing

Dynamic E911

Multi-site support

24x7 customer support

Single sign-on

Local numbers

Toll-free numbers

Company & user phone numbers

Extensions

Integrated calling plans

Bring your own calling plan (with direct routing)

Performance reports

Quality of service reports

Call logs

Call monitoring

Call analytics

Call quality dashboard

Device management

Media bypass support

Expanded SBC support

Operator Connect

Operator Connect conferencing

SIP Gateway

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.

Operator Connect

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

Operator-managed

PSTN   SBCaaS   Phone System/
                    Teams Admin
                    Center

https://aka.ms/OperatorConnect
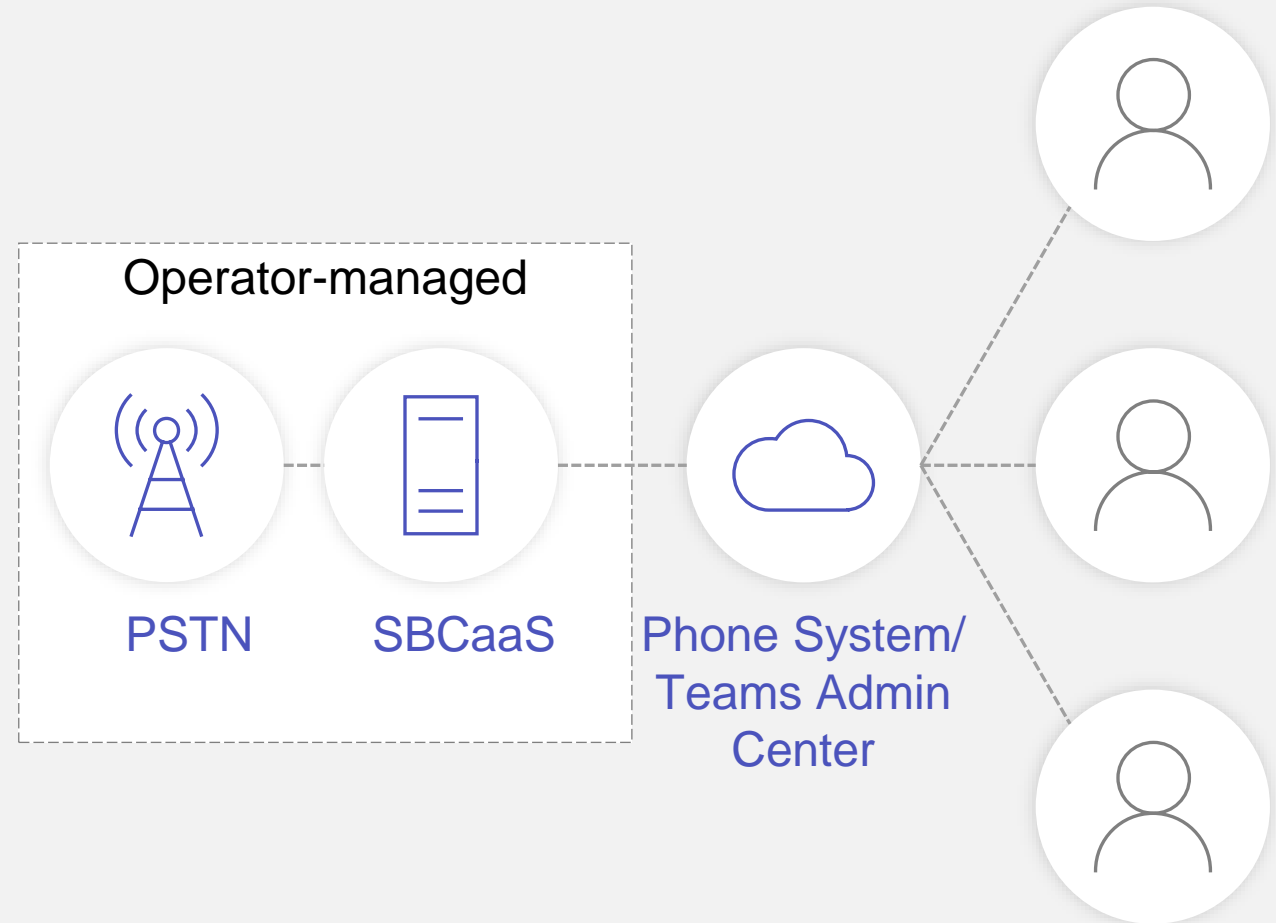
Call Analytics

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.