




Managed Voice-Calling Services

MTN Business MS Teams Operator Connect

#BusinessDoneBetter





Giving a Voice to your Teams...

Microsoft Teams is being widely adopted by companies as a productivity and collaboration platform, enabling them to empower employees to remain productive - irrespective of their location.

By adding on **MTN Business Operator Connect**, you can transform your Microsoft Teams into a scalable, cloud-based telephony system with the same advanced call handling features as on-premises PBX and UC platforms.

Service Description

Operator Connect is **MTN Business'** voice platform that enables Microsoft Teams customers to leverage our carrier-grade voice solution by being able to make and receive fixed voice calls. With Operator Connect, your business can seamlessly select, order, provision and manage voice calling services through Microsoft Teams Admin Center.

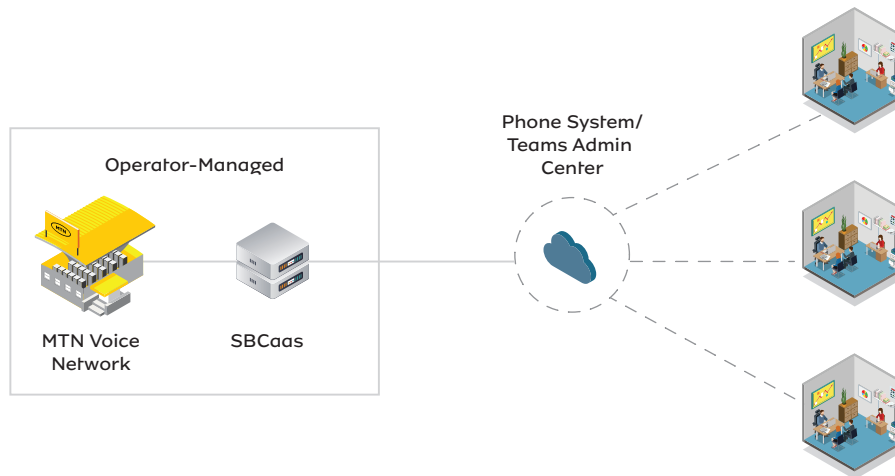
MTN Business Operator Connect unlocks the full value of Team Phone System, by enabling your business to benefit from a cloud centric PBX service coupled with a quality voice service from MTN.



Enjoy the power and flexibility to call from anywhere on earth with a computer or smart phone

How does Operator Connect work?

MTN Business Operator Connect works when a business is required to have the requisite MS Teams license with the Phone Systems feature which enables the PBX and call control functionality. Through the Microsoft Teams Admin Center, customers can select MTN from a list of voice operators.



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Once they've chosen **MTN** as a voice provider on the MS Teams Admin Center, the customer will be required to provide contact details, including contact person's name and email address. This process also entails the customer granting **MTN** the consent to manage some resources in the customer's tenant through API.

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Provide company size, and option to port existing numbers or request new numbers to be allocated.







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MTN will use this information to contact them with more details about **Operator Connect** as well as completing the onboarding process.

Following an onboarding and contracting process, the customer will now be able to logon to his portal and allocate or port numbers.

Extensive Benefits

MTN Business Operator Connect empowers employees to remain productive - irrespective of their location.

<p>Centralise communication: Moving to Microsoft Teams with Operator Connect standardises and integrates communication throughout the organisation.</p>	
<p>Provide agility: With a cloud-based solution, there's no need to manage on-premises PBX equipment across offices, especially for a mobile or 'work-from-home workforce' where it isn't practical to deploy on-premises equipment.</p>	
<p>Create consistency: By using the same Microsoft Teams user interface for internal and external communication, companies can deliver a consistent employee experience.</p>	
<p>Improve reliability: A centralised telephony solution is easier for IT teams to control and monitor.</p>	
<p>Reduce costs: Operator Connect removes the need for on-premises hardware thus reducing maintenance costs.</p>	
<p>Competitive voice call rates: The service leverages MTN's favorable call rates to all destinations. NO fixed monthly service charges.</p>	

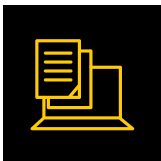
Key Features

MTN Business Operator Connect provides a quick and easy way to integrate quality Voice calling into Teams and leveraging the customisation and flexibility to every single customer.



Managed Services

Manage calls in the Cloud eliminating the need to purchase and maintain your own telephone system equipment



Connectivity to Microsoft

Fully redundant core network infrastructure between MTN's voice network and Microsoft Azure environment



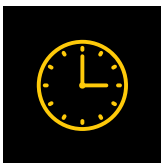
Online Management

Digitally driven online ordering and quotation process



Number Allocation

Allocation of new number and number porting option – both geographic and non-geographic number ranges



Support

24/7/365 customer support

Email us at
getconnected@mtn.com
or speak to your
Account Manager
for more information.

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