



Microsoft
Partner



Gold Cloud Platform
Gold Cloud Productivity
Gold Communications
Gold Collaboration and Content
Gold Windows and Devices

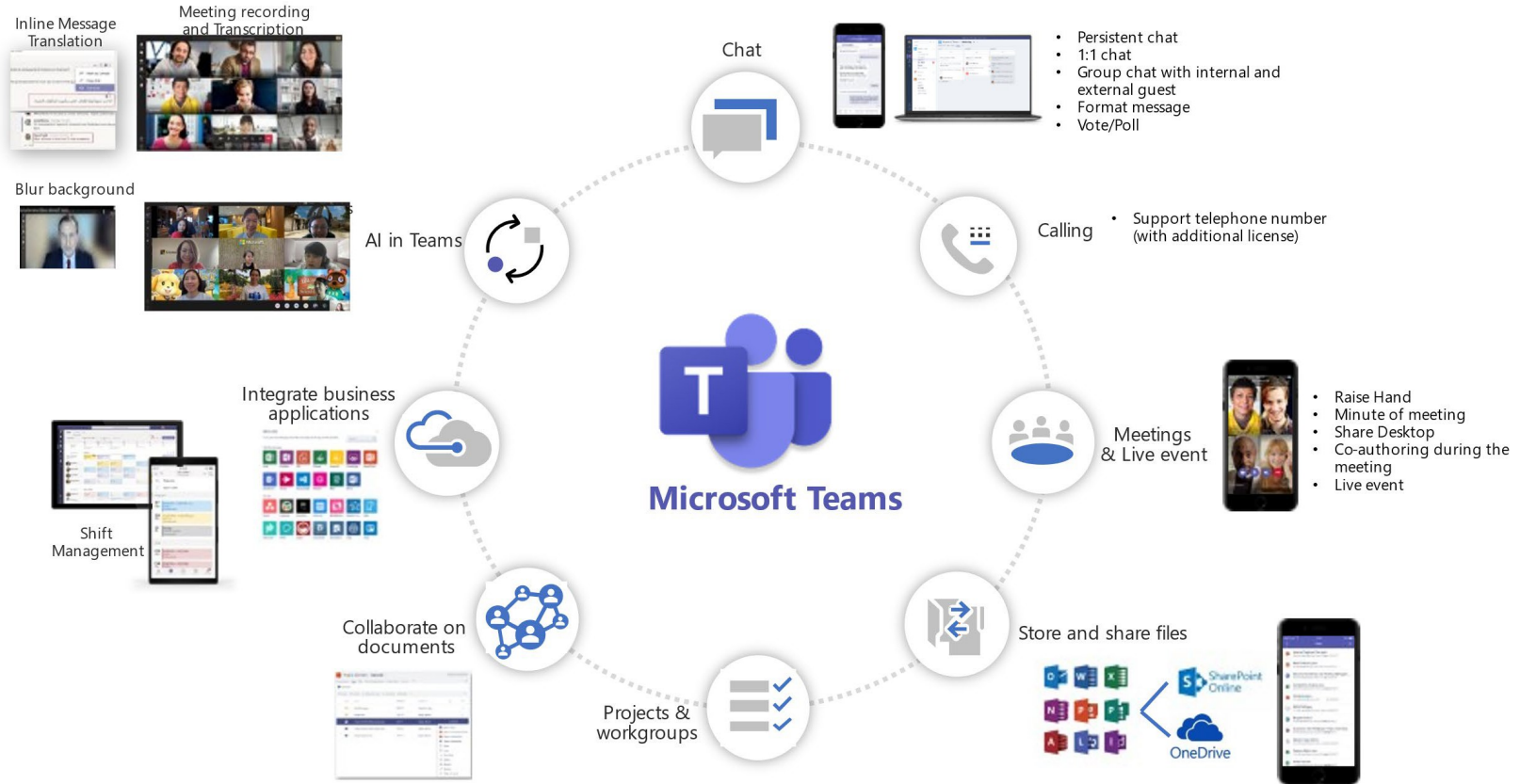
Modernize Communications

NTT (Thailand) Limited

Does your business need
a modern voice solution
that combines unified
communication
and teamwork ?



Microsoft Teams Unified Communication and Collaboration



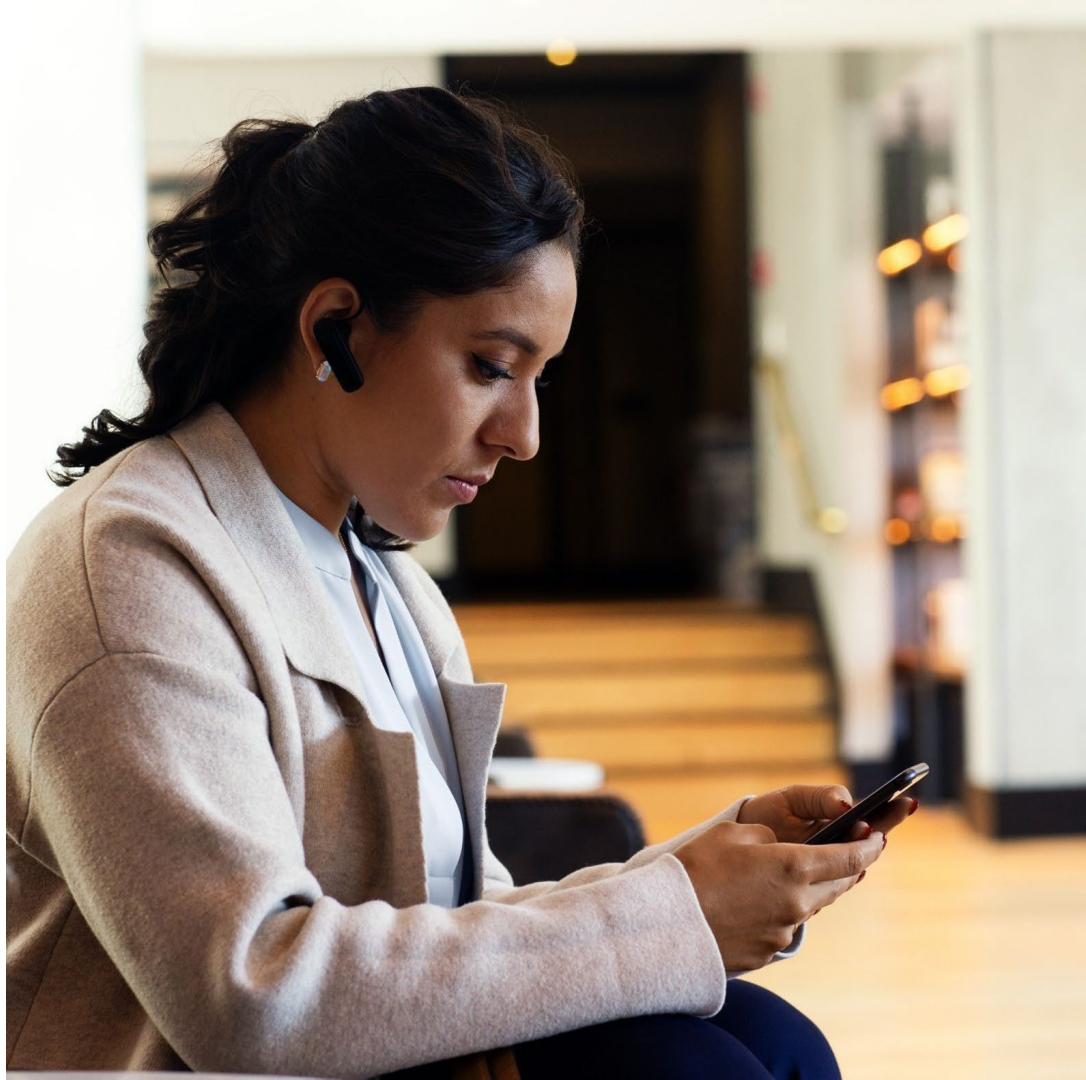
650 million+

Microsoft Teams calls made in one month*

That is **11x from March 2020**, when many organizations started working from home

On average, calls are just **1/4 the length** of a typical meeting, making calling a quick and efficient way to reconnect, collaborate, and stay updated

*October 2020



Microsoft

A trusted leader in UCaaS

Microsoft positioned highest for “Ability to Execute” in the 2020 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft’s second consecutive year as a leader for the Gartner UCaaS Magic Quadrant

Microsoft is also a leader in the Content Collaboration Platforms and Meeting Solutions Magic Quadrant

Core capabilities in the following areas:

- Telephony
- Meetings
- Messaging
- Mobility and software clients

Gartner 2020 UCaaS Magic Quadrant



Source: Gartner (November 2020)

You need a modern communications solution that meets today's needs



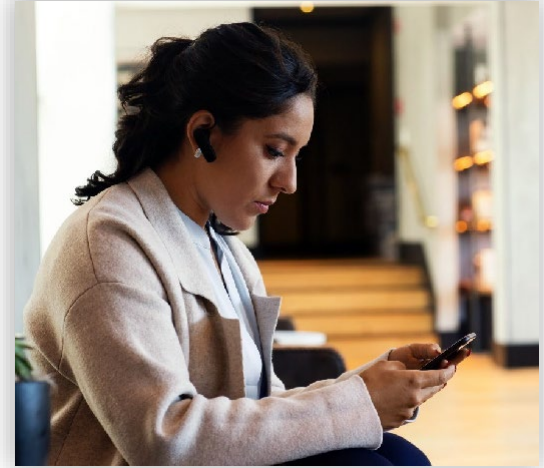
Hybrid workspaces split between office & home

Users should be able to place and receive calls from any workplace, on any device, including mobile, via the Microsoft Teams app



Evolving calling scenarios

Solutions need to enable modern capabilities and devices, while providing traditional features.



Pressure on IT budget and resources

Modern calling solutions and easy-must be cost-effective to-manage.

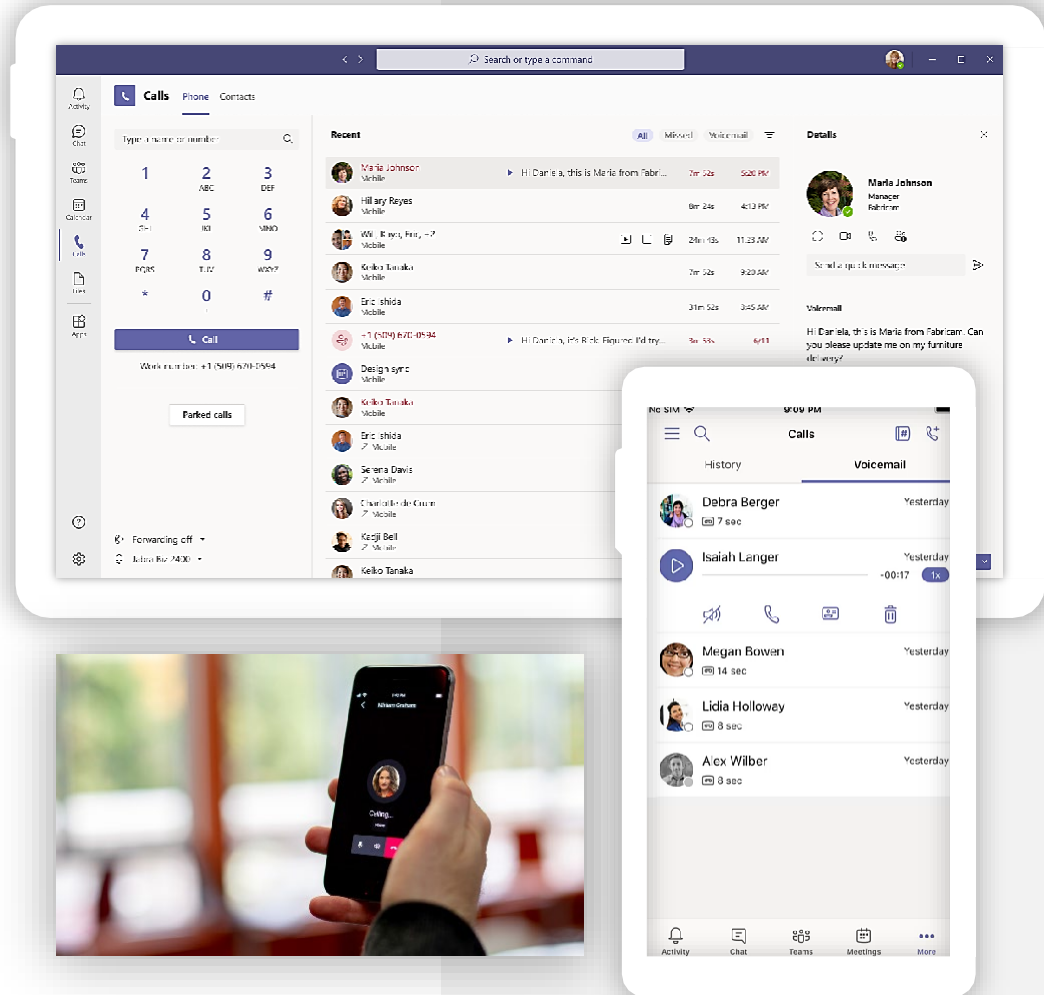
Increase productivity with one app that integrates calls seamlessly into the flow of work

Work smarter by bringing together calling, chat, and meetings in an all-in-one app.

Quickly start a call from chat, contact card, Outlook, or the Calls app.

Collaborate in the Office apps within calls and meetings – call out Microsoft 365.

Make and receive calls from anywhere, anytime including mobile devices and remote locations.



New calling experiences

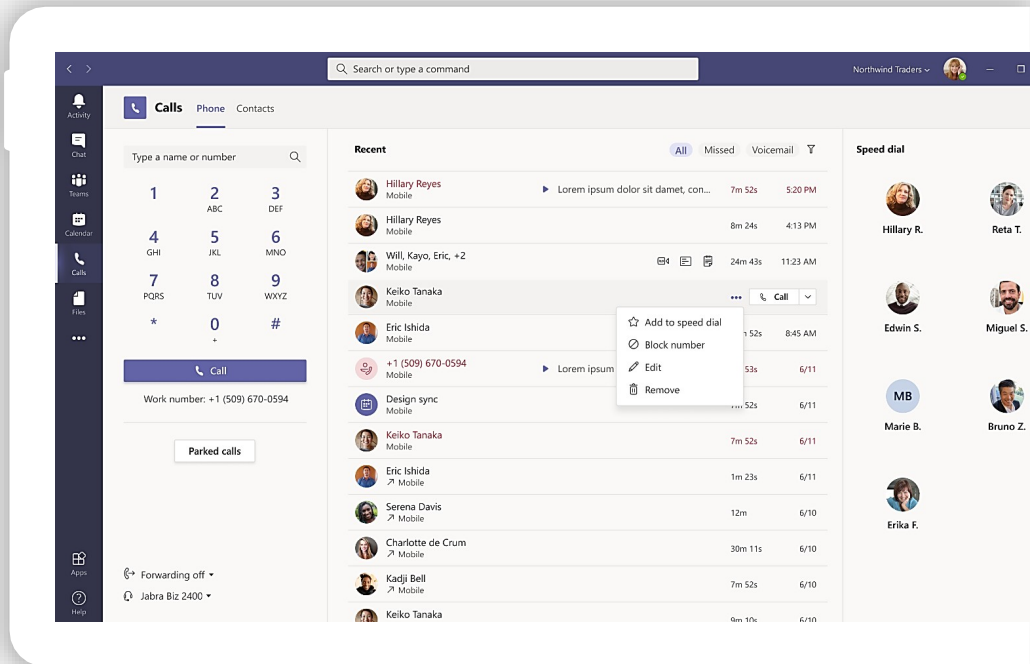
Simple call experience built on a single pane.

Dial by name or number.

Calling history with filters – see the info you want.

Right canvas supports speed dial today. In the future, we will enable this canvas for a variety of custom treatments.

At-a-glance important call settings for items such as device connected and forwarding status.



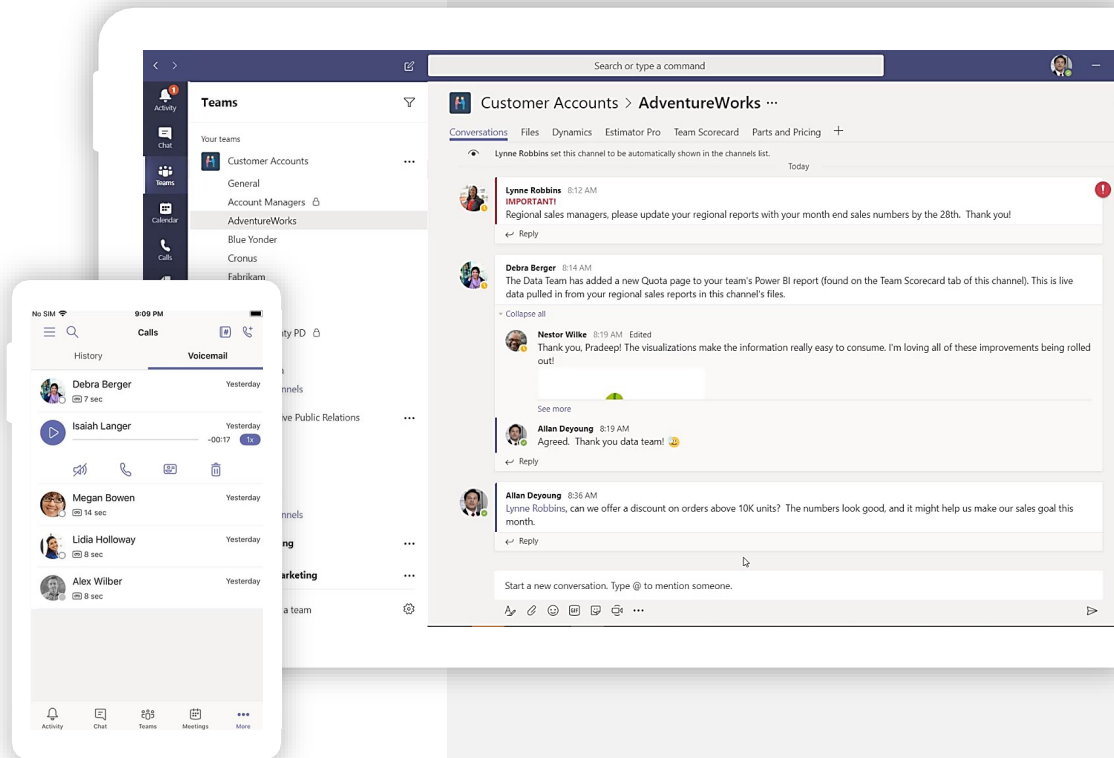
Transfer calls between desktop and mobile

Take a call anywhere and easily move it from your desktop to your mobile device.

Easily switch between personal devices while on the same call.

Quickly add another device to an existing call. Used for sharing and viewing content from the second device and audio on primary device.

Handoff support for all types of calls:
1:1 calls, group calls, and meetings.



Calling for Microsoft Teams

Boost productivity and improve collaboration

Get answers faster

Reduce back-and-forth chats and get direct answers faster with a phone call.

Improve collaboration across a team

Easily collaborate with colleagues using voice and video calls, screen sharing, and remote device control.

Build stronger relationships

Improve responsiveness and built trust through more personal communications with voice and video calls.

Key features



Voice and video calls

Make and receive calls to anyone in your Microsoft Teams network and to any phone number.



Screen sharing

Share your screen and share control of your device for improved collaboration.



Visual voicemail

See your voicemails in one place and receive voicemail transcriptions in your inbox.



Call escalation

Add participants to any call to turn a one-on-one call into a group call.



Call transfers

Easily transfer calls to other team members and leverage chat consults for seamless call handoffs.



Mobile calling

Make and receive calls from any number from your mobile device with the Microsoft Teams app.

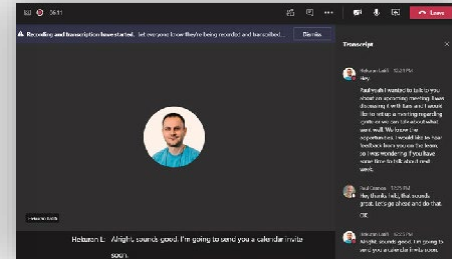
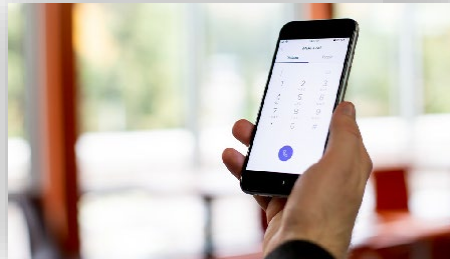
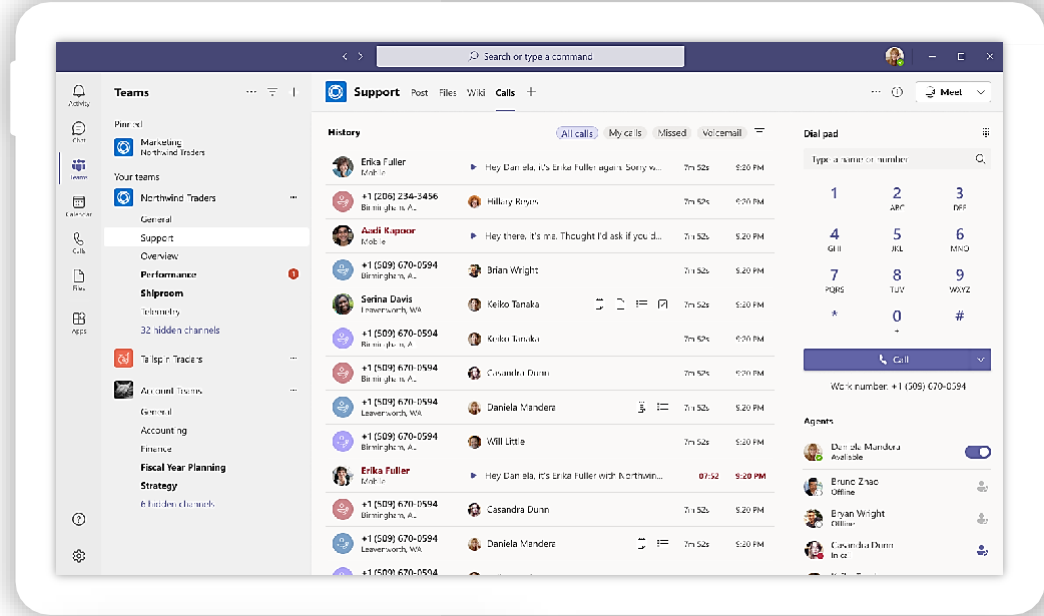
Meet business needs with modern and traditional calling features

Count on cloud calling features such as consultative transfers, music on hold, call park, voicemail transcription and more.

Work as team with group call pickup, delegation, and shared line appearance.

Use built-in auto attendants and call queues, or easily connect to your favorite contact center software.

Innovation at the core with new bandwidth controls and noise suppression built in.

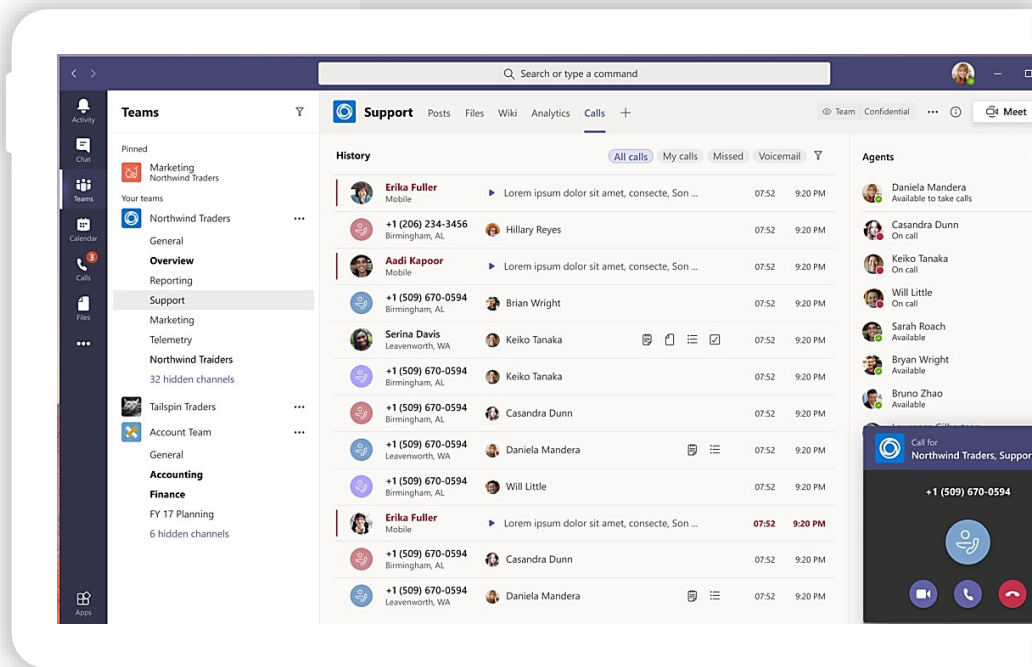


Voice-enabled channels (collaborative calling)

Enable teams to integrate call queues into a specific channel, allowing for collaboration and information sharing before, during, and after the call.

Shared call queue log and voicemail allows agents and managers to examine history.

Right canvas shows agent status and allow these agents to mark themselves as available.

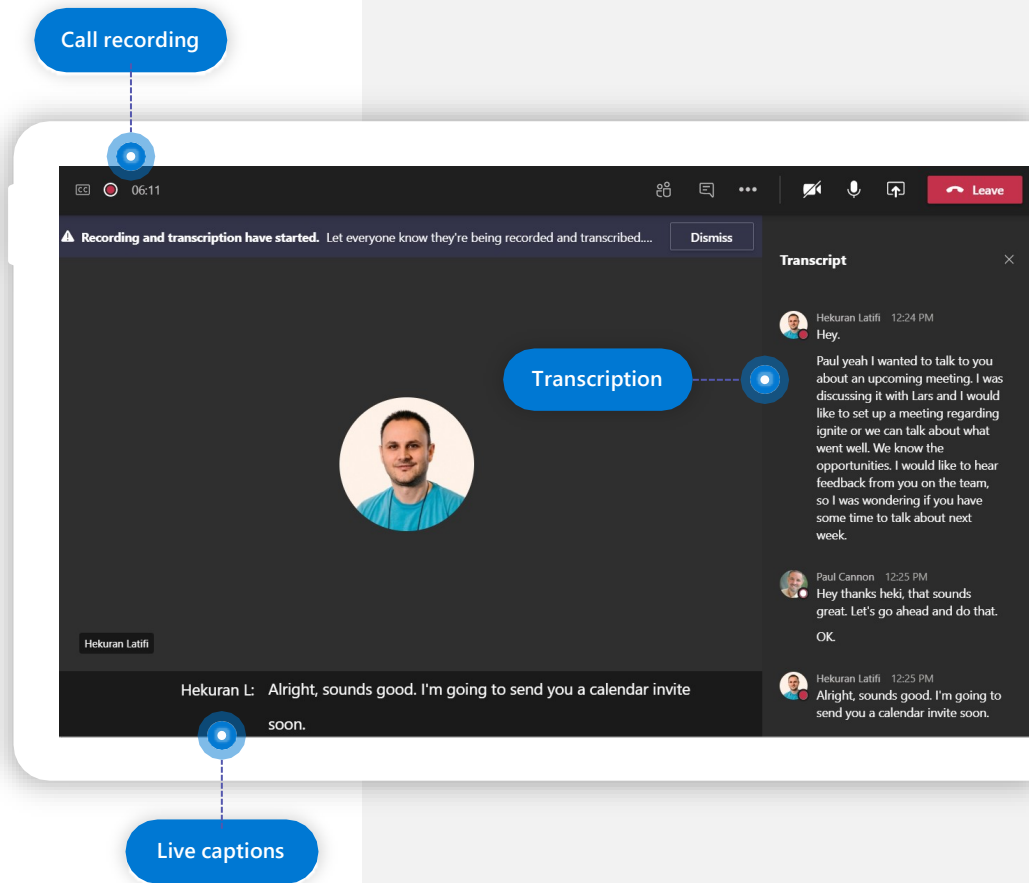


Captions, recording, and transcriptions in Microsoft Teams calling

Enables calling participants to view live captions and/or transcription during a Microsoft Teams call.

Supported spoken languages in 1st release: English.

After the meeting finished, a transcription is available for review – even if you missed the meeting.



Auto attendant and Call queues

Auto attendant supports:

Toll-free and local service numbers

Dial-by-name directory search

Custom greetings and menus

Operator option

Speech recognition in 14 languages

Admin portal UI and PowerShell cmdlets

Call queues supports:

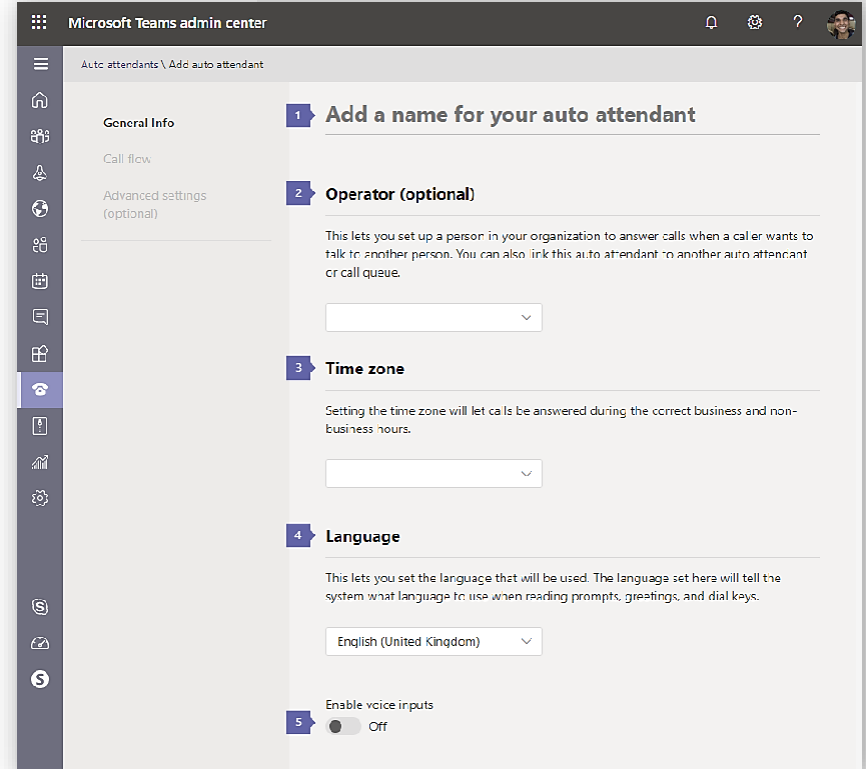
Custom greetings

Music while people are waiting on hold

Redirecting calls to call agents

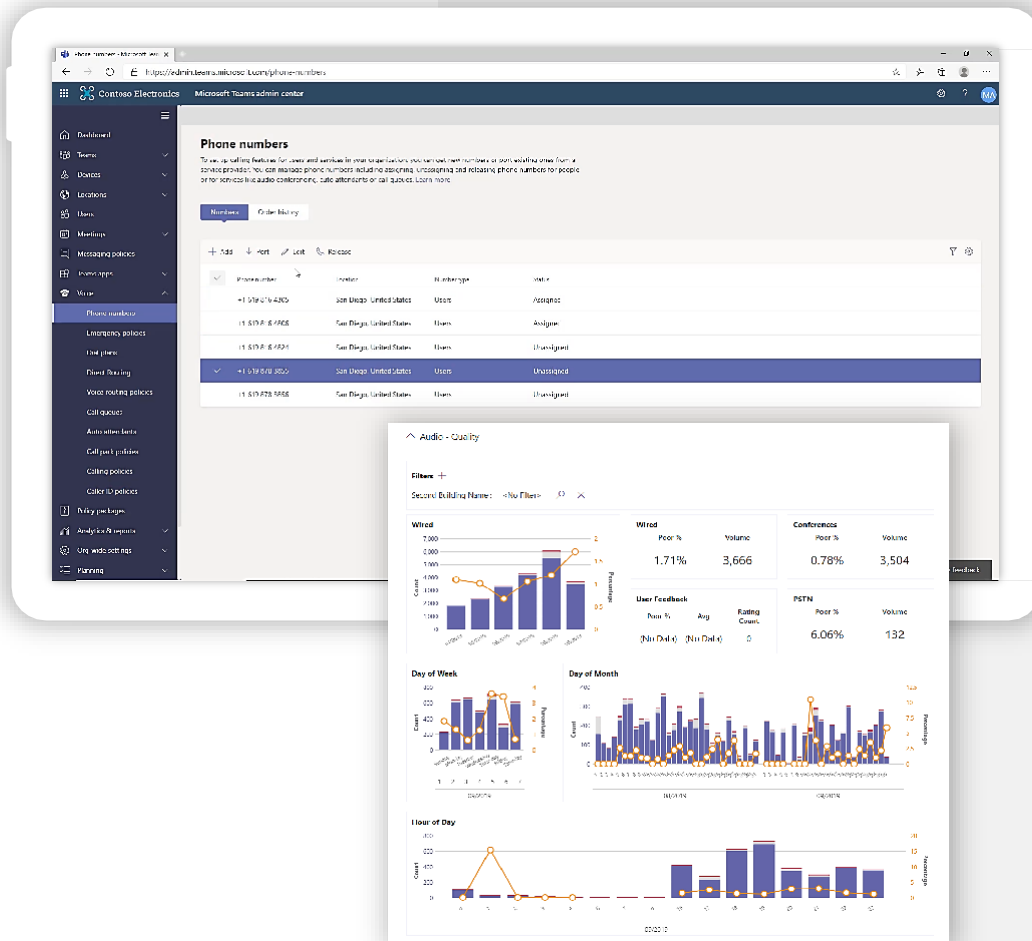
Setting different parameters such as queue maximum size, timeout, and call handling options.

Shared voicemail for callers to leave a message for an organization.



Easily add phone numbers and manage your phone system with the Microsoft Teams admin center, accelerating speed to enablement.

Provide users with enhanced reliability for critical calls with capabilities like Survivable Branch Appliance to maintain business continuity.

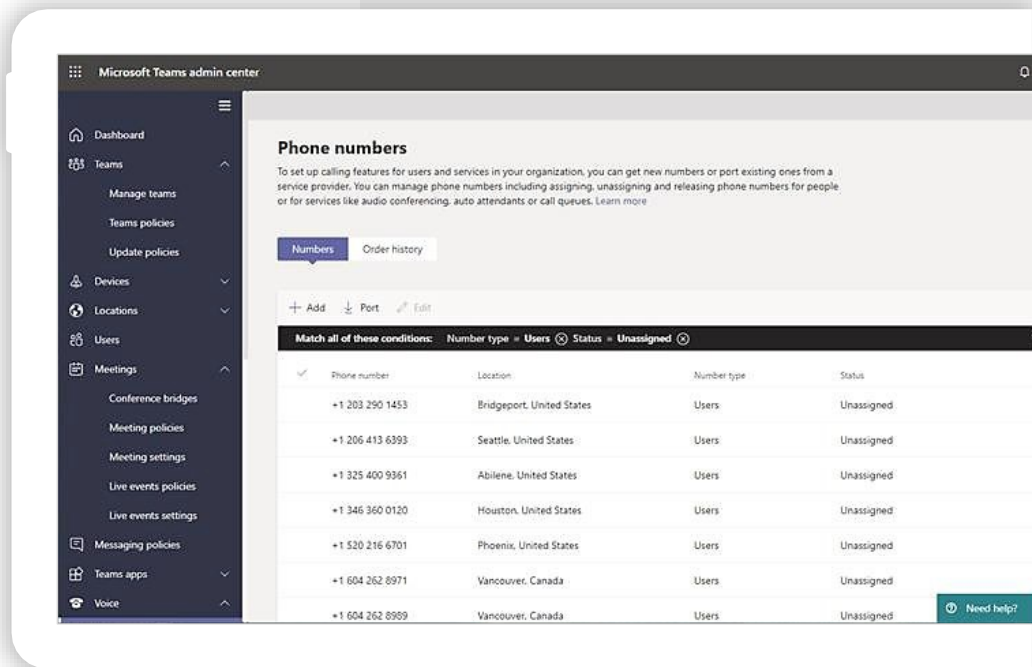


Calling management in the Microsoft Teams admin center

Reduce complexity and training by manage your phone system from an admin console deeply integrated to Microsoft 365 services.

Get started in minutes without an on-prem PBX to install or manage.

Scale your phone system by getting new numbers and adding users as your business grows.



Survivable Branch Appliance

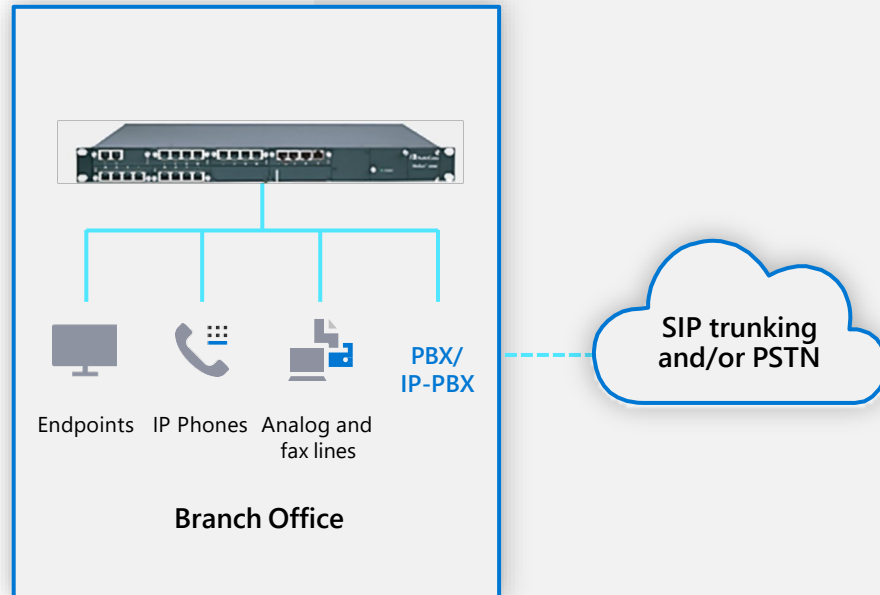
Support call activity even when connections are down.

Works with Microsoft Teams offline mode.

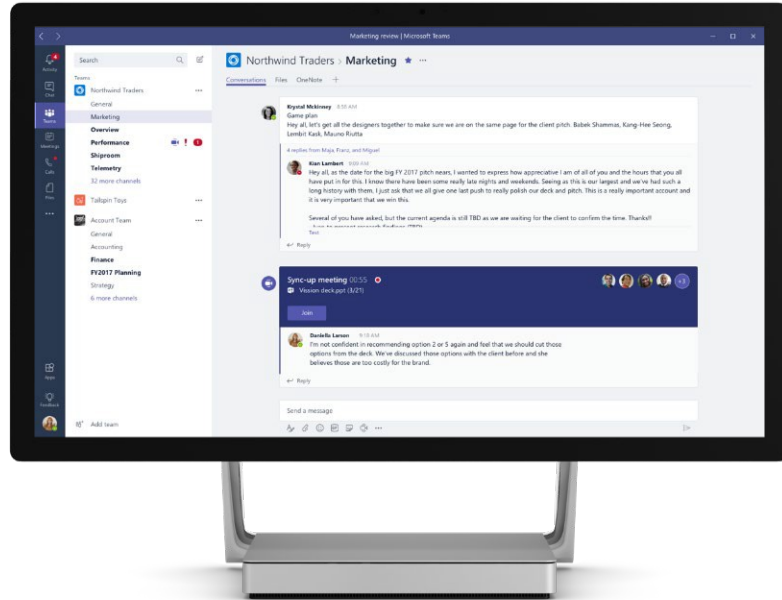
Virtual machine runs Microsoft software on partner Session Border Controllers.

WAN outage is survivable – calls can be made and received.

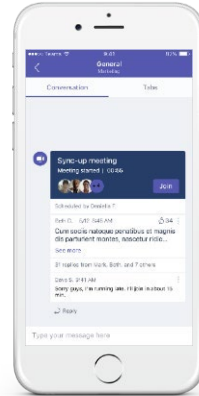
Future – enable P2P calling so Microsoft Teams users at affected site can make VoIP calls to each other.



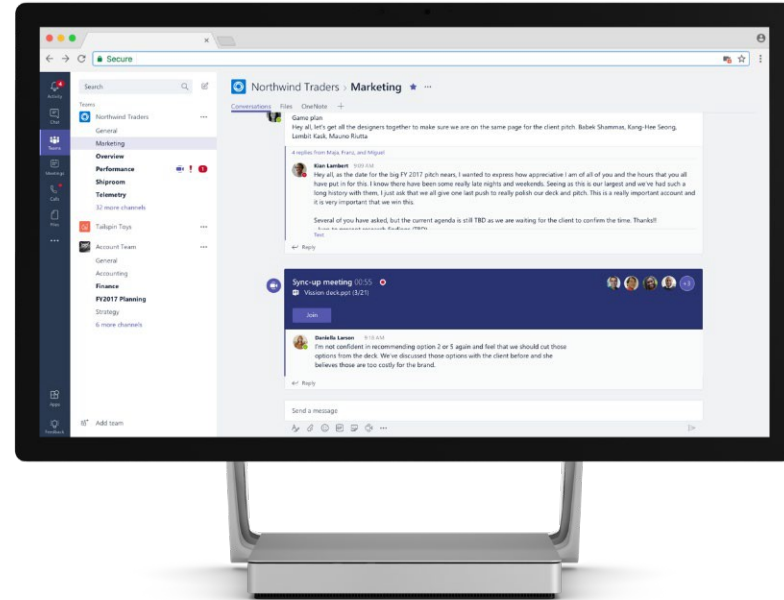
Call from Anywhere: Native Teams Apps



Desktop



Mobile



Web

Microsoft Teams as your phone



Access your contacts

Make a call with a phone number or name

Menu in client for calling functionality

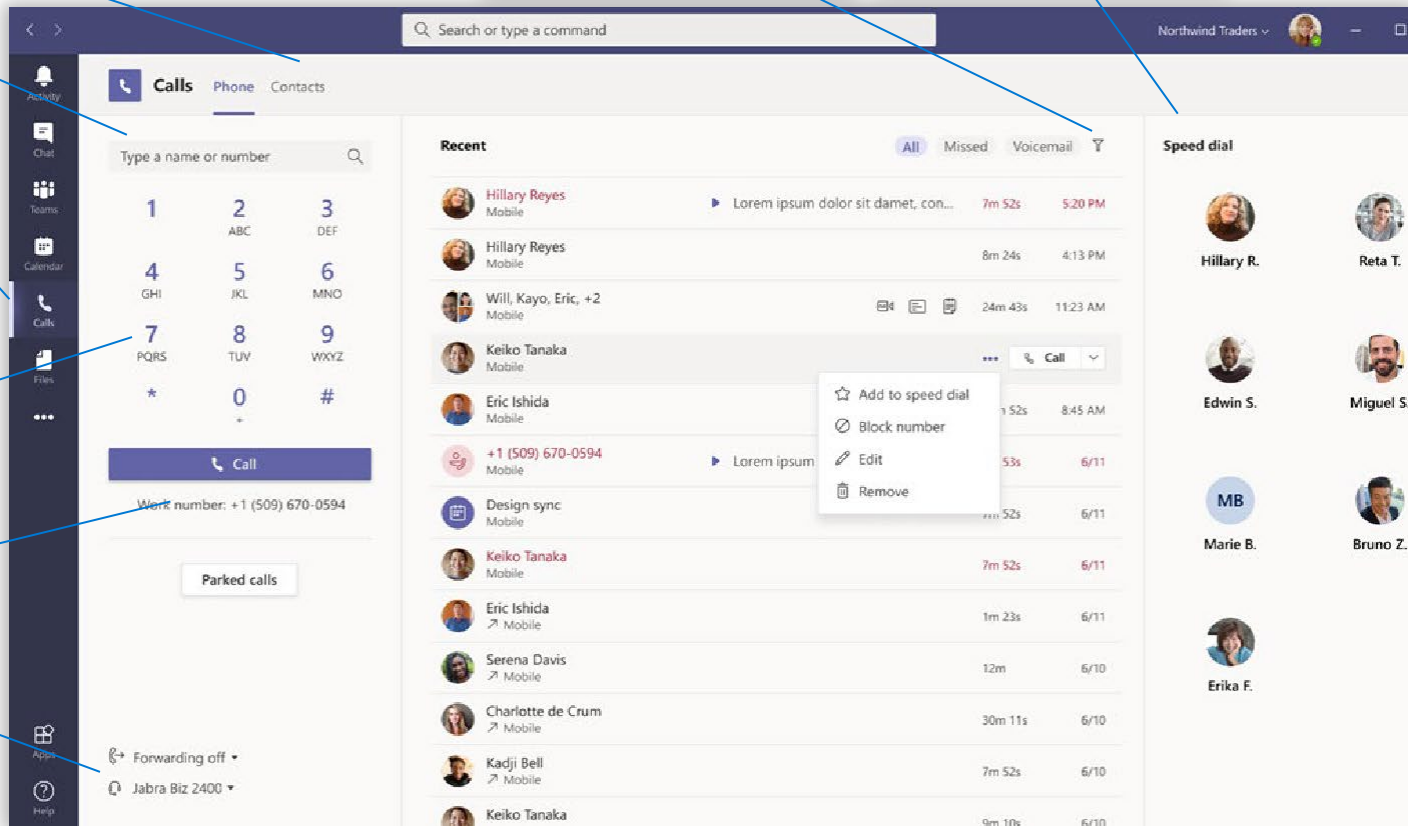
Dial pad to dial phone numbers

Your phone number displayed here

Manage call and device settings

Access and filter your call history and voicemail

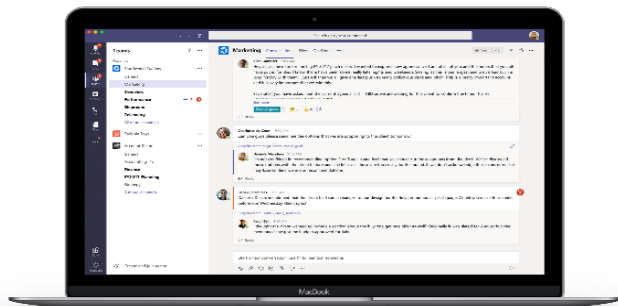
Access your speed dial, contacts, and voicemail summaries in one place



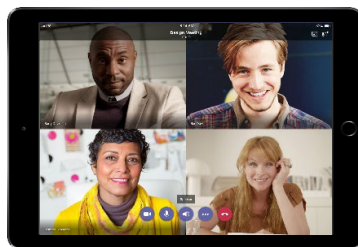
Cross Platform Experience



Desktop

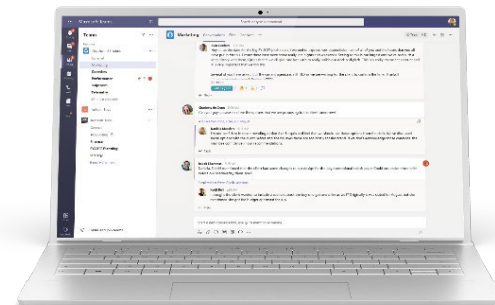


Mobile



iPad

Browsers



Windows 7+



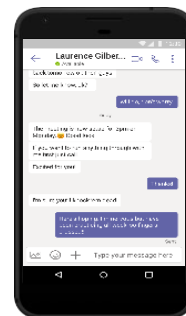
OS X 10.10+



Linux



iPhone
10.0+



Android
4.4+



Provide users with flexible devices for any budget

Stay connected with a single primary phone number across your computer, mobile devices, and desk phone.

Consistent calling, meeting, and chat user experience across devices.

Provide colleagues with a range of devices to meet their work needs, from [basic phones to premium Microsoft Teams displays](#).



Calling endpoints

Stay connected from anywhere with a range of basic to premium devices

Teams displays

The newest premium companion experience for calling and collaboration integrating AI, Cortana, and Teams UI for users to engage in seamless calling and meetings.

Desk and video phones

Microsoft's core phone experience with rich features including access to speed dial, user home screens, contact access, and hero collaboration functionality

Low-cost phones

Starting at USD \$120, devices from AudioCodes and Yealink will bring core calling features at a lower price point.

SIP gateway (Q4/2021)

Support core calling features of Microsoft Teams on legacy devices from Audio Codes, Yealink, Cisco, Polycom, and more.



Microsoft Teams displays



Desk and video phones



Low-cost phones



SIP gateway

Microsoft Teams Phone

Provide modern and legacy PBX capabilities with the cloud

Unify your legacy PBX systems 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 Microsoft Teams admin center.

Scale globally

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

Busy on Busy

Call Escalation

Call Park

Call Quality Dashboard

Caller ID Masking

Calling Transfers and Handling

Click to Call

Cloud Auto Attendants

Cloud Call Queues

Cloud Voicemail with Transcription

Custom Contact Groups

Custom Ring Tones

Dial Plans

Direct Routing

Direct Routing dashboard

Do not Disturb and Breakthrough

Dynamic Emergency Calling

Extension Dialing

Full Delegation Support

Group Call Pick-up

Location-Based Routing

Media Bypass (Direct Routing)

Microsoft Calling Plans

Number Porting for Calling Plans

Out of Office Support

Routing Rules

Screen Sharing from chat

Secure Calling between Tenants

Shared Line Appearance

Simultaneous Ringing

Speed Dial

Teams Admin Center

Teams and SfB Calling

Three-way PSTN Calls

TTY Support

...and more

*A complete voice solution is possible with a combination of Teams Phone and Calling Plans or Direct Routing or Operator Connect

Legacy PBX to TEAMS Migration Made Easy!



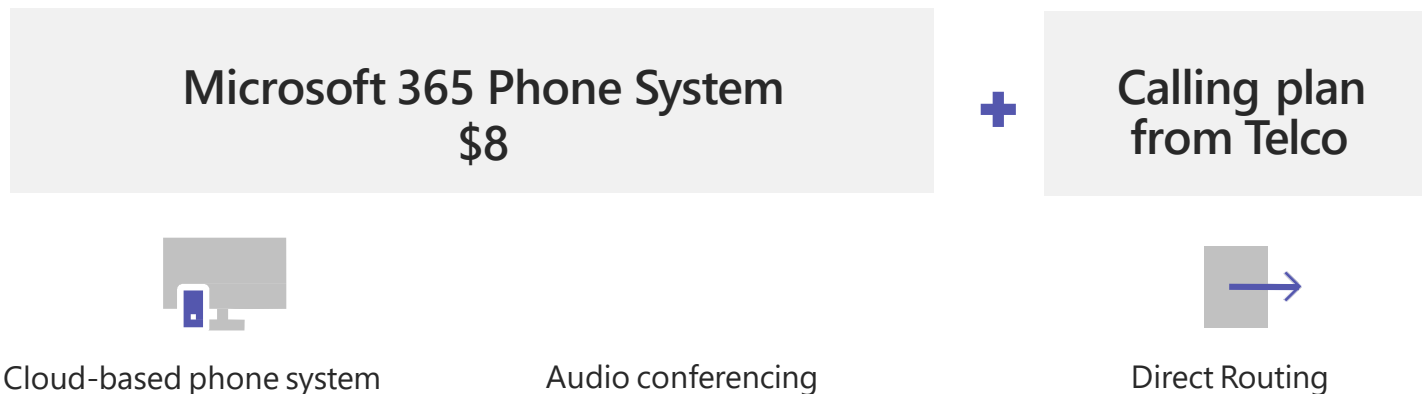
The ONLY SaaS Migration Solution Platform from Legacy PBX to Cloud PBX



Enterprise Voice for the Cloud



Licensing made simple



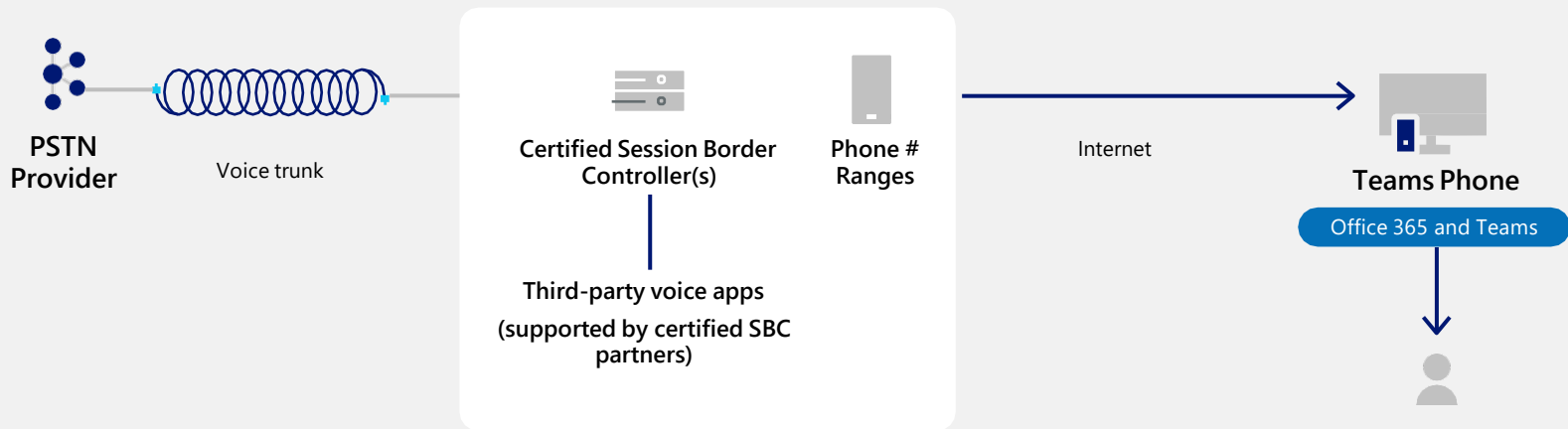
Add on to Microsoft 365 plans that include Teams*

Unlimited seats

Available in +120 countries (everywhere M365 is available) without calling plan

Additional qualifying pre-reqs: Microsoft 365 F1, F3, E3, A3 and Office 365 E1, E3, A1, A3, F3

Direct Routing



Directly route dial tone to Microsoft Teams users

Connect 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 third-party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using third-party systems such as PBXs, call centers, and analog telephony adaptors (ATA) helping preserve key investments.

Microsoft Teams PSTN connectivity using Direct Routing



Connect to local PSTN trunk

Customers that want to keep existing telco contract

Session Border Controller

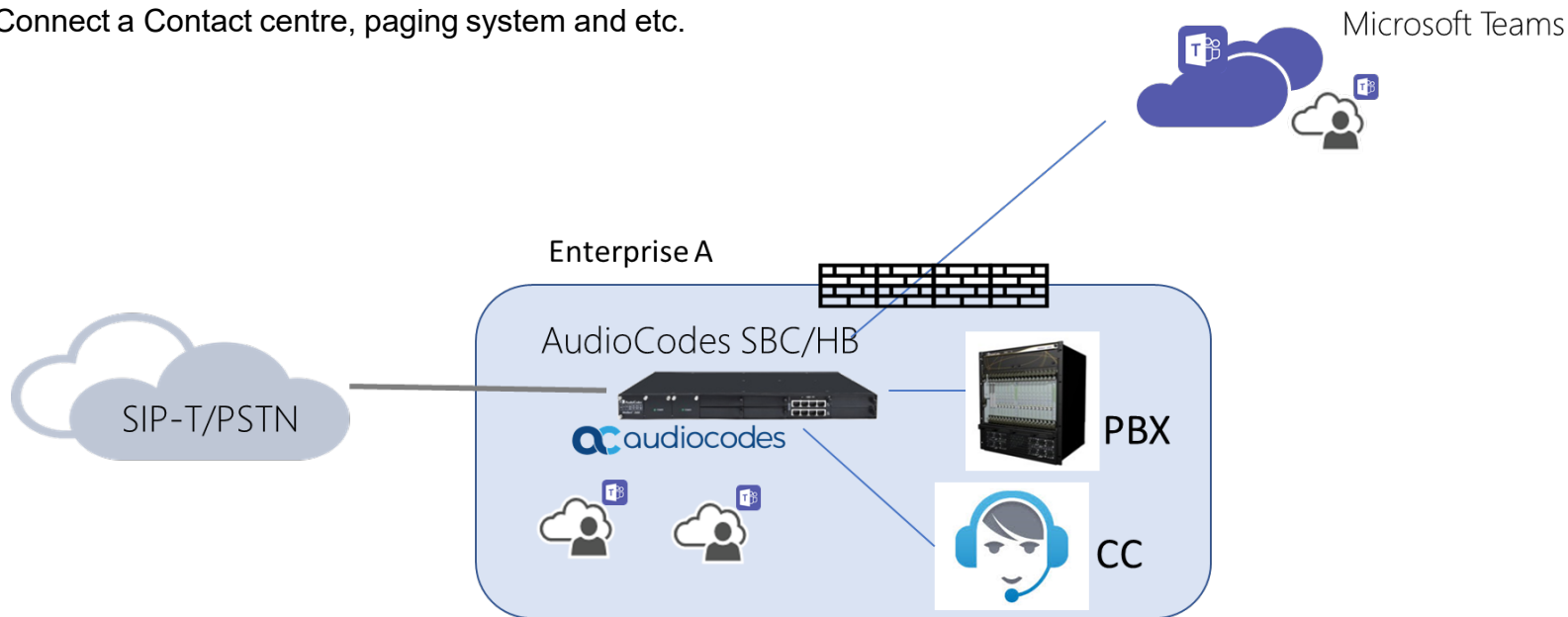
Install on VMware Guest of Customer Infrastructure

Teams Phone System

Require add-on Phone System Subscription each users

Teams & Direct Routing

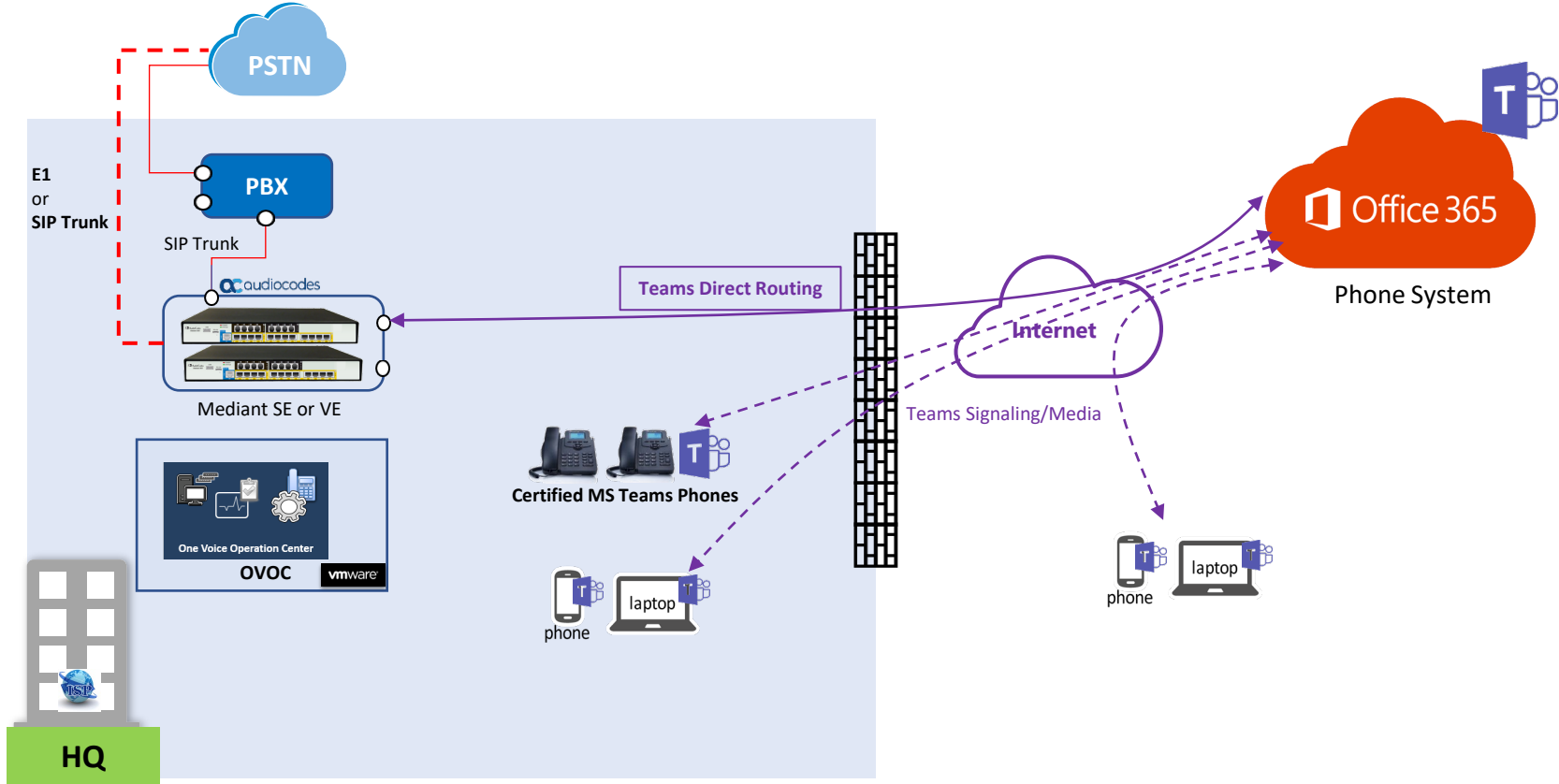
- SBC/Hybrid SBC installed on Enterprise premise, connects to SIP Trunk to provide PSTN access for local and remote users
- Connect to a local PBX (SIP or ISDN)
- Connect a Contact centre, paging system and etc.



High-Level Architect Design



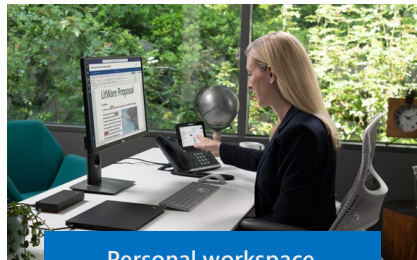
Connection Topology with SIP Trunk and Teams Direct Routing



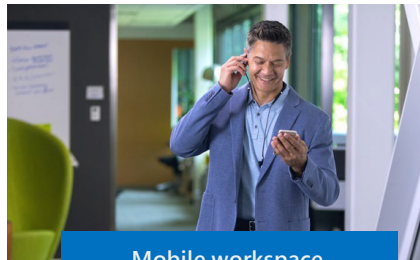
Microsoft Teams Device



Spaces



Personal workspace



Mobile workspace



Shared collaboration spaces



Small or large
conference rooms

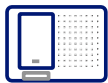
Personal devices



Headset



Desk phone



Mobile phone station



Speaker puck



Mobile phone

Shared devices



Conference Room
Phone



Microsoft Teams Rooms



Interactive whiteboard

The foundations



Microsoft Graph

Microsoft AI

Cortana

Microsoft Teams Devices Portfolio



Desktop &
Conference Phone



MP50
USB Phone



MP54



MP56



MP58 (WH)
Wireless Headset



VP59



CP960



RX50



USB Headsets &
Speakerphones



CP900



CP700



UH33



UH34



UH36



WH62, WH63



WH66, WH67

Meet anywhere – Teams Devices



Room systems



Yealink



Lenovo



logitech



Polycom

Room phones



Yealink



Polycom



audiocodes

Personal devices



audiocodes



Jabra



plantronics



SENNHEISER

















Yealink

Summary of configuration top recommendations



Top recommendation by space and key usage patterns (additional detailed permutations on later slides)

	Large Office	Focus Room	Huddle/Open Space	Small Conference Room	Medium Conference Room	Large Conference Room
	1 + 3-4 people	3 to 5 people	3 to 5 people	5 to 7 people	11 people	18 people
	Within 2.3-meter radius	3 meters by 3 meters	Within 2.3-meter radius	3 meters by 4.5 meters	4.5 meters by 6 meters	4.5 meters by 8.5 meters
Meet and Present	 Microsoft Teams collaboration bar	 Microsoft Teams collaboration bar	 Surface Hub 2S	 Microsoft Teams Room	 Microsoft Teams Room	 Microsoft Teams Room
Meet and Co-Create	 Surface Hub 2S Windows Pro/Enterprise*	 Surface Hub 2S 50"	 Surface Hub 2S	 Surface Hub 2S 85"* with A/V accessories	 Microsoft Teams Room	 Microsoft Teams Room
					+ Coordinated Join* +	
					 Surface Hub 2S	 Surface Hub 2S

*Device/configuration not yet available; Surface Hub 2S 85" available by year-end CY 2020 (Preview with select customers in Q1 CY 2020).

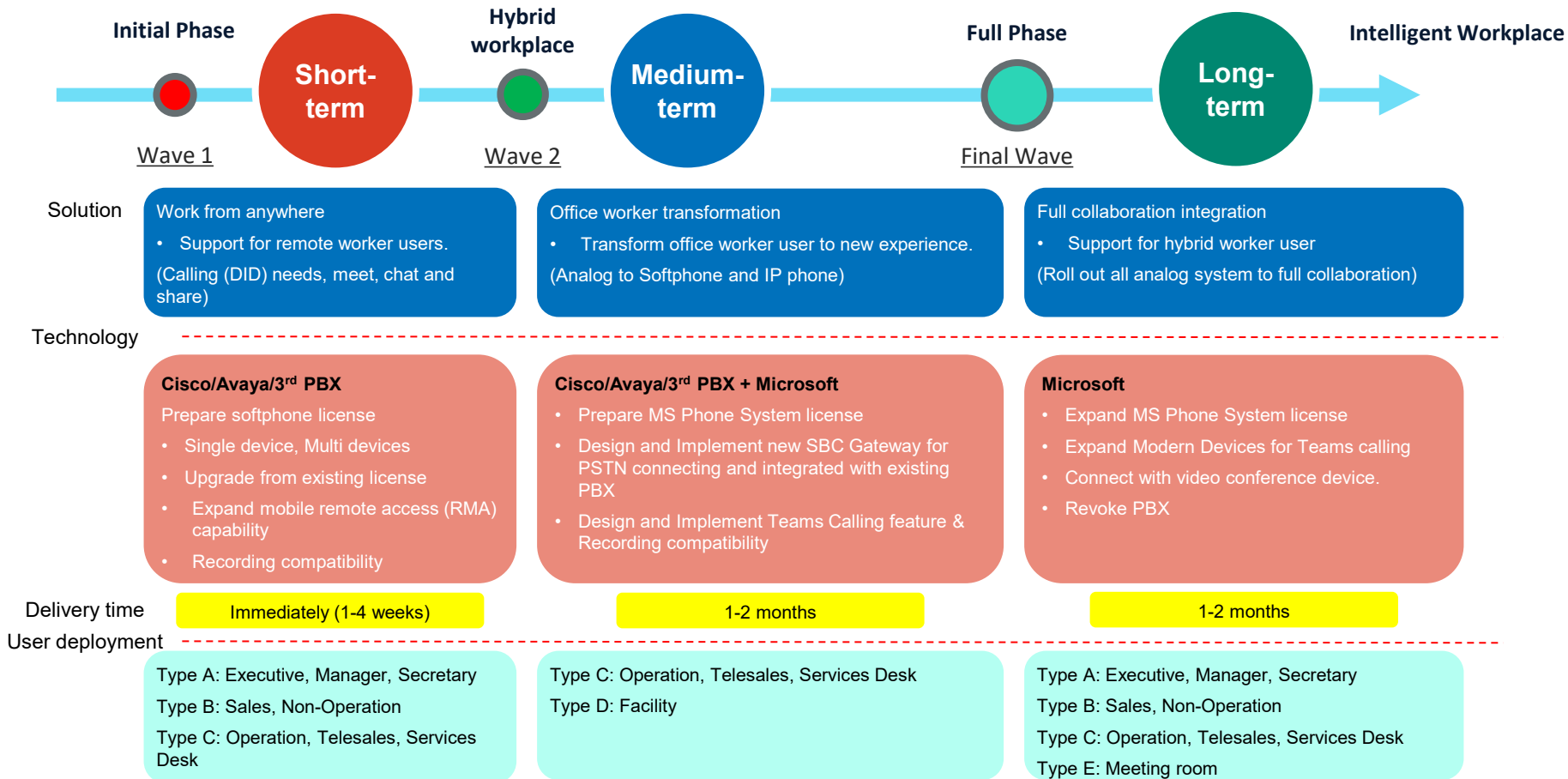
*Coordinated Join available during CY 2020

Collaboration personas

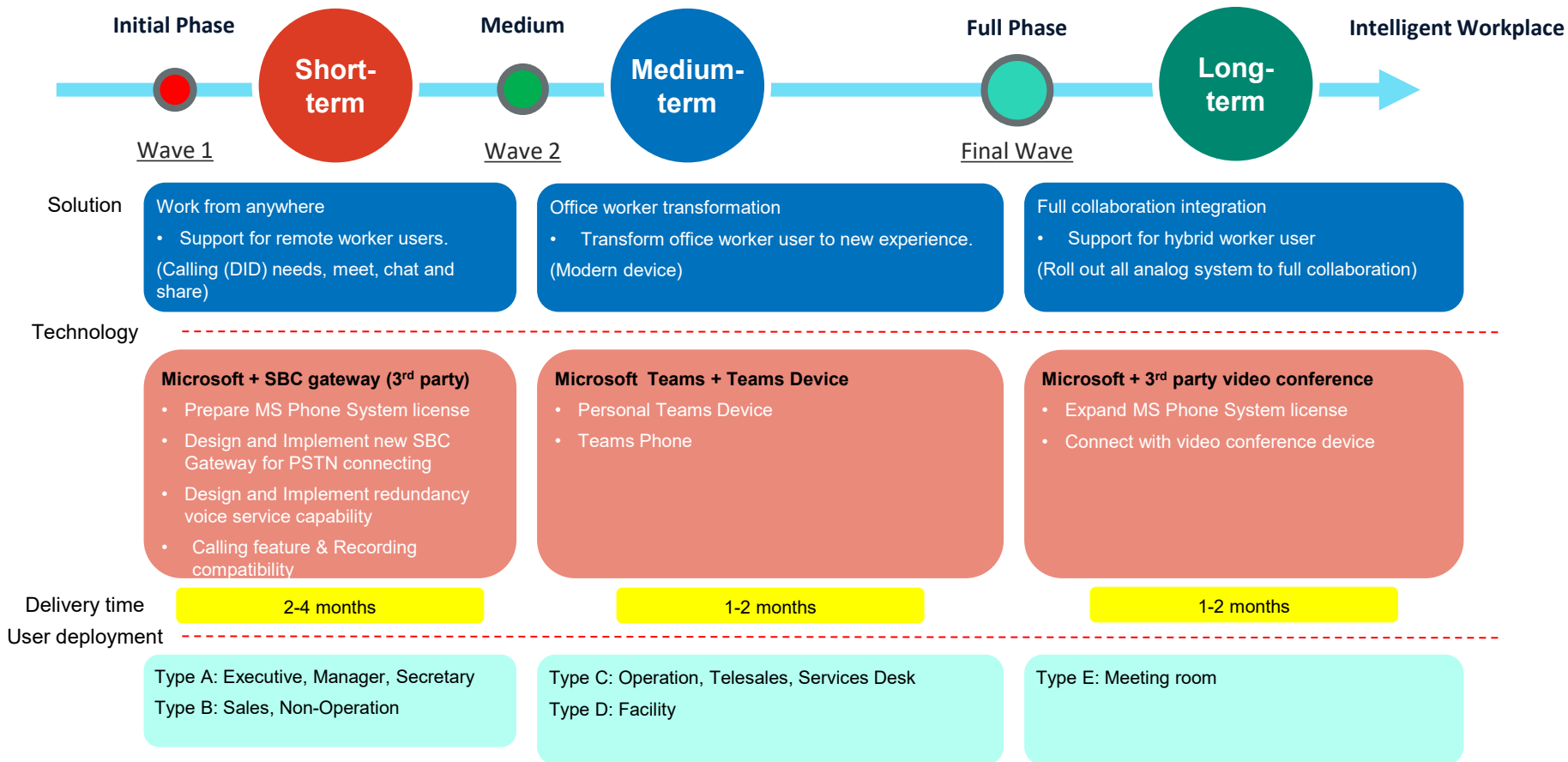


Work from anywhere	Back to office	User Persona and Device	Type
		User Type: Executive, Manager, Secretary Device: Executive Tablet, Softphone on Multi-device and Desk phone	A
		User Type: Sales, Non-Operation, Mobility Staff Device: Performance Tablet/Laptop, Softphone on Multi-device, Mobile package	B
		User Type: Operation, Telesales, Services Desk Device: Performance Laptop, Softphone on Multi-device, Teams calling, Desk phone	C
		User Type : Facility Device: Desk phone	D
		User Type : Meeting room Device: Video conference set	E

Voice transformation base on current IPT system



Voice transformation to Microsoft Teams Calling



Thank you

**Please call to action
for**

**MS Teams Calling:
Brief and Consulting**

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