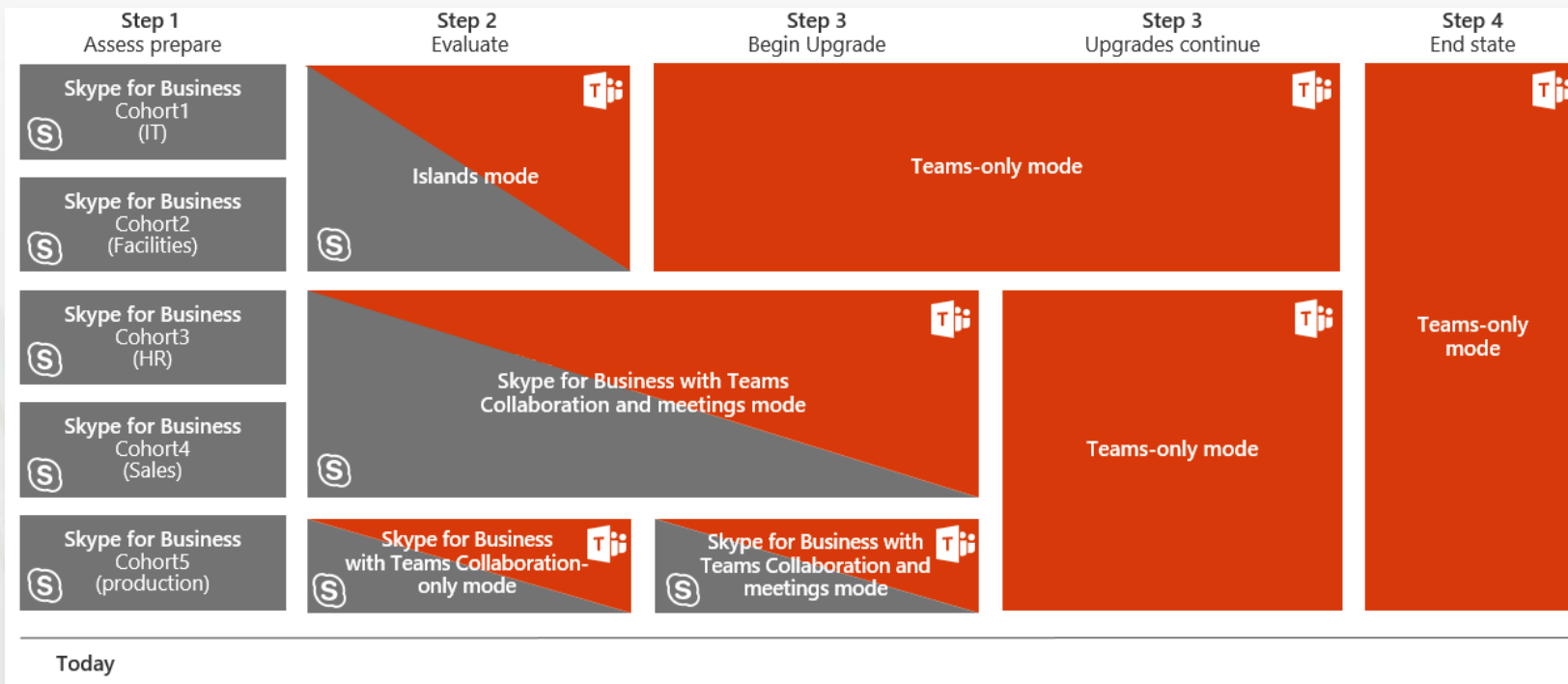




Microsoft Services Teams Voice Services Overview

Skype for Business Upgrade to Microsoft Teams w/Voice Services

- Microsoft’s Teams Voice Solution enables call control and Private Branch Exchange (PBX) capabilities in the cloud with Microsoft Teams. Connection’s Microsoft Services team will plan, design, and implement Microsoft Teams and upgrade your Skype for Business Enterprise Voice solution to Microsoft Teams.
- Connection can work with you to consider if use of coexistence modes (Island mode, Teams Only or Skype Only), is needed to help users become familiar with Teams.



Skype for Business Upgrade to Microsoft Teams Services

Below are key focus areas of the Teams Voice Solution:




1. Perform Network Readiness Assessment
2. Plan and Design your Upgrade to Microsoft Teams with Voice
3. Deploy M365 Teams Voice Solution with Calling Plan
4. Upgrade Skype for Business Enterprise Voice to Microsoft Teams
5. Decommission On Premise Skype for Business Infrastructure
6. Create Documentation and Perform Knowledge Transfer

Microsoft 365 Business Voice

Connection offers professional services to help you replace your legacy PBX system

Business Voice makes it easy for small and medium organizations to turn Microsoft Teams into a powerful and flexible telephone system. It's a replacement for traditional telephony providers and in-house phone systems that can be difficult and costly to manage. Microsoft Business Voice is a cloud-based phone system in Microsoft Teams. Together, they deliver the most productive all-in one communication solution that brings together chat, meetings, calling, collaboration, app integration, and file storage into a single app.

We're your "Microsoft Teams with Business Voice" experts for all facets of consulting including planning, architecture design, installation, analysis, project management, integration, and support. We offer flexible options: fixed-fee project-based services and time-and-materials-based services

 <p>Work from anywhere, on any device</p> <p>One phone number across your computer, mobile, and desk phone</p>	 <p>Secure, reliable, & rich calling</p> <p>Cloud calling features you can count on plus build-in redundancy & load balancing</p>	 <p>Streamline management</p> <p>Save time & money with one app, from one provider, with one low-price.</p>
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Difference between Business Voice and Enterprise Voice

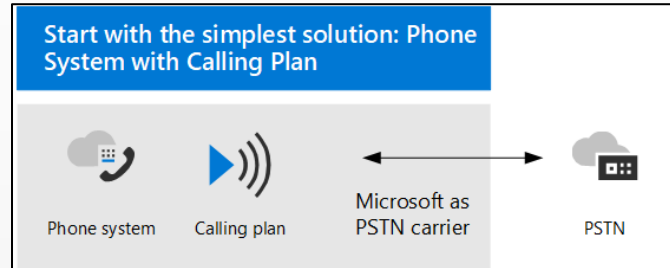
All same features & functionality

	Business Voice	Enterprise
Admin	SMB specific calling rules	
# users	1-300 users	Unlimited users
Prerequisite	Any Microsoft 365 plan with Teams	Most Microsoft 365 plans with Teams (not available on SMB plans)
Availability: Microsoft Calling Plans	3 markets (US, UK, CA)	18 markets (US, UK, CA, AU, BE, CH, FR, DE, DN, IE, IT, JP, PR, PT, NL, ES, SE)
Availability: Without calling plan (Direct Routing)	70+ countries (everywhere audio conferencing is available)	120+ countries (everywhere Microsoft 365 is available)

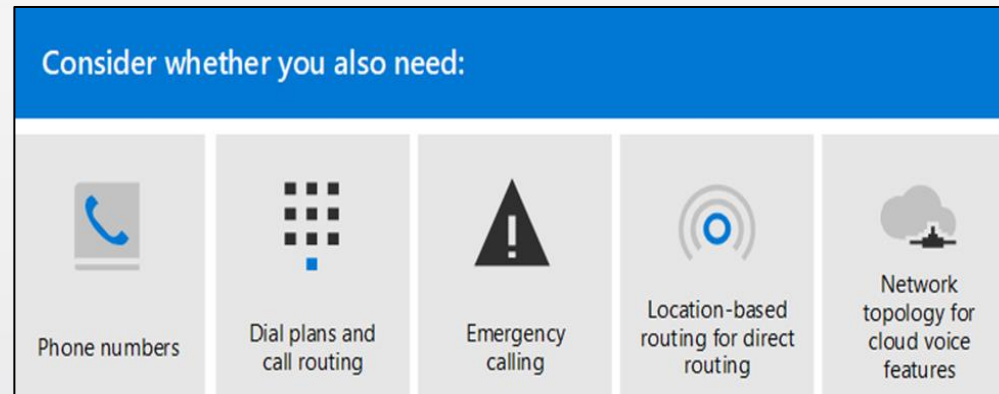
M365: Teams Voice Solution (all-in-cloud-voice)

Teams Voice Solution Services

- Microsoft's Teams Voice Solution enables call control and Private Branch Exchange (PBX) capabilities in the cloud with Microsoft Teams. Connection's Microsoft Services team will plan, design, and implement Microsoft Teams Voice Solution in a greenfield environment.



As part of your Voice Solution rollout, Connection can work with you to consider and if needed, deploy any of the following items:



To help you assess the efficiency of your network environment, Connection offers a Network Readiness Assessment as part of this service offering. We analyze your current network performance to determine if and what remediation is recommended for potential performance improvements.

M365: Teams Voice Solution (all-in-cloud-voice)

What you can expect as part of the Teams Voice solution:

- Network Readiness Assessment – Analyze the efficiency of your current network to determine if and what remediation is recommended for potential performance improvements.
- Designed Microsoft Phone System – Help identify everything you need from porting direct dial numbers, service numbers, cloud voicemail, auto attendants, call queues, audio conferencing and more.
- Solution Experts – A team of certified experts that walk you through each stage of the planning process and provide a complete design for your business needs.

M365: Teams Voice Solution (all-in-cloud-voice)

Below are key focus areas of the Teams Voice Solution:

- Perform Network Readiness Assessment
 - Network Readiness Assessment Report
- Plan and Design Microsoft Phone System
 - Direct Dial Numbers (port if necessary)
 - Service Numbers
 - Cloud Voicemail
 - Auto Attendants and Call Queues
 - Communication Credits
 - Emergency Calling
 - Audio Conferencing
 - Network Topology
- Create Design Document

Microsoft Teams Voice Services Benefits

Realize the Benefits

- Save time and money - reduce complexity, training and need for multiple logins by consolidating your applications to a single provider for your communications.
- Connect faster and easier - start a call, schedule and join meetings more easily, directly from Outlook or Teams.
- Simplify your work - manage teams from the admin console as the rest of your Microsoft 365 services

Teams Voice Benefits

Voices matter

for building personal connections and creating clarity

- Remote work has made it challenging to maintain personal connections and enable serendipitous problem-solving that often happens in the office
- Studies¹ show that voice is the human signal that creates understanding and connection
- Teams Calling can help restore connections and build new ones with colleagues and customers

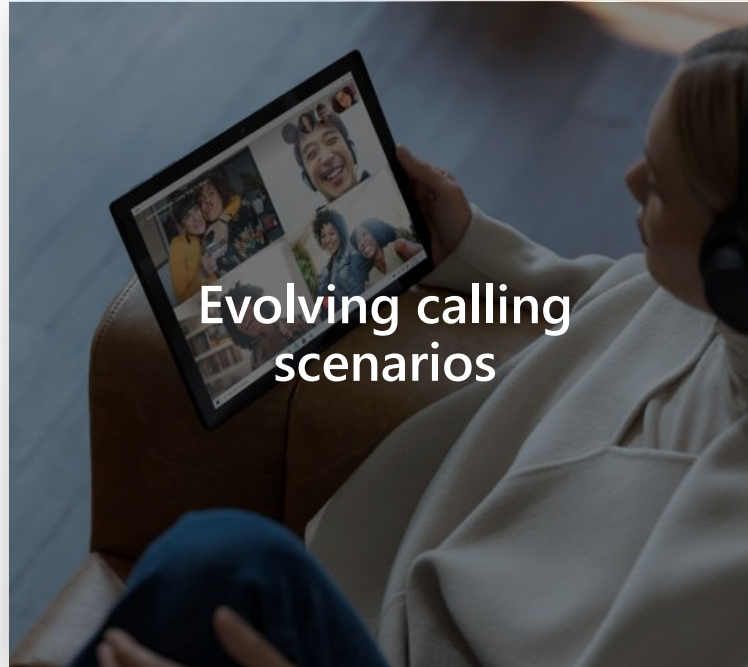
¹ <https://hbr.org/2020/10/research-type-less-talk-more>



We need a modern calling solution that meets today's needs



Users should be able to place & receive calls from any workplace, on any device



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



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

Microsoft Teams is a complete and modern voice platform



Integrate calls seamlessly into the flow of work



Deliver modern and legacy enterprise voice features



Provide users with reliable devices for any budget



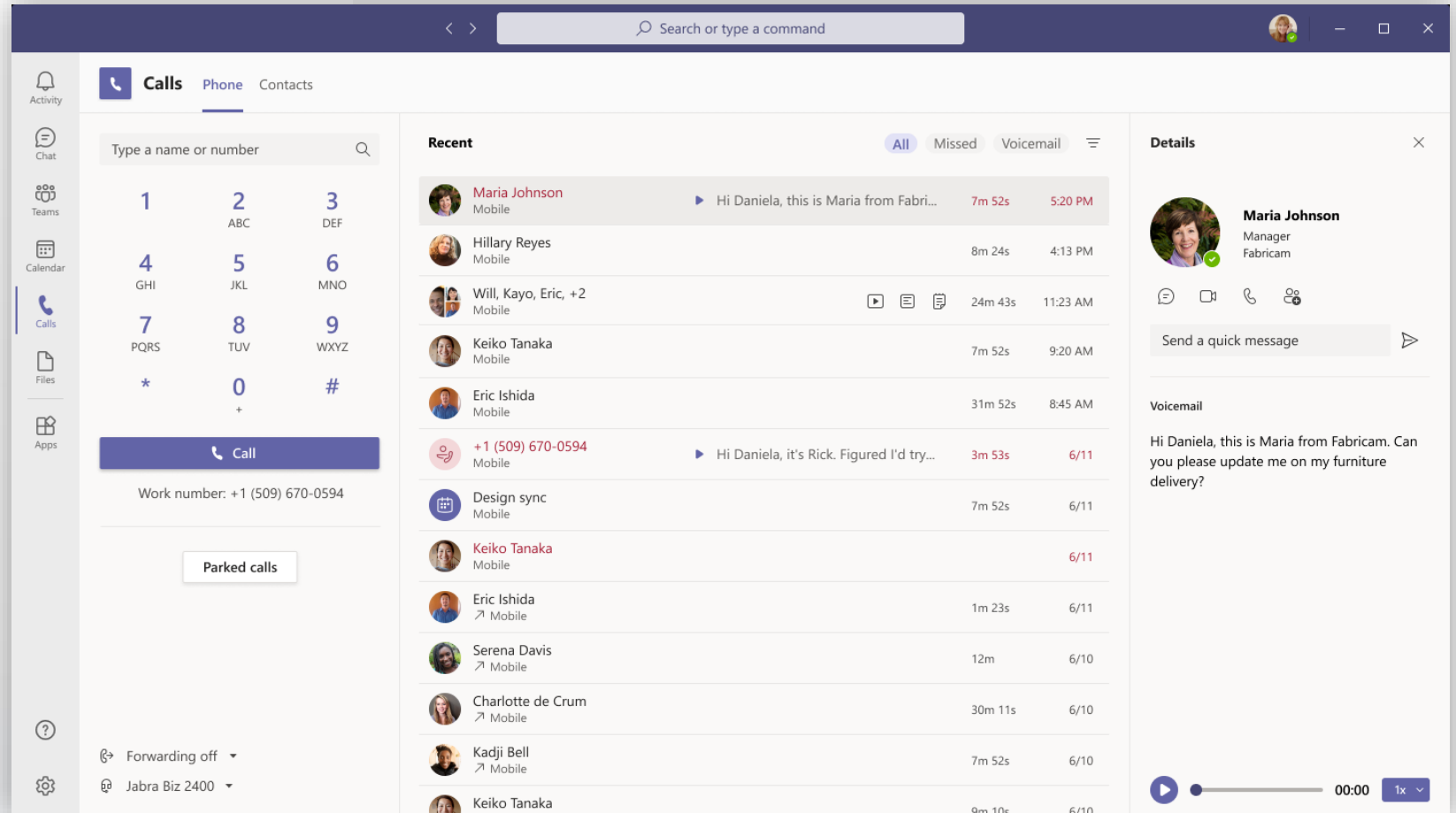
Streamline setup and management

Integrate 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



Deliver modern and legacy enterprise voice 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.

The screenshot displays a Microsoft Teams call interface with several key features highlighted by blue callout boxes:

- Call recording:** A blue callout box at the top points to a red recording indicator in the top-left corner of the call window.
- Transcription:** A blue callout box on the right points to a 'Transcript' panel on the right side of the call window. The transcript shows a conversation between Hekuran Latifi and Paul Cannon.
- Live captions:** A blue callout box at the bottom points to a 'Live captions' panel at the bottom of the call window, which displays the text: 'Hekuran L: Alright, sounds good. I'm going to send you a calendar invite soon.'

The call window also shows a 'Recording and transcription have started' notification, a 'Dismiss' button, and a 'Leave' button in the top-right corner. The transcript panel includes a 'Dismiss' button and a close icon.

Provide users with reliable devices for any budget

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

Provide colleagues with a range of devices to meet their work needs, from basic phones to premium Teams displays

Take advantage of flexible monthly payment plans with the new Teams Device as a Service program*



*Currently available in US (UK, Ireland, Australia in early 2021)

Streamline setup and management

Easily add phone numbers and manage your phone system with the Teams Admin Center

Monitor and resolve performance issues with Call Analytics and the Call Quality Dashboard.

Provide users with enhanced reliability for critical calls with capabilities like Survivable Branch Appliance

The screenshot displays the Microsoft Teams Admin Center interface for 'Contoso Electronics'. The left-hand navigation pane includes options such as Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Phone numbers, Emergency policies, Dial plans, Direct Routing, Voice routing policies, Call queues, Auto attendants, Call park policies, Calling policies, Caller ID policies, Policy packages, Analytics & reports, Org-wide settings, and Planning. The main content area is titled 'Phone numbers' and contains a table with the following data:

Phone number	Location	Number type	Status
+1 619 816 4305	San Diego, United States	Users	Assigned
+1 619 816 4806	San Diego, United States	Users	Assigned
+1 619 816 4824	San Diego, United States	Users	Unassigned
+1 619 878 3855	San Diego, United States	Users	Unassigned
+1 619 878 3856	San Diego, United States	Users	Unassigned

What Teams Calling customers tell us



Create seamless calling experience and reduce hardware costs

"Teams has enabled us to reduce our legacy telephony footprint and stop putting phones on desks. It reduces costs and more importantly, provides a much better, 'click to join' experience for our people."

Thomas Bruss

*Director of Global IT, Digital Worker Technology
Accenture*



Provide employees with a single collaboration tool

"We were excited about the improved quality of voice and video. We also liked the idea of having one tool for collaboration—and on a larger scale than Skype for Business Online"

Koen Van den Broeck

*Office 365 Architect
Engie*



Deliver cost savings while enabling users to stay connected

"We wanted to give everyone the ability to make calls through Teams, which is providing an 80% cost savings over our former system. It's even more valuable that our people can take important calls from anywhere and at any time using any of their assigned technologies."

Bill Wyatt

*CIO
State of Georgia, Office of the State Treasurer*

Forrester Total Economic Impact Study

Using Teams for Calling saves time, reduces costs, and improves business performance



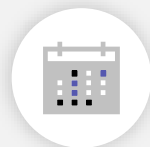
1.5 hours per week
average time saved
by employees



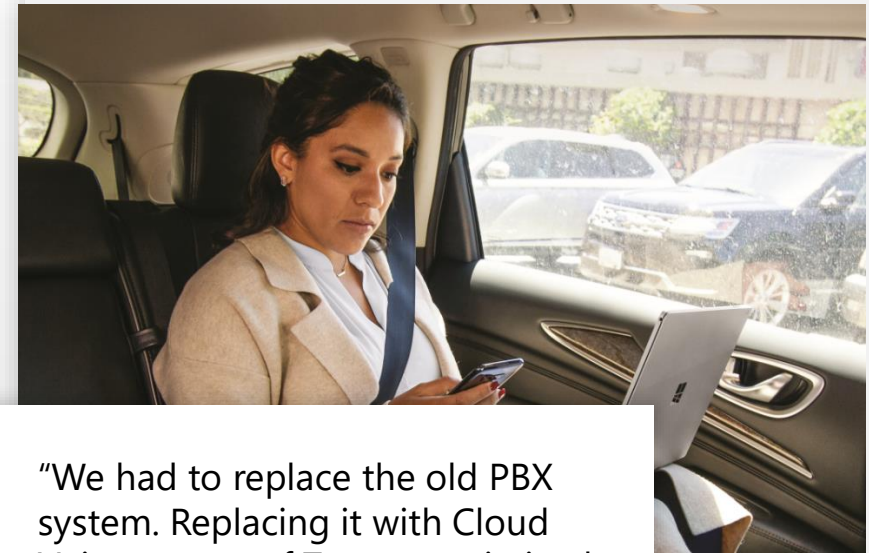
\$6.4 million
three-year cost savings



261%
return on investment



3 months
payback after go-live



"We had to replace the old PBX system. Replacing it with Cloud Voice as part of Teams maximized voice and video adoption and reduced costs."

- *CIO, government*

"We wanted all of our collaboration solutions, including voice, to be consistent and integrated. Microsoft was the only real solution out there."

- *Chief municipal officer, government*

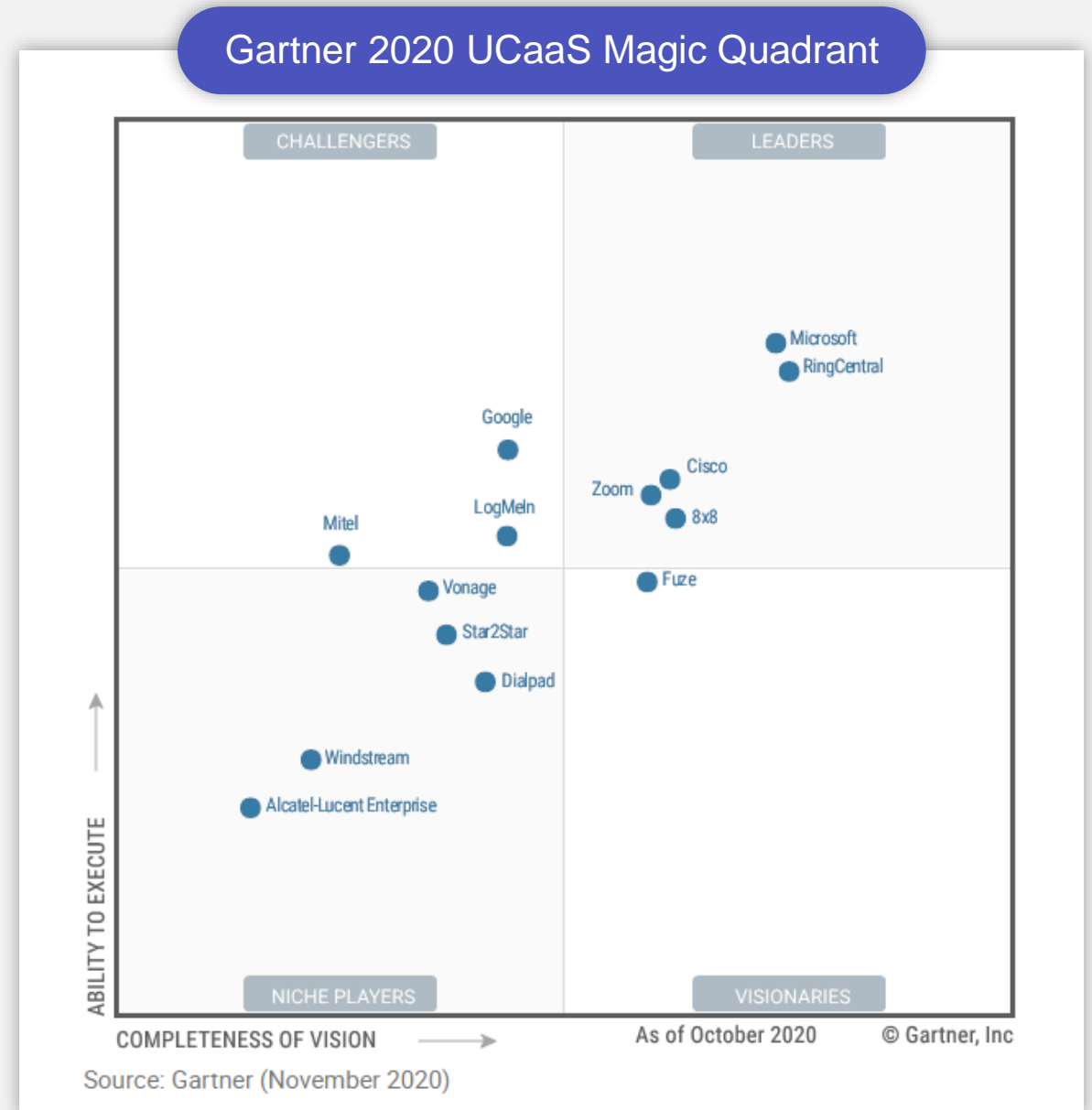
Microsoft Teams is a trusted leader in Calling

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

Read the report at

<https://aka.ms/2020GartnerUCaaSMTQ>



Teams Voice Features

Microsoft Teams: A complete and modern voice platform

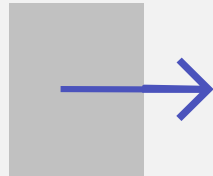
Calling endpoints

Teams client, phones, devices, and peripherals



Direct Routing

Bring your own Carrier & infrastructure



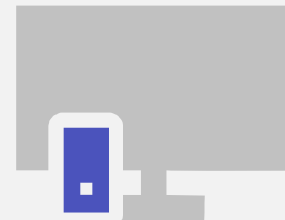
Calling Plans

Microsoft as your Carrier



Microsoft Phone System

Enterprise-grade voice capabilities



Partners & integrations

System Integrators



Telco partnerships



ISV integrations / APIs



Microsoft Phone System

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 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

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

- 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

Microsoft Calling Plans

Let Microsoft be your carrier

Rapid provisioning

Procure and assign phone numbers to users in minutes, with no on-premises equipment

Number porting and dynamic emergency calling

Use your existing phone numbers with Microsoft Calling Plans, and meet E911 and other legal obligations

Local, long distance, and international calling

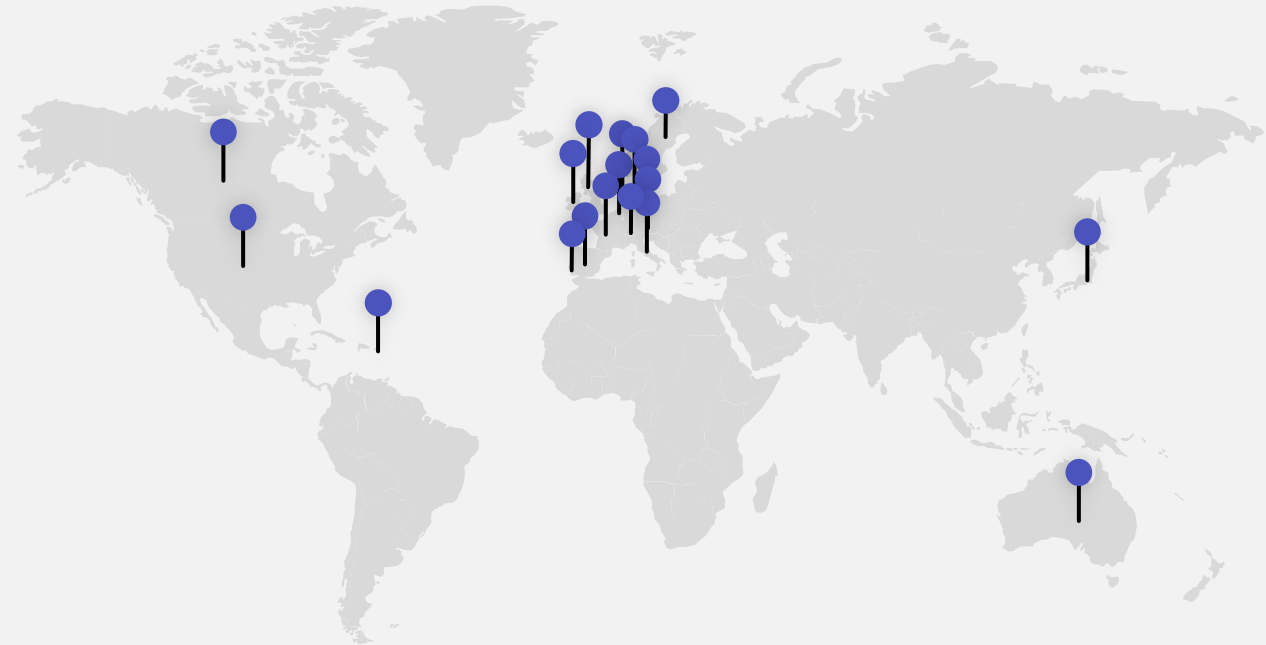
Reach the people important to your business, with a choice of calling plans

Ensure you always have enough minutes

Use Communication Credits to add minutes & international capabilities to Calling Plans and Audio Conferencing

Geographies where Calling Plans are available:

Australia*, Austria, Belgium, Canada, Denmark, France, Germany, Ireland, Italy, Japan*, Portugal, Puerto Rico, Netherlands, Spain, Sweden, Switzerland, UK and the US



** Provided by partners – Australia (Telstra), and Japan (Softbank)*

Direct Routing

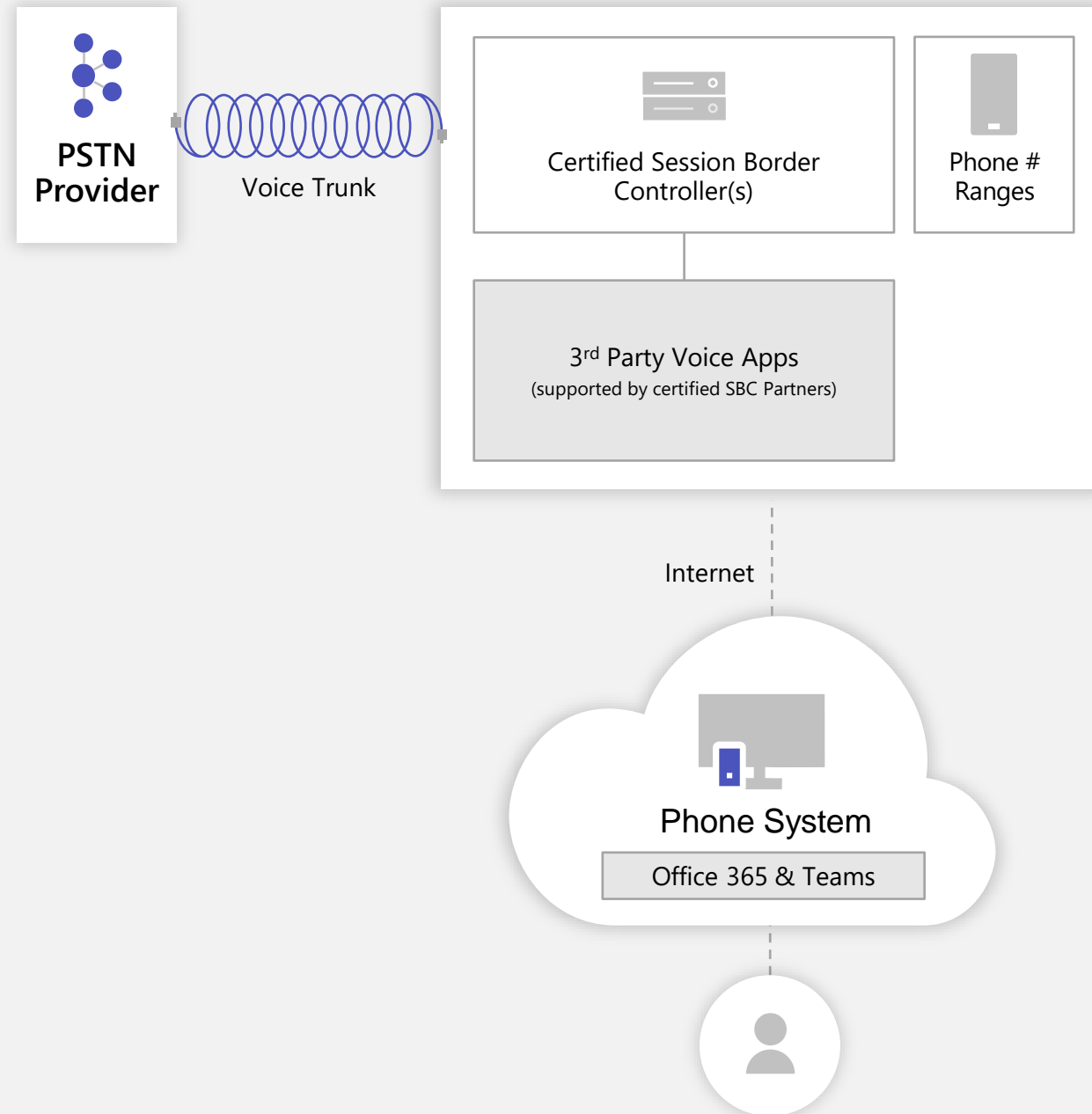
Bring your own carrier and infrastructure

Directly route dial tone to 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 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.



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 (*early 2021*)

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

SIP Gateway (*mid 2021*)

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



SIP Gateway



Low cost Phones



Desk and video phones



Teams displays

Device as a Service option for all Teams devices

New monthly financing options make getting started with Teams Devices simple and convenient*

Flexible payments

Flexible **monthly payment plan** options based on customer preference

Easy to purchase

Buy when you need directly from the **Teams devices marketplace**

Full device portfolio

Choose from phones, peripherals, room systems, and accessories to **create custom bundles**

Up-to-date solutions

At the end of your contract, renew or refresh your devices so you **always have the latest technology**



Headsets



Speakerphones



Web cameras



Desk phones & Teams displays



Teams Rooms



Room accessories

*US only

*UK, Ireland, Australia early 2021

Thank you!
Any questions?

Connection[™]
we solve IT[™]