

# Microsoft Teams Phone Pilot Quick Start

Fast-Track your PSTN calling capabilities with Ready-to-Deploy Teams Phone Services

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## Solution Overview:

Unlock the next level of business communication with Softchoice's Teams Phone Pilot Quick Start —a comprehensive core enablement and introduction to advanced telephony solutions using Microsoft Teams Phone Calling Services. This program is Microsoft Funded, offering unparalleled value at absolutely no cost to you for the enablement and testing of Teams Calling Services (pending eligibility\*).

Driven by Softchoice, Microsoft Certified Engineers, this quick-start professional services engagement will enable Microsoft Teams PSTN calling feature. Available for up to 50 users, pilot the latest calling features and capabilities Microsoft Teams has to offer with hands-on experience in your Microsoft 365 production tenant. Take advantage of cutting-edge telephony features, and maximize your organization's investment of Microsoft 365 services, all while enjoying a smooth and efficient enablement, facilitated by our expert team.

## Customer Challenges:

- **Lengthy Time-to- Go Live:** Attempting to pilot-test a Teams calling service without expert assistance could result in delays and a prolonged timeline for deployment.
- **Integration Hurdles:** Establishing a calling PSTN infrastructure on your own can introduce a variety of complications, which could disrupt existing systems and result in calling issues and inefficient processes.
- **Lack of Technical Support:** Absence of expert guidance can lead to issues going unresolved or being poorly managed, causing unnecessary delays and affecting the overall efficacy of the implementation.
- **Stressful, Time-Consuming Transition:** Navigating the technical intricacies of setup and migration without skilled help can become a significant time sink and source of stress. Instead of focusing on testing the pilot, you'll be burdened with troubleshooting and ironing out kinks in the system.

## Why Softchoice?

- **Leading partnership:** We have more than 30 years of selling servicing Microsoft technology.
- **Deep Microsoft expertise:** We have more than 150 Microsoft Certified Experts across Softchoice.

Deliverables	What is it?	What you gain
<b>Enable Teams Telephony</b>	<ul style="list-style-type: none"> <li>Set the foundation for modern communication by enabling Teams PSTN calling feature in your existing Microsoft 365 environment.</li> </ul>	<ul style="list-style-type: none"> <li>Enable Teams Telephony</li> <li>Expand the capabilities of an already established tool set, Microsoft Teams</li> <li>Drive a better user experience using the Microsoft Teams app with PSTN Calling</li> </ul>
<b>One PSTN Connectivity Option</b>	<ul style="list-style-type: none"> <li>PSTN Connectivity Methods: <ul style="list-style-type: none"> <li>Microsoft 365 Calling Plans</li> <li>Operator Connect</li> <li>Teams Phone Mobile</li> <li>Direct Routing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Take advantage of a unified communications experience by integrating your existing Public Switched Telephone Network (PSTN) seamlessly within Microsoft Teams.</li> </ul>
<b>Auto Attendants and Call Queues</b>	<ul style="list-style-type: none"> <li>Enable automated call flows with auto attendants and call queues.</li> </ul>	<ul style="list-style-type: none"> <li>Simplify administrative overhead with easy to manage automated call flows without the complexity of managing legacy IVR solutions.</li> <li>Does not require additional custom solutions.</li> </ul>
<b>Findings &amp; Next Steps Document</b>	<ul style="list-style-type: none"> <li>Summary of the pilot engagement and next steps recommendations</li> </ul>	<ul style="list-style-type: none"> <li>A roadmap for successful enablement and adoption of Teams PSTN Calling Service in your organization.</li> </ul>

#### Customer Value:

- Immediate access to Teams PSTN Calling
- Accelerated Deployment
- Expert Support
- Scalable deployment
- Readiness for future expansion

**Contact your Softchoice Account manager for more details.**