



Teams Operator Connect

Use Microsoft Teams for calling with Telia

Operator Connect & Teams Phone Mobile offer business customers a simple way to integrate fixed phone numbers and mobile subscriptions into Microsoft Teams for calling in the public network.

Making calls through Teams streamlines your communication by merging phone calls and collaboration in one platform. Users can seamlessly make and receive external calls from their computers or mobile phones, allowing them to work flexible whether they are at the office, home, or on the move.

In addition to using Teams on computers and mobile devices, certified desk phones, switchboards, and contact centre applications can also be connected via Teams, either supplementing or replacing your existing telephony system.

All administration is managed within your Microsoft Teams Admin Center, integrating directly with Telia's core network without the need for other UC/PBX systems. This approach reduces administrative tasks, lowers costs, and provides a future-proof solution that enhances productivity and collaboration

Telia Subscriptions for Operator Connect

Telia provides three different subscriptions for Operator Connect, allowing you to combine them for a tailored solution. This flexibility is based on a Pay-As-You-Go model.



Teams Users with Mobile Integration

Teams Phone Mobile is an add on to Telia's Mobile Subscriptions that integrates your mobile number with Teams for a seamless user experience and the benefit of one unified calling plan.



Teams Users with Fixed Phone Numbers

Fixed Phone Number series can be added to Teams for calling from computers, mobile apps or fixed telephones, using Telia's local price plans for domestic or international calling.



Teams Call queues with Service Numbers

Service numbers are designed for Teams Call Queues and Auto Attendant (IVR) for handling of high volume of incoming calls, ideal for service desks, offices or customer care.

Benefits with Operator Connect with Telia

- **Easy administration**
The service is entirely managed through Microsoft's Teams Admin Center, where your Telia numbers will automatically appear, allowing you to quickly assign them to the appropriate users for calls.
- **Carrier grade voice quality**
Telia is directly connected to Microsoft's Cloud, offering full Quality of Service without relying on Internet calls. This ensures a high-quality telephone experience in Microsoft Teams.
- **Reliable support**
Telia provides a single contact for all external call quality issues for both fixed and mobile numbers in Teams, combining Telia and Microsoft resources to ensure hassle-free customer support.
- **Benefits of a local operator**
With Telia's Operator Connect, you'll benefit from country-specific phone numbers, adaptable call rates, and a contact that understands your local business.



Microsoft Teams Phone System + Operator Connect by Telia

Teams Phone System offers cloud-based telephony features, eliminating the need for complex and costly hardware. It includes functionalities such as dialing, call queues, auto attendant (IVR), voicemail, and more. Users can conveniently make calls using their Teams PC client or mobile app, within the same interface used for chat, video, and collaboration.

Additionally, Microsoft Teams certified devices and applications from a variety of partners can be integrated, including phones, contact centers, switchboards, and recording solutions.

External calls with Teams

Operator Connect integrates directly into Telia's fixed and mobile network. It utilizes an IP peering between Telia and Microsoft's Cloud to ensure Quality of Service (QoS), high Service-Level Agreements (SLAs), and carrier-grade voice quality for Microsoft Teams.

Telia automatically uploads all purchased telephone numbers to your Microsoft Teams tenant, allowing you to assign and configure them easily using the Microsoft admin tool.

Unlike many other Teams integrations available, this solution does not require any technical expertise to set up for users.

Fixed numbers and mobile subscriptions

Telia's Operator Connect offers a comprehensive telephony solution for Teams, integrating both fixed-line and mobile subscriptions under a single agreement. As a customer, this allows seamless merging of mobile and fixed-line users as needed. Having one partner for both types of subscriptions simplifies management and reduces calling costs.

Pay-As-You-Go offer from Telia

Telia Teams Operator Connect is billed based on the number of assigned Teams users, with monthly costs adjusting automatically as you add or remove users.

Fixed Phone numbers

Operator Connect supports series of 10, 100, or more phone numbers. It can be used for users or call queues (service numbers) and include local area codes, non-geographical prefixes, or a mix of Free and Premium rated numbers.



Teams Phone Mobile

Teams Phone Mobile integrates mobile subscriptions with Teams, making the mobile number part of Teams. This Microsoft-designed feature allows using Teams functions for mobile calls, such as making and receiving calls in Teams, switching calls between devices, showing Teams presence with mobile status, using Teams Voice Mail, be part of Teams call queues and offering AI assistance (CoPilot), real-time texting/translation, and call recording.

Switchboard and advanced call queues

Operator Connect can be combined with Microsoft certified third-party applications to enhance its features, such as attendant solutions from Competella or Tendfor. These are switchboard and contact center applications based in the Microsoft Azure cloud, specifically designed for Microsoft Teams, and available as a SaaS with subscription options based on your required functionalities.

Telia + Microsoft

Telia has extensive experience in delivering IT and telecom services, ensuring your Microsoft Teams solution is secure from various angles, including security, network, IT workplace, and communication solutions with phone numbers and telephony applications.

In addition, Telia provides Microsoft 365 licenses, consulting services, as well as Teams voice and video devices, reducing the need for multiple collaborating partners for your Microsoft Teams implementation.

Availability

Telia Teams Operator Connect is targeting midsize or large business customers with an initial order of at least 10 users. It is available in the following countries:

| | Mobile User Teams Phone Mobile | Fixed Number User | Service Number |
|---------------|-----------------------------------|-------------------|----------------|
| Telia Sweden | X | X | X |
| Telia Norway | X | X | X |
| Telia Denmark | X | X | X |
| Telia Finland | - | X | X |

Launch is planned in Q4 2024 for Finland.

Next Step

If you are interested, please contact your Telia representative, For more information about the service and how to contact Telia:

[Operator Connect \(teliacompany.com\)](https://telia.com/operator-connect)

Prerequisites

- Teams Phone Mobile is an add on the Telia's Mobile Subscriptions.
- Fixed Phone numbers requires Telia's price plan for call charging
- Microsoft license *Teams Phone Standard* is required as an add on for Enterprise E1/E3 or Business users. The license is included in Enterprise E5.

