



**The Collective**

Guiding you into the future

# Simplify calling with Microsoft Teams

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# Challenges

**Voices matter for building personal connections  
and creating clarity**

## Challenges for Communications

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



# Solution

## Simplify calling with Microsoft Teams

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.

## Solution Delivers

- **Work smarter by bringing together calling, chat, and meetings in an all-in-one app.**
- **Make and receive calls from anywhere, anytime including mobile devices and remote locations.**
- **Quickly start a call from chat, contact card, Outlook, or the Calls app.**
- **Consolidate your calling infrastructure**
- **Lower the cost of your communication needs**
- **Easily manage communication through modern management tools**



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



### 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.

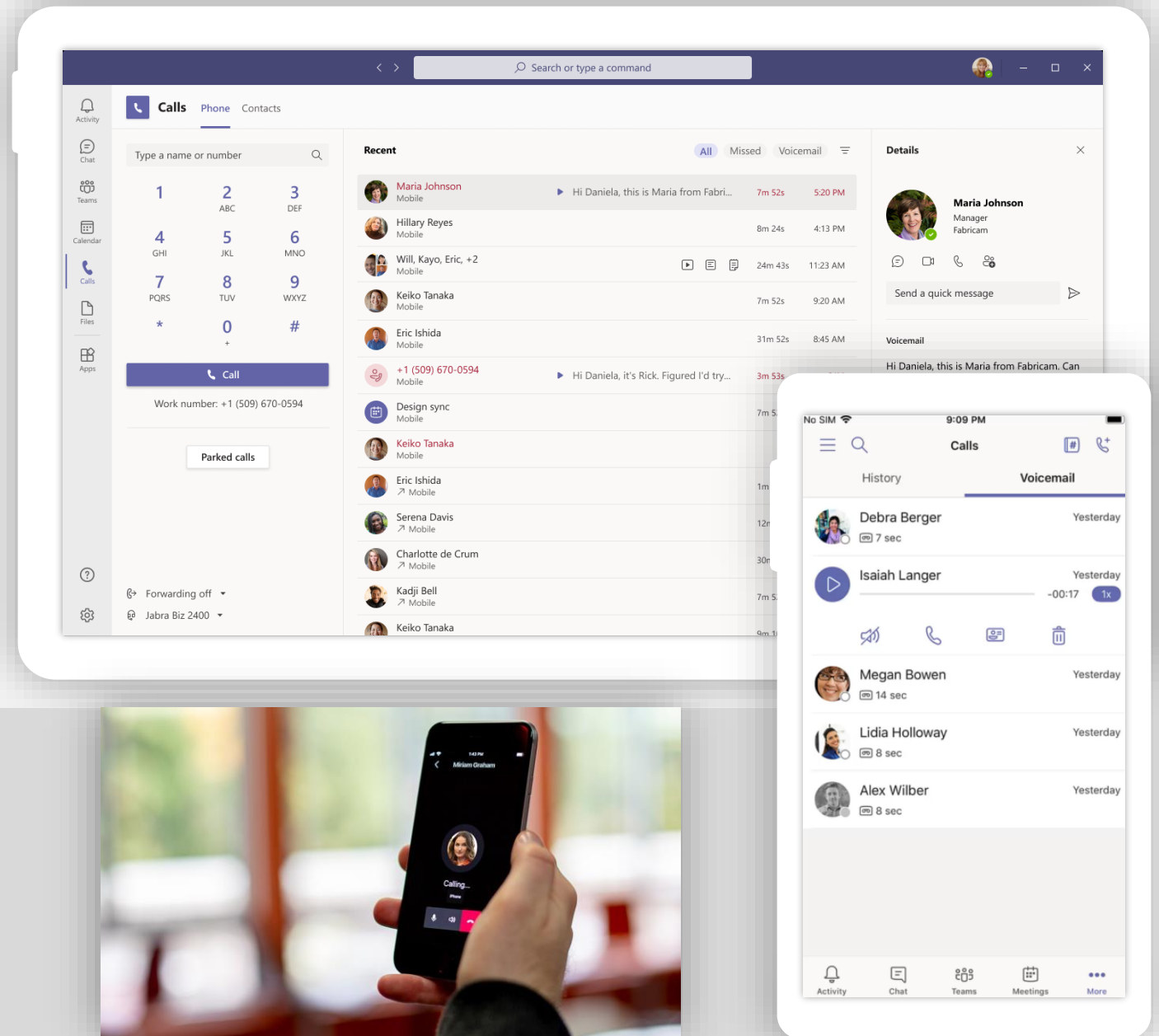


### Mobile calling

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

## Work smarter

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





# Calling for Microsoft Teams

## 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.

## Personal workspace

Make the space your own at work or at home

- **Enjoy flexibility and mobility**
- **Eliminate noise and reduce distraction**
- **Communicate professionally**



Headset



Desk phone



Teams Display



# Mobile workspace

Enhance the Microsoft Teams experience on your phone from anywhere

- **Transition seamlessly between spaces**
- **Be seen and heard clearly**
- **Present and share from your mobile device**



Mobile phone



Bluetooth headset



Speaker puck



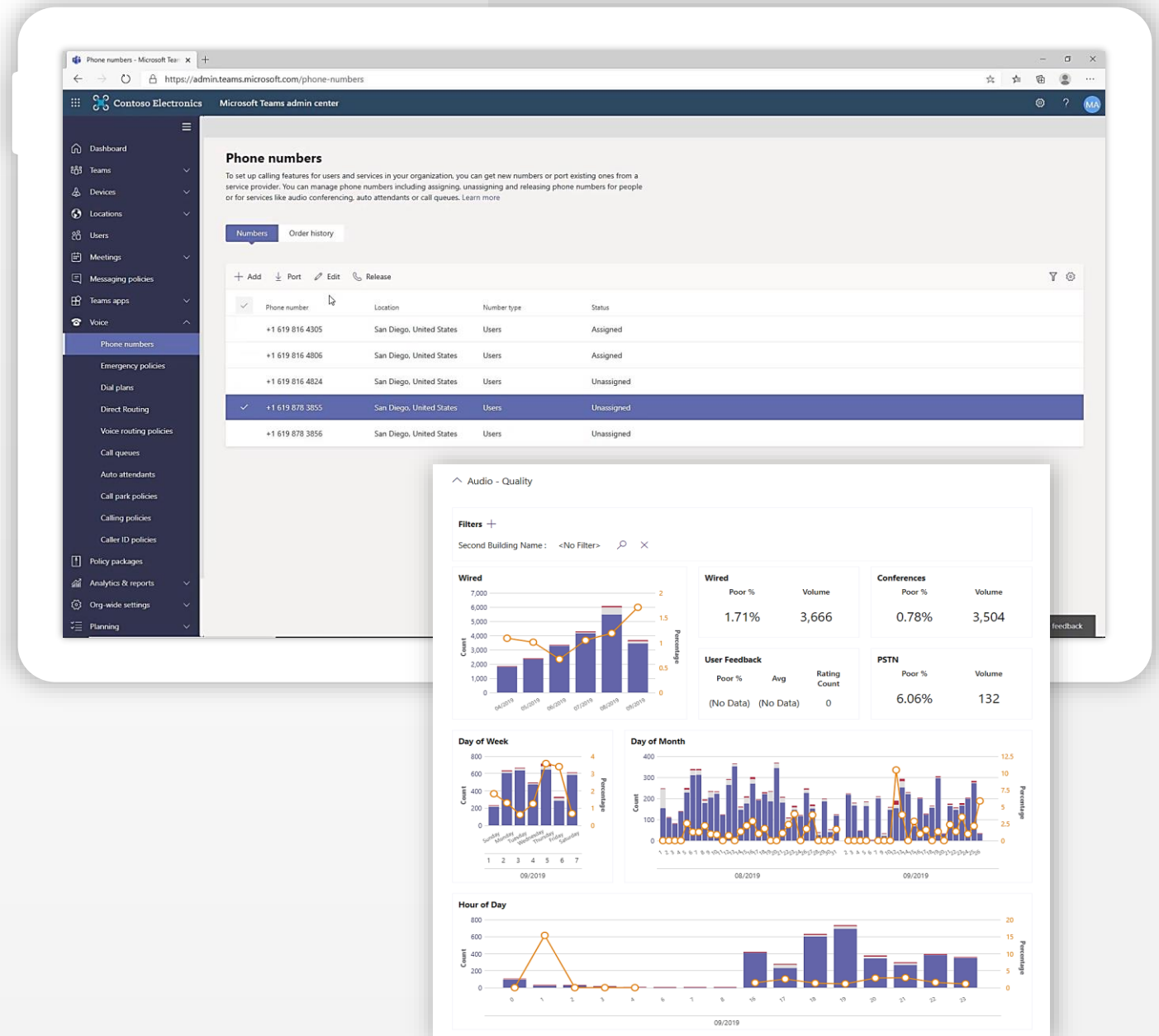


## Enable Remote Work

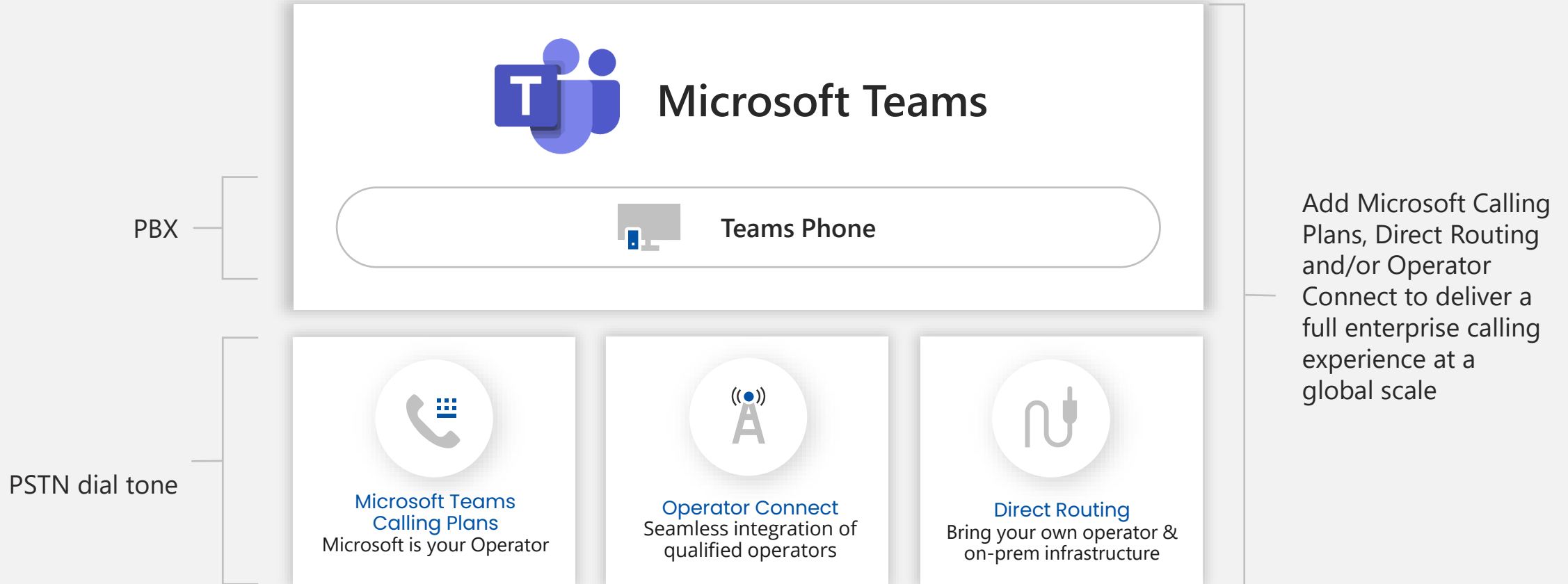
- Use any device at any place anywhere
- Hybrid workspace and remote work scenario's
- Network Optimization & Ensure ongoing Quality management

# Save IT time with streamlined setup and management

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



# Simplify calling with Microsoft Teams



# Customer choice at the center of Microsoft Teams Phone enablement



## Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

## Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of Direct Routing.

## Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a Session Border Controller (SBC) or 'voice trunk'.

# Business value overview

## Modernize Communications

### Microsoft Teams Phone



#### Physical and T&E cost displacement

- Reduction in leasing costs
- Reduction in device costs
- Minimized travel
- Network cost reduction



#### Save on automation and process improvement

- Productivity gains from improved voice communications
- Productivity gains from improved collaboration on a single platform



#### IT administration and deployment savings

- Simplified management on a single platform
- Reduced cost of PBX administration, equipment, and licensing
- Reduced toll charges



#### Vendor license cost consolidation

- Consolidate to a single platform vs. buying standalone for different capabilities

# Thank you!

It's a wrap.

