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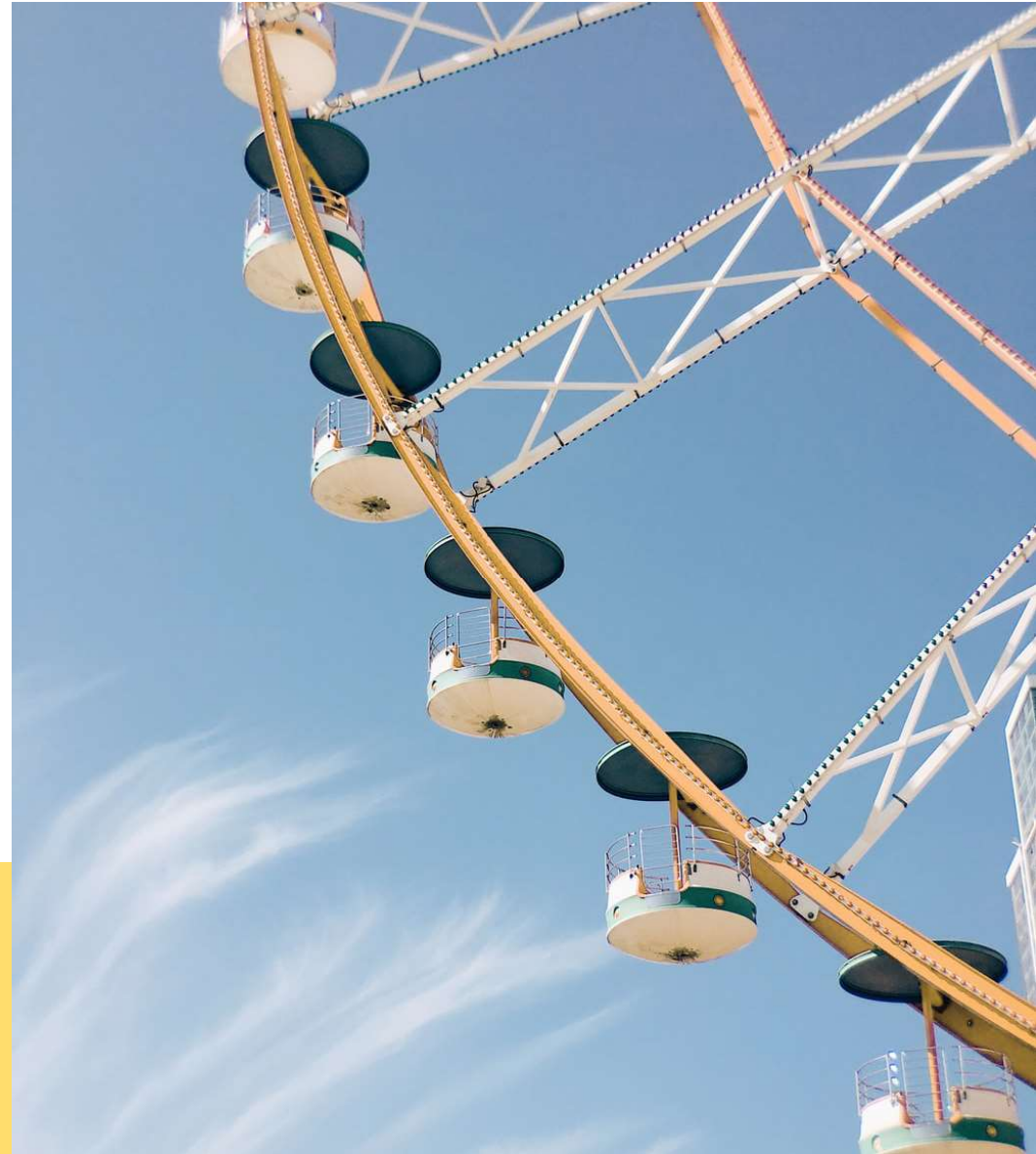# Credence Teams Calling Solution - 2 Weeks Proof of Concept

Credence Teams Calling Solution: 2 Weeks Proof of Concept

Scope Of POC :

- For POC exercise, customer able to deploy maximum 10 user of their existing MS Teams. By adding on the required MS Phone system licenses and MLS services, the 10 users would be able to utilize the "Call" features within MS Teams to work smarter by bringing together calling, chat, and meetings in an all-in-one app.

- Credence will advise and configure changes necessary for Voice and Telephony features in Teams Calling. Other Teams configuration will remain as they are.

- The POC will be setup to run for a period of two weeks for customer.

POC Setup and License :

- TM Multiline SIP (MLS) at Menara TM One.

- A Microsoft Certified SBC appliance provided by our vendor will be setup at Menara TM One to terminate the MLS.

- 10 MS Teams users on laptops and smart-phones identified by customer for this exercise.

- Microsoft Phone System Trial license for the users. Recommend to use under customer's account for actual experience.

Use Case Scenarios :

- To ensure a holistic Calling solution that will allow customer to work smarter with an all-in-one app that brings together calling, chat, meetings, and collaboration, the proposed POC Teams Calling solution will cover typical inbound and outbound use-case scenarios such as:

  - Domestic / National Calling, International Calling, Calling using mobile devices, Ad-hoc conference, Collaboration leading to Calling, Voicemail features.

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Teams Calling Solution

Credence Teams Calling Solutions Overview

- Support Direct Routing for individual enterprise Teams tenants, as well as for multi-tenancy scenarios.

- Offers Teams customers a great deal to leverage the new unified presence services to enhance customer's experience for calls, messaging and meetings.

- Enables Teams customers to connect to TM SIP trunk via a certified SBC.

- There will be two approaches can deployed as virtualized or cloud-native solutions in private/public clouds or as on-premises appliances.

Credence Teams Calling Solution

TM Voice IMS/SIP Trunking	Telephony System Management	Modern Workplace M365
	Session Border Controller/PBX	Microsoft Teams
	Call Usage and Performance Report	

Professional Services (Consultancy & Implementation)

Managed Services

Credence Teams Calling At A Glance

Access your contacts

Manage call forward settings

Contacts, History and Voicemail
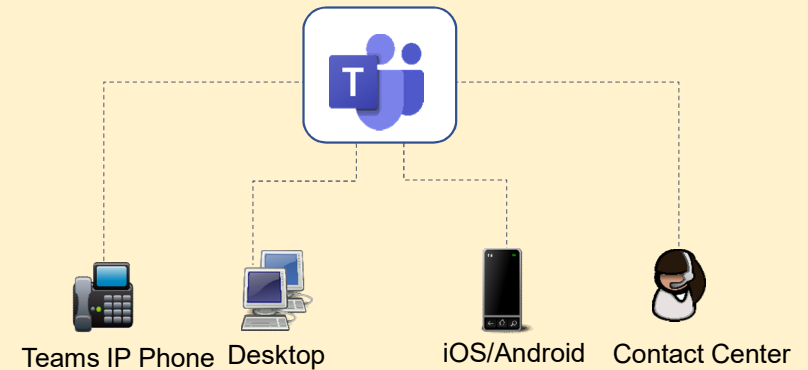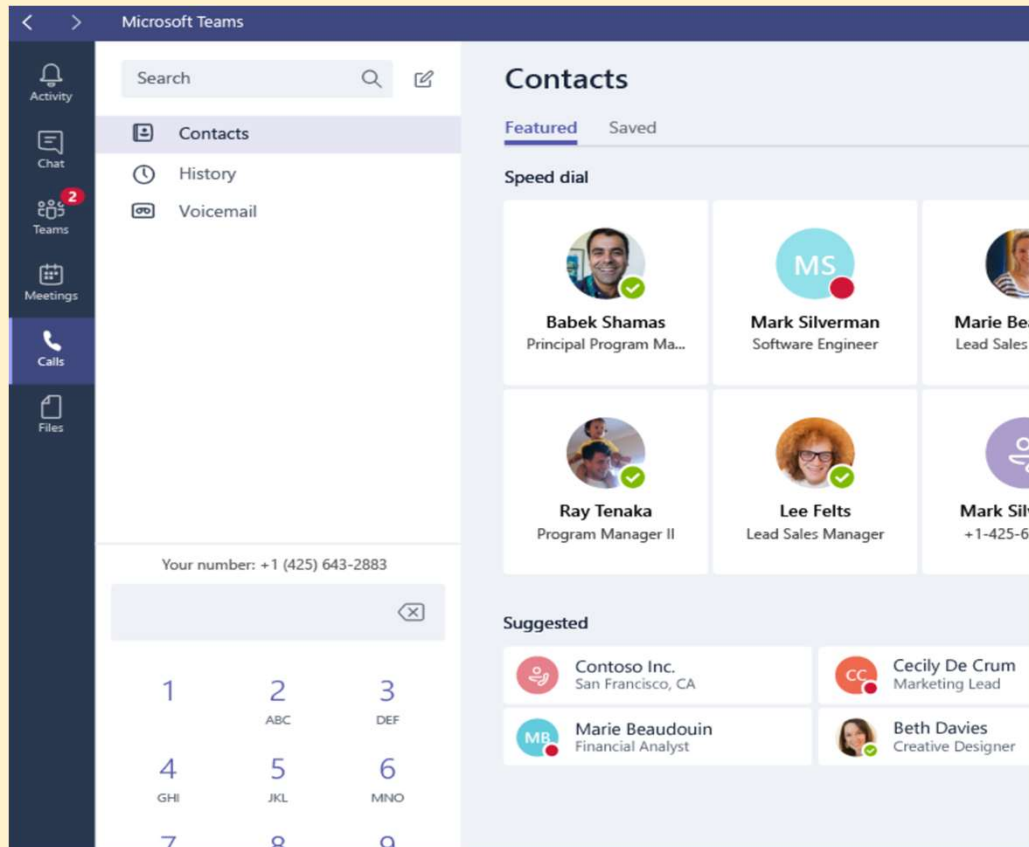
Menu in client for calling functionality

Your phone number displayed here

Dial pad to dial phone numbers

Calling In Teams – How It Works

Benefits:

Cloud Voice Solution
With Direct Routing, every user can make and receive calls.

Best user experience
Make and receive calls in Teams from Android and iOS.

Collaboration and voice together
Teams surfaces the ability to call when where your users need –encouraging working together

Key Features

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

- ✓ 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
- ✓ 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
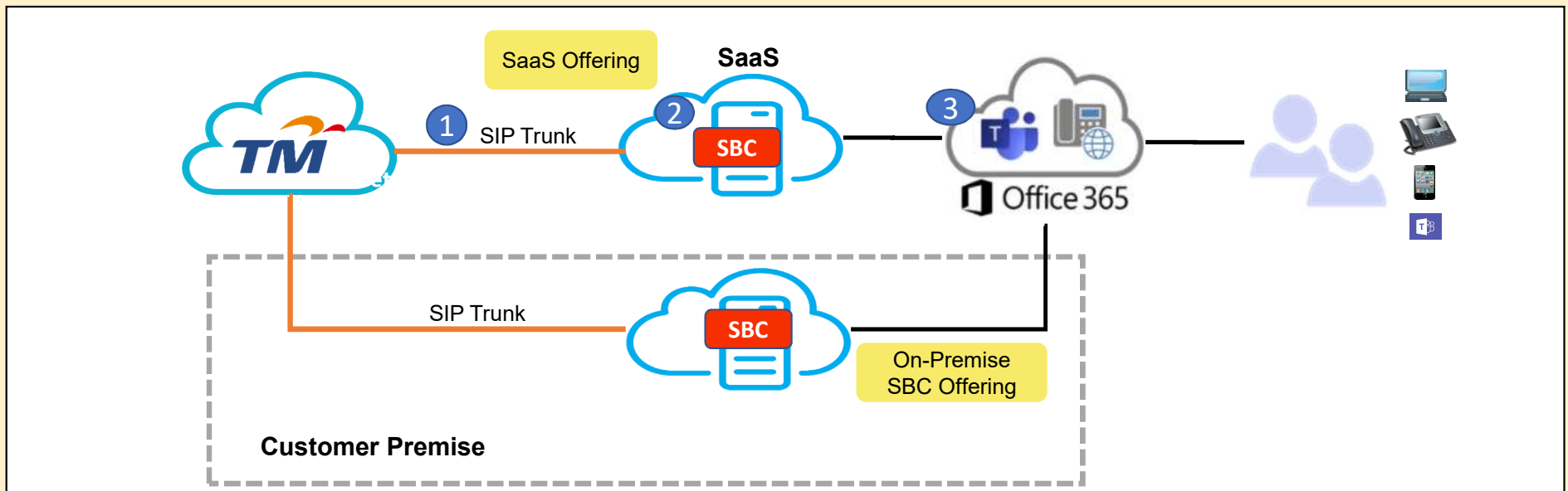- ✓ TTY Support
- ✓ Extension Dialing

…and more

Credence Teams Calling
Solution Offerings

Credence Teams Calling Solution Offerings

SaaS Offering

On-Premise SBC Offering
(at customer premise)

SaaS Offering

SaaS

1 SIP Trunk

2 SBC

3 Office 365

SIP Trunk

SBC

On-Premise SBC Offering

Customer Premise

Key Components:

1. Connectivity: SIP Trunk
2. Equipment: SaaS / On-Premise SBC
3. Microsoft 365 License

Requirements:

Microsoft E1/E3 + Phone System License
or
Microsoft E5 License

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Thank You.