1/26/2020

Get Inspired on Microsoft Teams Cloud Voice
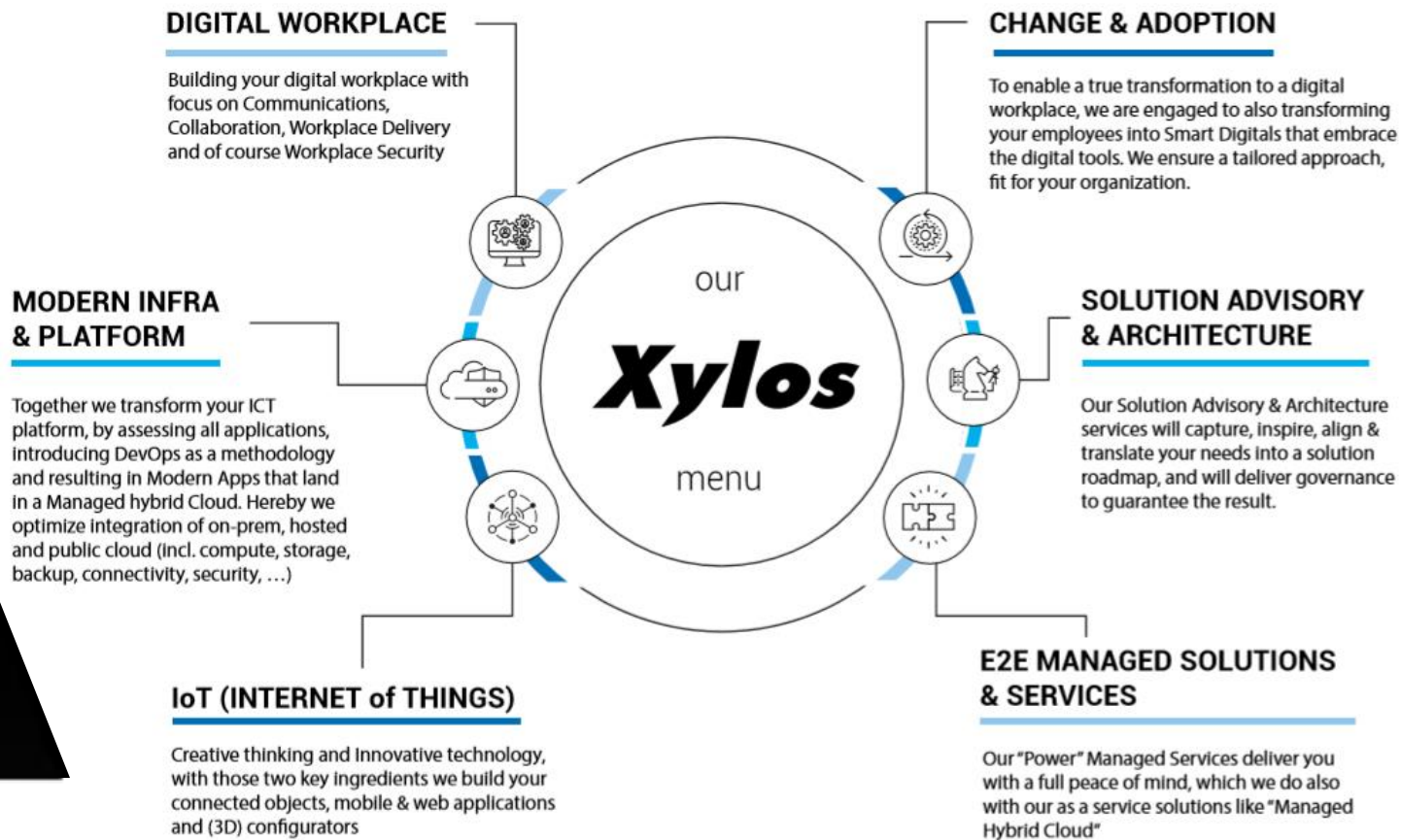
Xylos

Kristof Maes

Product & Solutions Lead

Advanced Workplace,
Communications

DIGITAL WORKPLACE

Building your digital workplace with focus on Communications, Collaboration, Workplace Delivery and of course Workplace Security

CHANGE & ADOPTION

To enable a true transformation to a digital workplace, we are engaged to also transforming your employees into Smart Digitals that embrace the digital tools. We ensure a tailored approach, fit for your organization.

MODERN INFRA & PLATFORM

Together we transform your ICT platform, by assessing all applications, introducing DevOps as a methodology and resulting in Modern Apps that land in a Managed hybrid Cloud. Hereby we optimize integration of on-prem, hosted and public cloud (incl. compute, storage, backup, connectivity, security, …)

SOLUTION ADVISORY & ARCHITECTURE

Our Solution Advisory & Architecture services will capture, inspire, align & translate your needs into a solution roadmap, and will deliver governance to guarantee the result.

our
Xylos
menu

IoT (INTERNET of THINGS)

Creative thinking and Innovative technology, with those two key ingredients we build your connected objects, mobile & web applications and (3D) configurators

E2E MANAGED SOLUTIONS & SERVICES

Our "Power" Managed Services deliver you with a full peace of mind, which we do also with our as a service solutions like "Managed Hybrid Cloud"

Xylos

Kristof Maes

Product & Solutions Lead

Advanced Workplace,
Communications

Chats   **Meetings**   **Calls**   **Files**   **Apps & Workflows**

Microsoft Teams Escape e-game

Microsoft Teams
ESCAPE GAME

- **Goal**: Helps accelerating MS Teams onboarding by creating **awareness** and **desire** among your employees on using the MS Teams tool.

- **The concept**

An e-game
that is available
in the Teams Store

Uses gamification techniques to
accelerate onboarding of users on MS
TEAMS

> Activation and usage

Based on the existing Xylos
Teams Escape Game
delivered and facilitated by
Learning Consultants

O A S E   **The OASE Learning platform: designed to empower your employees to increase their output in order to create a truly modern workplace.**

1000+ short, informative and
educational animations

Custom learning journeys
tailored to staff's needs

Easy to use filters to help
users find what they need

In-depth reporting to provide
valuable user insights

Xylos

1. Intro on how we provide Intelligent Communications

2. Microsoft Teams Cloud Voice Architecture

3. Microsoft Teams Calling Features & Contact Center

4. Microsoft Teams Calling Devices

Xylos

Intro Intelligent Communications

Xylos

Providing the power
of Intelligent Communications...

ENVISION

Business Consultancy
Functional Design
Technical Design

ENABLE

Implementation
Business Process Integration
Awareness, Adoption & Change

EMBRACE

Digital Coaching & OASE
POWER Support & Managed Services
Strategic Evolution Guidance

...
TO YOUR
CONNECTED USERS

Xylos

Microsoft

Commercial cloud (Office 365)	Commercial on-premises
Microsoft Teams Online voice, video, and meetings Teams client	**Skype for Business** On-premises server for voice, video, and meetings Skype for Business client

MEETINGS WEBINARS   poly logitech Yealink Surface Hub avocor

CALLING   audiocodes poly Yealink Anywhere365 GENESYS

ENVISION-ENABLE-EMBRACE SERVICES
Technical, functional, integration, … services

POWER MANAGED SERVICES
Reactive support, Monitoring, Update management, Backup & recovery, SLM, TAM/TDA, …

Xylos

Microsoft Teams Cloud Voice Architecture

MICROSOFT TEAMS...

- Move from disparate apps to **single, secure hub for all communication needs**

- Communicate more effectively with chat, meetings, calling and web conferencing

- Work better together with built-in O365 apps

- Customizable workspace

- Keep your team secure

Microsoft Teams

Xylos
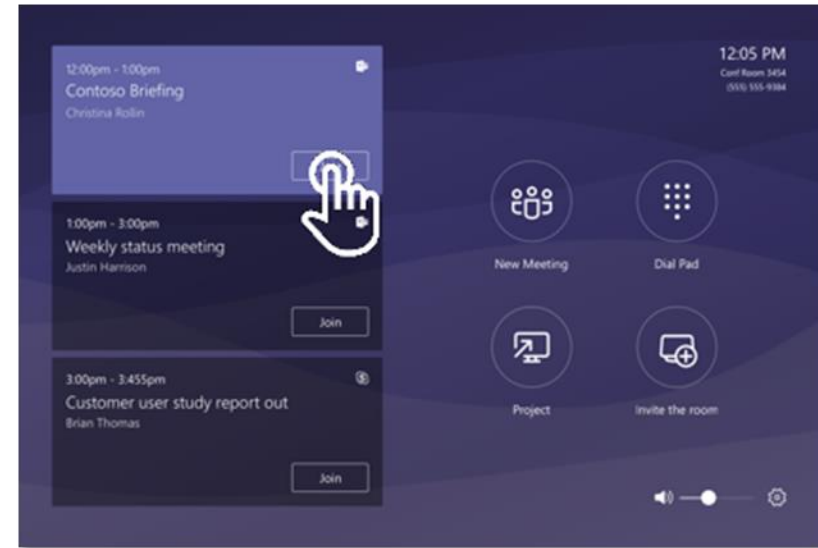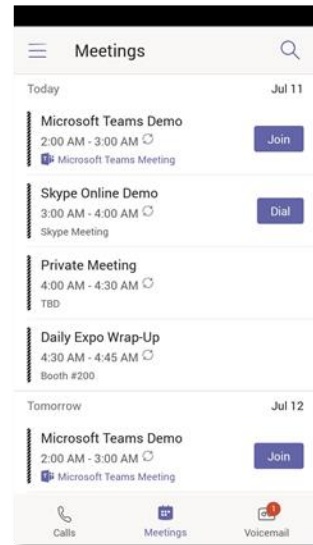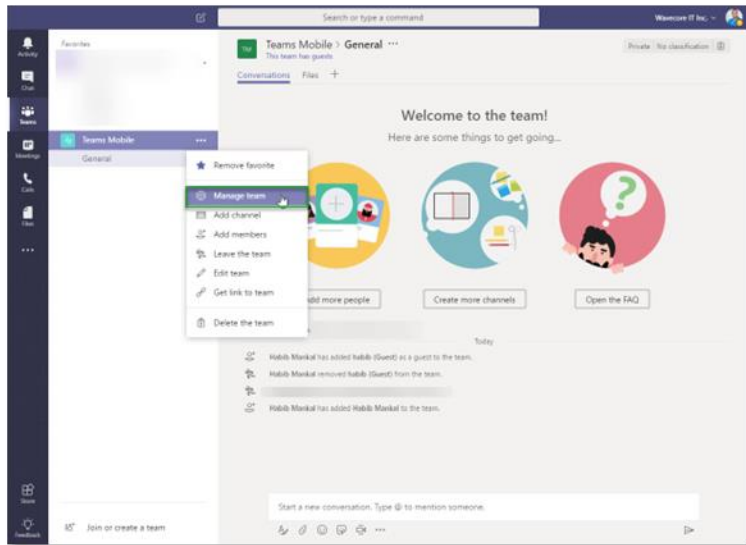
Governance basics when using Microsoft Teams

Guidelines
- When to use Teams?
- Who do I contact for support?
- Security Tips

Policies
- Guest Access
- Provisioning
- Archiving
- Ownership
- Storage Quota
- User Management
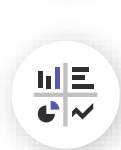
Change Management
- Communication
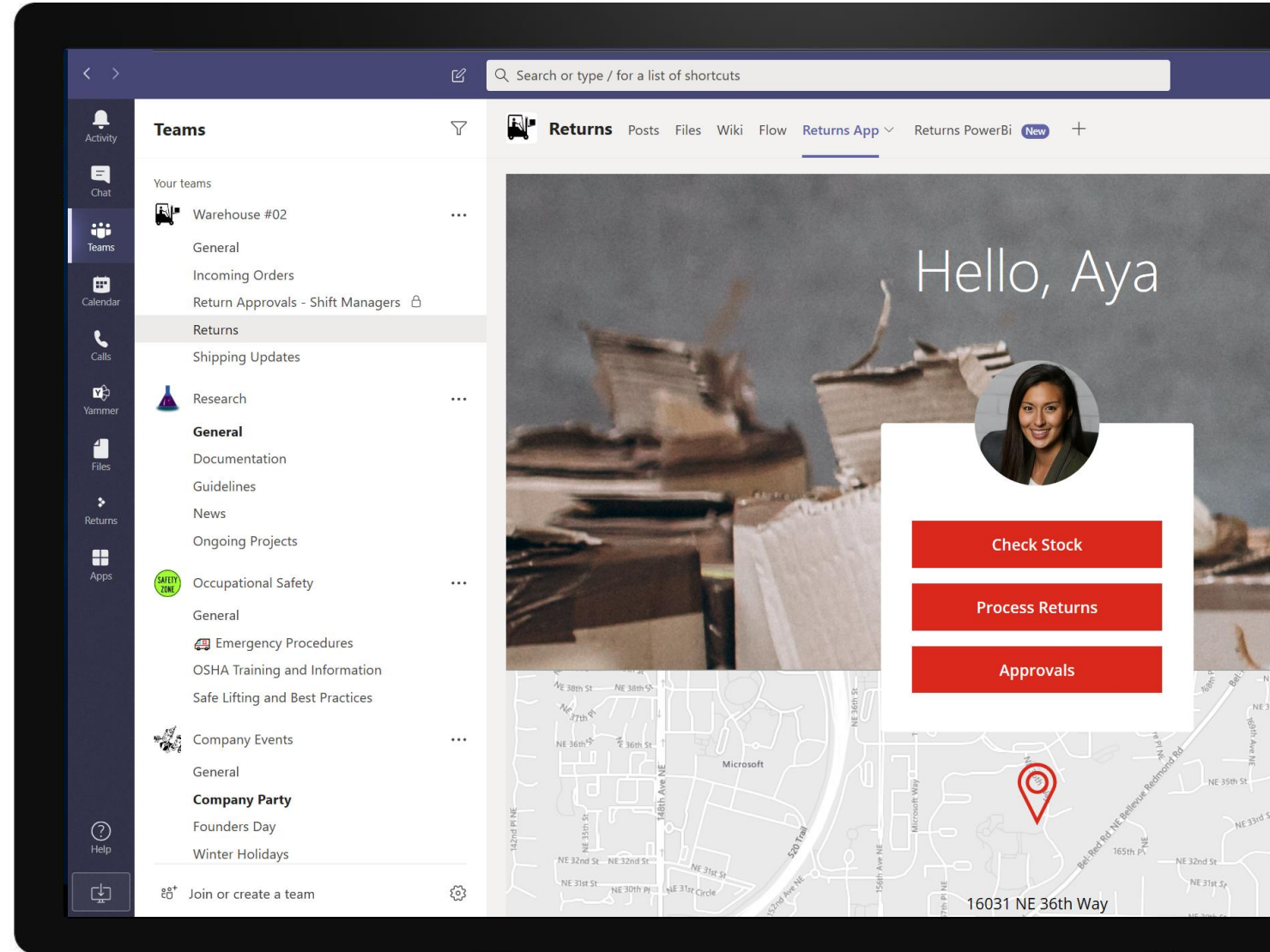- User Adoption
- Continuous improvement
- Organizational Impact

Technology Foundation
- Network load
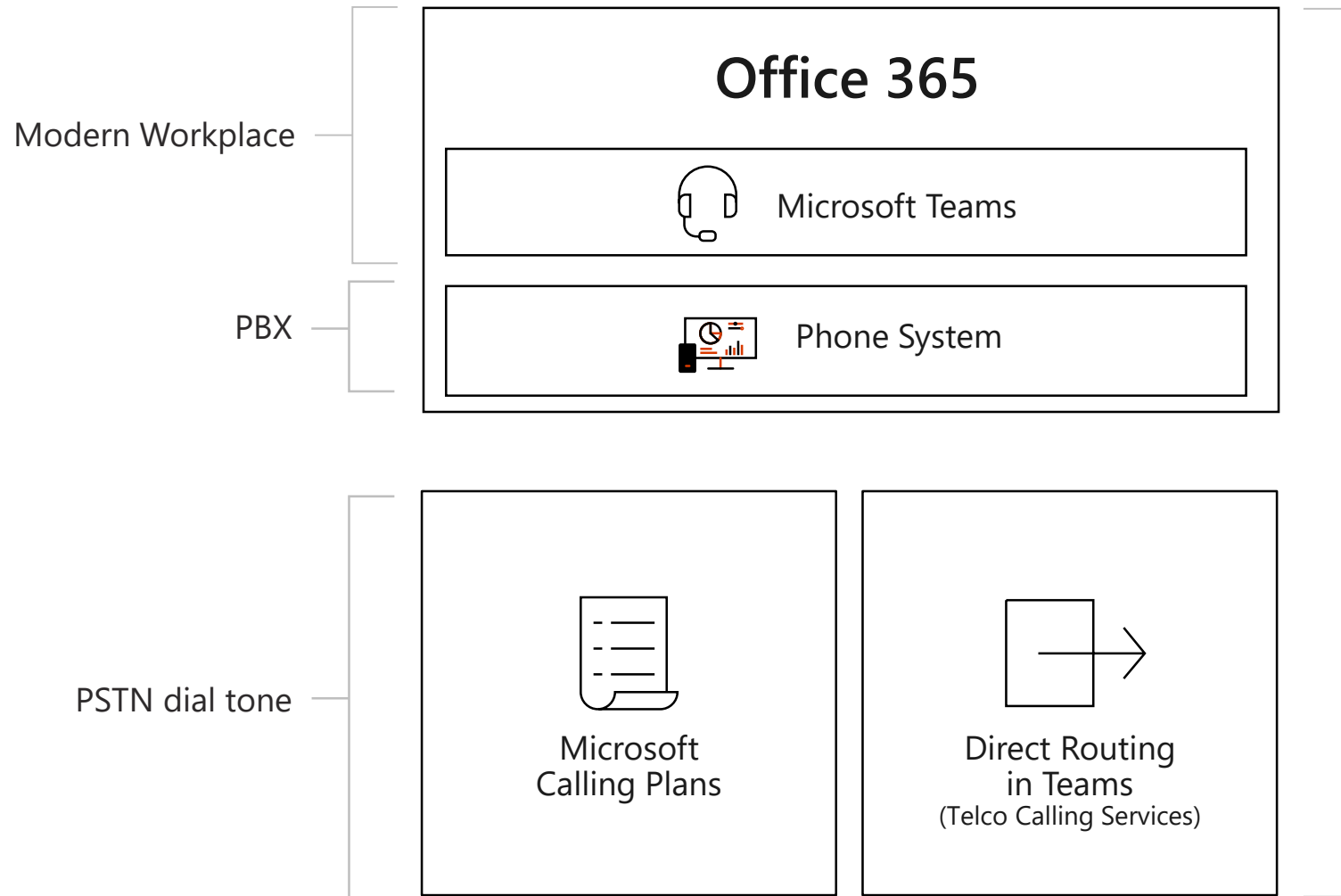- Authentication
- Data Protection

Xylos

Microsoft Teams
is the hub for teamwork in Microsoft 365
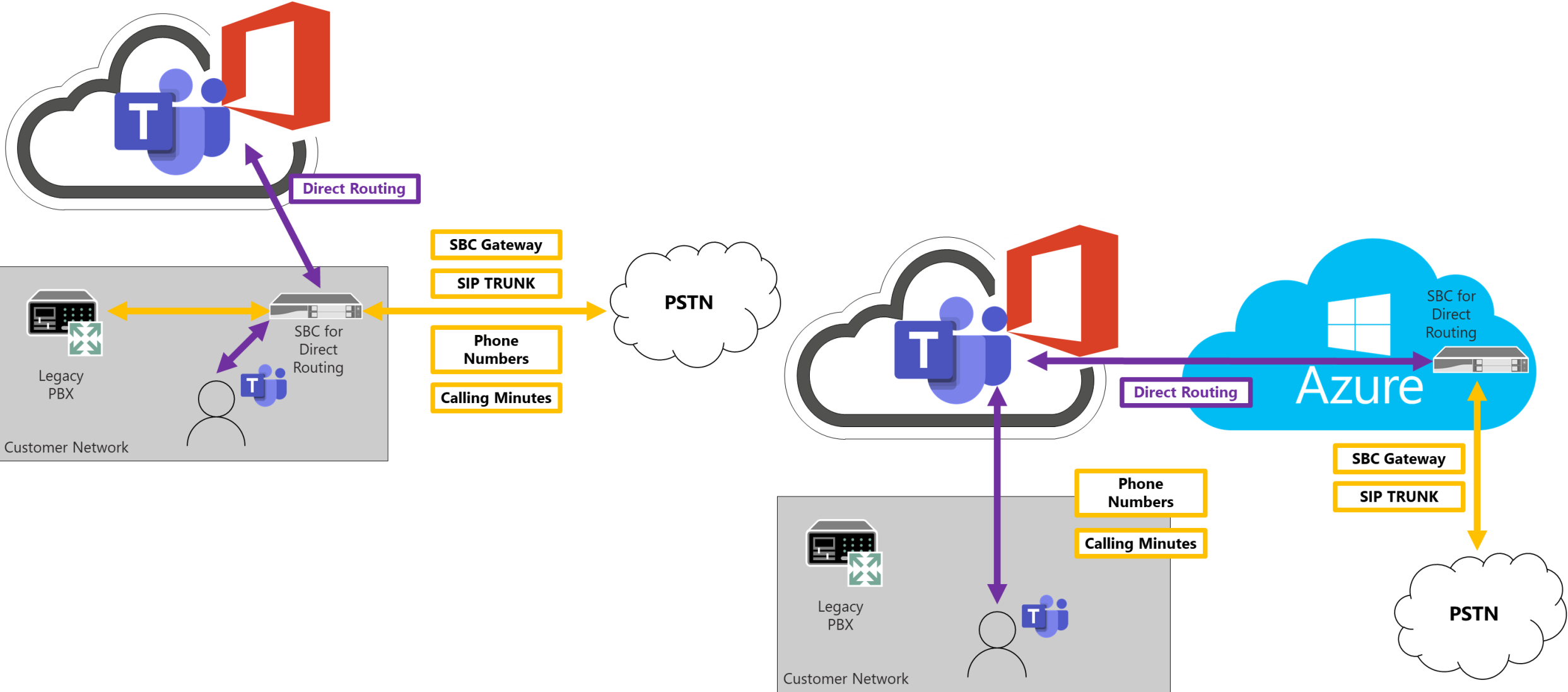
- Chats
- Meetings
- Calls
- Files
- Apps and workflows

Microsoft Teams Cloud Voice (Phone System + Calling)

Modern Workplace

Office 365

Microsoft Teams

PBX

Phone System

PSTN dial tone

Microsoft Calling Plans

Direct Routing in Teams
(Telco Calling Services)

Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full business calling experience for Office 365 users in Teams on a global scale

Xylos

Direct Routing SBC - Customer hosted vs Cloud hosted

Direct Routing

SBC Gateway

SIP TRUNK

PSTN

Phone Numbers

Calling Minutes

Legacy PBX

SBC for Direct Routing

Customer Network

Direct Routing

Azure

SBC for Direct Routing

SBC Gateway

SIP TRUNK

PSTN

Phone Numbers

Calling Minutes

Legacy PBX

Customer Network

Xylos

Microsoft Teams Cloud Voice and migration from Skype for Business Server/Online and/or existing PBX system
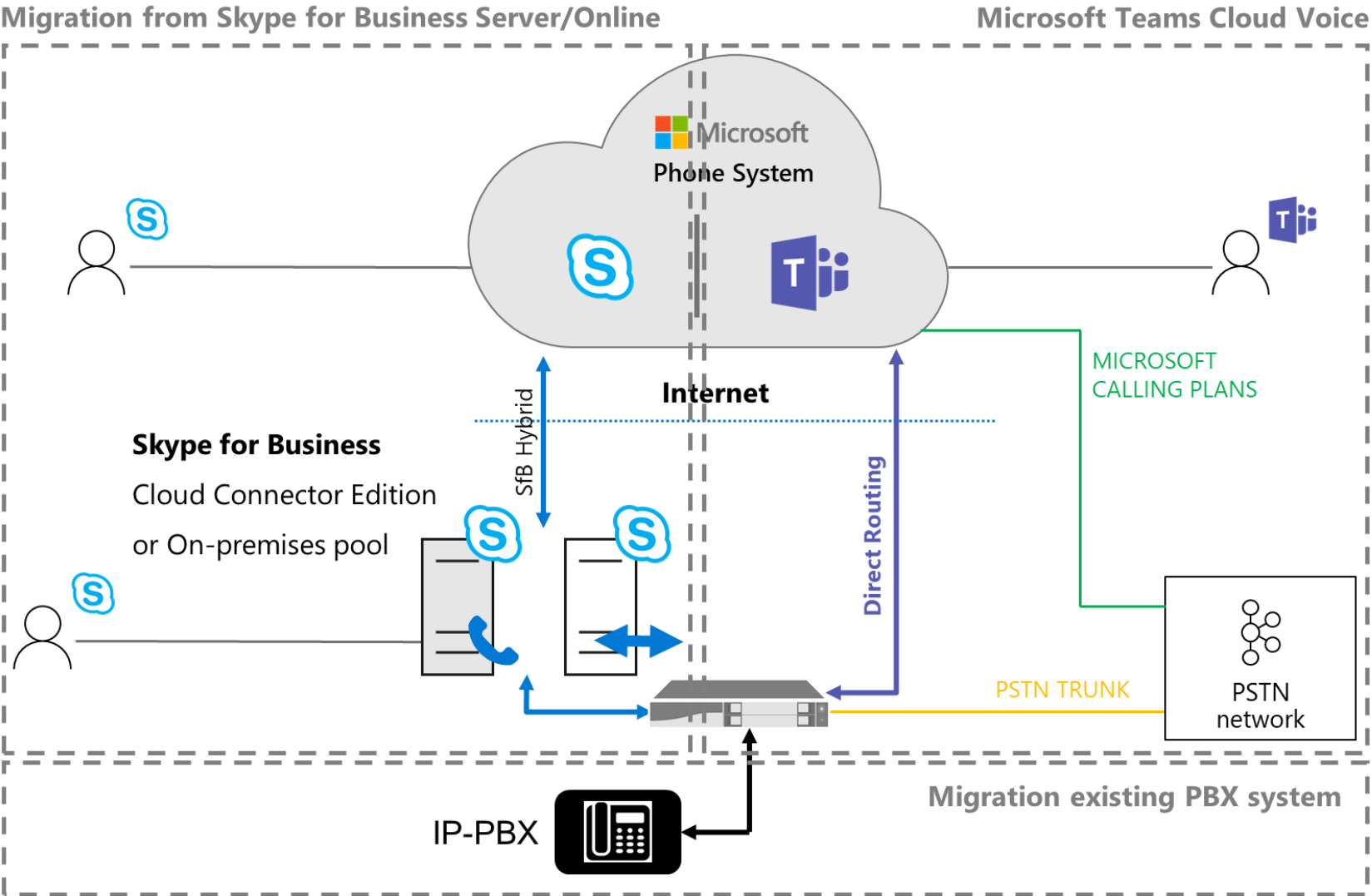
Microsoft Cloud Voice licensing requirements

- All Microsoft Teams users that will be enabled with Microsoft Teams Cloud Voice need to have at least the Office 365 E3 base license

- Microsoft Teams Phone System functionalities (call control) will be enabled with the add-on subscription called 'Phone System' and which is necessary for each users who needs to have telephony functionalities.
  If a user is having Office 365 E5, then Phone System subscription is already included.

- Optionally there is also the 'Audio Conferencing' add-on subscription which provides a user with dial-in telephone numbers within the Microsoft Teams Online meeting invitation.
  If a user is having Office 365 E5, then Audio Conferencing subscription is already included.

- Microsoft Teams Calling plan licenses will not be required, because we will connect users with Microsoft Teams Phone System functionalities directly with the SIP trunk of HoHR (= Direct Routing configuration for incoming and outgoing telephony)
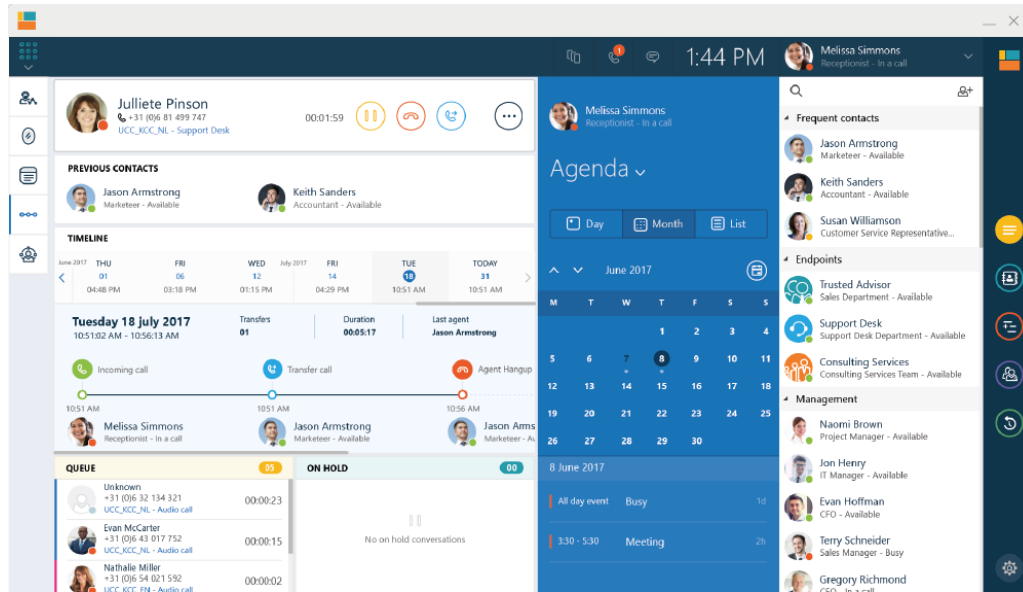
Xylos

Skype for Business and Teams Features Comparison

Skype for Business and Teams
Features Comparison Table

http://bit.ly/SfBvsTeams

Last Update: 30/09/2019
Created by Luca Vitali [MVP]
@luca_vitali
lucavitali.wordpress.com
BeConnectedDay.it by UCUG.it

| | Full feature available | Some limitation or in Preview | Roadmap | Not available |

Feature	Skype for Business On-Prem	Skype for Business OPCH (Online Users)	Skype for Business Online Phone System CCE	Skype for Business Online Phone System Calling Plan	Teams Calling Plan	Teams Direct Routing
Admin GUI						
Analog Lines				Not available	Not available	
Anonymous Access						
Application Sharing						
Attendant Console					Roadmap	Roadmap
Audio Conferencing	Per Deployment License On-Prem numbers	Per User License MS Service Numbers only	Per User License MS Service Numbers only	Per User License MS Service Numbers only	Per User License MS Service Numbers only	Per User License MS Service Numbers only
Auto Attendant	Exchange UM	Auto Attendant	Auto Attendant	Auto Attendant	Auto Attendant	Auto Attendant
Blind Transfer						
Boss/Admin						
Broadcast Meetings	SfB Hybrid only				Live Events	Live Events
Broadcast Meetings live caption, translation, transcription	Not available	Not available	Not available	Not available	English, German, Simplified Chinese only	English, German, Simplified Chinese only
BToE					Not available	Not available
Busy on Busy		Not available	Not available	Not available		
Call Admission Control		Not available	Not available	Not available	Not available	Not available
Call Blocking						
Call Delegation		User isolation				
Call Detail Record						
Call Forwarding						

https://gallery.technet.microsoft.com/lync/Skype-for-Business-and-aa1c8daa/file/225084/1/Skype%20for%20Business%20and%20Teams%20features%20comparison%20table.xlsx

Xylos

ANYWHERE365 solution for Microsoft Teams

Attendant (Receptionist) solution
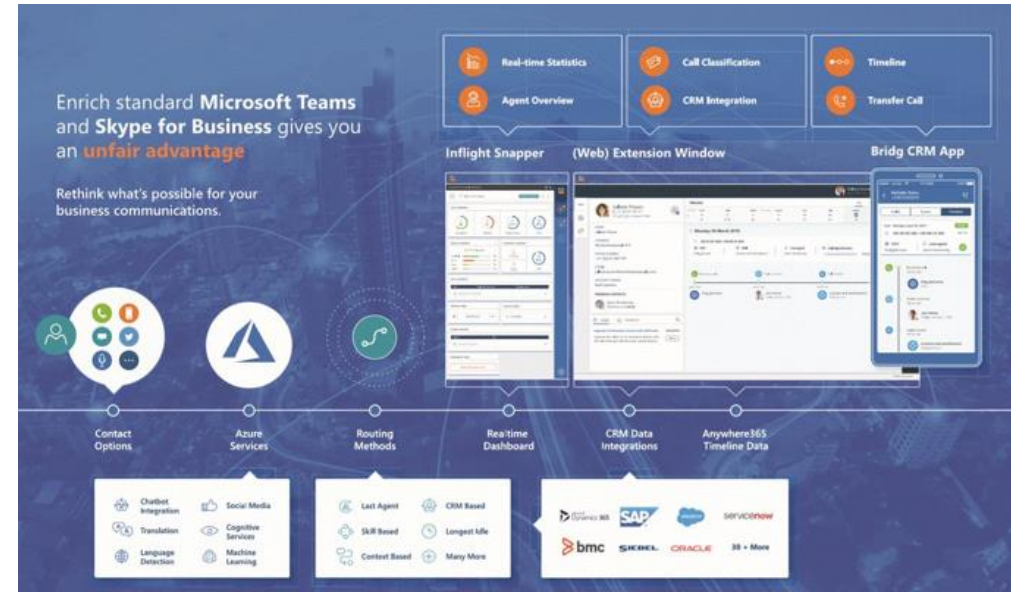
Contact Center solution

Xylos

Anywhere365

Anywhere365 provides an advanced **dialogue management** platform for the **business enterprise**, leveraging the Skype for Business and Teams infrastructure.

CONTACT CENTER

GLOBAL SERVICE DESK

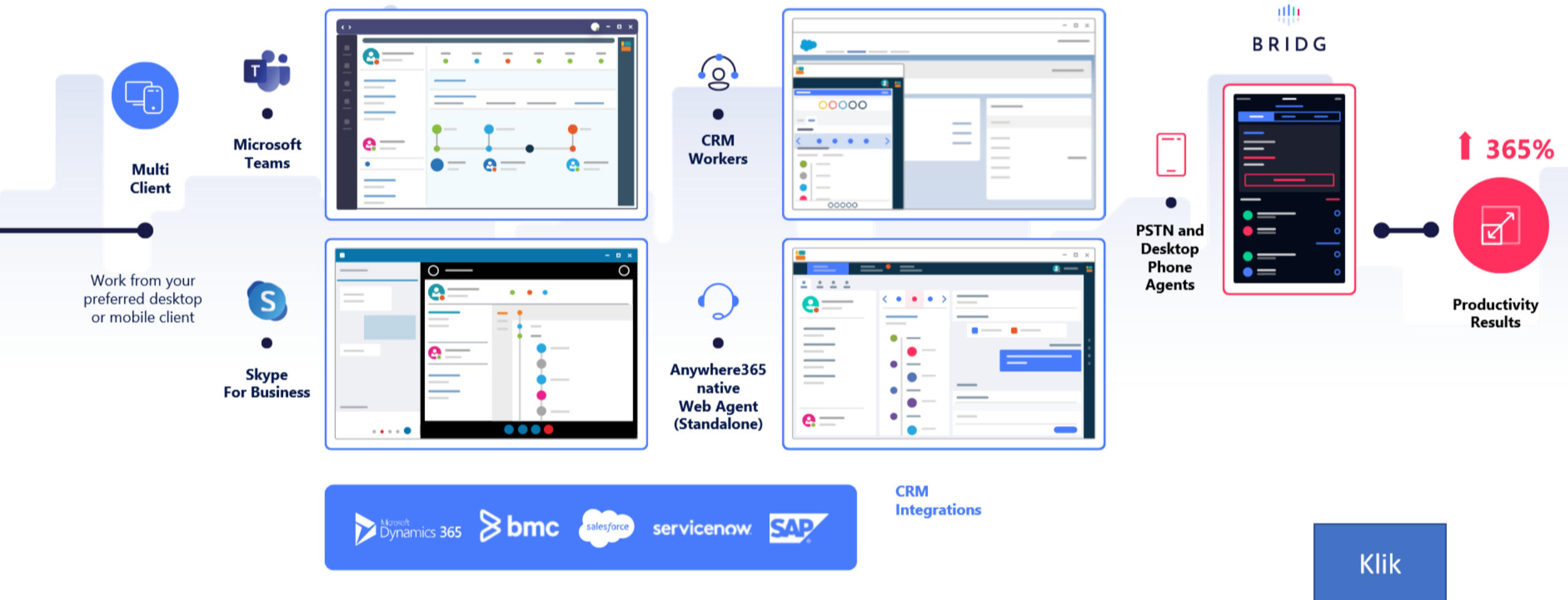**ATTENDANT CONSOLE**

ENTERPRISE ROUTING, RECORDING & REPORTING

ADVANCED FEATURES

WEBCHAT, VIDEOCHAT & MOBILE APPs

Anywhere365 Core Solution Overview

Anywhere365®
Route Dialogues with Intelligence

Communication Flow Management

Azure Services

Customer Dialogue

Omni-Channel Contact Options

Real time and historical reporting

Machine Learning	Product Based
Skill Based	NFC / QR
CRM Based	Many More

Chatbot Integration	Cognitive Services
Translation	Language Detection
Social Media	Many More

Teams Extension Window
CRM AND BACKOFFICE INTEGRATIONS

Anywhere365

NEW

Timeline

See the customer journey from accepting to forwarding and closing the call.

Call Classification

Classify / label a dialogue. Enhancing management information for Dialogue Intelligence.
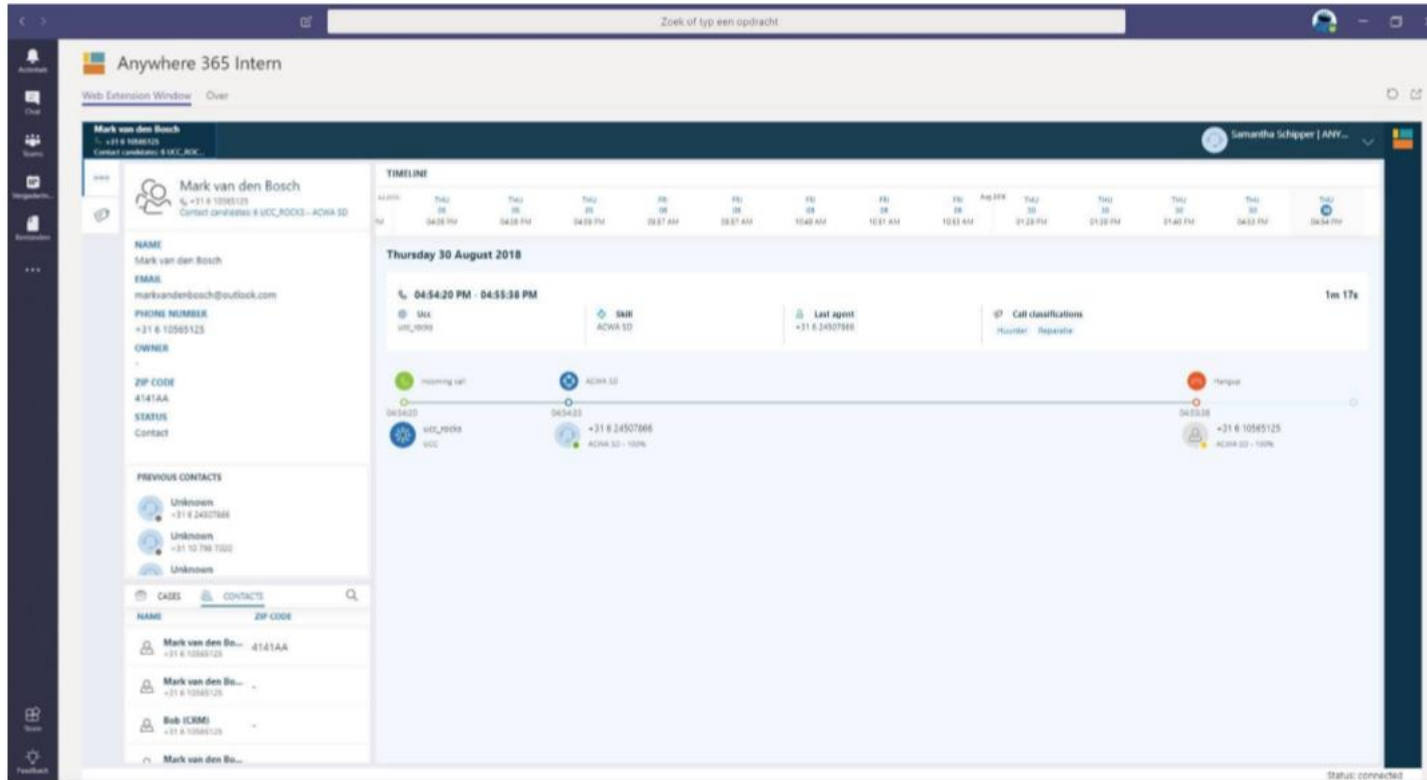
CRM Integrations

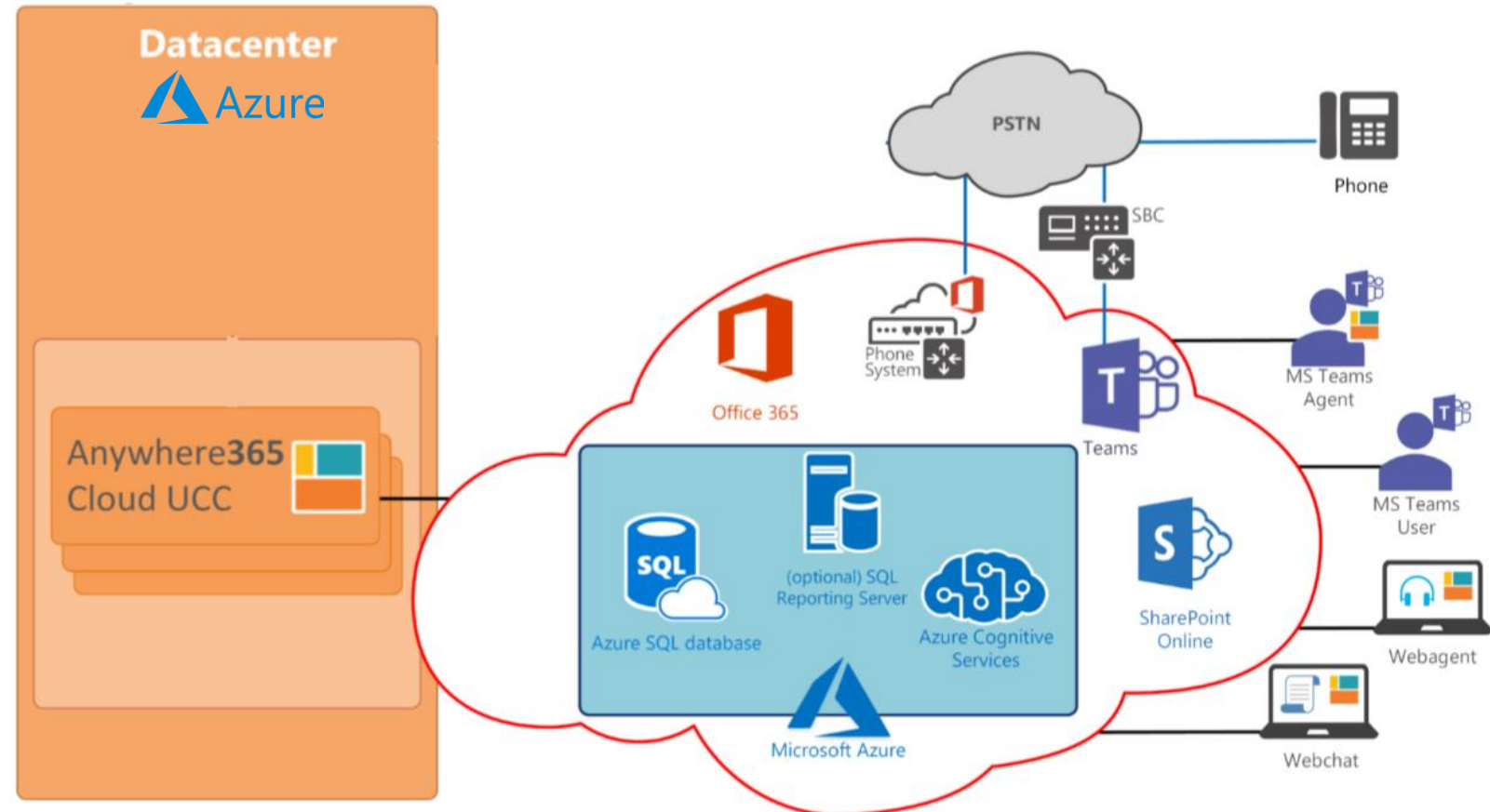Display information from your CRM and Back Office services.

Tabs

Enrich the Extension Window further with custom tabs to match your business needs.

Significantly improve the **service** provided to a caller and the **productivity** of Agents.
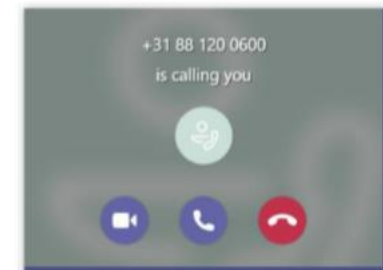
HIGH LEVEL SOLUTION OVERVIEW

Microsoft Teams
Calling Devices

Xylos

What about the Microsoft Teams Intelligent Devices?
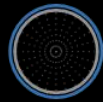
Learn about the Teams devices portfolio on office.com/teamsdevices

Xylos

Microsoft Teams USB Audio Devices

Microsoft Teams Audio Devices

poly

Poly Trio IP Conference phones

Poly CCX IP Deskphones

audiocodes

AudioCodes C450HD

Yealink

Yealink T55A

Yealink CP960

Yealink T56A

Yealink T58A

Yealink VP59 Videophone

Xylos

care.grow.passion.

Xylos