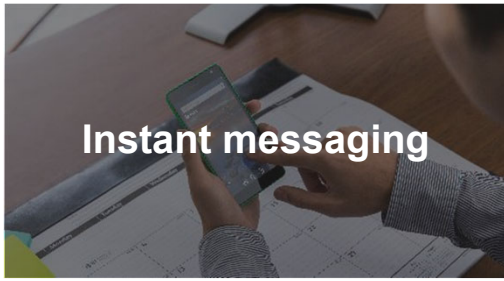


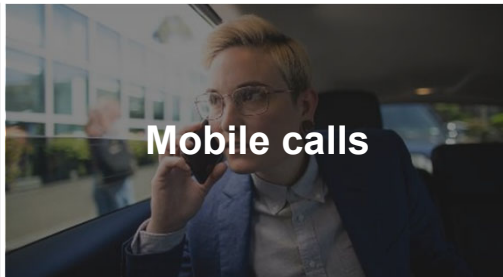
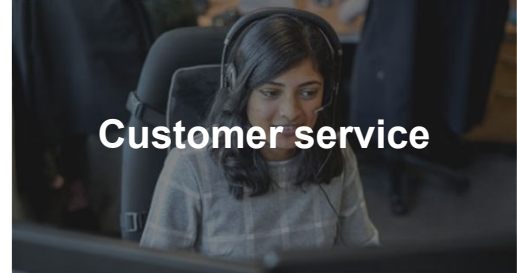


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Teams Voice 2023



Staying connected in real-time is essential
Microsoft Teams brings it all together





Teams is a trusted leader in Unified Communications

250 million

Teams monthly active users

80 million

Teams Phone monthly active users

1 billion

Calls in a single month

Leader

in Gartner's 2021 UCaaS
Magic Quadrant report

Leader

in The Forrester Wave Unified
Communications-as-a-Service

Earnings Release FY21 Q4

Gartner 2021 UCaaS Magic Quadrant Report

Forrester Wave Unified Communications as a Service Providers, Q3 2019

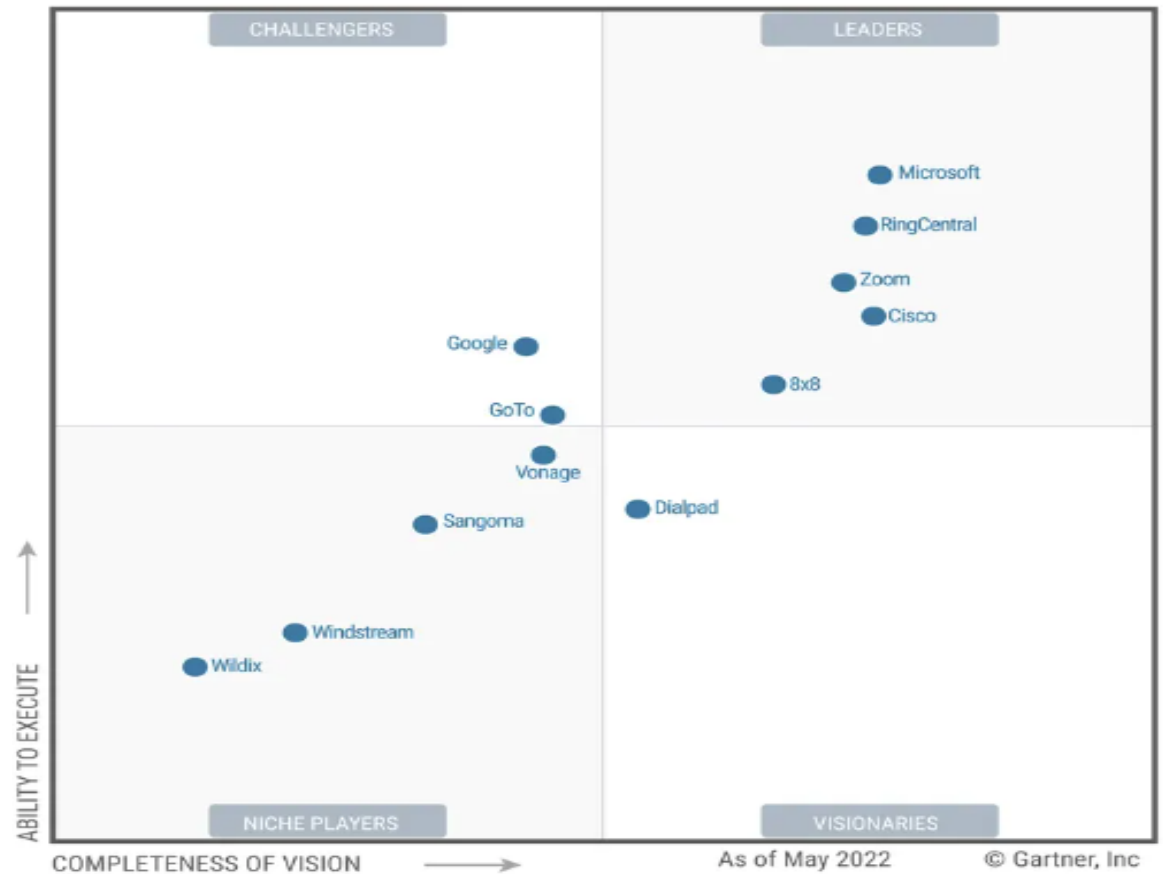


Microsoft Teams is a trusted leader in Calling

Microsoft positioned highest for “Ability to Execute” in the 2022 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft’s third consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Figure 1: Magic Quadrant for Unified Communications as a Service, Worldwide





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Teams Voice

Security and Compliance

Security and Compliance

- HIPAA Compliant
- SOC 2 Compliant
- End-to-End encryption
- Policy-based based features for additional security



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Calling Made Simple: Teams Voice

Replace your traditional PBX with Microsoft Phone System

Unify your legacy PBX system 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 of the Microsoft cloud wherever your business goes

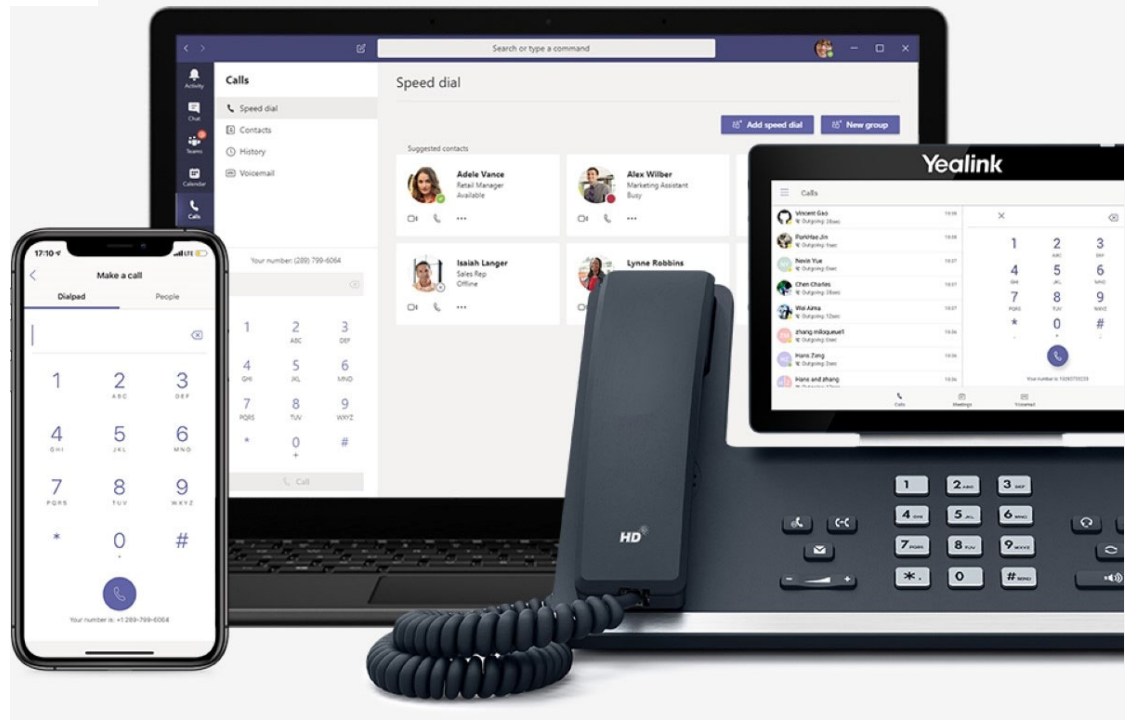
*A complete voice solution is possible with a combination of Phone System, Calling Plans, and/or Direct Routing





Teams Phone

Calling, chat, and meetings in a single app
Reliable, feature-rich phone system
Built on the Microsoft cloud



Add your Microsoft Teams plan today

Bring your operator calling plan

Microsoft Teams Phone Standard

\$8.00

user/month
(annual subscription—auto renews)⁴

[Buy now](#)

[Try now >](#)

- ✓ Cloud-based phone system
- ✓ Make and receive voice and video calls over PSTN or an internet connection
- ✓ Join calls from a range of devices and seamlessly transfer calls between devices
- ✓ Add operator PSTN service with Operator Connect or Direct Routing
- ✓ Integrate mobile calling plans with Operator Connect Mobile
- ✓ 99.99% uptime SLA

Microsoft Teams Phone with Calling Plan

\$15.00

user/month
(annual subscription—auto renews)⁴
Price includes communication taxes and fees.⁵

[Buy now](#)

[Try now >](#)

- ✓ Everything included in Teams Phone Standard
- ✓ Phone number and PSTN service from Microsoft
- ✓ Inclusive of domestic calling⁶

Includes Teams Phone Standard

Microsoft 365 E5

\$57.00

user/month
annual commitment

[Contact Sales](#)

[Learn more >](#)

- ✓ Everything included in Teams Phone Standard
- ✓ Productivity apps and services
- ✓ Enterprise-grade security and compliance



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Demo

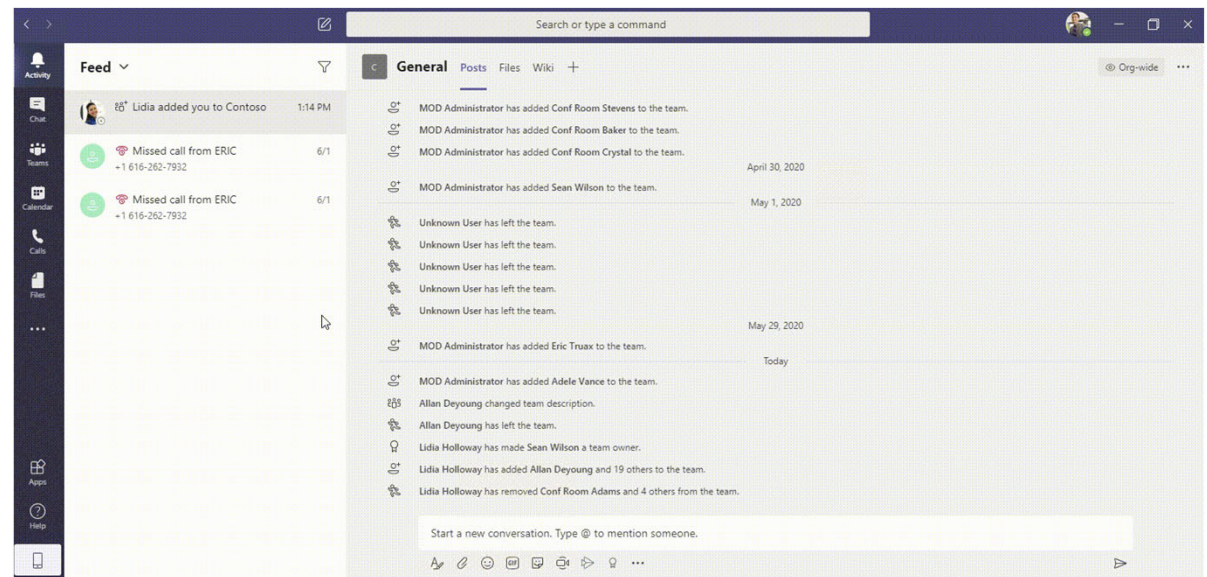
Teams Voice Features

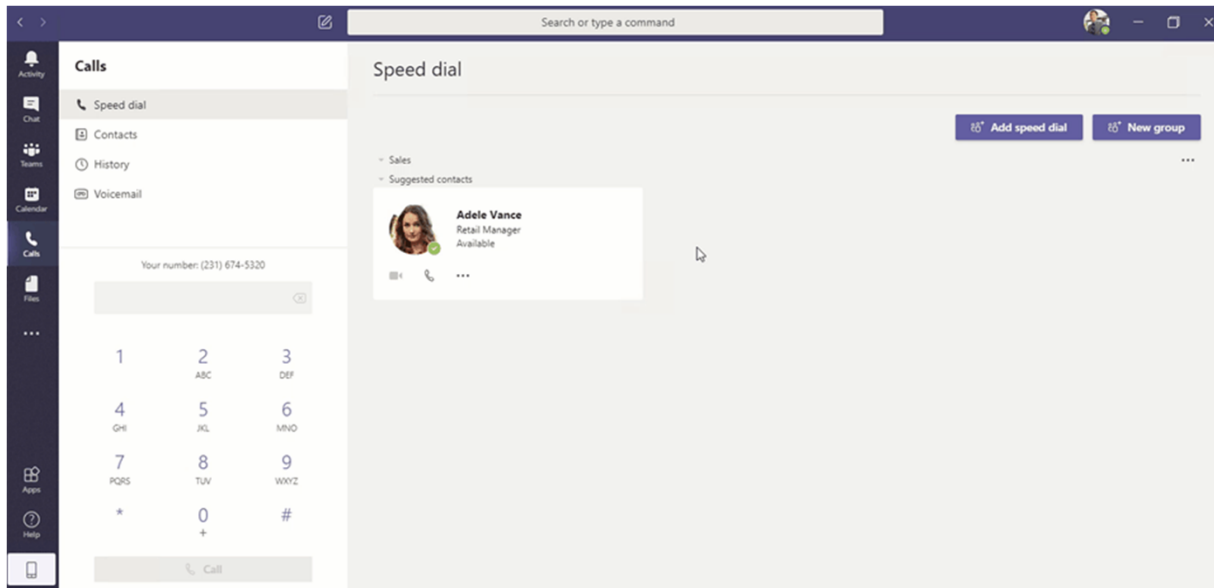


Teams calling to PSTN using the dial pad

PSTN (Public Switched Telephone Network) is connected directly to Teams by either Direct Routing from your own services or from Microsoft provided services.

This gives us the ability to call anyone in the world with a telephone number.





Call transfer

Sends a call to another user

Two main types of transfer

Blind transfer simply sends the call directly

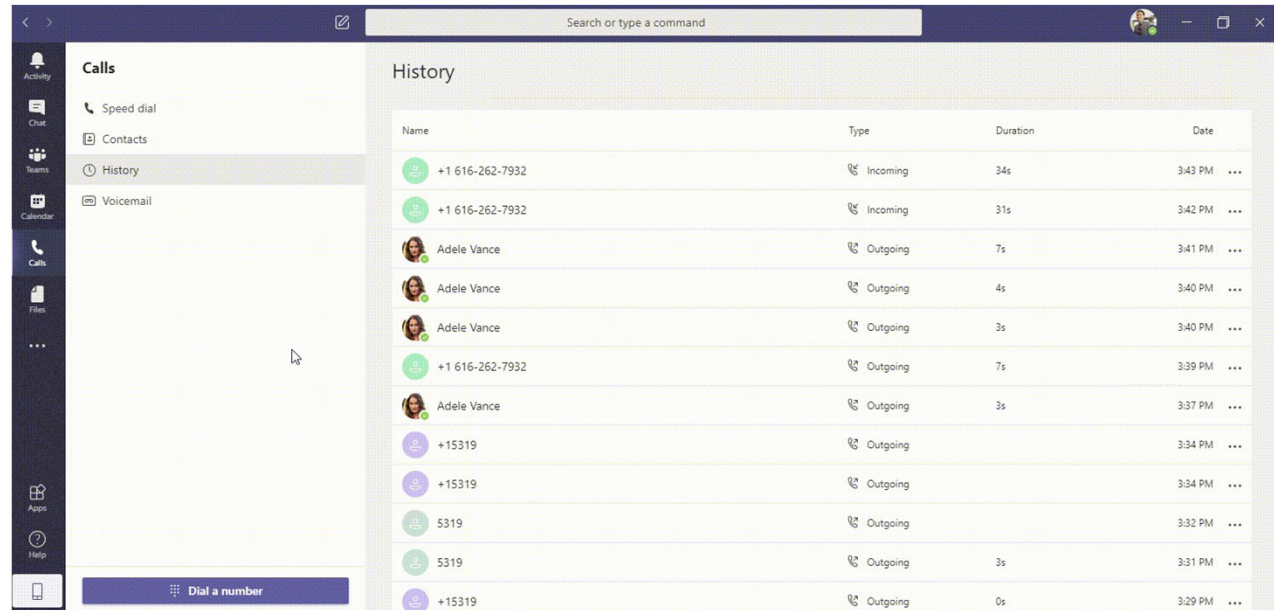
Consultative transfer sends a message to the user before sending. Allowing the transfer to be cancelled.



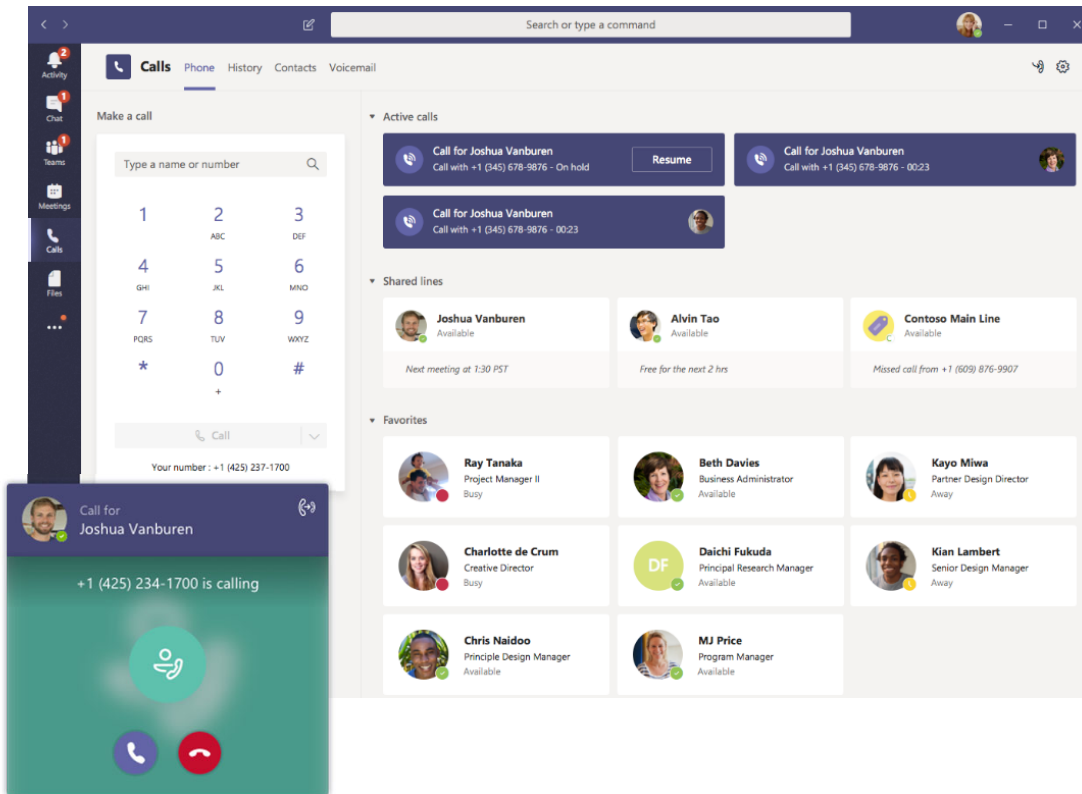
Transferring a call using Teams

Consultative transfer

Alternatively, to a blind transfer, Alex can inform the other person that he would like to send them a call. This is known as a Consultative transfer.



Shared Line Appearance



Teams enables people to share their phone line with their delegates

Full Invite Flow & Call Management:
Manager Initiated

Delegate Managed or Initiated

See line busy status and active call information

Resume a call on hold by manager or admin

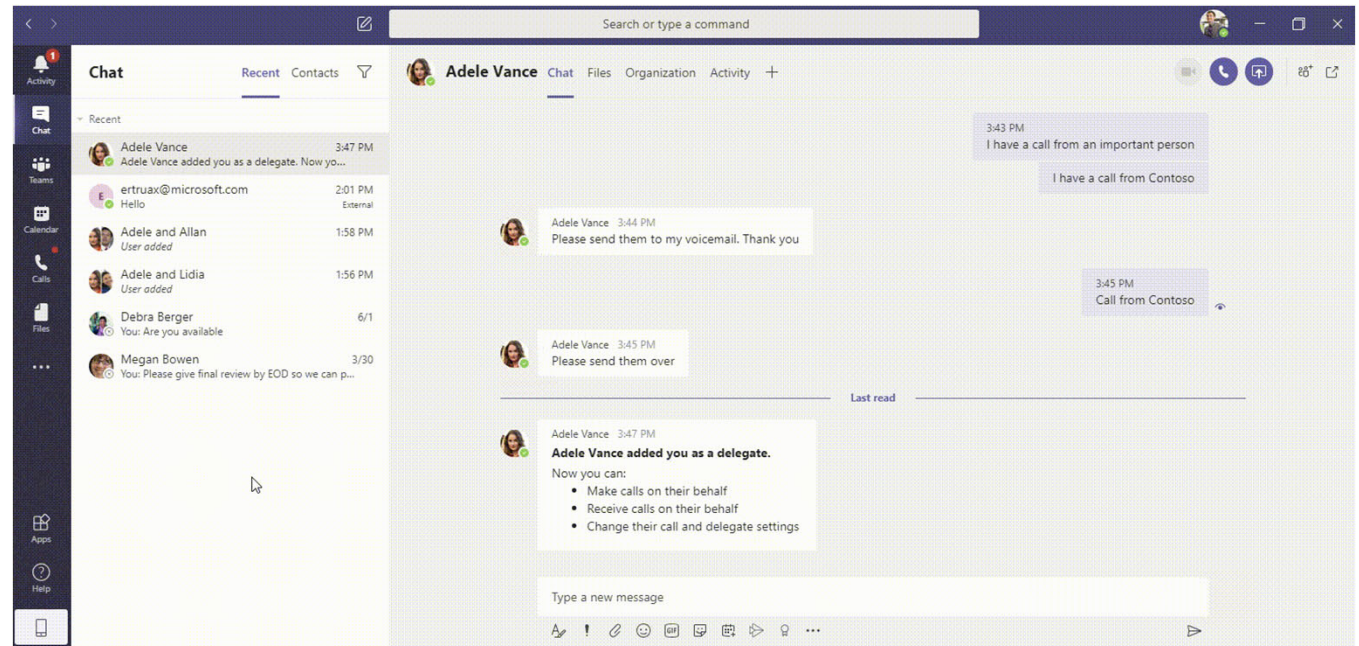
Make/receive shared line calls

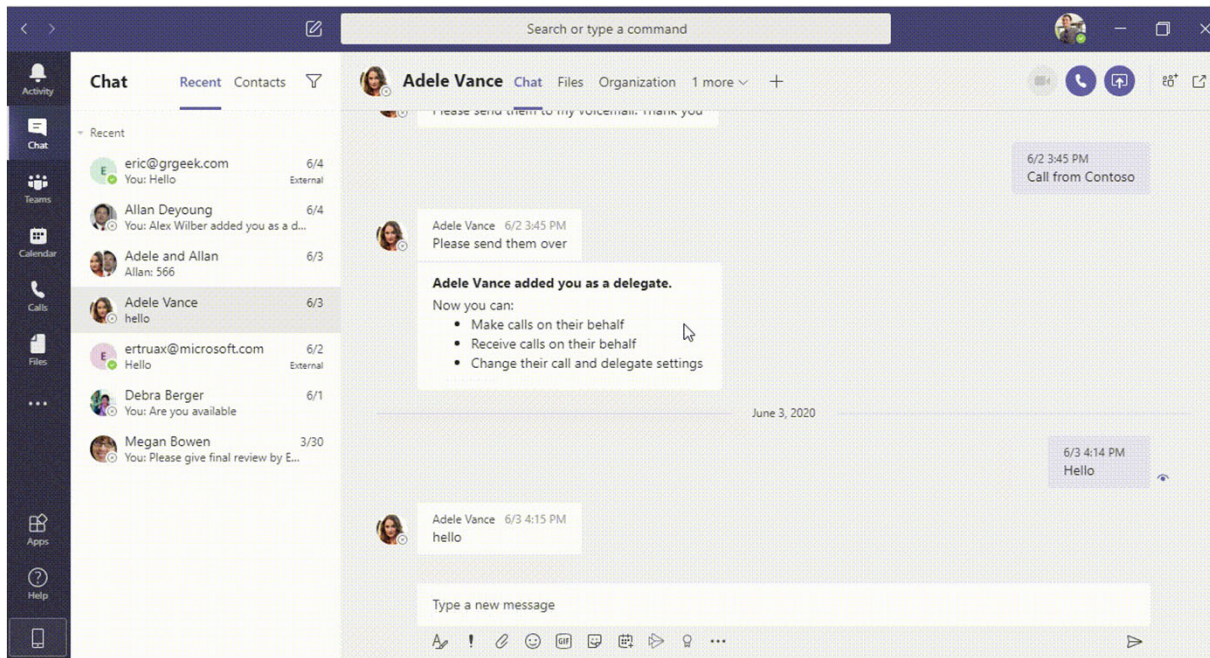
IT Pro experience to create on behalf of users



Teams Delegation answering a call on behalf of someone else

Adele has made Alex a delegate for her calls. This will allow Alex to answer and make calls on her behalf. He can also set call controls for her. Here we see Alex accepting a call on behalf of Adele.





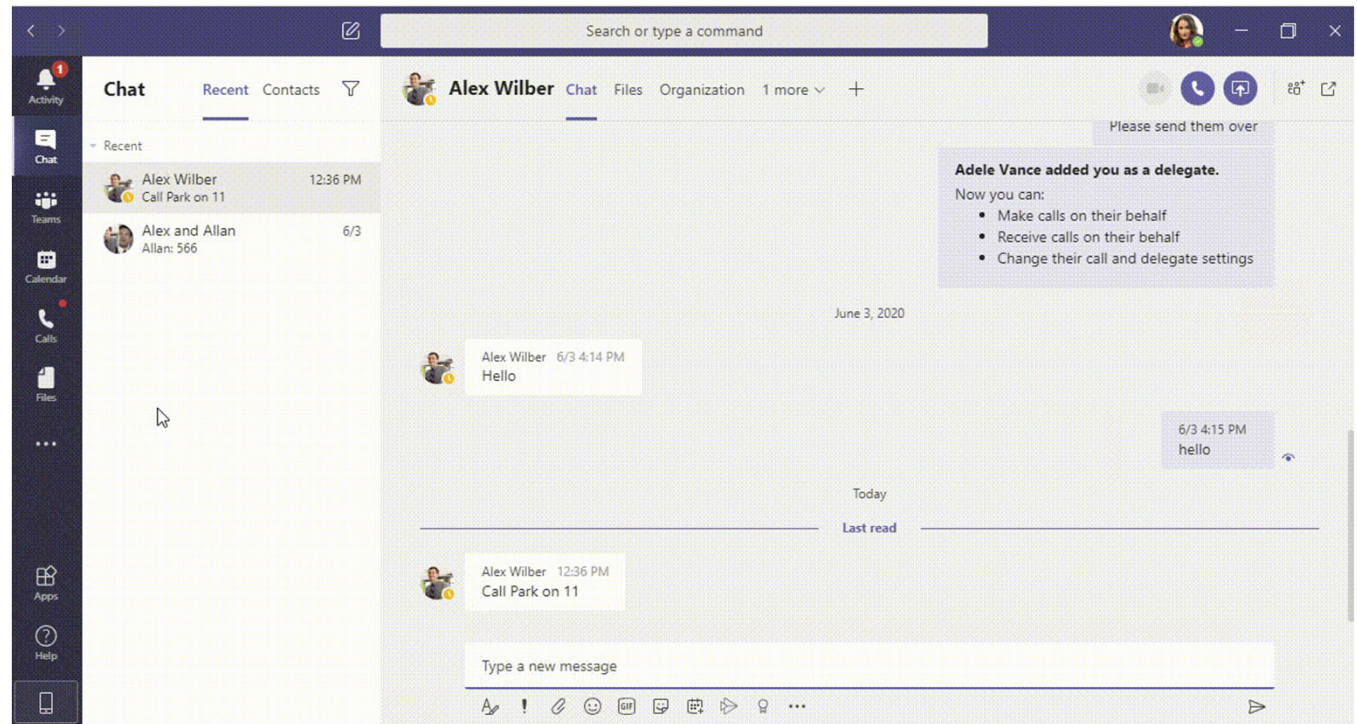
Teams Call Park

Alex can Park a call for anyone in the organization to pickup. This allows him to send a message about the parked call to be retrieved.



Teams Call Park retrieve

Adele or anyone else in the organization can pickup the Parked call from the speed dial menu.





Group call pickup

Teams enables recipients to change the relationship from push (SimRing) to pull (GCP) by changing how they want to be alerted

Full Invite Flow & Call Management

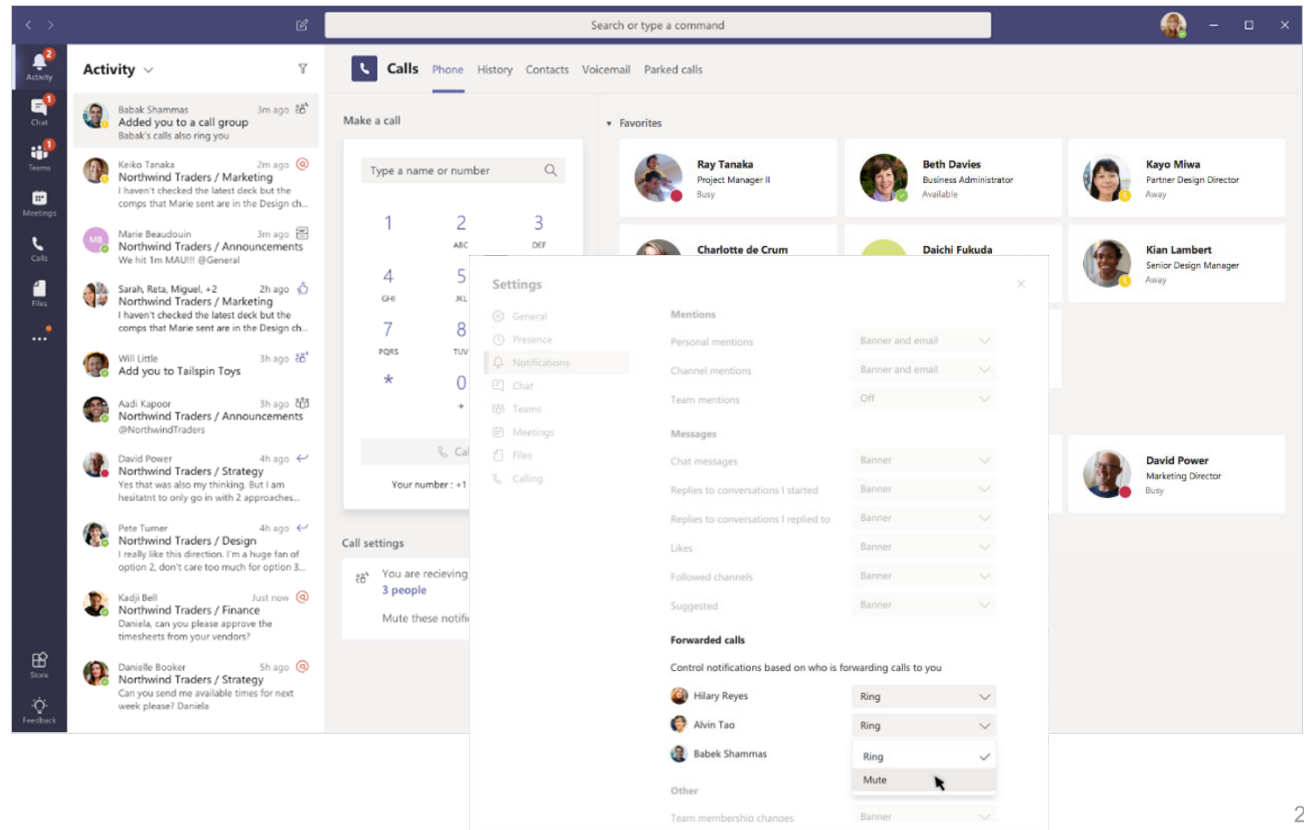
User can setup a call group

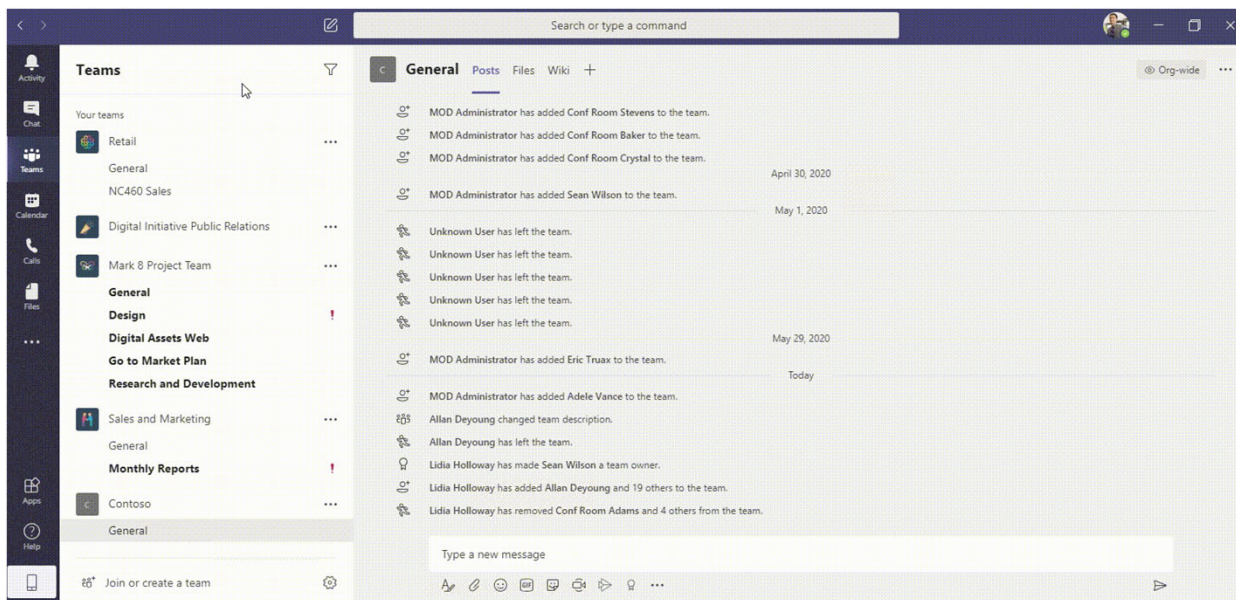
Group members get notified

Full control of the notifications

Answer calls on behalf of each other

IT Pro experience to create GCP on behalf of users



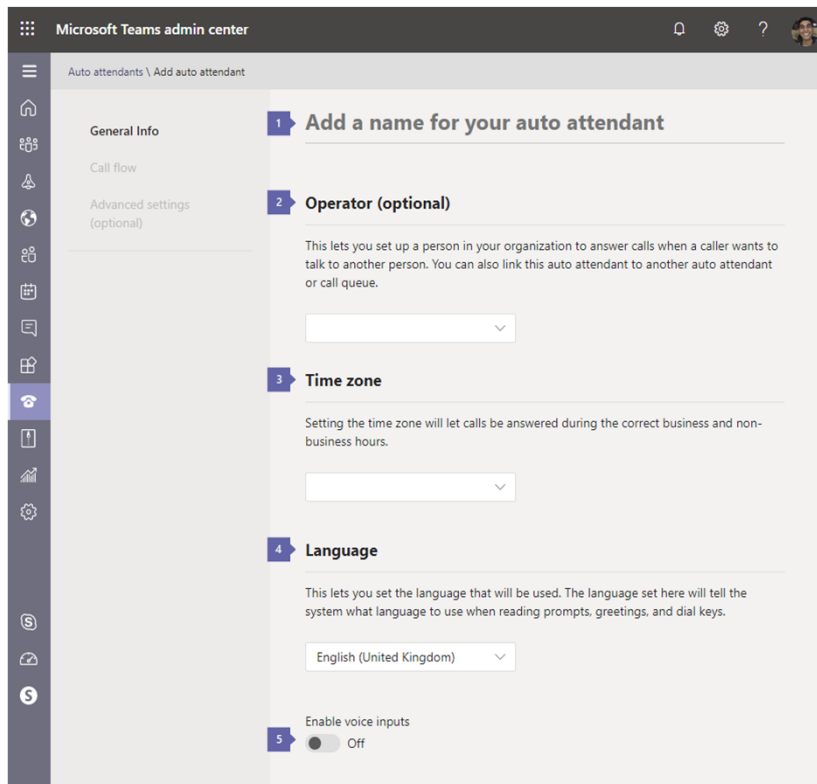


Teams group call pickup

Inside the call controls area Alex can set a group of people to answer calls for him. He can choose to ring them immediately, a delayed ring, ring all of them at once, or in a specific order.



Auto Attendant and Call Queues



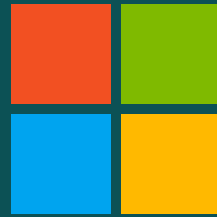
Auto Attendant

- Toll-Free and local service numbers
- Dial-by-name directory search
- Custom greetings and menus
- Operator option
- Speech recognition in 14 languages
- Admin portal UI and PowerShell cmdlets

Call Queues

- Custom greetings
- Music while people are waiting on hold.
- Redirecting calls to call agents
- Setting different parameters such as queue maximum size, timeout, and call handling options.
- Shared voicemail for callers to leave a message for an organization.

Case studies
& getting
started



Microsoft



Forrester Total Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance



1.25 hours per week
average time saved
by employees



\$82K cost savings
over three-years



185%
return on investment



3 months
payback after go-live<<

Source: [The Total Economic Impact™ Of Microsoft Teams Calling Solutions](#), Forrester Research. February 2021



“We wanted all of our collaboration solutions, including voice, to be integrated. Microsoft was the only real solution out there.”

Head of IT services, manufacturing

“We are now seen as on the leading edge because of Business Voice. Customers see this and it helps us win deals.”

Operations director, IT services

“People are doing a lot more remotely now because Business Voice is integrated into Teams. This has improved sales and delivery.”

Operations director, IT services



Rich calling features

Calling

- Call park
- Call forwarding
- Call hold
- Call transfer: supervised & blind
- Call delegation
- Shared line appearance
- Call logs
- Call blocking
- Music on hold for consult/transfer
- Custom music on hold for PSTN
- Do not disturb / breakthrough
- Distinctive ringtones
- Add participants to a 1:1 call
- Visual voicemail
- Voicemail to email

- Call history
- Caller ID
- Caller ID masking
- Click to call out from Outlook, Office Apps, and webpages
- Presence status
- Contact integration with Exchange
- Teams desktop, web, & mobile apps
- Teams-certified devices
- Integrated audio conferencing
- Conferencing up to 250 participants
- Call recording and transcription
- Voice enabled channels
- Endpoint transfer

Admin

- Cloud PBX
- Number porting
- End-to-end encryption
- Multi-level auto attendant
- Multilingual IVR
- Call queue: group, serial, round robin
- Global call routing
- Location-based routing
- Emergency location-based routing
- Exchange calendar call routing
- Dynamic E911
- Multi-site support
- 24x7 customer support
- Single sign-on
- Local numbers
- Toll-free numbers
- Company & user phone numbers

- Extensions
- Integrated calling plans
- Bring your own calling plan (with direct routing)
- Performance reports
- Quality of service reports
- Call logs
- Call monitoring
- Call analytics
- Call quality dashboard
- Device management
- Media bypass support
- Expanded SBC support
- Operator Connect
- Operator Connect conferencing
- SIP Gateway



Microsoft Calling Plans

Let Microsoft be your carrier

Rapid provisioning

Procure and assign phone numbers to users in minutes, with no on-premises equipment

Number porting and dynamic emergency calling

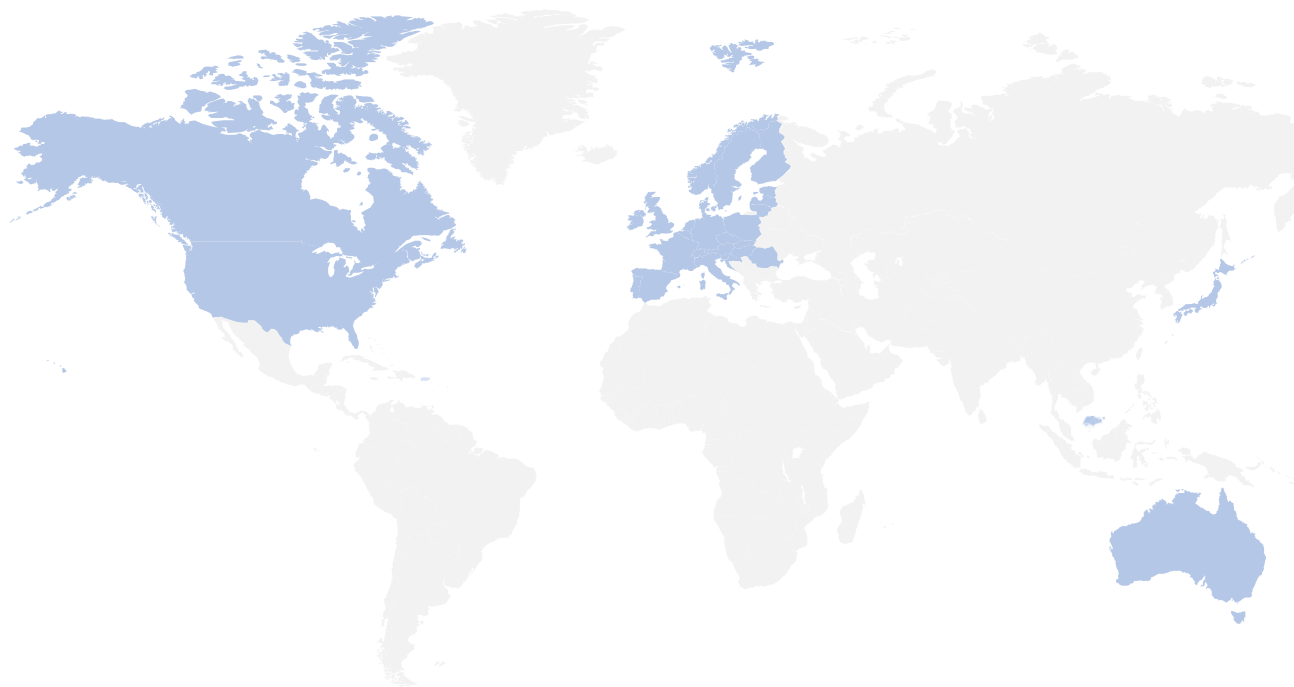
Use your existing phone numbers with Microsoft Calling Plans, and meet E911 and other legal obligations

Local, long distance, and international calling

Reach the people important to your business, with a choice of calling plans

Ensure you always have enough minutes

Use Communication Credits to add minutes & international capabilities to Calling Plans



Australia | Austria | Belgium | Canada | Croatia | Czech Republic | Denmark | Estonia | Finland | France | Germany | Hungary | Ireland | Italy | Japan | Latvia | Lithuania | Luxembourg | Netherlands | New Zealand | Norway | Poland | Portugal | Puerto Rico | Romania | Singapore | Slovakia | Slovenia | Spain | Sweden | Switzerland | United Kingdom | United states



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THANK YOU!