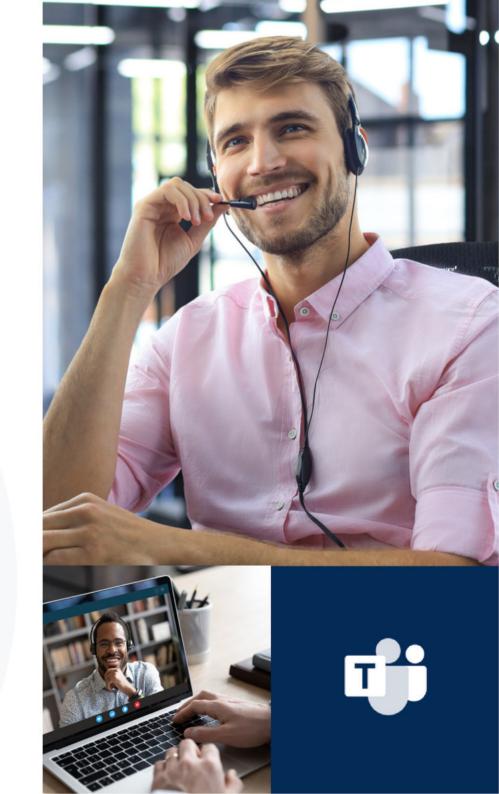
# Powering Microsoft Teams Phone •••••

Enabling effective voice and video collaboration for Microsoft Teams





## Microsoft Teams Phone is an enterprise-grade cloud communication service designed for the needs of your business.

It's an add-on to the Microsoft 365 subscription and is a crucial element in making the step to a modern working environment, particularly when adopting a remote or hybrid working model. It provides a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool.



#### Teams Phone overview



### Voice enabling Teams Phone with UK IT Networks

Business needs are met with the traditional calling features we expect in a phone system such as voicemail, speed dial, music on hold, presence and call forwarding as examples.

You can also complete all your call management within the Teams Admin Center and create call queues, auto attendants, resource accounts and lots more. It can also be integrated with other features such as call recording and contact centre solutions.

Choose how you enable PSTN calling with Operator Connect, Direct Routing or Microsoft Teams Calling Plans - or the combination that works best for your business.





# Why choose Microsoft Teams Phone for your business?

There are several reasons why businesses want to add voice enablement to Microsoft Teams. Some of the main benefits include:

#### Collaboration

Employees can make and receive calls directly from the Teams app (computer and mobile device), which improves collaboration and makes it easier for team members to stay connected, regardless of their location.

#### Secure

Feel confident that your most sensitive communications are secure with end-toend encryption and industry compliance.

#### Simplicity

Reduce complexity and training by managing your phone system from an admin console deeply integrated into Microsoft 365 services.

#### Take a call anywhere

You can transfer calls from your desktop to your mobile device with ease when you are on the move.

#### Built in business continuity

Unexpected events such as snow, flood, strike or roadworks shouldn't disrupt your business. Our business continuity solution keeps businesses moving.

#### Increased efficiency

By allowing employees to make and receive calls directly from Teams, businesses can reduce the need for multiple communication tools and streamline the process of making and receiving calls.

#### Reliable

Ensure continuity of business operations with Microsoft's financially-backed 99.99% uptime service level agreements.

#### Cost savings

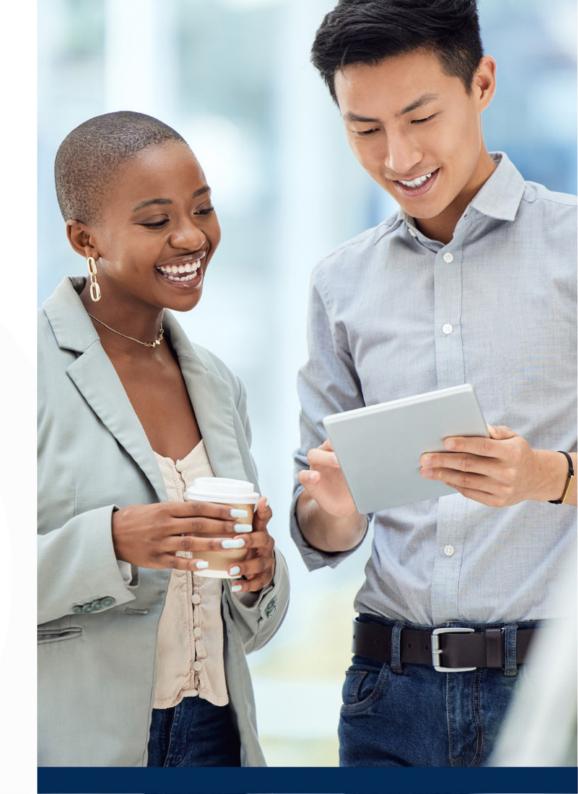
Businesses can reduce or eliminate the need for a separate phone system, which can result in significant cost savings.

#### Scalability

Businesses can easily scale up or down their phone capabilities as needed, without having to make significant investment in new hardware or software.

#### Call management features

Includes a range of features such as call forwarding, voicemail, and call transfer, which can help businesses manage their calls more efficiently.





# What options are there for Microsoft Teams Phone?

There are four key solutions for enabling voice within Microsoft Teams.

Operator Connect, Direct Routing (managed and unmanaged) and Calling Plans.

A quick and easy way to enable calling while maintaining existing service provider agreements.  Why choose this option?  **Platform run within a Gamma-owned network - Collaboration - make and receive calls directly from the Teams App - Secure - Direct interconnects into the Microsoft Azure Peering Service (MAPS) - A pure cloud (no hardware needed), fully managed solution - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing PSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing pSTN infrastructure - (voice trunks) will continue to be used - Existing service provider agreements are in place - Integrated end-to-end number - management experience within the - Gamma Voice App - Utilizes Microsoft certified Session - Border Controllers (SBCs) to deliver - better value, greater flexibility and increased functionality - More cost effective than Calling Plans - Guaranteed Quality of Service - 99.99% Fame SLA with 100% - Utilizes Microsoft - Plans - 99.99% Gamma SLA with 100% - Utilizes Microsoft - Plans - 99.99% Gamma SLA with 100% - Utilizes Microsoft - Plans - 99.99% Gamma SLA with 100% - Utilizes Microsoft - Plans - 99.99% Gamma SLA with 100% - Utilizes Microsoft - Utilizes Microsoft - Voice trunks with a sale and the province of the province of the pre	Operator Connect	Direct Routing - Managed	Direct Routing - Unmanaged	Microsoft Teams Calling Plans
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Flexible Service Customised — Basic Configuration —	Admin Center  Collaboration - make and receive calls directly from the Teams App  Secure - Direct interconnects into the Microsoft Azure Peering Service (MAPS)  A pure cloud (no hardware needed), fully managed solution  Existing PSTN infrastructure (voice trunks) will continue to be used  Existing service provider agreements are in place  More cost effective than Calling Plans  Guaranteed Quality of Service - 99.99% Shared SLA between Gamma and Microsoft  Removes dependency on PowerShell - with no need for expertise in these areas	Provisioning can be automated through the Gamma Voice App for increased speed and ease of deployment without the need for PowerShell experience  Integrated end-to-end number management experience within the Gamma Voice App  Utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility and increased functionality  More cost effective than Calling  Plans  99.99% Gamma SLA with 100%	voice trunks) will continue to be used  Required for PBX co-existence  Migration from legacy telephony systems  Integration for analogue devices (elevator phones overhead paging etc.)  Existing service provider agreements are in place  Local PSTN survivability needs  More cost effective than Calling Plans  99.99% Gamma SLA with 100%	<ul> <li>Basic call configuration and requirements</li> <li>Simplicity that comes with all-in-one solution is important</li> <li>Easy to set up a rapid proof of</li> </ul>
		Flexible Service	Customised	Basic Configuration



# Which solution is right for your business?

The main difference between the four solutions is the level of control and customisation they offer.

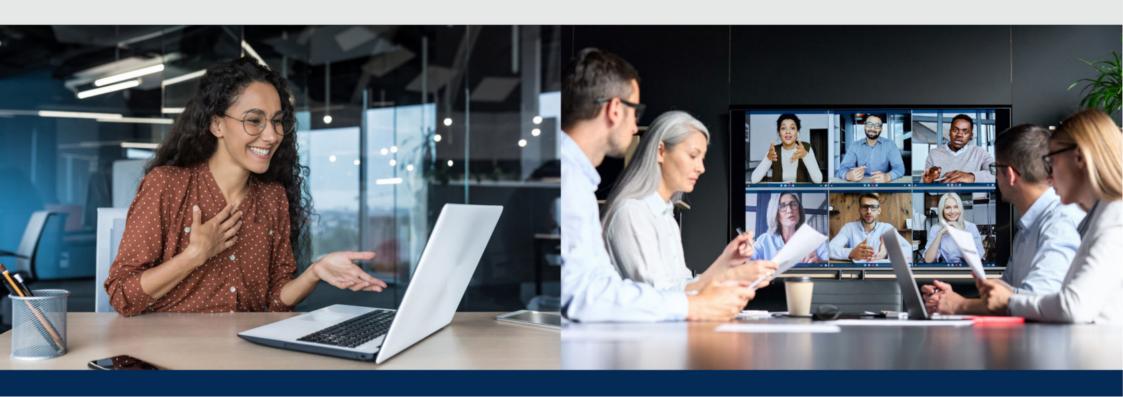
Operator Connect and Direct Routing both enable businesses to make and receive PSTN calls within Microsoft Teams. Operator Connect guarantees Quality of Service through direct interconnects into the Microsoft Azure Peering Service (MAPS) and all number management is done in one place within the

Teams Admin Center. Direct Routing (both managed and unmanaged) allows for more flexibility and control over voice traffic.

Calling Plans are a simple way for businesses to purchase phone numbers and minutes for use with Teams, without the need to connect their own telephone systems, however these can be more expensive than the other options.

# What do you need to get started with Microsoft Teams Phone?

- Microsoft 365 or Office 365 licence, including Teams
- Microsoft Teams Phone Standard add-on (included in the E5 license)
- · An internet connection



# Get In Touch



Phone: 03443248585

Email: sales@ukitnetworks.com

Address: 3 The Clocktower,

Manor Lane,

Holmes Chapel, Cheshire,

CW4 8DJ

Website: www.ukitnetworks.com