



# MICROSOFT TEAMS CLOUD VOICE

An all-in-one communication platform



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# Microsoft Teams Cloud Telephony

With an increasingly mobile and remote workforce comes the need for a telephony solution that can meet these new requirements. Great communication has always been at the heart of successful organisations, and having the right technology to support effective collaboration has never been more important. This is where Microsoft Teams Cloud Voice comes in.

Microsoft Teams offers a one stop shop for all things communication including telephony. You can use Teams to carry out your calls on any device with the application across both your office phones, mobile and desktop applications. All without the need for expensive hardware.

Microsoft Teams provides a wide range of calling features to provide you with an effective solution to manage calls across your organisation and can easily be integrated with contact centre solutions.

In this guide we explore the benefits and features of Microsoft Teams Cloud Voice and discuss how you could migrate to Teams.

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## The rise of cloud telephony

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The rise of cloud telephony systems has been slowly ticking away, and there have been many reasons for this shift to cloud:

A general move to the cloud has helped accelerate this process. Generally, telephony systems have shown to have longer life than other IT infrastructure and network elements. As organisations get rid of on-premise servers and move to a serverless and domainless environment, moving your telephony system to the cloud becomes a required step.

Even pre pandemic, organisations were seeing increasing demand for home working, flexible working and a need to provide services to field workers. All of this is not easily supported by an on-premise and physical phone network.

Aging hardware is also a factor. Desk phones can be very expensive, especially if you are looking to provide phones for everyone in your organisation. With cloud services you can take advantage of BYOD (Bring Your Own Device) and headsets for computers to vastly reduce the initial investment needed.

All this drives a need for a flexible phone system that is easy to transport and flexible.

A large, decorative graphic consisting of several overlapping, curved, semi-circular shapes in various shades of purple, starting from the right edge and curving towards the center of the page.

**A need for greater flexibility and a solution that supports hybrid working has driven a rise in cloud telephony.**

# Microsoft Teams Cloud Voice overview

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Microsoft Teams is a staple solution used by 100's of millions of people every day. Most organisations use it for internal collaboration, team channels and meetings. You can take this even further by embedding your phone system in teams.

## Simple all-in-one solution

The great thing about using teams as your calling solution is you quickly create an all-in-one application.

By using a system your users are familiar with, you also make it easy for them to use. Teams integrates with Outlook and allows collaboration across the wider Office apps and all of that can be done in calls the exact same way you would in a meeting.

Teams also makes it easy to start a call from a chat, contact card, within Outlook or Teams.



### **Call from anywhere**

Microsoft Teams can easily be integrated into desk phones, spider phones, and via the desktop or mobile applications allowing you to stay connected with a single phone number anywhere.

You can easily turn group chats into calls or calls into group calls with Teams and using the calling function allows you to easily add dial in access to your online meetings.

Teams can also be added to shared devices in reception or warehouses/meeting rooms.

### **Secure, reliable and rich calling**

Benefit from the wide range of security and identity management capability within Teams and the wider Microsoft 365 suite, ensuring your phone system is always completely secure.

Having the system with Microsoft also guarantees 99.9% SLA (Service Level Agreement) ensuring your system is always available.

There are also many great features such as call queues, call park that we will explore in a bit more detail below, that helps you manage your calls and provide a great level of service.

### **Streamline management**

One of the benefits of using Teams is the simplicity. Most people in your organisation already use teams, so it's easy for them to get used to Teams calling.

On top of this is the maintenance and administration benefits. Everything is managed via the admin portal and it's very straight forward to add numbers, manage your phone system, monitor and resolve performance issues and understand your quality and call analytics.

Microsoft can even provide a calling plan with minutes per user, or you can use a third party, giving you complete flexibility.

**Microsoft Teams  
is a staple solution  
used by over 150  
million people  
every day.**



# The benefits of moving to Microsoft Teams

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As discussed above there are many great reasons to move calling to Microsoft Teams. But how does this translate into business value? Here are some results from a recent study by Forrester on the Total Economic Impact of moving to Microsoft Teams Cloud Voice.

The study is based on a 50-user company and found the below benefits for the organisation.

- › Employees saved on average 1.25 hours per week
- › 132% return on investment rising to 182% for SMBs
- › 50% less support time required to support a Teams based solution over a third-party solution
- › On average organisations see a payback within 3 months.



**1 hour per week**

average time saved  
by employees



**\$64k cost savings**

over three years



**50% less support**

average time spent  
supporting telephony



**3 months**

payback after go-live

# Microsoft Teams Telephony features

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Microsoft Teams has a wide range of features and functionality that makes it an ideal candidate to handle all your external calling.

## Easy calling

Allows users to dial by name or by number anywhere in the search bar and in the dial pad, speeding up the process of making outbound calls.

## Any device

You can access Teams on physical desk phones, spider phones as well as via the app on your phone or tablet or via the desktop client on your computer.

## Call transfers/forwarding

Lets users transfer calls to another person. Or, if they need to leave their office but want to continue the conversation, they can transfer the calls from their PC or IP phone to their mobile phone.

## Call routing

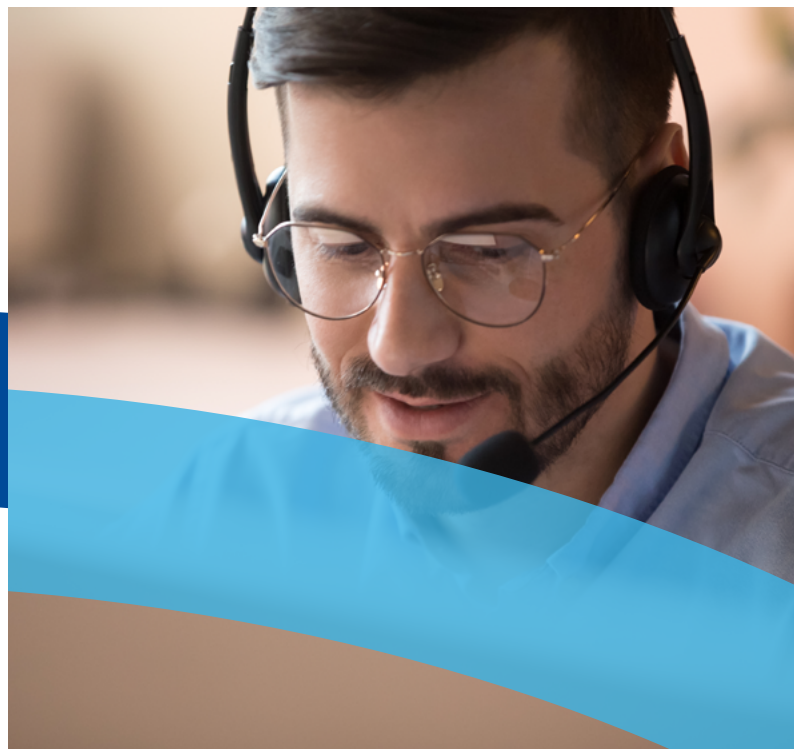
Easily build in rules around routing calls to other members of your team or into call queues. If your Teams presence is set to do not disturb or busy for example you can have calls automatically routed to another member of your team.

## Call queues

With call queues you can configure how queues are managed for your organisation: for example, set up greetings and music on hold, search for the next available call agent to handle the call, and so on.

## Shared lines

Lets users share their phone line so that another user can make and receive calls on their behalf.



### **Call recording (via third-party)**

Only available via third party integration solutions at the moment, but fully available call recording capability can be incorporated into Teams calling.

### **Voicemail**

When a user receives a voicemail, it is delivered to their Exchange mailbox as an email with the voicemail message as an attachment. Users can listen to their messages on their certified desktop phone, and on all Teams or Skype for Business applications. Support for voicemail transcription has been added as of March 2017 and is enabled by default for all organisations and users.

### **Group calls**

Share incoming calls with colleagues so that they can answer calls that occur while the user is unavailable. Less disruptive to recipients than other forms of call sharing (such as call forwarding or simultaneous ringing) because users can configure how they want to be notified of an incoming shared call.

### **Call park**

With call park users place a call on hold in the Teams service in the cloud. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code and a supported app or device to retrieve the call.

### **Direct routing**

Use your existing phone provider, calling packages and numbers but accessed via Teams. This is all managed via a third-party integration service known as a session border control.

### **Common area devices**

A common area phone is typically placed in an area like a lobby, conference room or warehouse making it available to multiple people. Common area phones are set up as devices rather than users and can automatically sign into a network.

**Our delivery options are uniquely adjusted to your organisation.**





# Teams Telephony delivery options

There are a couple of different delivery options depending on what you are looking for. This will be unique to your organisation and might depend on users, hardware and current phone provisions.

## Microsoft Teams full solution

The first choice to consider is fully moving your entire phone system to Teams. Not only using the Teams application to make and receive calls, but also using Microsoft to manage your phone numbers and call plans.

This route is easy to deploy, makes billing extremely easy and using the Teams admin portal it is extremely simple to add numbers or manage the whole system. The only drawback is you can't shop around for call plans as it is all done via Microsoft.

## Keep your existing call provider

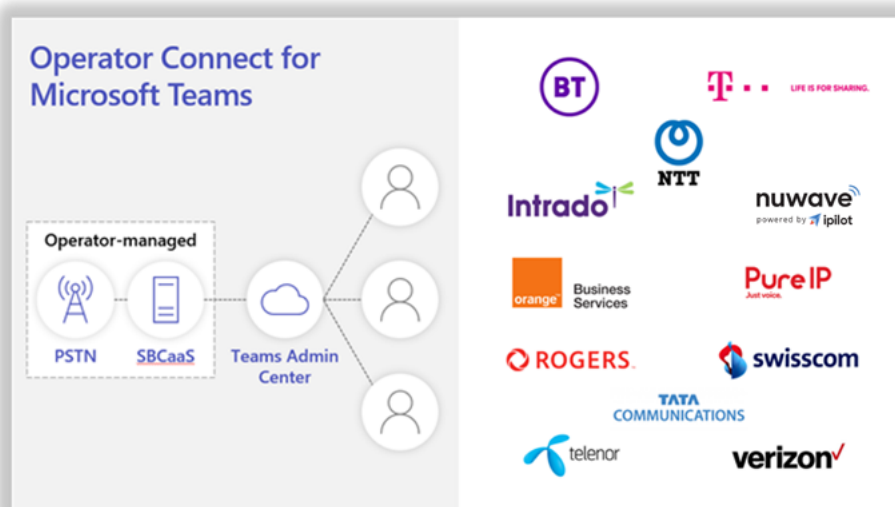
The second option is to use Teams as the interface to your phone system. This allows you to keep your current arrangement for calls, lines and numbers.

You then use a third-party integration system called a SBC (Session Border Controller) to integrate your phone system with the cloud and Microsoft Teams. This allows you to benefit from the full market of telecommunication companies and can mean you get cheaper call plans or continue to use your existing package. It also allows additional capability like call recording.

There is a new Operator Connect solution allowing you to easily connect Teams to some of the biggest PSTN (Public Switched Telephone Network) providers. This makes it easier than ever to connect to your existing supplier and integrate with Teams.

## Skype for Business to Teams

Skype for Business and Teams share a lot of capability but from a calling perspective were designed quite differently. If you are currently using Skype for Business or maybe an on-premise solution, it is possible to move this system into Teams and allow you to benefit from the cloud and the latest technology.



## Teams Telephony licensing

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Microsoft Teams telephony licensing is fairly simple. If you already have M365 E5 or O365 E5 then you already have a subscription. For everyone else there is a Business Voice subscription. If you reach the 300 users you can get more with a second tier of licensing called Enterprise but most users will use Business Voice.

There are a wide range of add-ons including international calling, additional users and more minutes all available. If you want to use your existing calling provider then you do not have to purchase a call plan from Microsoft.

### **Business Voice**

**Cost:** £12

**Users:** 1 - 300

**Calling:** includes 1,200 domestic minutes per user per month.

## What's next?

### **MICROSOFT TEAMS – Briefing**

Bridgeall is a leading Microsoft Gold partner that specialises in helping organisations.


To find out more about how your organisation could benefit from Microsoft Teams Cloud Voice, book our free 2-hour briefing today. Our Microsoft certified consultants will focus on your requirements and discuss how Teams could benefit your business.

**FIND OUT MORE >**



Since 2003 Bridgeall has delivered advisory, development, implementation and support services to our clients on 100's of successful projects. We're a multiple Microsoft Accredited Gold Partner and ISO9001, ISO27001 and Cyber Essentials accredited.

**WE'LL HELP YOU BUILD YOUR MODERN INTELLIGENT WORKPLACE QUICKLY AND SECURELY.**

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