Teams Voice: What are your Options and How to Understand Them

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Why Will Teams Voice be More Than a Fad?

It's a Productivity Story

The Mandatory COVID-19 Impact Slide

WORK FROM OFFICE

WORK FROM HOME

2020-2021

Pre-COVID

90%-10%

Fixed Culture

75%-25%

or

50%-50%

Planned Evolution

25%-75%

10%-90%

VS

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What are the Elements of the Modern Workplace?

Synchronous Workloads
Voice, Chat and Video

Asynchronous Workloads
Teaming, Persistent Chat,
File Sharing

Security Workloads
Endpoint Sec/Management etc.

Reporting
Data

Automation
IoT, AI, BoT, Predictive Analytics

Unified Communications

Collaborative tool

Modern IT

Power Platform

IoT, AI, BoT, etc.

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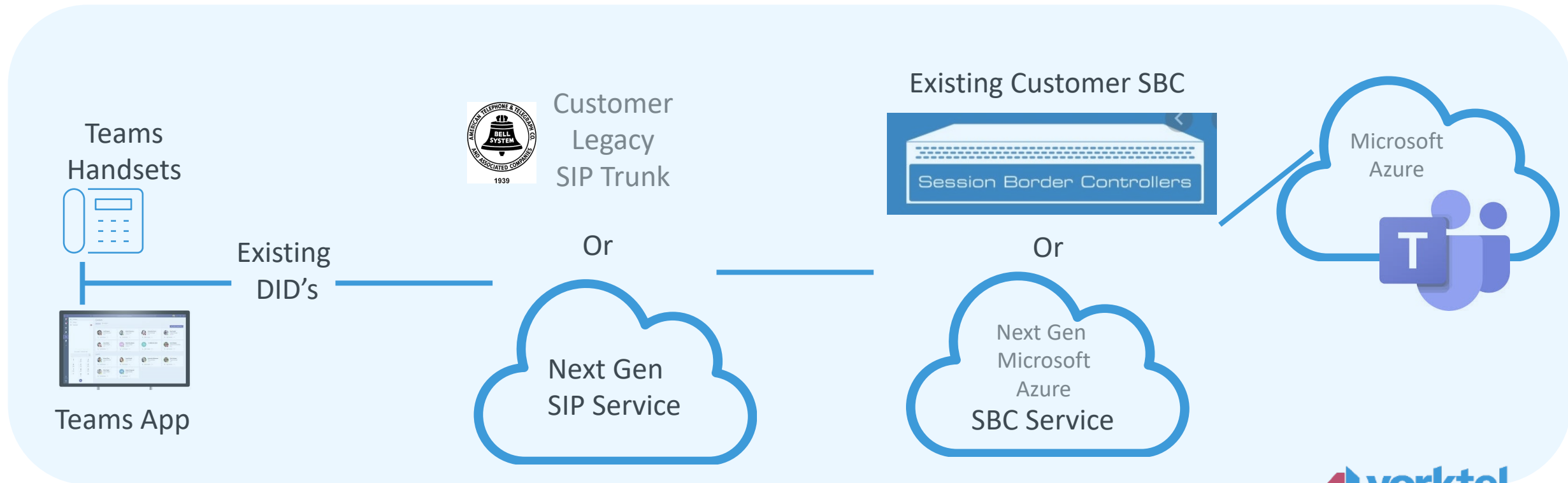OUR FOCUS FOR **TODAY**

How do you get Teams Voice??

Reconfigure What You Have

Option 1. Enable Teams Direct Routing to work with Existing Voice Infrastructure (ex. Cisco Cube Certification)
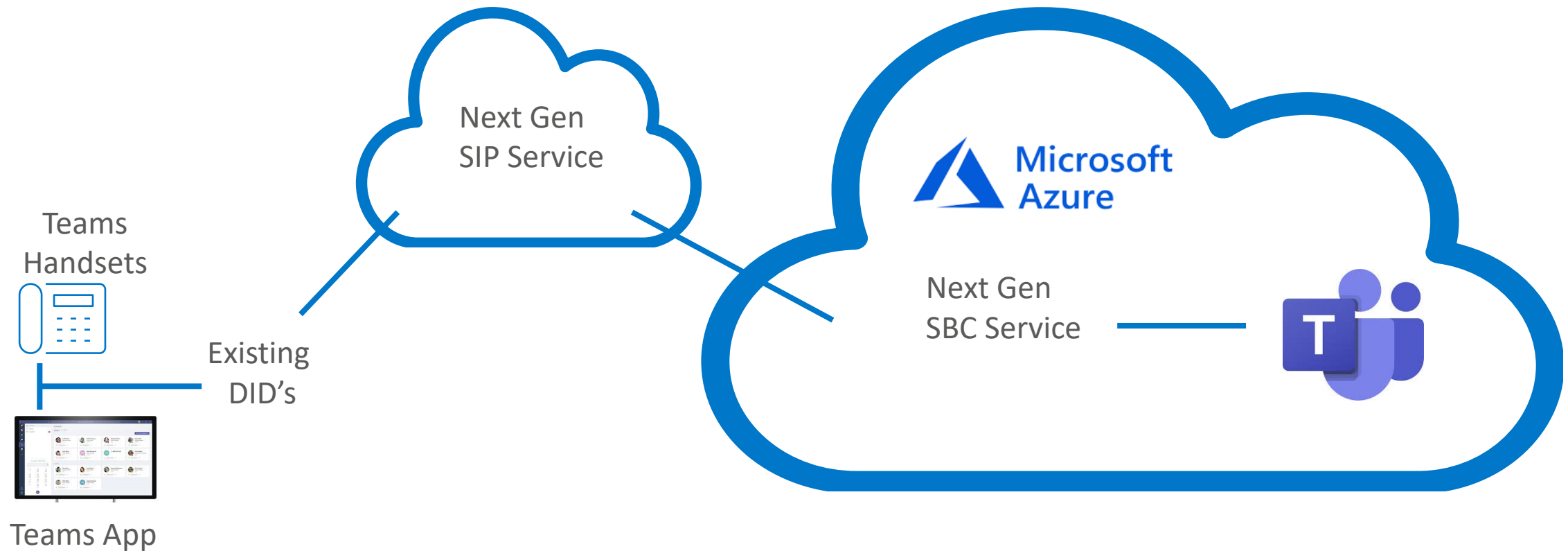

Teams
Handsets

Teams App

Existing
DID's

Customer
Legacy
SIP Trunk

AMERICAN TELEPHONE & TELEGRAPH CO.
BELL SYSTEM
AND ASSOCIATED COMPANIES
1939

Existing Customer SBC

Session Border Controllers

Microsoft
Azure

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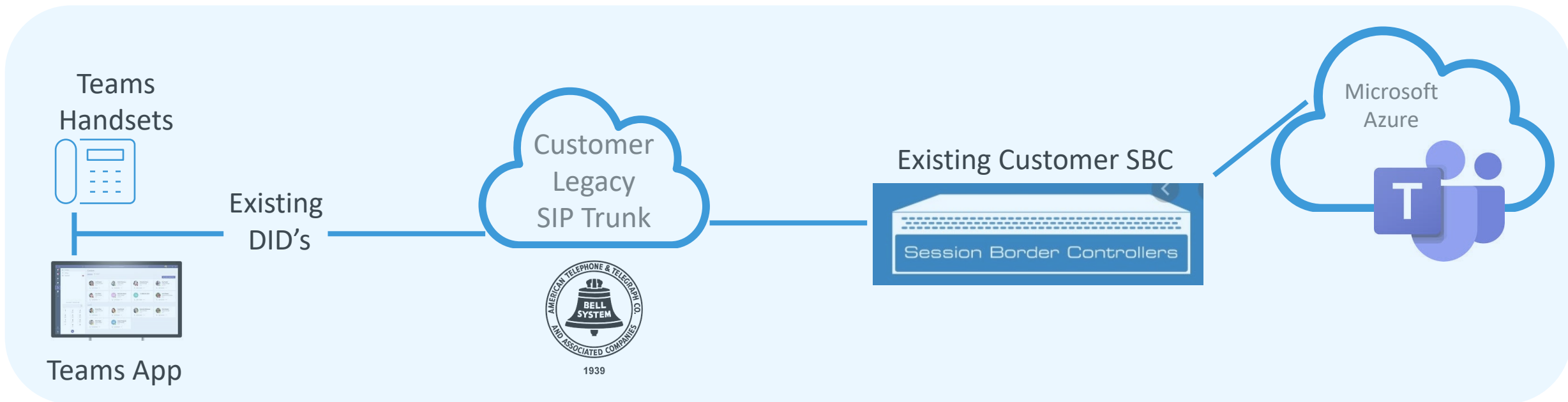
Replace As You Go

Option 2. Configuration Support & Cloud/Azure based products in conjunction with customer owned infrastructure

Teams Handsets

Teams App

Existing DID's

Customer Legacy SIP Trunk

Or

Next Gen SIP Service

Existing Customer SBC

Session Border Controllers

Or

Next Gen Microsoft Azure SBC Service

Microsoft Azure

Rip Replace

Option 3. 100% Cloud/Azure Based Infrastructure Offering to Maximize Microsoft Teams Voice Experience

Next Gen
SIP Service

Teams
Handsets

Microsoft Azure

Next Gen
SBC Service
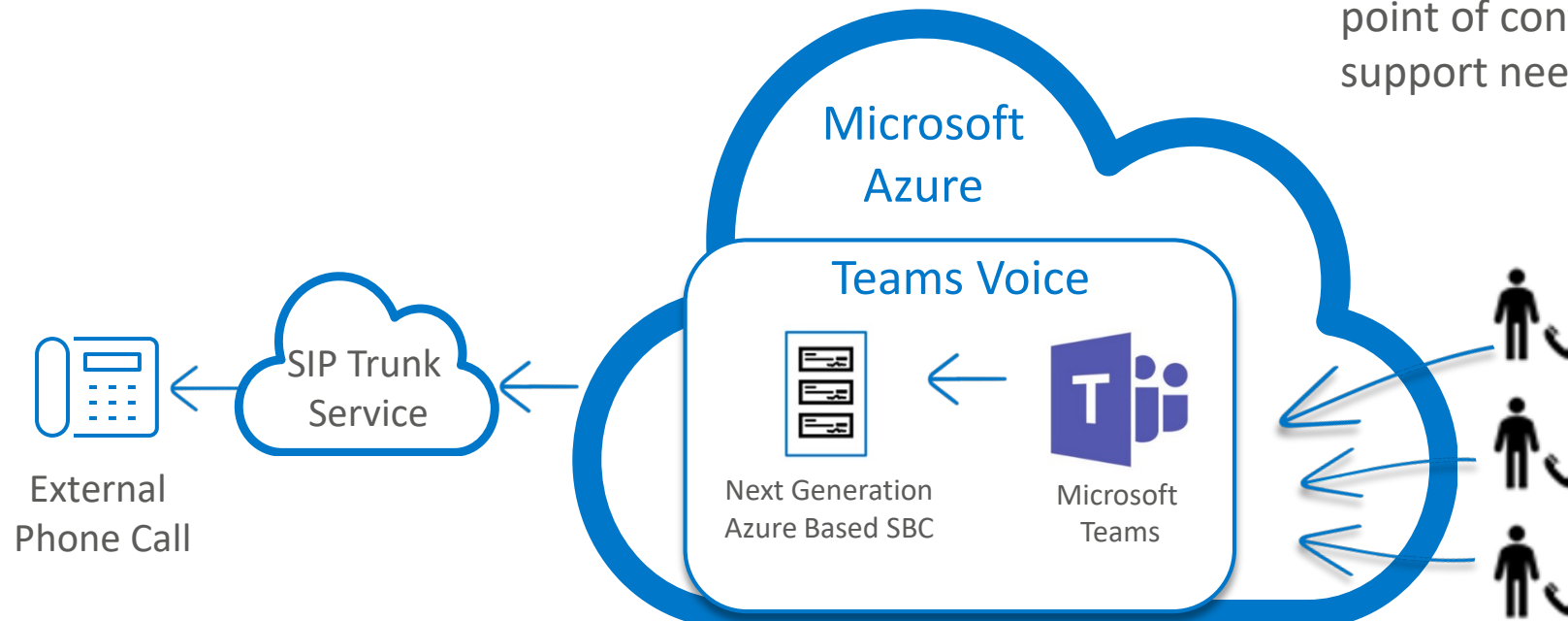
Existing
DID's

Teams App

**The Only "ZERO HOPS" Direct Routing Experience
Guaranteed Best Quality Available**

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The Benefits of the 3 Options

Option 1. Maximize customer's current investments & provide lowest upfront cost to Direct Routing Teams Voice.

Option 2. Maximize customer's current investment in Voice while avoiding any additional capital expense & adopting a true "As-A-Service" model for new infrastructure, only as needed. All new infrastructure will be Cloud/Azure hosted & priced at the most competitive rates.

Option 3. Have true "As-A-Service" Voice. Both the lowest cost & technically the most superior service fully contained in cloud/Microsoft Azure.

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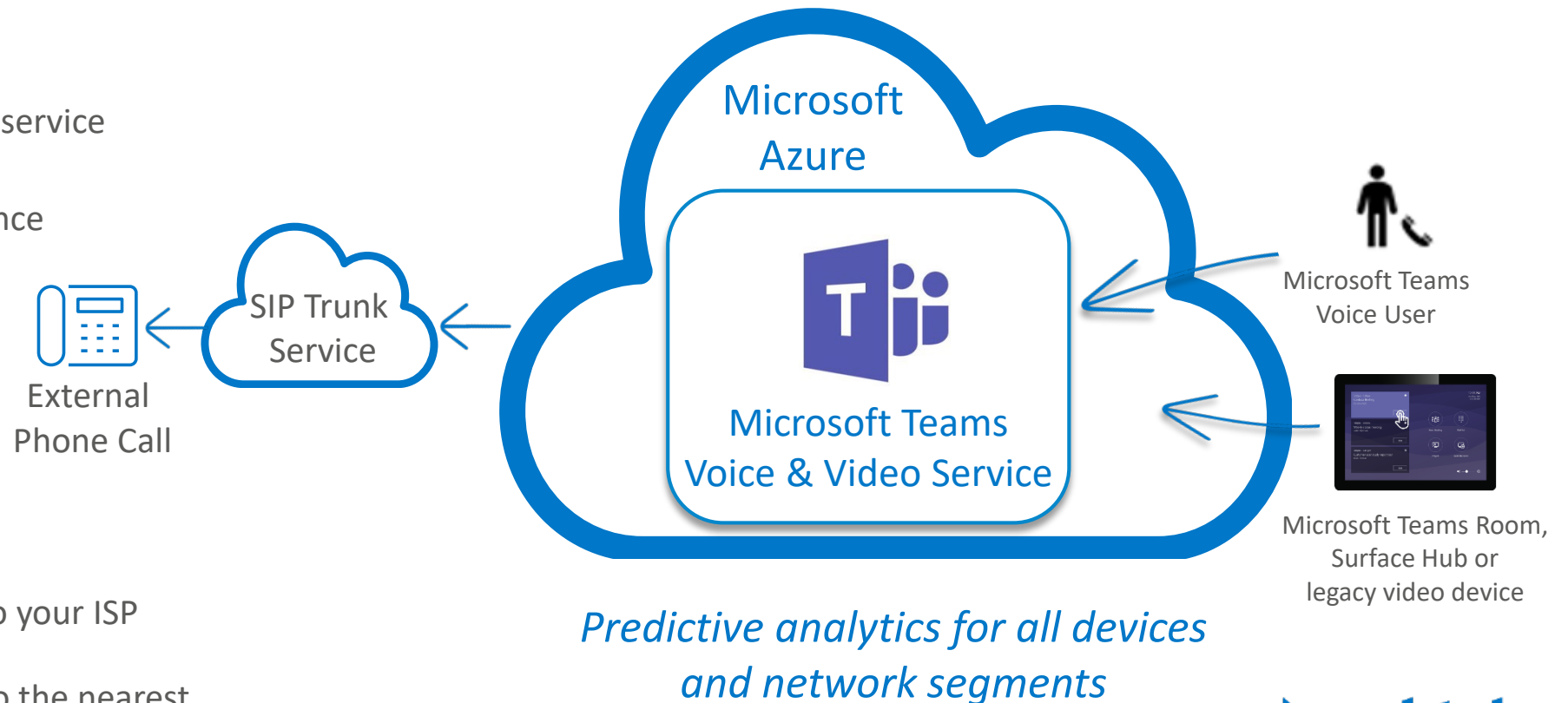
It's Not Just About Getting it 'on the Laptop'

1. An **industry leading approach** to Teams Direct Routing that leverages the latest Microsoft and partner technologies for a superior client experience.

2. A **monitoring service** for any and all aspects of the end-to-end Voice environment.

3. A **Universal Help Desk** for all aspects of the Microsoft Teams UC environment. From voice (Teams, SBC, SIP trunk) to video (Teams, Surface Hub, or Microsoft Teams Room) we provide a single point of contact for all your Teams support needs.

Microsoft Azure

Teams Voice

Next Generation Azure Based SBC

Microsoft Teams

SIP Trunk Service

External Phone Call

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Robust Monitoring & Analytics of the Teams Environment

End-to-end monitoring of all aspects of the Teams environment to include your…

1. Microsoft Teams instance

2. Yorktel provided Azure SBC service

3. MSFT Teams App performance

4. SIP trunk service

5. Voice handsets

6. Teams Meeting Room environment

7. Connection from the LAN to your ISP

8. Connection from your ISP to the nearest Microsoft peering point

External Phone Call

SIP Trunk Service

Microsoft Azure

Microsoft Teams Voice & Video Service

Microsoft Teams Voice User

Microsoft Teams Room, Surface Hub or legacy video device

Predictive analytics for all devices and network segments

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Additional Services

E-911
Full consulting & configuration of E-911 Services for any sized enterprise

Call Center Application
Full consulting, deployment & configuration of the leading Microsoft Teams Voice call center applications

GCC & GCC High Ready
Fully deployed & customer deployed Teams Direct Routing for both Enterprise, GCC & GCC High

Call Center

Simple
Simple & Fast to Buy, Setup, & Use

Familiar
Looks & Feels like Microsoft Teams & Office 365

Powerful
Most Requested Features like Live Wallboards, Reporting, Recording…

Open
Designed to work with Microsoft Power Automate, Apps & BI

Trusted
A Native Teams Solution built on Azure that "Just Works"

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Certified Call Center Flows

Customer
- PSTN or Teams Callers
- Music on Hold
- Announce Position in Queue
- Request Courtesy Callback
- IVR: Self service scenarios

Agent
- Persistent Agent Panel w/Teams UX
- Sign In/Out of Queues
- Multi-Vendor CRM/LOB Call Pop
  - Salesforce
  - Dynamics 365
  - ServiceNow
  - Others
- Call Wrap Up tracking
- Agent Analytics
- Policy Call Recording for Customer Service scenarios
- My Calls
- Abandoned Calls Report
- Wallboards
- Azure AD sign in
- Agents status tracking (breaks, etc.)
- Sign in / out all queues
- See courtesy callbacks requested & mark completed

Manager
Live
- Active Calls Status
- Barge In
- Wall Boards
- Call Recording
- Granular CDR Access Control
- Call Sentiment Analysis

Reports
- Abandoned Calls
- Queue Summary
- Agent Summary
- Call Detail Records
- Sentiment Analysis
- Queue Calls by Hour
- Call Wrap Up Answers
- Call Recording Listening portal
- Current Agent Status
- Agent timeline status

Administrator
- Familiar Office 365 Admin Portal
- 1 Minute Organization setup
- Native Microsoft Teams app
- Azure AD
- Easy Call Queue configuration
- Granular Access Control
- Queues Routing Methods
  - Serial, Attendant, Skills
- Available Webhooks
  - Call entered queue
  - Call exited queue
  - Abandoned call
- Microsoft Power Automate/Flow & Power BI Access to Webhooks
- Microsoft Numbers or Direct Routing
- Integration with Microsoft Teams Auto Attendants
- Store recordings in your Azure
- Export Report Data

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Promotions for CSP Customers Not on an Enterprise Agreement

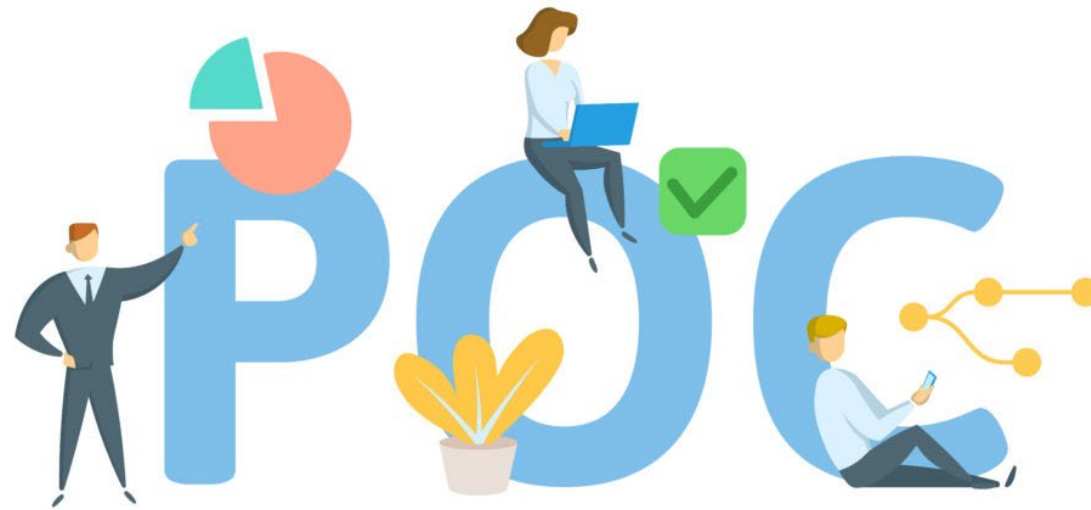Buy Your M5 License or M3 with Phone System Entitlement from

And We Will Provide our Azure SBC Service to Enable Direct Routing for

**Does not include professional services or SIP Trunk and Local and Long-Distance Toll Charges

Proof of concept

Change doesn't mean Extinction

The principal object of management should be to secure the maximum prosperity for the employer, coupled with the maximum prosperity for each employee.
-Fredrick Taylor

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Questions?

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