Experts Live Norway

Is Teams Voice and Video ready for your organization?

Mårten Hellebro
MVP & Lead architect / Cellip
@MartenHellebro

Platinum Sponsor 2019

Microsoft

Is Teams voice and video ready for your organization?

- Teams voice
  - Requirements
  - Features
- Teams video
  - Conference rooms
  - Traditional video conferencing rooms

Introduction

MÅRTEN HELLEBRO

MVP & Lead Architect Cloud Voice at Cellip

Cellip, the **leader** in Teams and Skype telephony. Microsoft **Voice Partner Of The Year**, Gold **Communication** Partner, Silver **Cloud Productivity**, TAP participant Teams Direct Routing – **global launch partner**

Blogg: MSTeamsSWE.se
Twitter: @MartenHellebro
Email: marten.hellebro@cellip.se

Microsoft® MVP Most Valuable Professional

MSTeamsSWE

teamspodden

SUCK SVENSKA UC KLUBBEN

cellip Microsoft Partner Gold Communications

Is Teams voice ready for your organization?

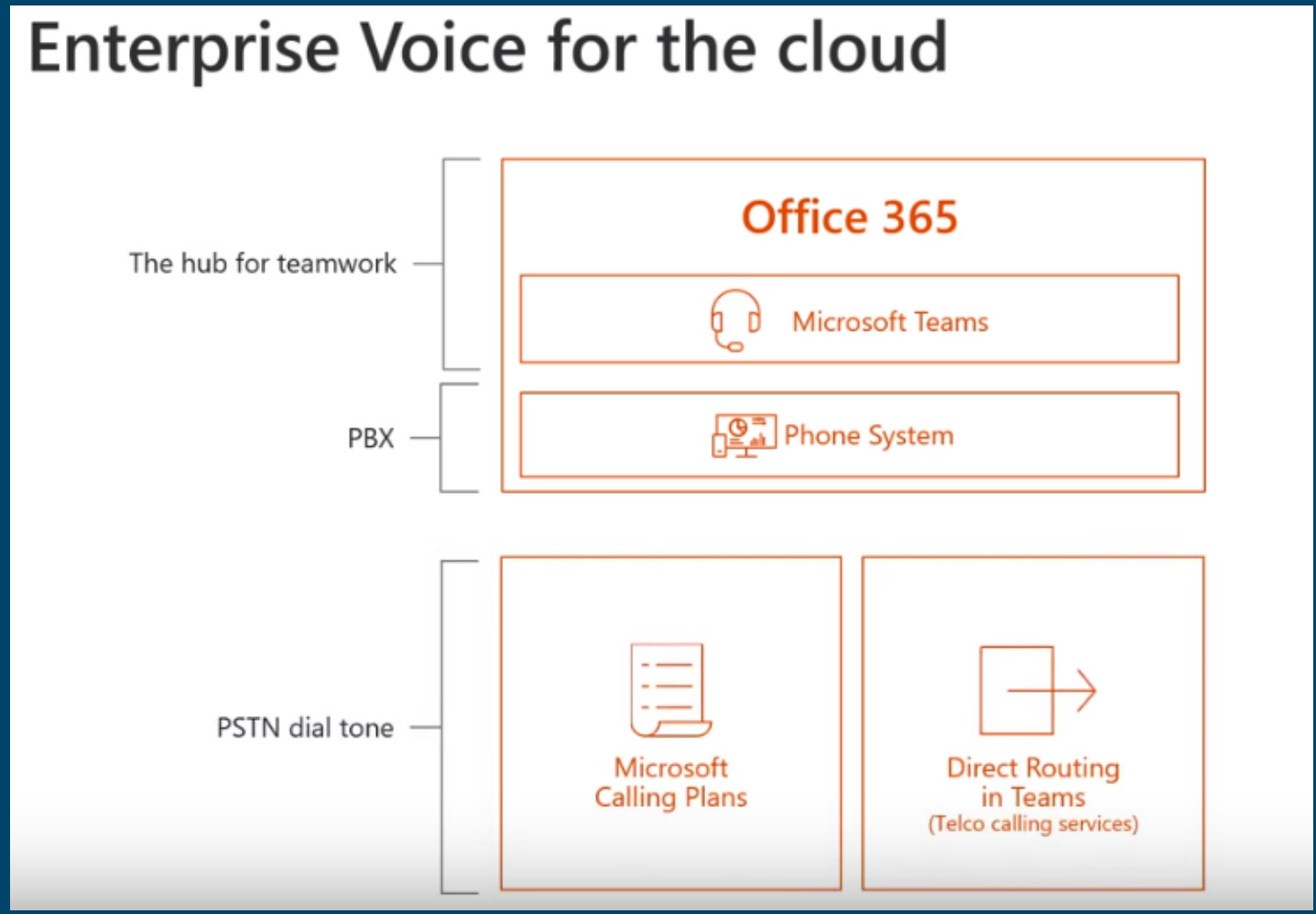
Teams voice

PSTN-access

- Direct Routing
- Calling plans

Licensing

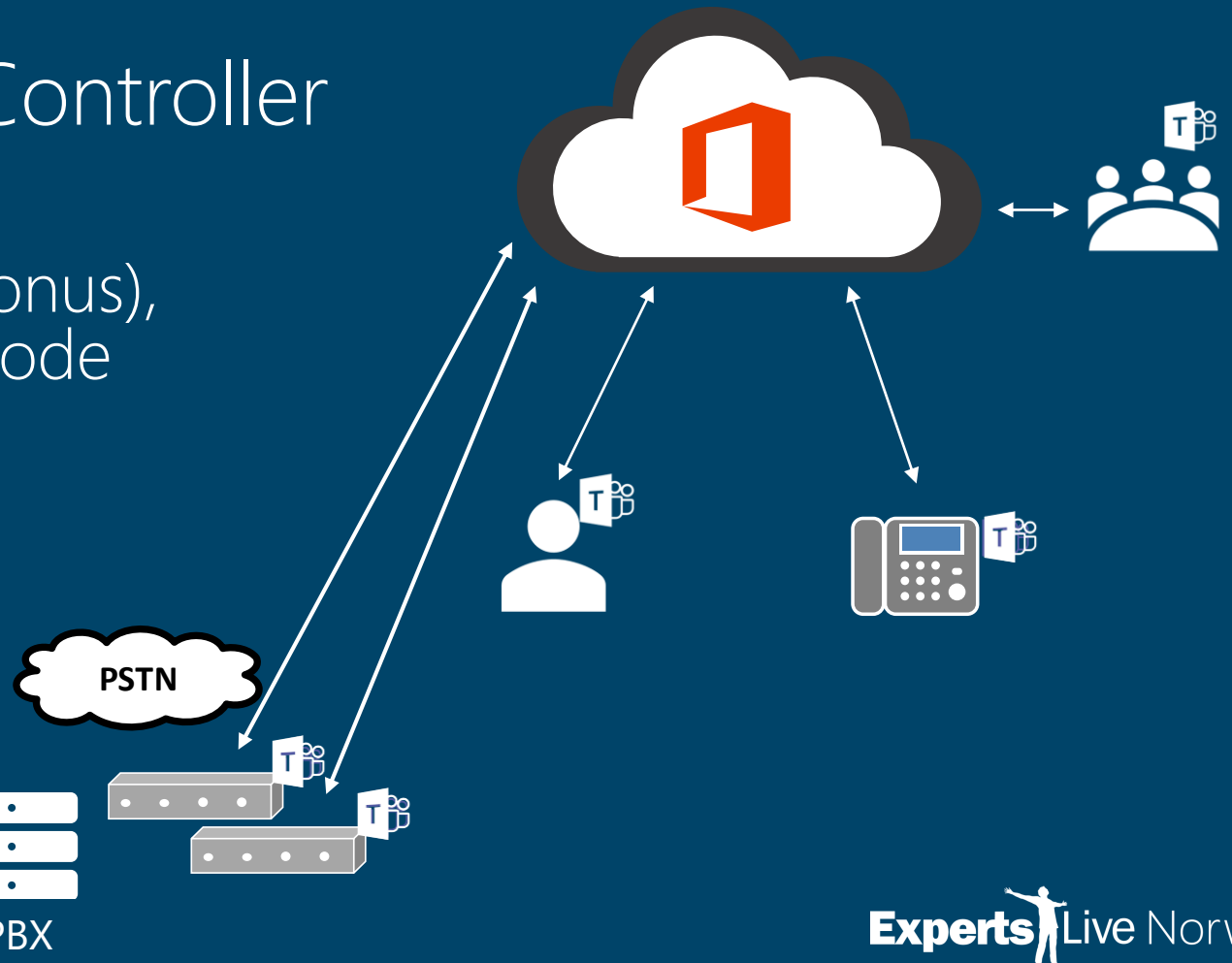
- Phone System
  - E & A-plans



Teams voice

Direct Routing

- SBC - Session Boarder Controller
  - Certified SBC
    - AudioCodes, Ribbon (Sonus), Oracle, Thinktel & Anynode
  - Certificate
  - PSTN access
  - CPE, partner hosted or public cloud
  - PBX integration



Teams voice

Direct Routing, Office 365

- PowerShell – pair the SBC
  - New-CsOnlinePSTNGateway
  - Set-CsOnlinePstnUsage
  - New-CsOnlineVoiceRoute
  - New-CsOnlineVoiceRoutingPolicy

Teams voice

Direct Routing, Office 365

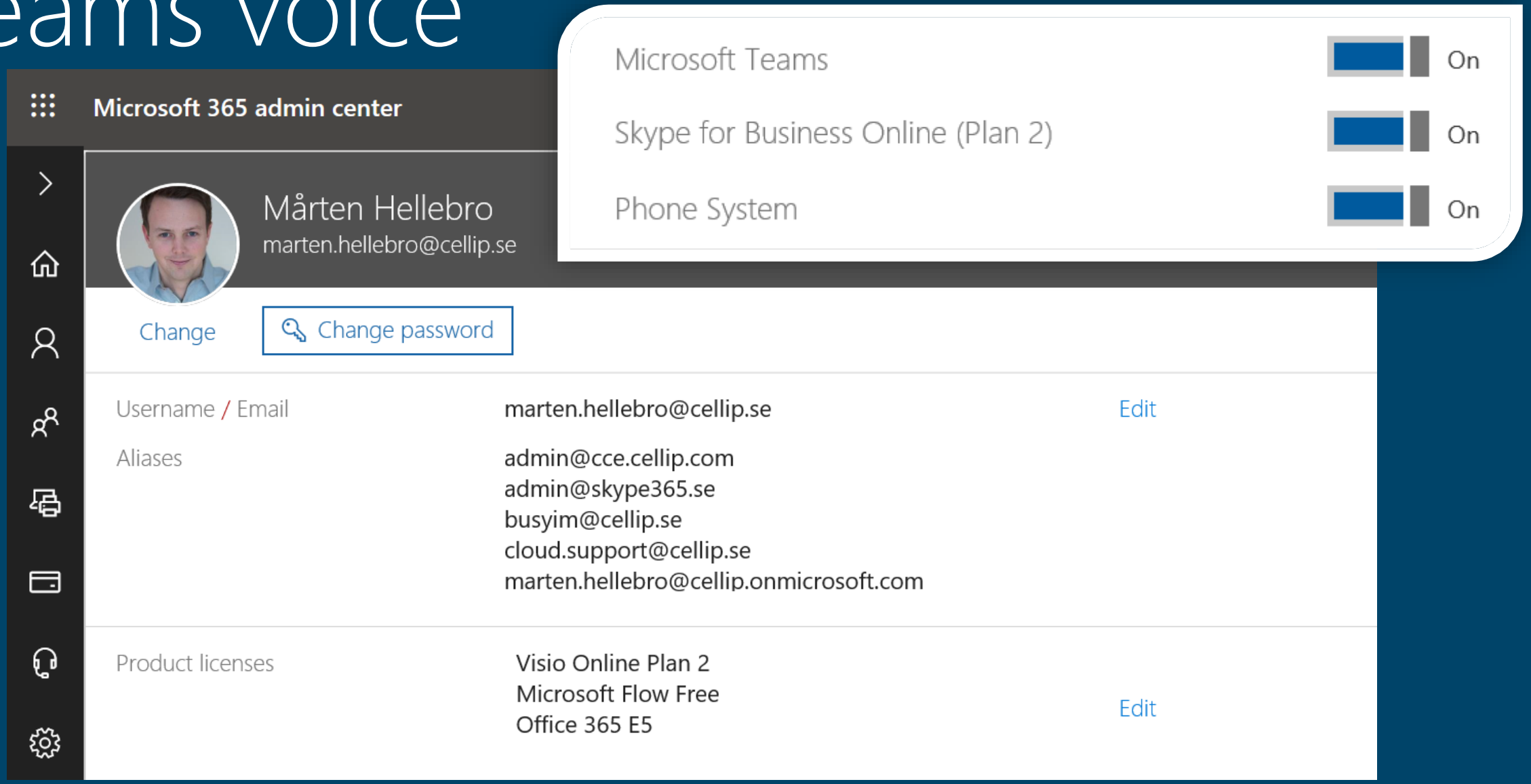
- PowerShell – enable a user
  - Set-CsUser name@domain.com -EnterpriseVoiceEnabled $true -HostedVoiceMail $true OnPremLineURI tel:+47XXXXXXXX
  - Grant-CsTeamsCallingPolicy
  - Grant-CsOnlineVoiceRoutingPolicy

Teams voice

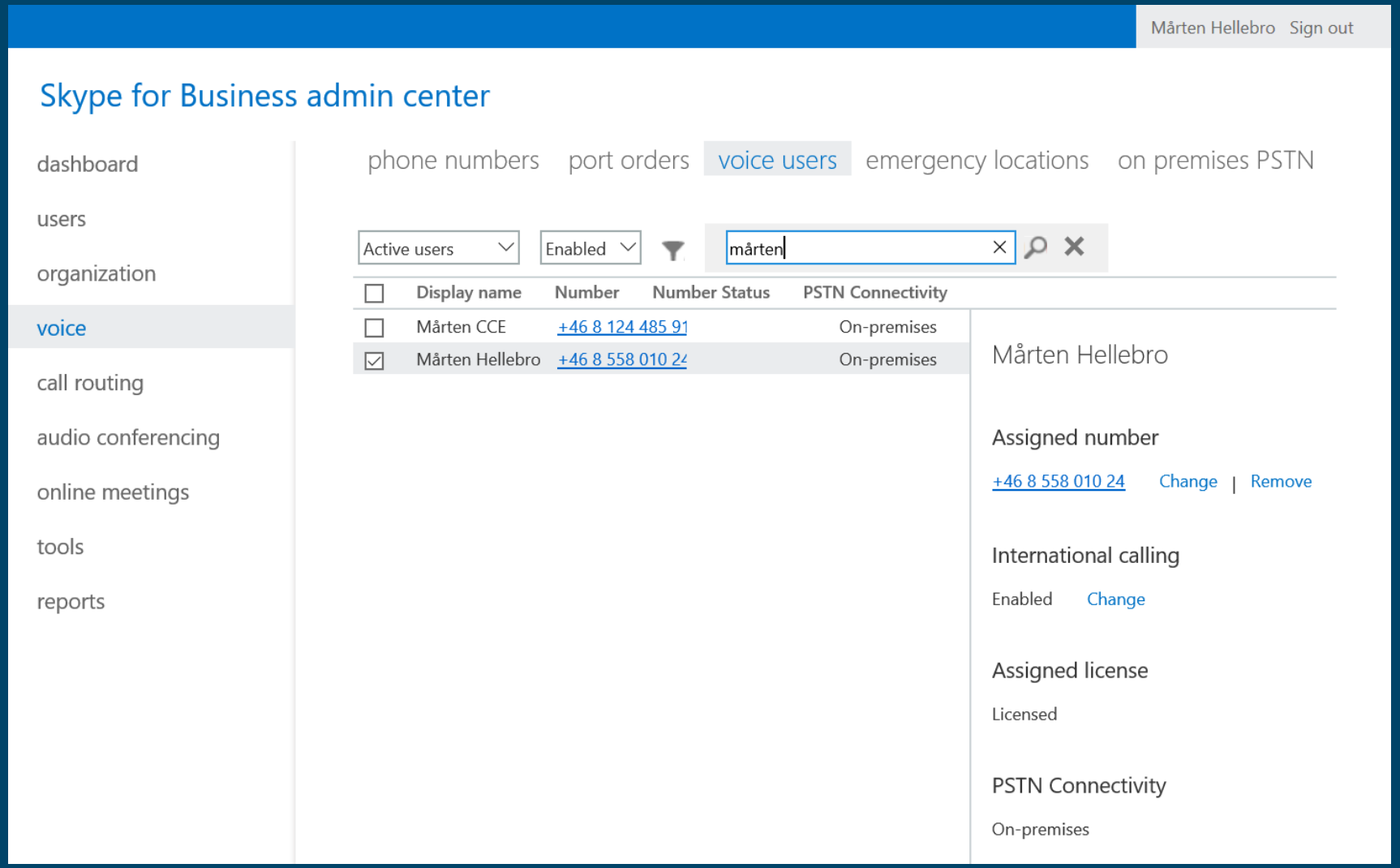
Direct Routing, Office 365

- Licenses and phone number assignment

Teams voice


Microsoft Teams
On
Skype for Business Online (Plan 2)
On
Phone System
On
Microsoft 365 admin center
Mårten Hellebro
marten.hellebro@cellip.se
Change
Change password
Username / Email
marten.hellebro@cellip.se
Edit
Aliases
admin@cce.cellip.com
admin@skype365.se
busyim@cellip.se
cloud.support@cellip.se
marten.hellebro@cellip.onmicrosoft.com
Product licenses
Visio Online Plan 2
Microsoft Flow Free
Office 365 E5
Edit

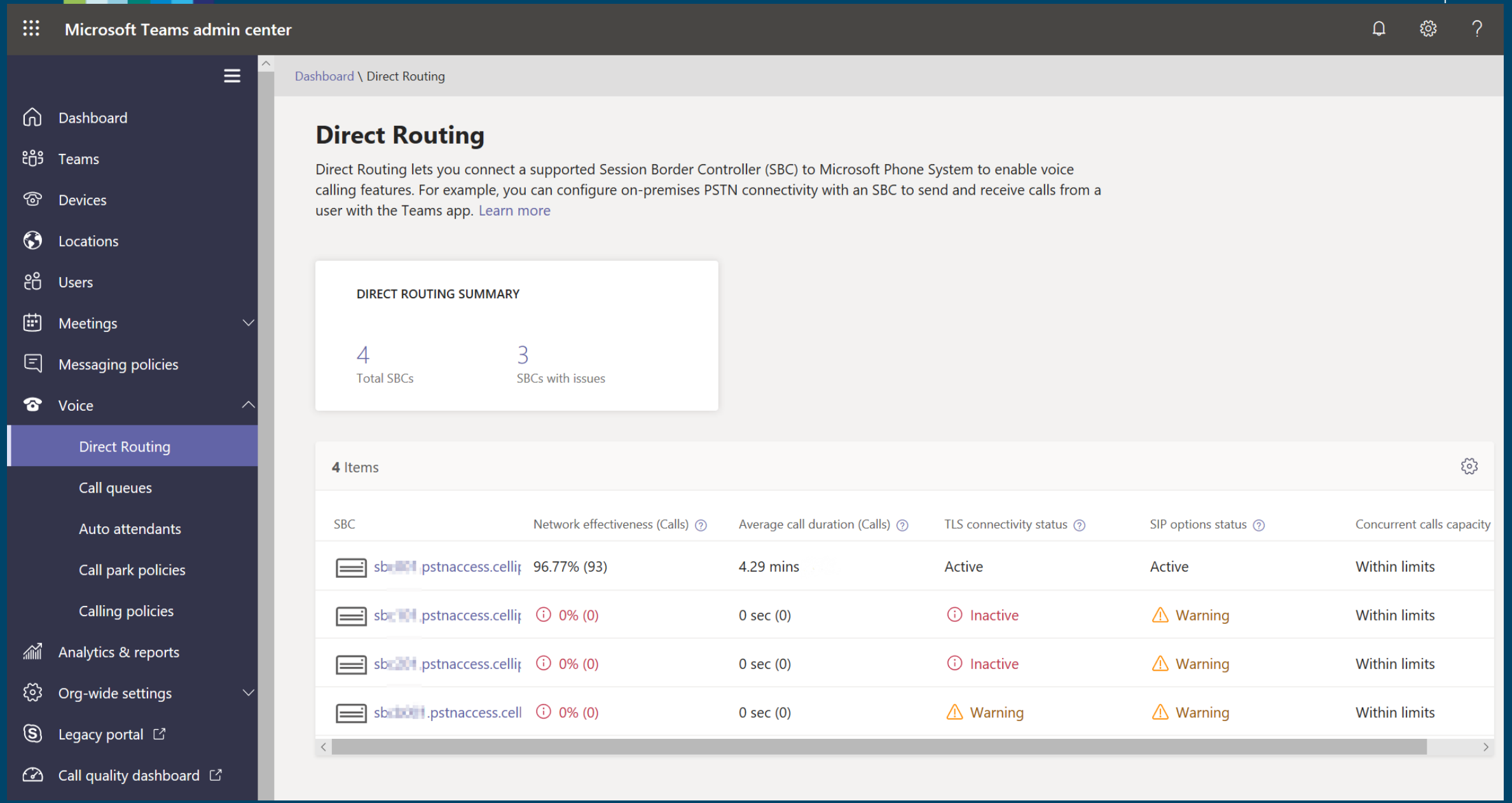
Teams voice


Mårten Hellebro Sign out
Skype for Business admin center
dashboard
users
organization
voice
call routing
audio conferencing
online meetings
tools
reports
phone numbers
port orders
voice users
emergency locations
on premises PSTN
Active users
Enabled
mårten
Display name
Number
Number Status
PSTN Connectivity
Mårten CCE
+46 8 124 485 91
On-premises
Mårten Hellebro
+46 8 558 010 24
On-premises
Mårten Hellebro
Assigned number
+46 8 558 010 24
Change
Remove
International calling
Enabled
Change
Assigned license
Licensed
PSTN Connectivity
On-premises

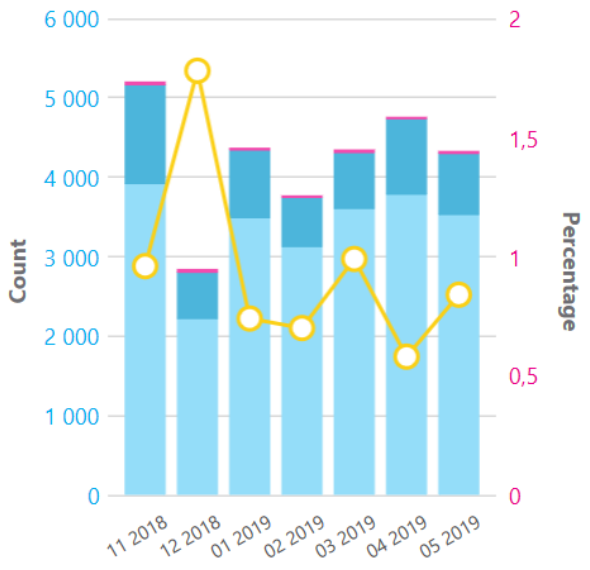
Teams voice

Office 365

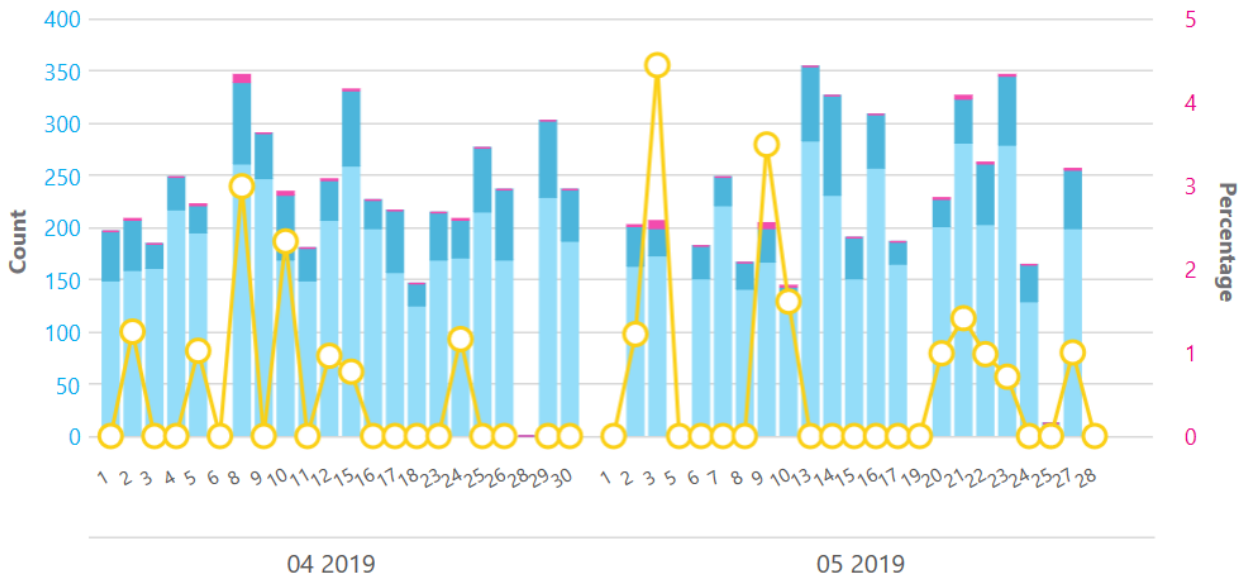
- Monitoring & Call Quality Dashboard


Microsoft Teams admin center
Dashboard
Teams
Devices
Locations
Users
Meetings
Messaging policies
Voice
Direct Routing
Call queues
Auto attendants
Call park policies
Calling policies
Analytics & reports
Org-wide settings
Legacy portal
Call quality dashboard
Dashboard \ Direct Routing
Direct Routing
Direct Routing lets you connect a supported Session Border Controller (SBC) to Microsoft Phone System to enable voice calling features. For example, you can configure on-premises PSTN connectivity with an SBC to send and receive calls from a user with the Teams app. Learn more
DIRECT ROUTING SUMMARY
4
Total SBCs
3
SBCs with issues
4 Items
SBC
Network effectiveness (Calls)
Average call duration (Calls)
TLS connectivity status
SIP options status
Concurrent calls capacity
.pstnaccess.cellip
96.77% (93)
4.29 mins
Active
Active
Within limits
.pstnaccess.cellip
0% (0)
0 sec (0)
Inactive
Warning
Within limits
.pstnaccess.cellip
0% (0)
0 sec (0)
Inactive
Warning
Within limits
.pstnaccess.cell
0% (0)
0 sec (0)
Warning
Warning
Within limits

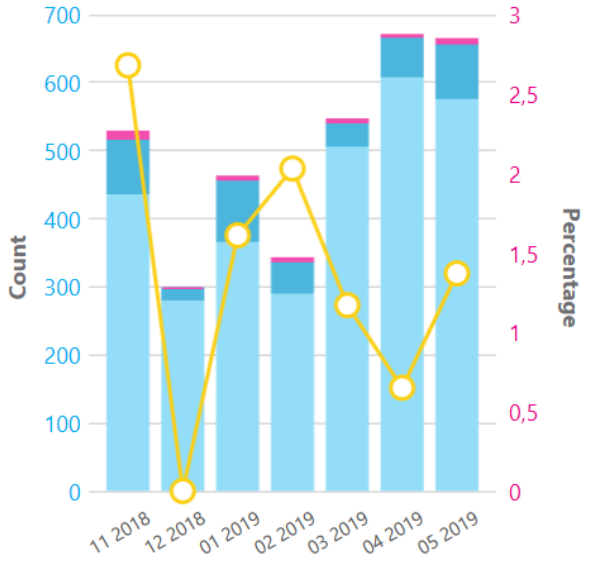
Audio Streams Monthly Trend



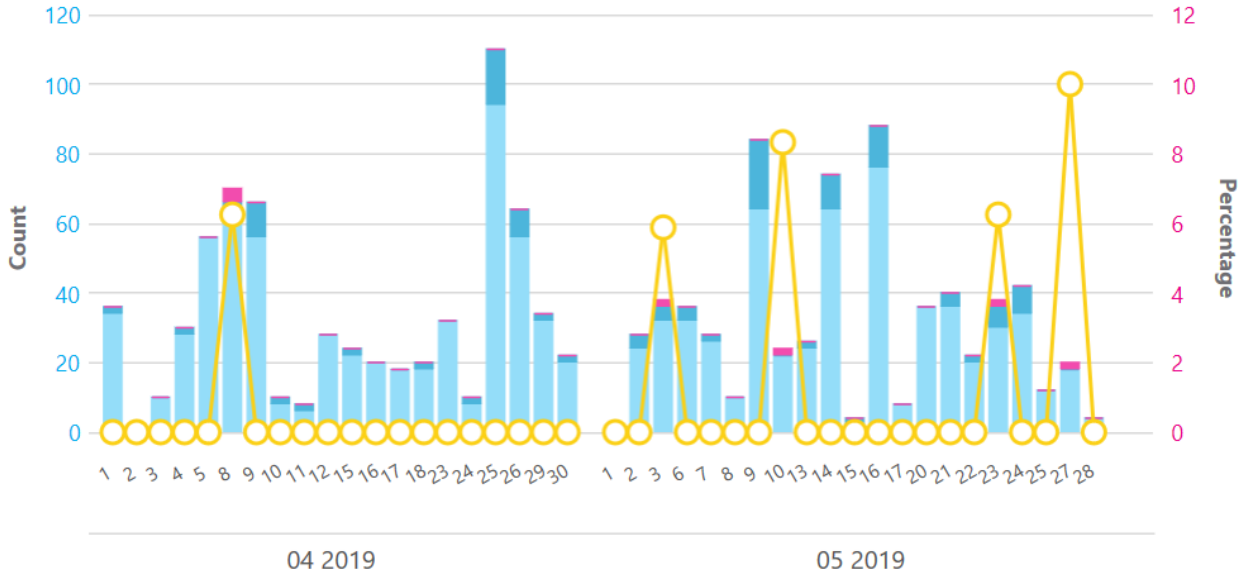
Daily Trend



Server - Client Monthly Trend



Daily Trend



Concurrent calls capacity

Within limits

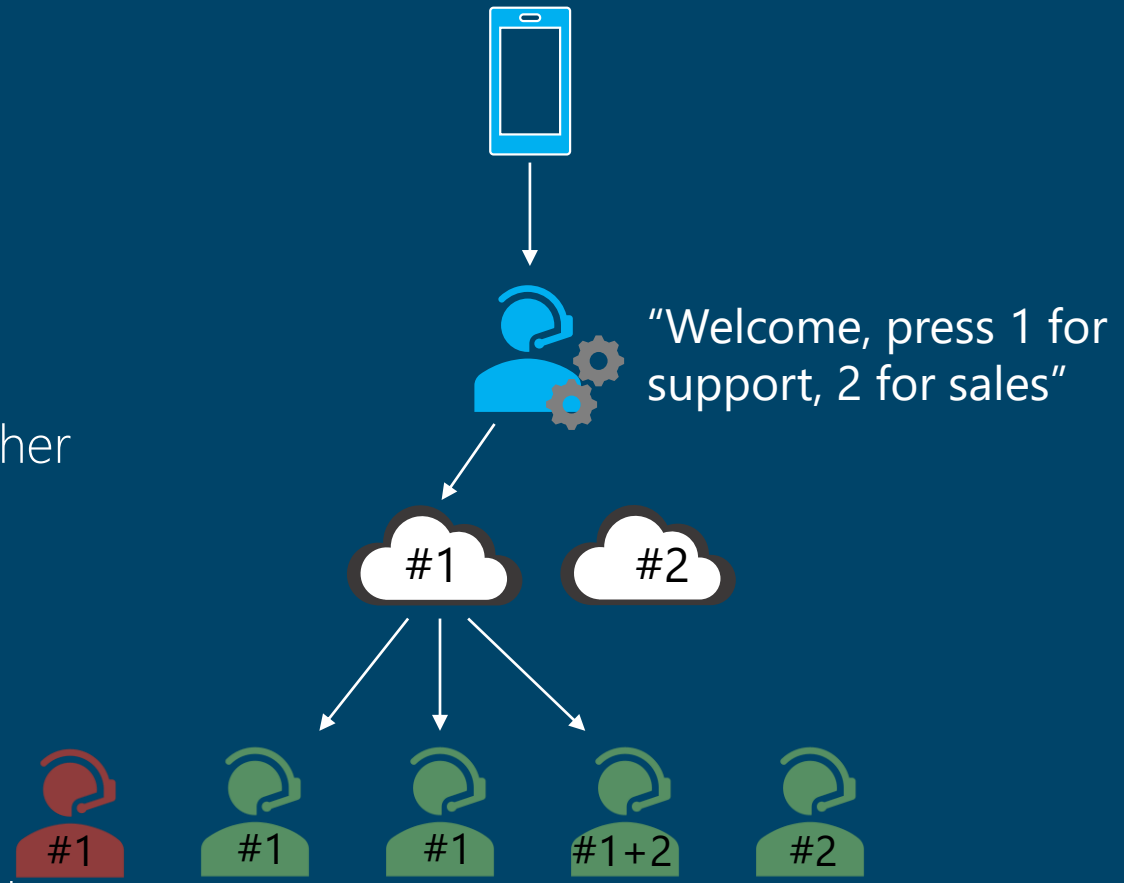
Within limits

Within limits

Within limits

Teams voice

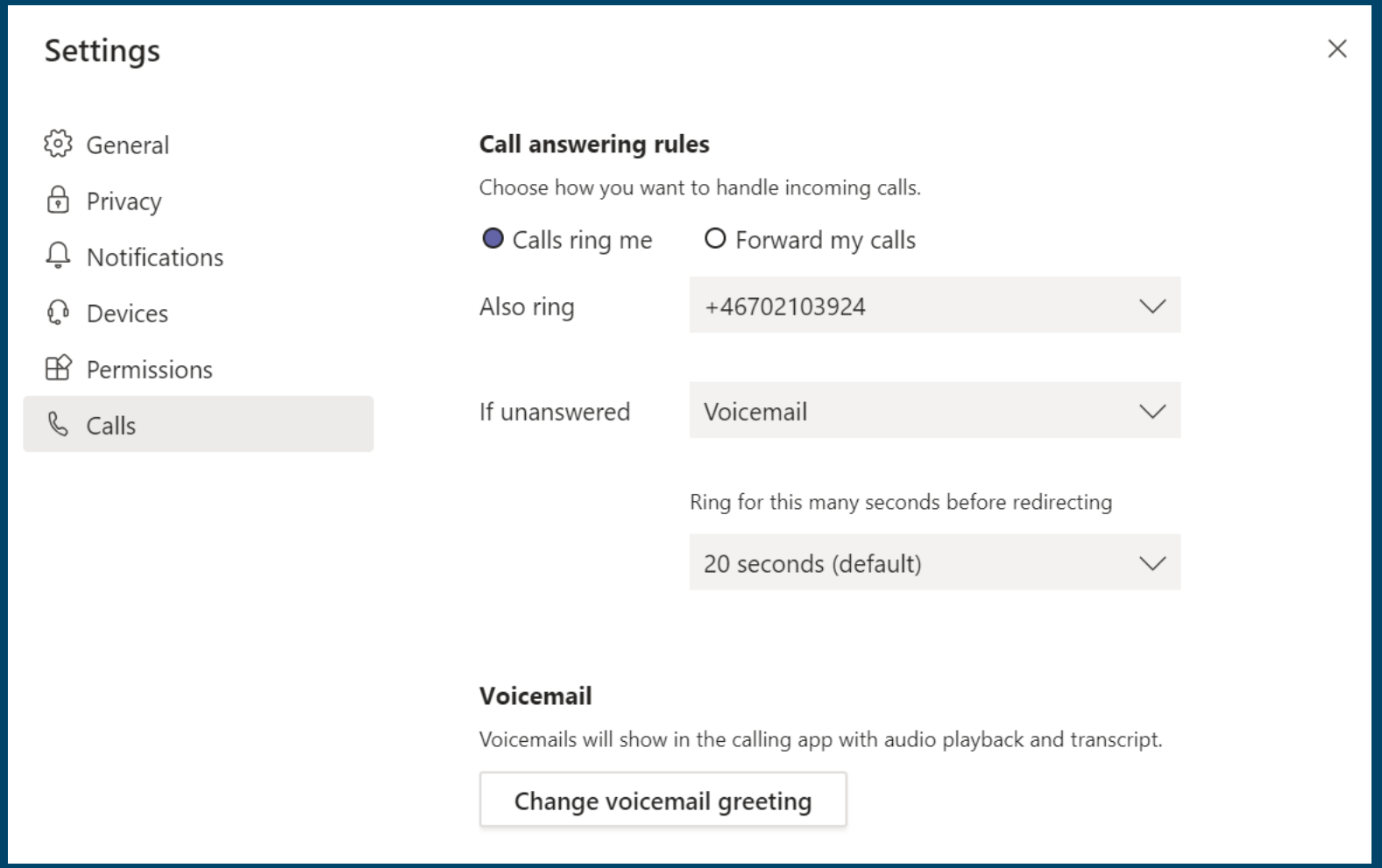
- Call features
  - Auto Attendant
  - Call Queues
  - Group Call Pickup
  - Delegation
    - Place/receive calls on behalf of another
  - Client-side features
    - Call forwarding
    - Simultaneous ring
    - Call group
    - Voice mail
    - Forward, consult
    - Put on hold, now with music on hold
  - Call Park
  - Busy on busy



Teams voice

Call settings

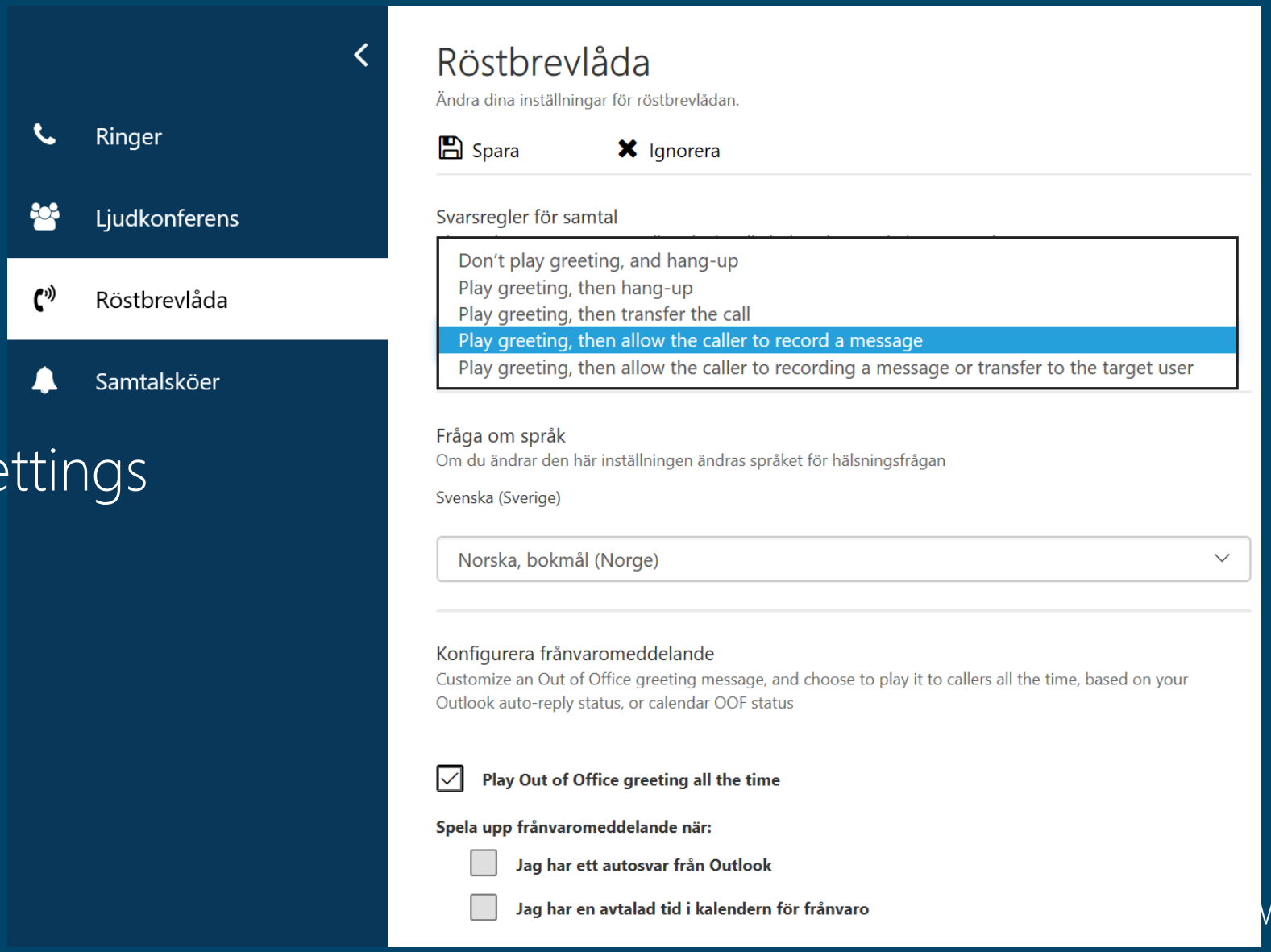
- In Teams



Teams voice

Call settings

- In Teams
- Voice mail
  https://aka.ms/vmsettings



Teams voice

Attendant, switchboard, receptionist

- Awaiting client-side API
- "Teams-ified" Skype-versions
- Skype client for attendants, everyone else using Teams

Call Center

- API available
- Basic functionality

Teams voice

Devices

- Headsets
  - Certified devices
  - Find your favorites, one-size doesn't fit all
  - Call controls
    - Skype client steals controls
- aka.ms/teamsdevices

Teams voice

Devices

- Desk phones
  - Skype vs. Teams phones
    - 3PIP vs. Teams native
    - Teams vs. LPE
    - Upgrade Skype phones by 15 January 2020
- aka.ms/teamsdevices

Teams voice & video

Microsoft Teams Room (MTR) / Skype Room Systems (SRS)

License, Meeting Room

- Microsoft Teams
- Skype for Business Online Plan 2
- Phone System
  - Requires Direct Routing or a Calling Plan
- Audio Conferencing
- Microsoft Intune

- aka.ms/teamsdevices

Is Teams video ready for your organization?

Teams video

- Microsoft Teams Room (MTR) / Skype Room System (SRS)
- Skype enabled conference rooms
- Surface Hub
- Huddle rooms
- External participants
  - Teams web client

Teams video - Traditional video conferencing rooms

For example:

Yealink

lifesize

poly

Polycom

CISCO

TANDBERG

Service providers:

pexip

poly

Polycom

BlueJeans

Teams video

More than

90%

of Fortune 500 companies use VTC systems

Large existing VTC investments

Organizations with existing VTCs want to continue using them - and the market is growing at 6% CAGR.

Driving towards cloud deployments

Large enterprises have comprehensive and strict IT requirements and policies for data privacy and ownership – but Teams open up for cloud deployments.

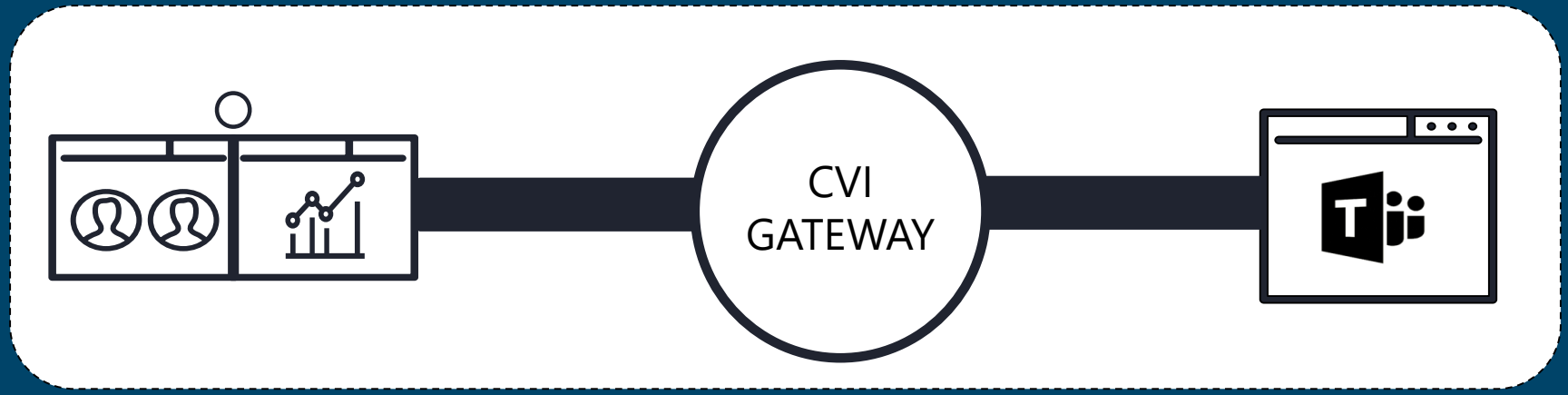
Geographically distributed

These organizations operate over many locations and time zones, so a flexible cloud solution is key.

Teams video

What is Cloud Video Interop?

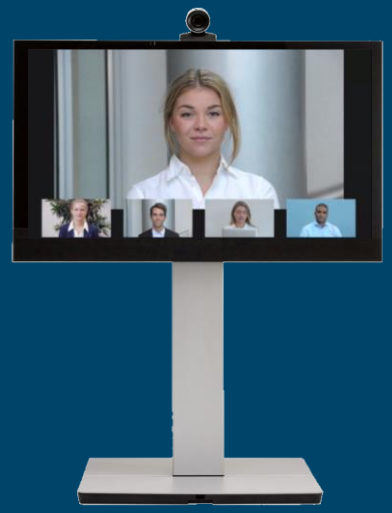
Cloud Video Interop (CVI) is a Microsoft Qualified third-party solution that enables third-party meeting rooms (telepresence) and personal video devices (VTCs) to join Microsoft Teams meetings.



Cloud Video Interop maintains a native user experience

Native video endpoint UX

- High quality video and optimised video conference layout
- Bi-directional content sharing with native resolution
- Support dual screen display for presentation viewing/sharing



Microsoft Teams native UX

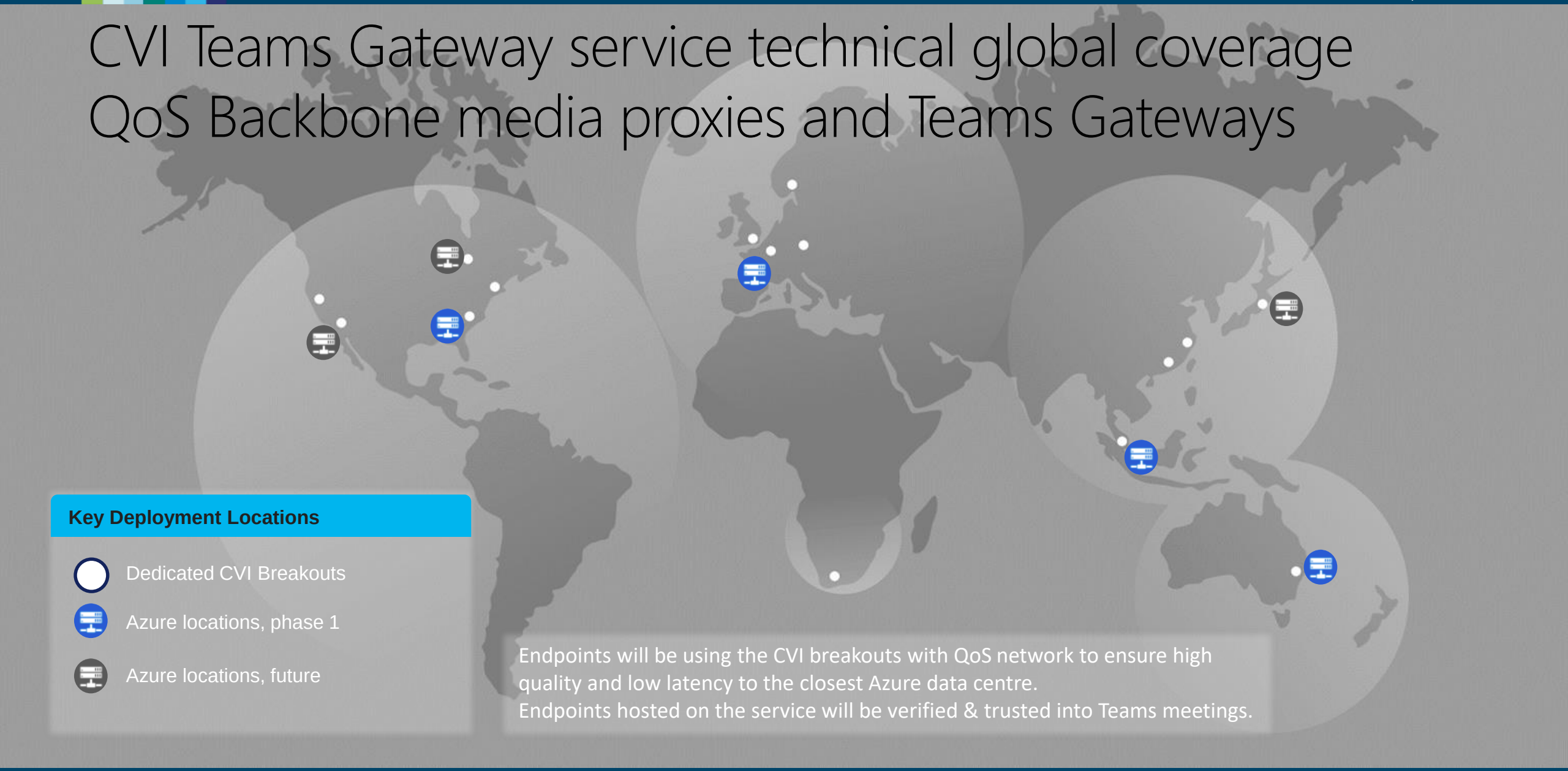
- Video endpoints appears as any other Teams participant
- Video endpoint sharing content like any other Teams participant

Teams video

Is Cloud Video Interop for me?

- If you have a large deployment of meeting room devices and personal video devices that are not qualified for direct integration with Microsoft Teams
- Would like to maximise existing investments in VTCs
- Have a strong user-experience with VTCs
- Transitioning from Skype for Business on-prem to Microsoft Teams

CVI Teams Gateway service technical global coverage
QoS Backbone media proxies and Teams Gateways

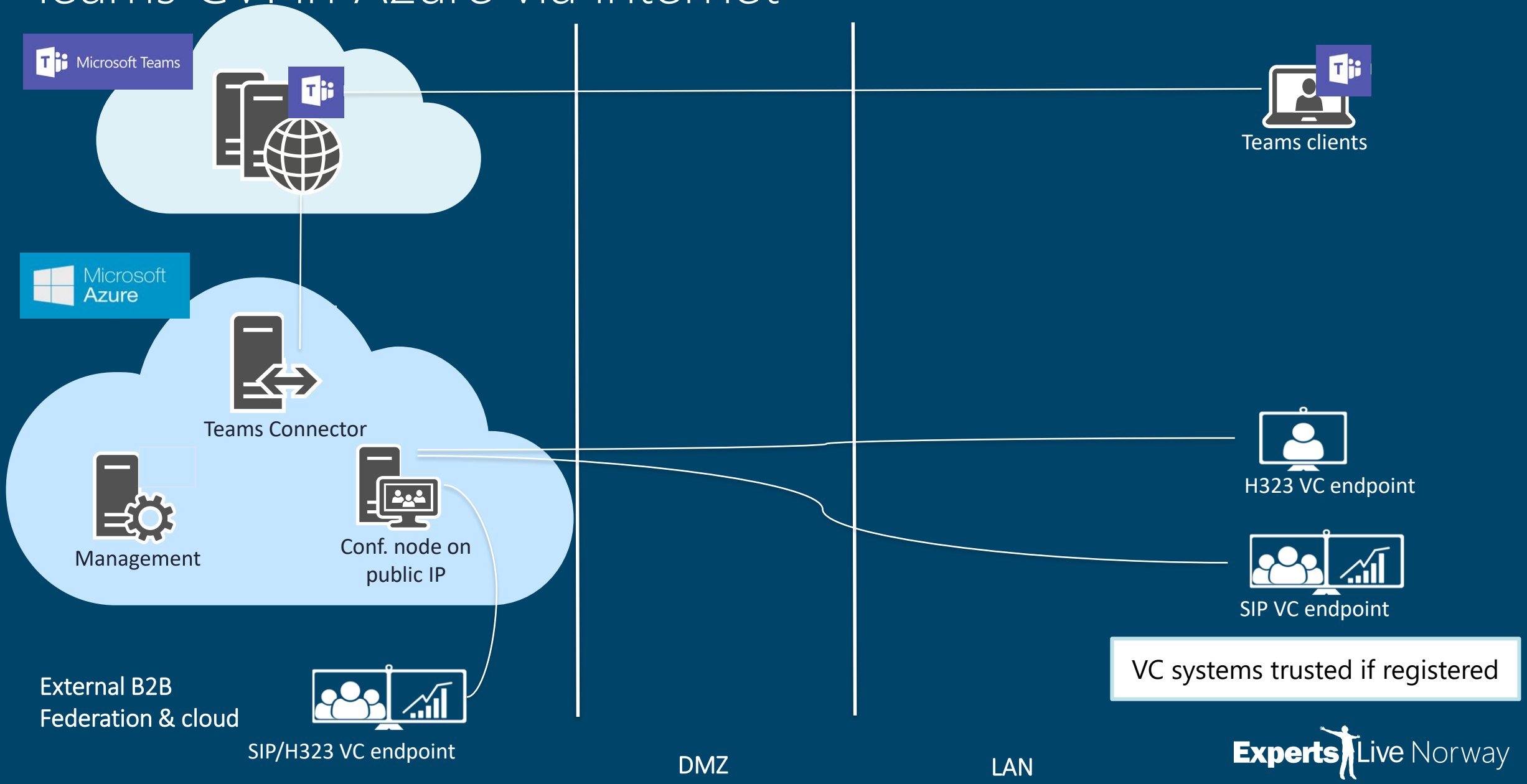


Key Deployment Locations

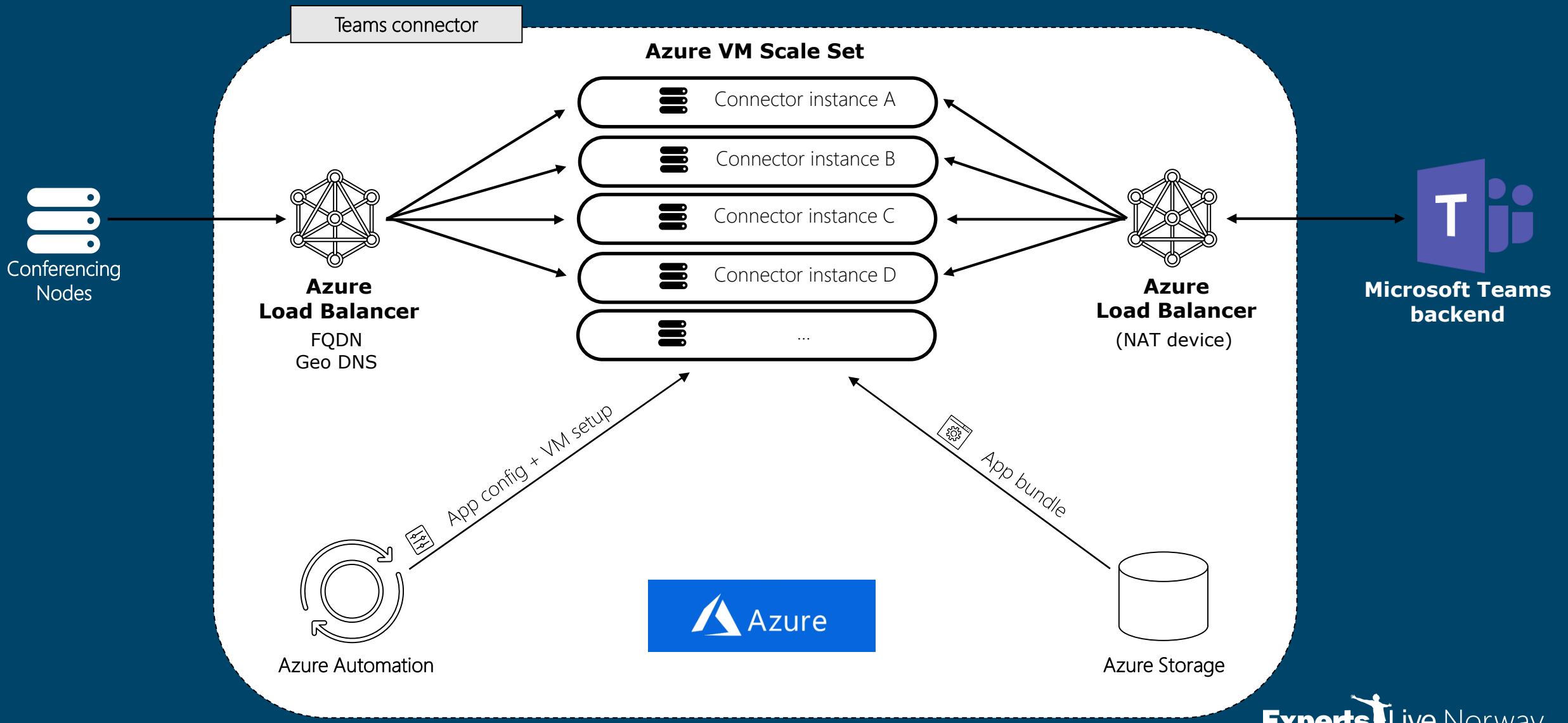
- Dedicated CVI Breakouts
- Azure locations, phase 1
- Azure locations, future

Endpoints will be using the CVI breakouts with QoS network to ensure high quality and low latency to the closest Azure data centre.
Endpoints hosted on the service will be verified & trusted into Teams meetings.

Teams CVI in Azure via internet

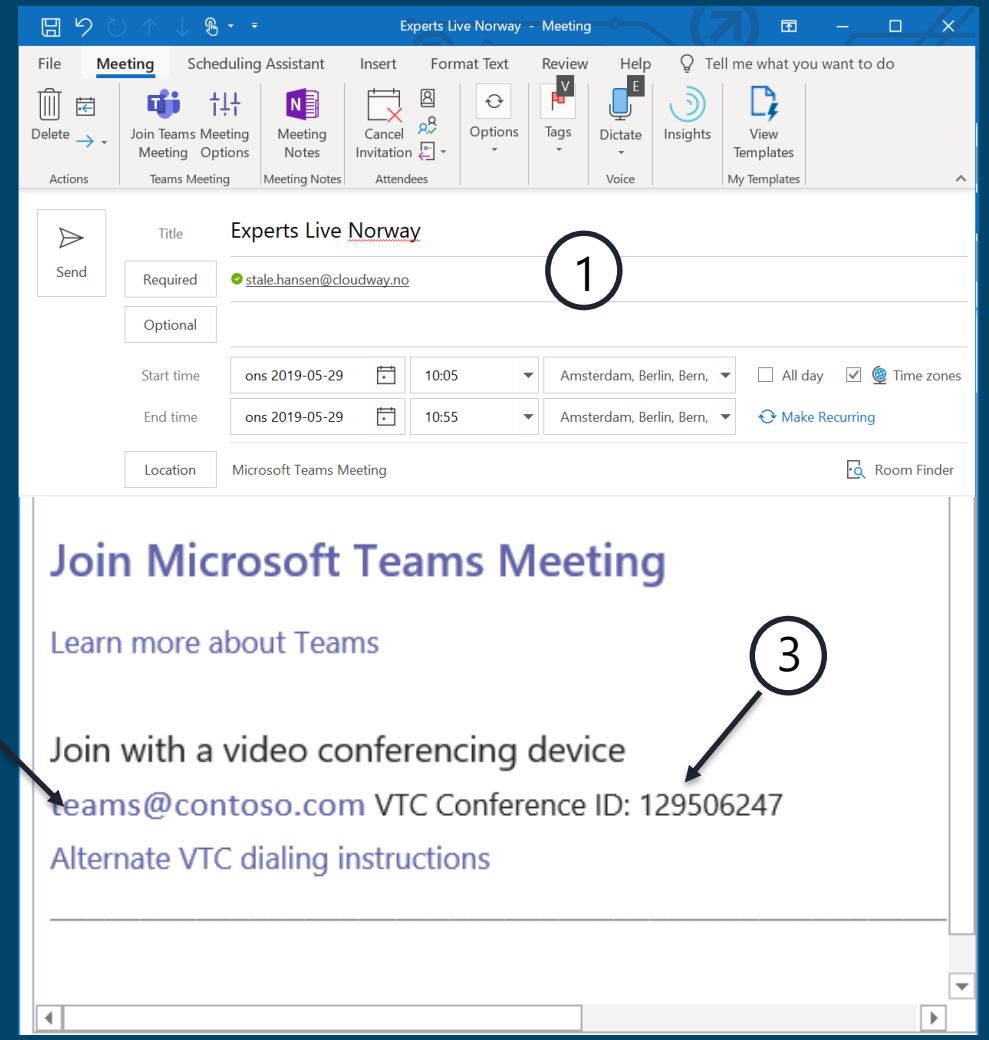


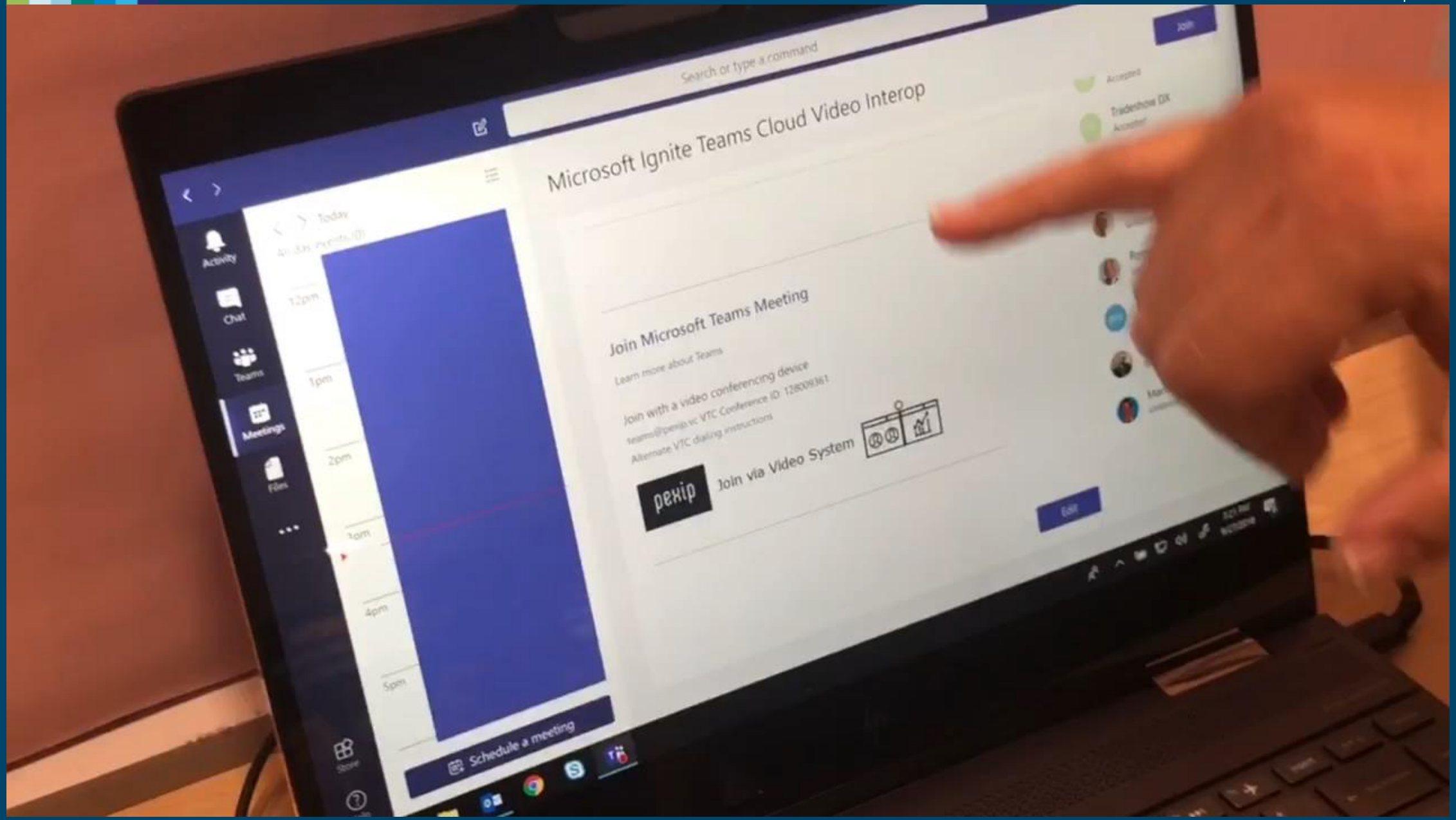
Architecture overview connector in Azure



Standardise the Join experience

1. Schedule a Teams meeting using Outlook or Teams client
2. Dial video endpoint into virtual reception using URI
3. Enter *Conference ID* on the video endpoint




Search or type a command
Microsoft Ignite Teams Cloud Video Interop
Join Microsoft Teams Meeting
Learn more about Teams
Join with a video conferencing device
Alternate VTC dialing instructions
Join via Video System
pexip
Activity
Chat
Teams
Meetings
Files
Today
12pm
1pm
2pm
3pm
4pm
5pm
Schedule a meeting
Store

So, is Teams Voice and Video ready for your organization?

- Now that you know what Teams is capable of, its up to you to make the decision if your organization is ready or not.

Thank You!

Platinum

Microsoft

Gold

audiocodes

Silver

au2mator

pexip

Jabra

logitech