Voice Scenario and Integration Concepts - Operator Connect

Dave Jennings
**Principal Program Manager,
Microsoft Teams**

Agenda

Teams Phone Overview

Voice Integration Concepts with Operator Connect

Planning for Dynamic 911

Advanced Voice Applications

Operator Connect Device Considerations

Deploying Operator Connect

Microsoft Teams Voice Overview

Replace your traditional PBX with Microsoft Teams Voice

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.
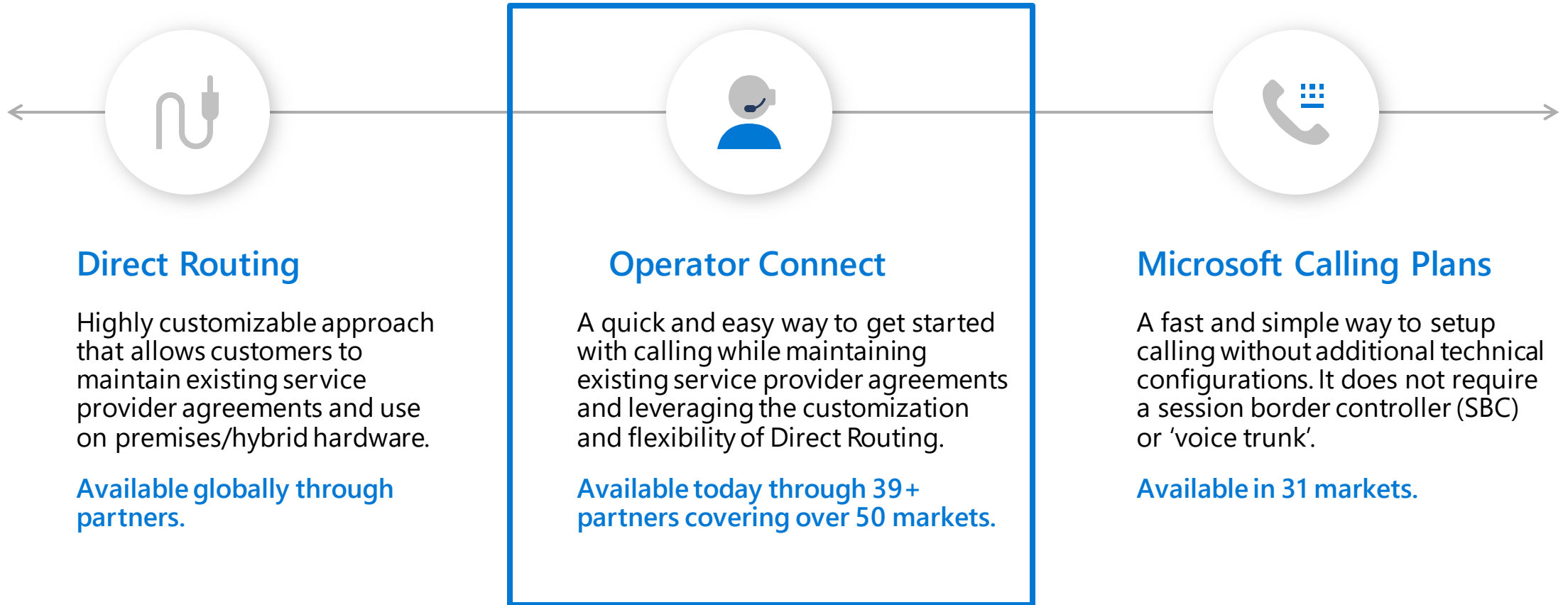
Scale globally

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 Teams Phone, Calling Plans, Operator Connect and/or Direct Routing.
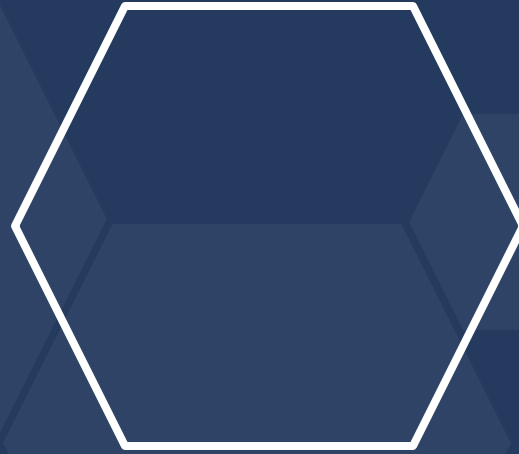
Customer Choice at the Center of Teams Phone Enablement

Microsoft meets your customers' diverse needs with flexible and simple options to bring calling to Teams. There are now three options for enabling Teams Phone.

Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Available globally through partners.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of Direct Routing.

Available today through 39+ partners covering over 50 markets.

Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in 31 markets.

Teams Operator Connect

Operator Connect for Microsoft Teams

Simply and seamlessly enable calling in Microsoft Teams using your existing telecom operator

Bring your own telecom operator
Maintain your operator contracts and relationships, while providing users a modern calling experience in Teams.

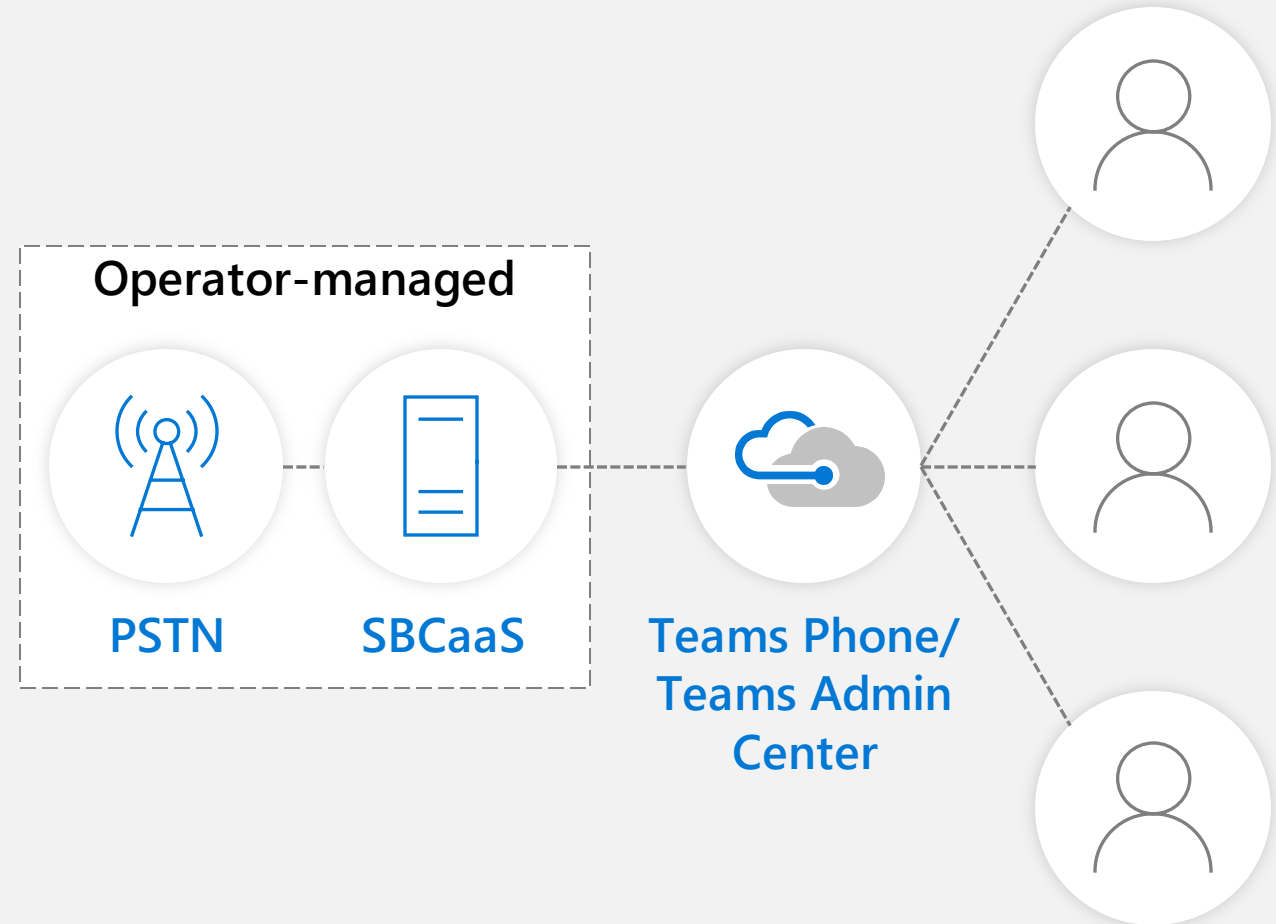**Setup in minutes; simplify provisioning and management**
Establish the connection to your operator, provision users, and assign phone numbers from the Teams admin center.

Save on infrastructure purchase and management
Manage call control in the cloud with Teams Phone, eliminating need to purchase and maintain equipment.

Feel confident with enterprise-grade reliability and support
Operators provide technical support and service level agreements, and direct peering powered by Azure creates a 1:1 network connection to enhance resilience.

Operator-managed

PSTN   SBCaaS

Teams Phone/ Teams Admin Center

https://aka.ms/OperatorConnect

Operator Connect Conferencing

Add telecom operator dial-in numbers to a Microsoft Audio Conferencing bridge

Bring your own telecom operator
Maintain your preferred telecom operator contracts and relationships as you migrate to the cloud

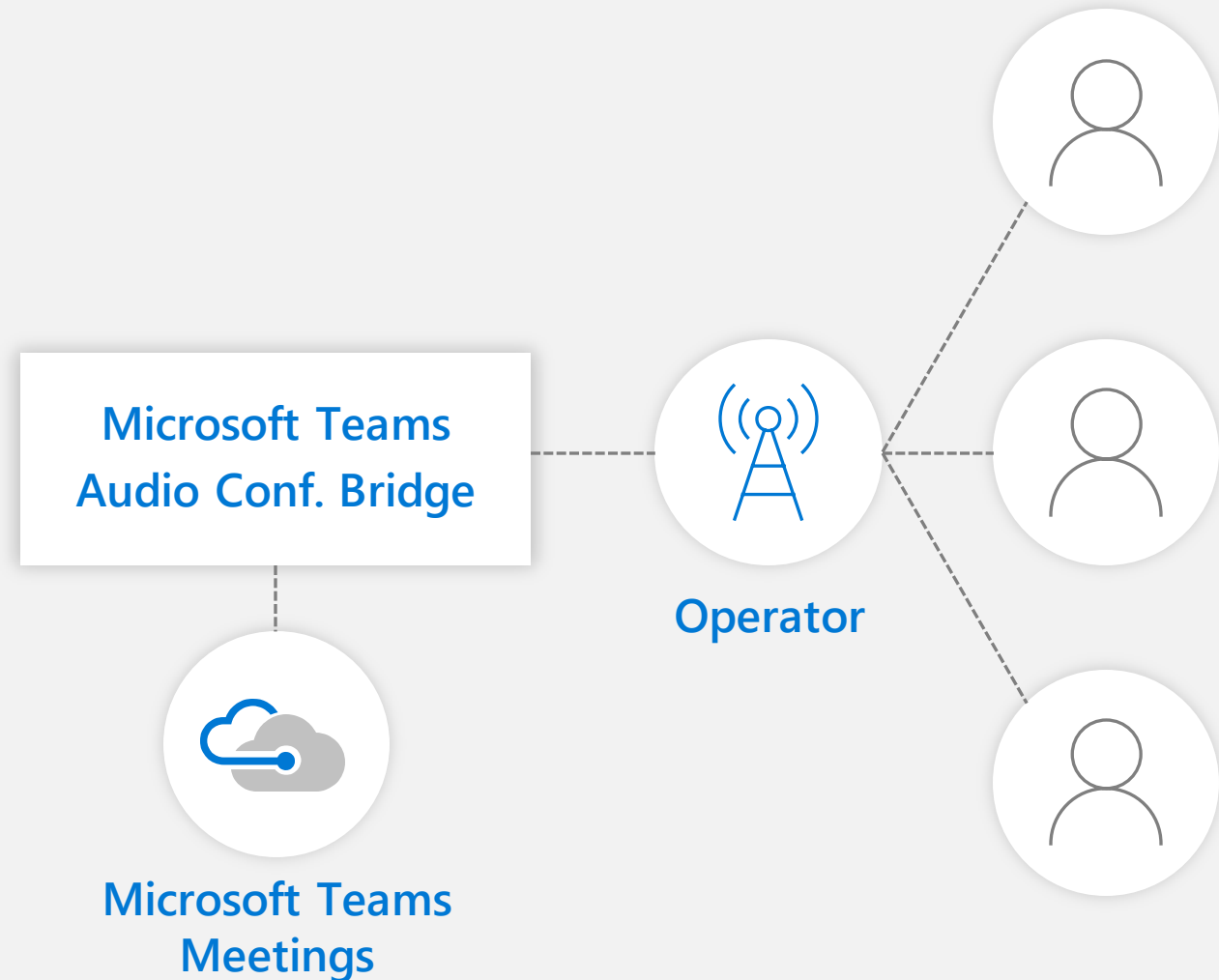**Variety of telecom operators available at your fingertips**
Establish the connection to your operator, provision users, and assign phone numbers from the Teams admin center

Expanded geographic dial-in coverage
Manage call control in the cloud with Phone System, eliminating need to purchase and maintain equipment

Feel confident with enterprise-grade reliability & support
The tight partnership with operator partners provides enhanced technical support and service-level agreements to address reliability

Microsoft Teams Audio Conf. Bridge

Operator

Microsoft Teams Meetings

https://aka.ms/OperatorConnectConferencing

Operators

Here you can manage partnerships with phone number providers. You can only acquire phone numbers from providers you have established partnership with. Learn more

Operator summary

43
All operators

0
My operators

[All Operators] [My Operators]

United ⌄   Calling, Audio conferencing ⌄

Select all 193   Clear

☐ United Arab Emirates

☐ United Kingdom

☑ United States

193 of 193 selected

TelePacific

✓ Calling,
✓ Audio conference

Served regions
USA, Canada, +3 more

Offer details ⧉

ODAA Corp.

Available products
✓ Calling

Served regions
Albania

Offer details ⧉

Touch Global

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ViviTech Comm

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ATP

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SunTech

Available products
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Albania

Offer details ⧉

Available products
✓ Calling,
✓ Audio conference

Served regions
Belgium

Offer details ⧉

Navigation sidebar

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  - Direct Routing
  - Voice routing policies
  - Call queues
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- Org-wide settings
- Planning
- Call quality dashboard ⧉

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Unites States of America ⌄   Calling, Audio conferencing ⌄

☑ Calling
☐ Audio conferencing

Contoso Telecom

Available products
✓ **Calling,**
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Served regions
USA, Canada, +3 more

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Teams Phone for Mobile

Simply and Seamlessly Enable SIM-Enabled Unified Calling in Microsoft Teams Using Your Existing Mobile Telecom Operator

Bring Your Own Mobile Operator
Utilize a single SIM-enabled number as your unified number to support all mobile and calling scenarios directly through Teams.

Variety of Mobile Telecom Operators Available at Your Fingertips
Establish connection to your mobile operator via the Teams admin center by leveraging the same familiar Operator Connect experience to provision users and assign phone numbers directly.

Converged Fixed-Mobile Communication Flexibility
Enable flexible communication and collab scenarios through leveraging your mobile phone's native dialer, seamlessly moving calls across networks/devices; enhancing with collaboration (e.g. adding video to an existing call (via VoIP) directly and natively through Teams.

**Coming Soon

Mobile Operator-managed

PSTN   Mobile Network

Teams Phone/ Teams Admin Center
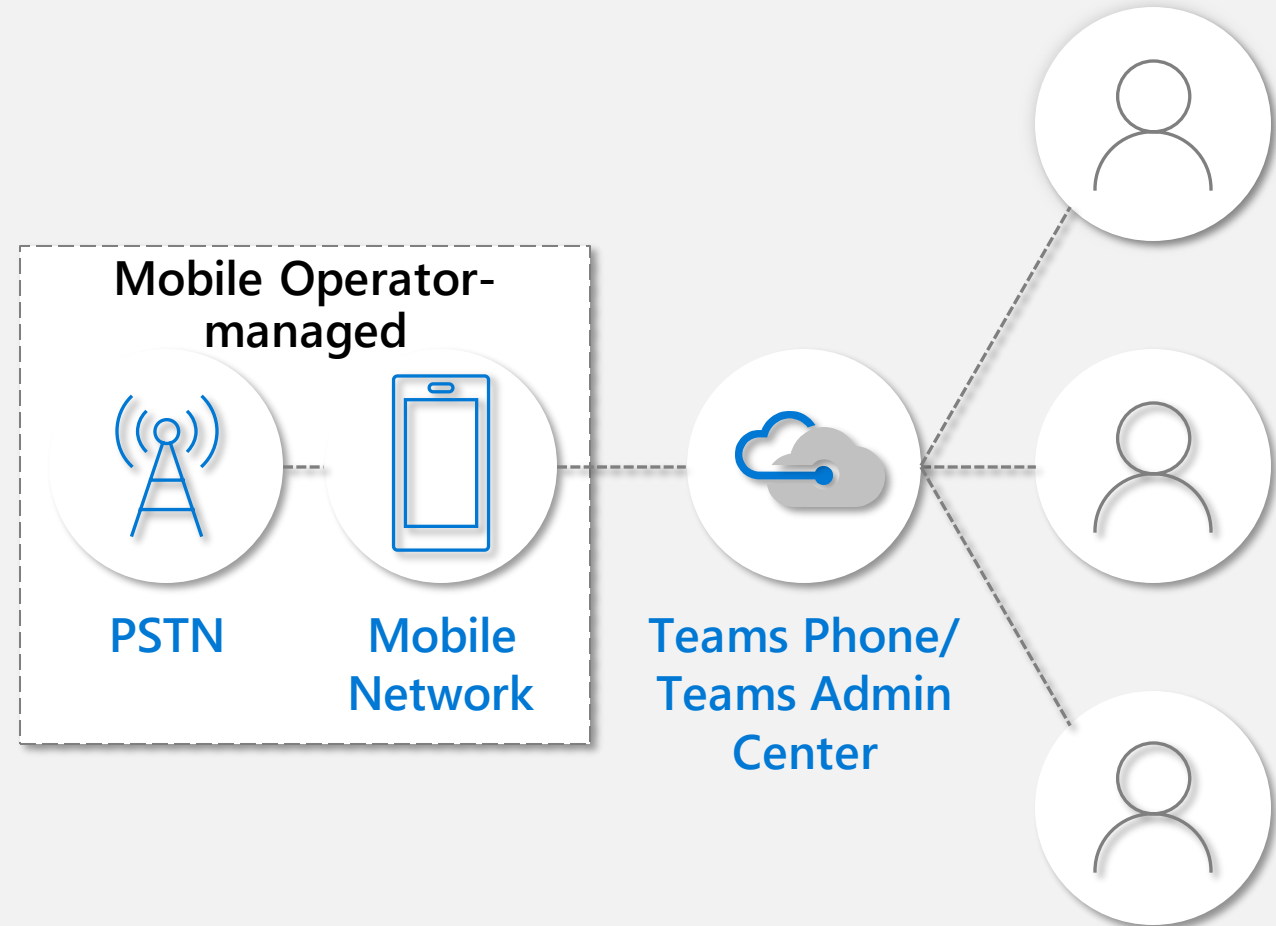
**Initial partners at launch

BT   ROGERS FOR BUSINESS   swisscom   Telia   verizon✓

https://aka.ms/OperatorConnect

https://techcommunity.microsoft.com/t5/microsoft-teams-blog/highlights-from-enterprise-connect-2022-new-microsoft-teams/ba-p/3263176

Dynamic Emergency Calling

Overview: Dynamic Emergency Calling

Route emergency calls based on the known location of the Teams client

Call Routing Service included for Calling Plan Users

Direct Routing users must obtain additional service [Emergency Routing Service Providers – see https://aka.ms/dr-sbc]

Direct Routing can also leverage Emergency Location Identification Number [ELIN] gateways [upcoming support – see https://aka.ms/dr-sbc]

Configure security desk notifications

Legislation: Dynamic Emergency Calling (source FCC)

Federal Communications Commission

Browse by **CATEGORY** | Browse by **BUREAUS & OFFICES** | Search

About the FCC | Proceedings & Actions | Licensing & Databases | Reports & Research | News & Events | For Consumers
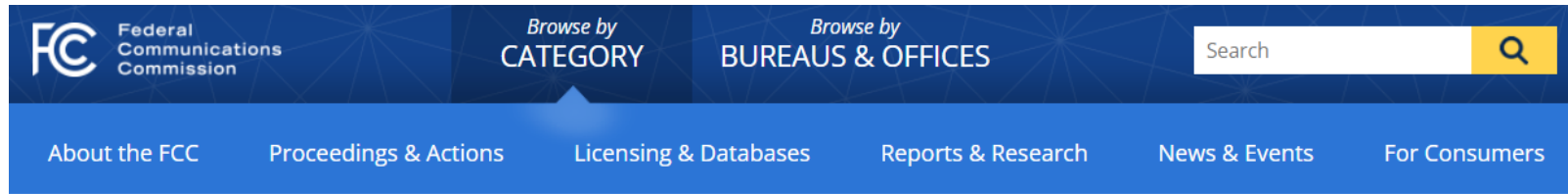
Home / Public Safety / Policy and Licensing Division / 911 Services /

Multi-line Telephone Systems – Kari's Law and RAY BAUM'S Act 911 Direct Dialing, Notification, and Dispatchable Location Requirements

911 Services

Annual 911 Fee Reports

911 Strike Force

911 Master PSAP Registry

Dispatchable Location

PSAP Text-to-911 Readiness and Certification Form

Task Force on Optimal Public Safety Answering Point Architecture (TFOPA)

Indoor Location Accuracy Timeline and Live Call Data Reporting

In August 2019, the Commission adopted rules implementing two federal laws that strengthen emergency calling: Kari's Law and Section 506 of RAY BAUM'S Act.

Kari's Law – Direct Dialing and Notification for MLTS

Kari's Law is named in honor of Kari Hunt, who was killed by her estranged husband in a motel room in Marshall, Texas in 2013. Ms. Hunt's 9-year-old daughter tried to call 911 for help four times from the motel room phone, but the call never went through because she did not know that the motel's phone system required dialing "9" for an outbound line before dialing 911.

Congress responded by enacting Kari's Law in 2018. Kari's Law requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS), which are typically found in enterprises such as office buildings, campuses, and hotels. The statute provides that these requirements take effect on February 16, 2020, two years after the enactment date of Kari's Law. In addition, Kari's Law and the federal rules are forward-looking and apply only with respect to MLTS that are manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020.

Under the statute and the Commission's rules, MLTS manufacturers and vendors must pre-configure these systems to support direct dialing of 911—that is, to enable the user to dial 911 without having to dial any prefix or access code, such as the number 9. In addition, MLTS installers, managers, and operators must ensure that the systems support

https://www.fcc.gov/mlts-911-requirements

Dynamic Emergency Calling Configuration Components

Trusted IP's
Identify Corporate Network Connected Clients

Location Information Service (LIS)
Dynamically Determine Emergency Address

- Emergency Addresses and Locations
- LIS Network Identifiers
  - Subnet
  - Port
  - Switch
  - Wireless Access Point

Teams Emergency Policies
User or Site Assignment

- CsTeamsCallingPolicy:
Service Desk Notification
- CsTeamsCallRoutingPolicy:
Routing of Calls for Direct Routing

Network Configuration:
Dynamically Assign Emergency Policies

- Region
- Site
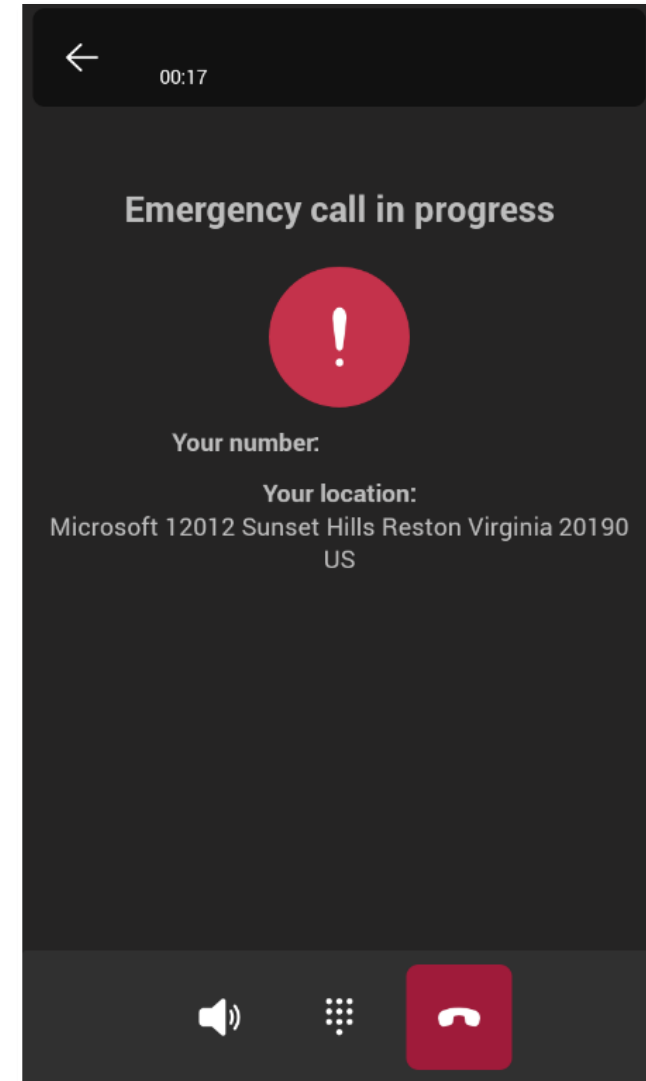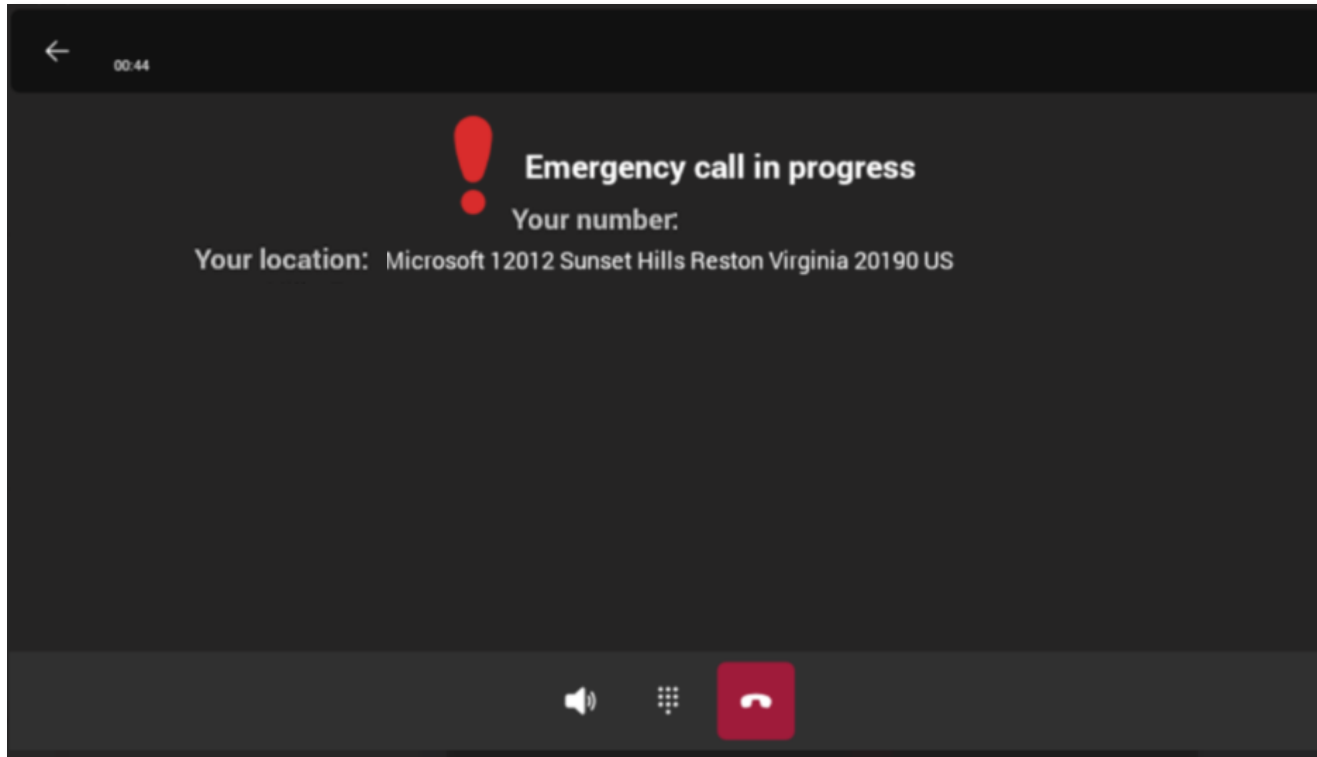- Subnet

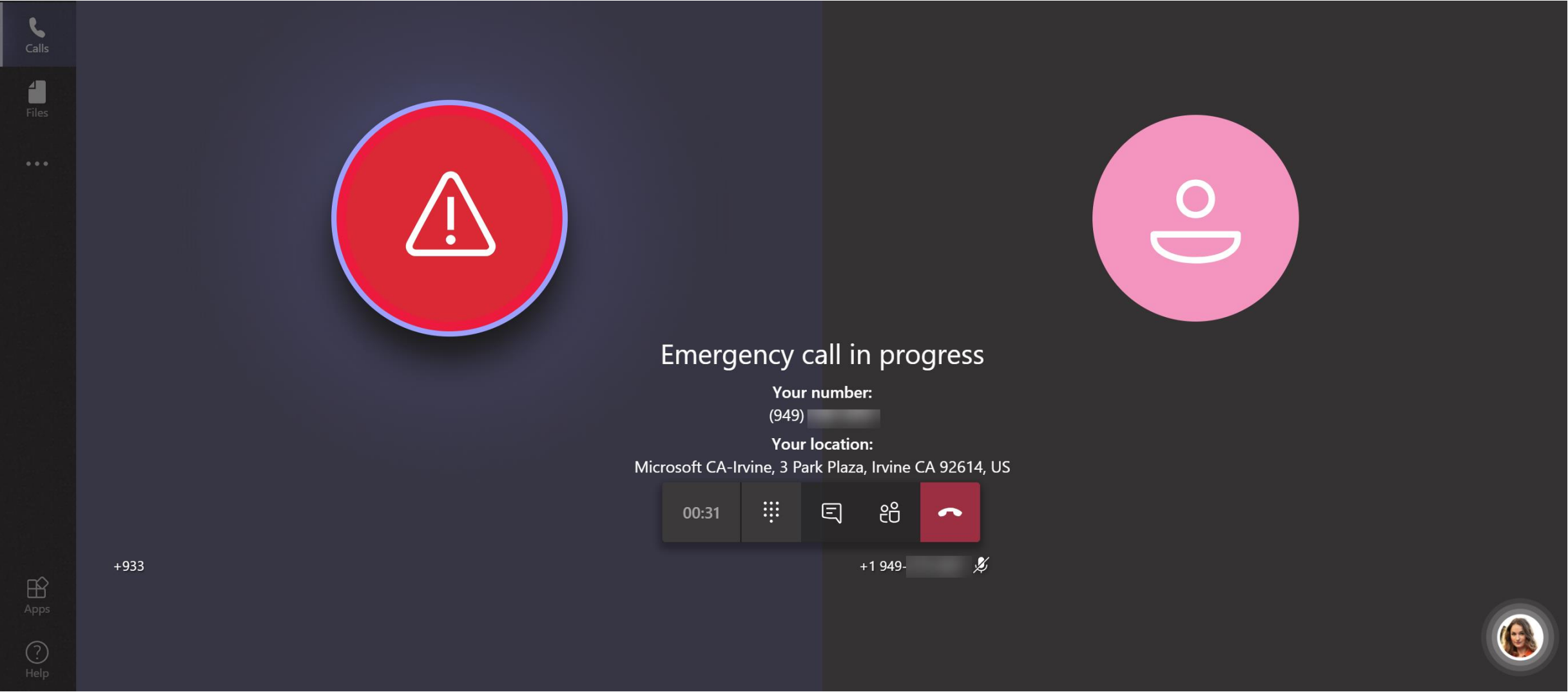# Dynamic Emergency Calling Work From Home Considerations

Desktop Client: Dynamic Emergency Calling User Experience
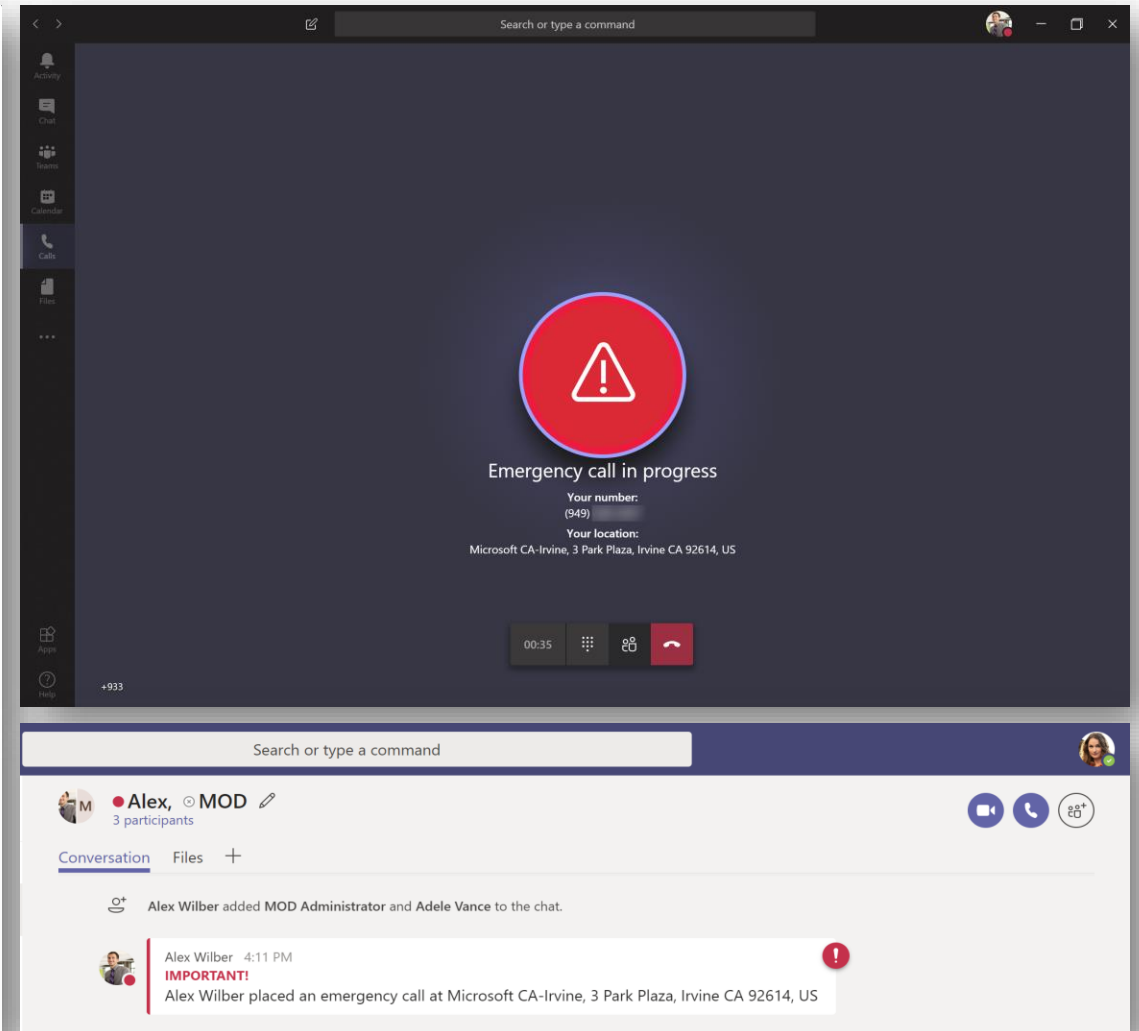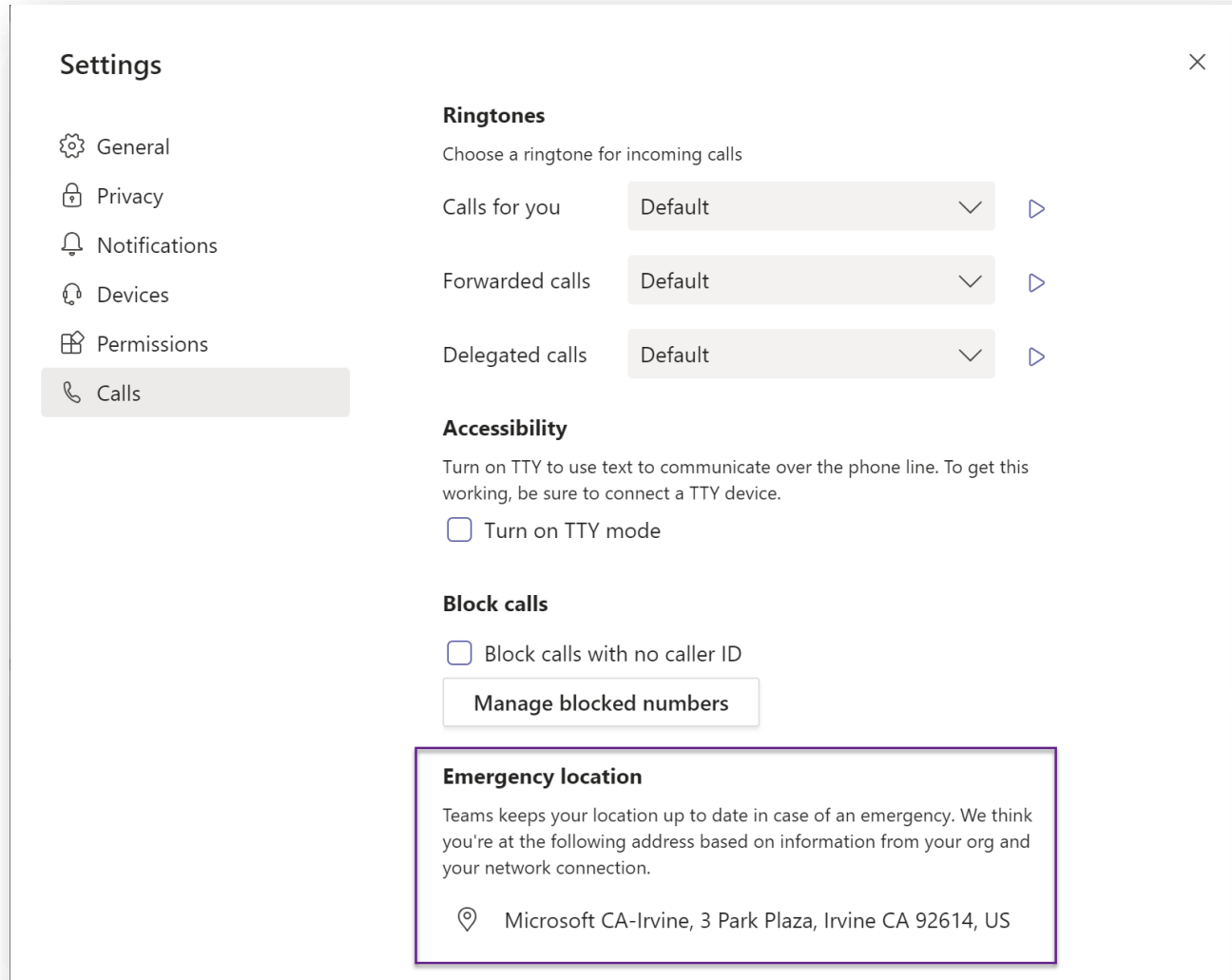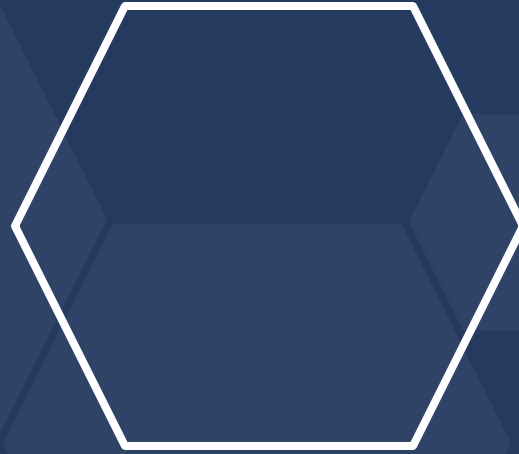
Teams Native Phone: Dynamic Emergency Calling User Experience

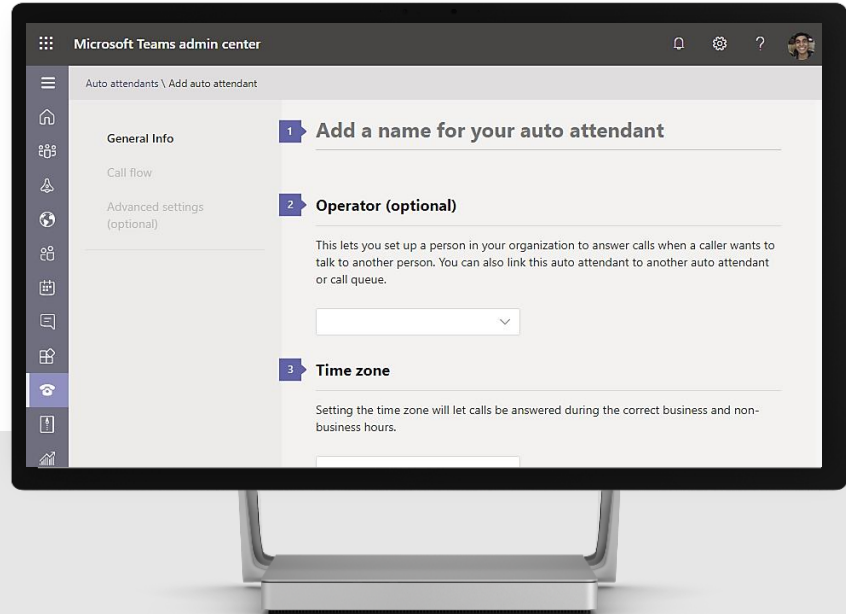# Dynamic Emergency Calling Security Desk Notification (e.g. Conferenced in, but muted)

Emergency call in progress

Your number:
(949)

Your location:
Microsoft CA-Irvine, 3 Park Plaza, Irvine CA 92614, US

00:31

+933

+1 949-

Auto Attendants and Call Queues

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
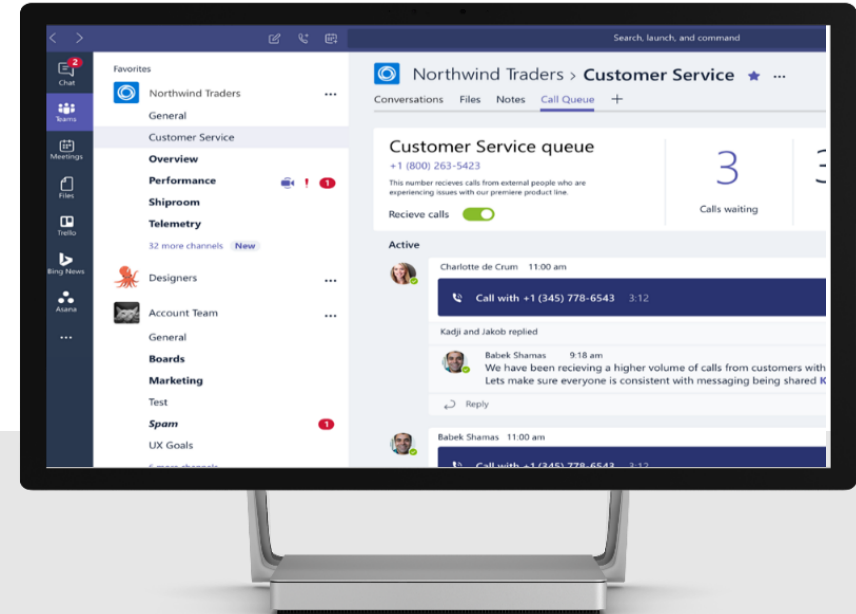
Call queues

Coordinate teams of people working together in a channel

Boost collaboration and efficiency with chat and call queues

Enjoy role-based for supervisor / agents and agent sign-in/out

Use supervisor listen, whisper, and barge with integrated chat for cross-agent support and teaming

Call queues and auto attendant prerequisites

To configure auto attendants and call queues, you need the following resources:

A resource account for each auto attendant and each call queue

Phone System Virtual User license for each resource account

At least one Microsoft service number, Direct Routing number, or a hybrid number for each resource account that you want to be directly dialable. The service number may be a toll or toll-free number.

Agent prerequisites

Agents who receive calls from the call queues must be Enterprise Voice enabled online or on-premise users

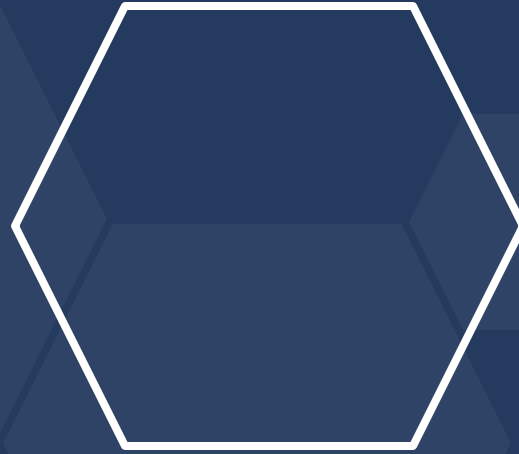In addition, if the call queues are using Direct Routing numbers, agents who need to conference or transfer calls also require:

1. An online voice routing policy assigned if the call queue uses transfer mode

2. An Audio Conferencing license or online voice routing policy assigned if the call queue uses conference mode

If your agents are using the Microsoft Teams app for call queue calls, they need to be in Teams Only mode

Activity

Chat

Teams

Calendar

Calls 3

Files

Apps

Teams

Help desk | Posts | Files | Wiki | Analytics | **Calls** | +

Pinned

Marketing
Northwind Traders

Your teams

Northwind Traders
  General
  Overview
  Reporting
  Help desk
  Support
  Telemetry
  Northwind Traiders
  32 hidden channels

Tailspin Traders

Account Team
  General
  Accounting
  Finance
  FY 17 Planning
  6 hidden channels

Recent   All calls | My calls | Filters

Dial pad

Name Mobile	▶ Lorem ipsum dolor sit amet, consecte, Son ...			07:52	9:20 PM
!1(206) 234-3456 Birmingham, AL	Hillary Reyes			07:52	9:20 PM
+1 (509) 670-0594 Leavenworth, WA	Casandra Dunn			07:52	9:20 PM
Aadi Kapoor Mobile	▶ Lorem ipsum dolor sit amet, consecte, Son ...			07:52	9:20 PM
+1 (509) 670-0594 Birmingham, AL	Brian Wright			07:52	9:20 PM
+1 (509) 670-0594 Leavenworth, WA	Keiko Tanaka			07:52	9:20 PM
+1 (509) 670-0594 Birmingham, AL	Keiko Tanaka			07:52	9:20 PM
+1 (509) 670-0594 Birmingham, AL	Casandra Dunn			07:52	9:20 PM
+1 (509) 670-0594 Leavenworth, WA	Daniela Mandera			07:52	9:20 PM
+1 (509) 670-0594 Birmingham, AL	Will Little			07:52	9:20 PM
Name Mobile	▶ Lorem ipsum dolor sit amet, consecte, Son ...			07:52	9:20 PM

Daniela Mandera
Available to take calls

Casandra Dunn
On call

Keiko Tanaka
On call

Kadji Bell
Available

Will Little
On call

Sarah Roach
Available

Bryan Wright
Available

Bruno Zhao
Available

Lawrence Gilbertson
Available

Teams Voice Devices

Teamwork across spaces and devices

United by Microsoft Teams

Individual workspaces

Individual office or dedicated workspace

On the go or in transit at home

Group workspaces

Small, medium and large meeting rooms

huddle/focus spaces and touchdown spaces

collaboration workspaces
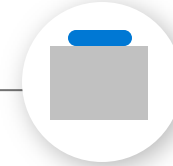
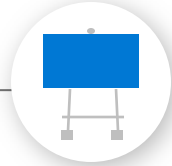**Personal devices**

Audio & video peripherals

PCs and Mobile

Phones

Shared devices

Conference phones

Teams Rooms

Surface Hub

3PIP Gateway (Available today)

Features Supported

Authentication

Authentication
Sign in with user credentials/Web Sign-in
Modern Authentication
Phone lock/unlock
Hot Desking Support

Calling

Calling
Incoming/Outgoing P2P calls from/to Teams users
In-call controls via UI (Mute/unmute, hold/resume, blind transfer, end call)
PSTN calls
Visual Voicemail
Static 911 support (e.g. **Dynamic 911 not supported**)

Device Update and Management

Device Update and Management
Device Update
In-band provisioning
QoE & Log Upload
Common Area Phone Support

Meetings

Meetings
One-click Join for Pre-Scheduled Teams Meeting
Meeting Call controls (Mute/unmute, hold/resume, hang up, Add/remove participant)
Meeting Reminders
Add Skype for Business participant to ongoing meeting

Calendar and Presence

Calendar and Presence
Calendar Access and Meeting Details
Presence Integration
Exchange Calendar Integration
Contact Picture Integration
Corporate Directory Access
Visual Voicemail

Features Not-Supported

Native Teams Device Features (e.g. Examples)

Native Teams Device Features (e.g. Examples)
Call forwarding*
Setting presence
DND (calls will still land on 3PIP)
Anything not listed as supported is unsupported

For additional information, please refer to : https://techcommunity.microsoft.com/t5/microsoft-teams-blog/skype-for-business-phones-3pip-support-with-microsoft-teams/ba-p/789351

SIP Gateway

Leverage your existing SIP phone investments

User authentication

Core calling features

- Inbound / outbound calls to Teams or PSTN (hold/resume with music, mute/unmute, DTMF)

- Call transfer (single step/blind, consulted transfer)

- Dial in/out from a meeting (audio conferencing)

- Device-only "do not disturb"

- Voicemail and message waiting indicator

- Local Call Forwarding

- Dynamic 911***

Integration with Teams routing policies/regulations

Device inventory management within Teams admin center

***Dependent upon latest vendor, device certification

Compatible SIP phones

Cisco IP Phones with MPP firmware (6821, 6901, 7800 series, 8800 series)

Polycom SIP phones (VVX series 100, 200, 300, 400, 500, 600 etc.)

Yealink (T20 series, T30 series, T40 series, T50 series)

AudioCodes 400 HD series

For latest details, please refer to: https://docs.microsoft.com/en-us/microsoftteams/sip-gateway-plan

DECT Device Integration with SIP Gateway

To further enhance key calling scenarios for frontline worker scenarios an initial subset of DECT devices are now supported with SIP Gateway, allowing frontline workers to use Teams calling functionality (via DECT devices) to communicate with colleagues while on the go.

Ascom (IP-DECT Access Points IPBSx, Gateway IPBL, Virtual Appliance IPVM, handsets d43/d63/d81/d83/Myco3)

Spectralink (IP-DECT 200/400/6500/Virtual IP-DECT, handsets 72xx/75xx/76xx/77xx/PP8)

Poly (base stations Rove B2/B4, handsets Rove 30/40, repeater Rove R8)

Note: We will be adding additional compatible DECT handset models from Yealink by the end of 2022.

SIP Gateway Analog Telephone Support

Beginning in early 2023, SIP Gateway will support analog telephones, allowing you to use Teams calling functionality on the following compatible analog telephone adaptor (ATA) models from AudioCodes, Cisco, and Poly:

- **AudioCodes:** (MP-112 FXS, MP-114 FXS, MP-114 FXS_FXO, MP-118 FXS, MP-118 FXS_FXO, MP-124 FXS)
- **Cisco:** (ATA 191, ATA 192)
- **Poly:** (OBI 300, OBI 302)

With this improvement to support analog endpoints like elevator phones, Teams Phone will serve a significant number of scenarios that previously required an on-premises PBX. Learn more about planning for and configuring SIP Gateway in your organization.

AudioCodes ATA

Cisco ATA

Polycom ATA

For latest details, please refer to: https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-plan

SIP Gateway Overhead Paging Support

SIP Gateway will support overhead paging devices by early 2023, allowing you to use Teams calling functionality on pagers, ringers, and speakers while in noisy environments such as manufacturing plants. We will soon share more details about compatible device models from Algo.

Algo Overhead Paging

For latest details, please refer to: https://learn.microsoft.com/en-us/microsoftteams/sip-gateway-plan

Deploying Teams Operator Connect

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United ⌄   Calling, Audio conferencing ⌄

Select all 193	Clear
☐ United Arab Emirates	
☐ United Kingdom	
☑ United States	

193 of 193 selected

TelePacific

Available products
✓ Calling,
✓ Audio conference

Served regions
USA, Canada, +3 more

Offer details ⧉

ODAA Corp.

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☐ Audio conferencing

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My operators

[All Operators] [My Operators]

Unites States of America ⌄   Calling, Audio conferencing ⌄

☑ Calling
☐ Audio conferencing

Contoso Telecom

Available products
✓ **Calling,**
✓ **Audio conference**

Served regions
USA, Canada, +3 more

Offer details ⧉

TelePacific

Available products
✓ **Calling,**
✓ **Audio conference**

Served regions
USA, Canada, + 101 more

Offer details ⧉

ODAA Corp.

Available products
✓ **Calling**

Served regions
Italy, Germany, + 2 more

Offer details ⧉

Operators

Here you can manage partnerships with phone number providers. You can only acquire phone numbers from providers you have established partnership with. Learn more

Operator summary

43
All operators

0
My operators

[All Operators] My Operators

Unites States of America ∨   Calling ∨

CONTOSO

Contoso Telecom

Available products
✓ Calling,
✓ Audio conference

Served regions
USA, Canada, +3 more

Offer details ⧉

Navigation (sidebar)

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Microsoft Teams admin center

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Contoso Telecom

Acquired phone numbers
0

Available products
Calling, Audio conference

Operator settings

Select regions for partnering with this operator

- [ ] USA
- [ ] Canada
- [ ] Mexico
- [ ] United Kingdom
- [ ] Germany

[ ] Operator can contact me

[ ] I accept the data transfer notice.

Add as my operator   Cancel

Microsoft Teams admin center

Contoso Telecom

Acquired phone numbers
0

Available products
Calling, Audio conference ⌄

Operator settings

Select regions for partnering with this operator

- ☑ USA
- ☐ Canada
- ☐ Mexico
- ☐ United Kingdom
- ☐ Germany

☐ Operator can contact me

☐ I accept the data transfer notice.

[Add as my operator] [Cancel]

Navigation sidebar

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Operators \ Deutsche Telekom

Contoso Telecom

Acquired phone numbers
0

Available products
Calling, Audio conference ⌄

Operator settings

Select regions for partnering with this operator

- [x] USA
- [ ] Canada
- [ ] Mexico

- [ ] United Kingdom
- [ ] Germany

- [x] Operator can contact me

Full name

| Full name |

Email

| email@contoso.com |

Phone number (optional)

| xxx xxx xxxx |

- [ ] I accept the data transfer notice.

Add as my operator   Cancel

Dashboard

Teams ⌄

Devices ⌄

Locations ⌄

Users

Meetings ⌄

Messaging policies

Teams apps ⌄

Voice ⌃

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Org-wide settings ⌄

Planning ⌄

Call quality dashboard

Operators \ Deutsche Telekom

Contoso Telecom

Acquired phone numbers
0

Available products
Calling, Audio conference ⌄

Operator settings

Select regions for partnering with this operator

☑ USA   ☐ United Kingdom

☐ Canada   ☐ Germany

☐ Mexico

☑ Operator can contact me

Full name   Email

| Martin Boam | | email@contoso.com |

Phone number (optional)

| 5 555 1234 |

☐ I accept the data transfer notice.

[Add as my operator]   [Cancel]

Navigation Sidebar

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Microsoft Teams admin center

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Contoso Telecom

Acquired phone numbers	Available products
0	Calling, Audio conference ⌄

Operator settings

Select regions for partnering with this operator

- ☑ USA
- ☐ Canada
- ☐ Mexico
- ☐ United Kingdom
- ☐ Germany

☑ Operator can contact me

Full name
Martin Boam

Email
email@contoso.com

Phone number (optional)
852 555 1234

☑ I accept the data transfer notice.

Add as my operator   Cancel

Operators

Here you can manage partnerships with phone number providers. You can only acquire phone numbers from providers you have established partnership with. Learn more

Operator summary

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My Operators

6
All Operators

All Operators | **My Operators**

Edit | ✕ Remove | 4 items

✓	Operator ↓	Served regions	Acquired phone numbers	Latest change	Changed by	Status
	ViviTech Comm	Spain	312	FEB 1, 2021	maboam	Active
	TouchGlobal	Canada	0	FEB 3, 2021	maboam	Active
	Contoso Telecom	USA	0	FEB 7, 2021	maboam	Active
	ODAA	Mexico	97	JAN 19, 2021	maboam	Active

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Microsoft Teams admin center

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Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. Learn more

⚙ Manage porting PIN

Numbers   Order history

+ Add   ↓ Port   ✎ Edit

🔍 Search for phone numbers

	Phone number	Number Provider	Location	Number type	Status
✓					
	+1 425 555 0001	Contoso Telecom	Seattle, United States	Users	Assigned to user
	+1 425 555 0002	Contoso Telecom	Madrid, Spain	Users	Assigned to user
	+1 425 555 0003	Contoso Telecom	Barcelona/Bartzelona, Spain	Users	Assigned to user

Thank you.