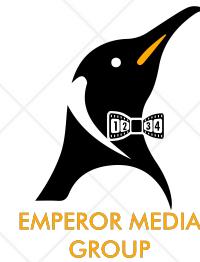


Michael Plettner
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Microsoft Teams Telephony - a Detailed Overview



MICROSOFT 365 VIRTUAL MARATHON 2022 SPONSORS



Michael Plettner

MVP

Co-Founder / CEO in2success GmbH



- Next to Munich, Germany
- @plemich / <https://www.linkedin.com/in/michael-plettner/>
- Working with Microsoft UC since 2006
- Host of Teams User Group Germany
- Talk Microsoft 365 (Video-)Podcast
<https://www.talkm365.net>
- Co-Host of Adoption & Change Forum



Phone System - What do we need to consider?



User

Headsets
IP Phones
DECT (July 2022)



Conference rooms

Teams Room License
Teams Room Device
Collab Bar



public

Common Area Phone License
IP Phones
DECT (July 2022)



Reception / Hotline

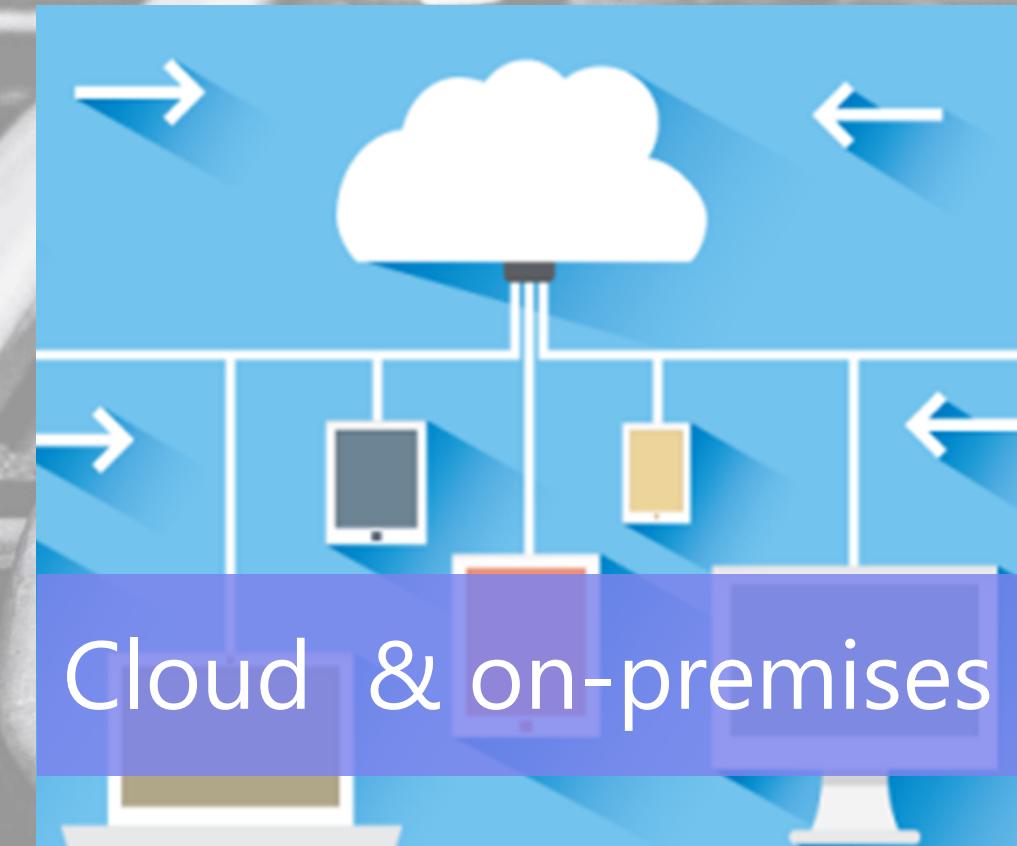
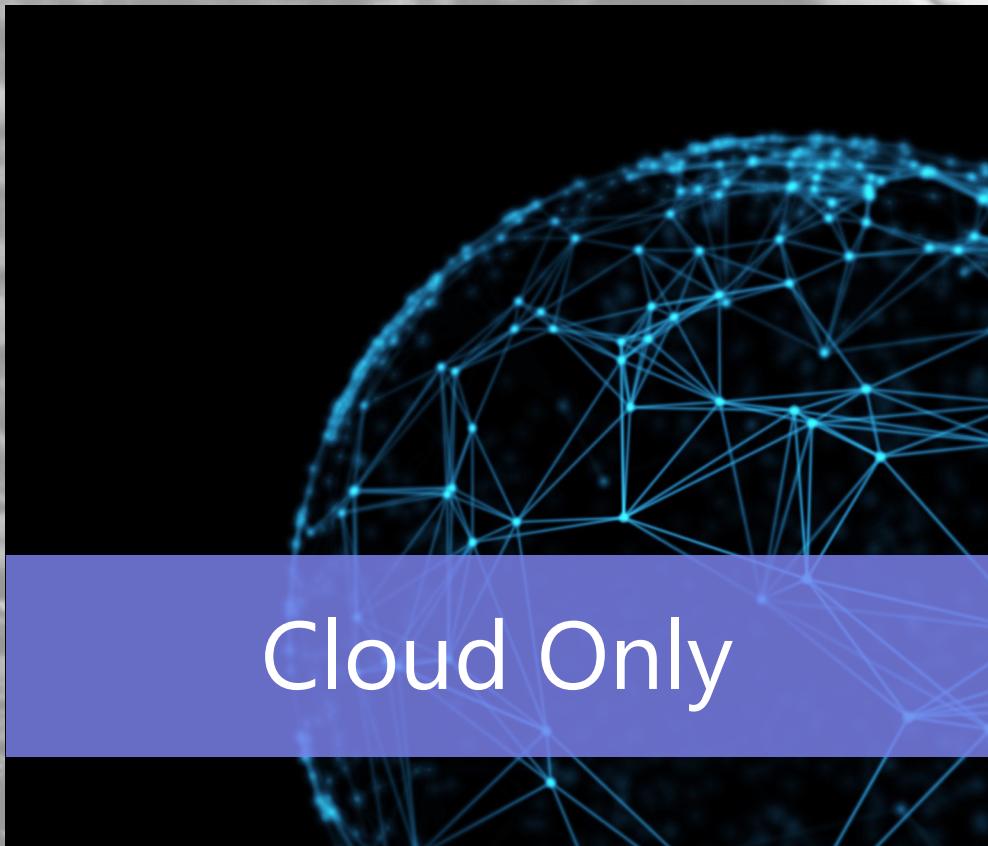
Headsets
IP Phones
Auto Attendant
Call Queue
Switch Boards



Analogue Endpoints

Fax
Modem
Intercom system
Door opener
Alarm system

Make the right choice



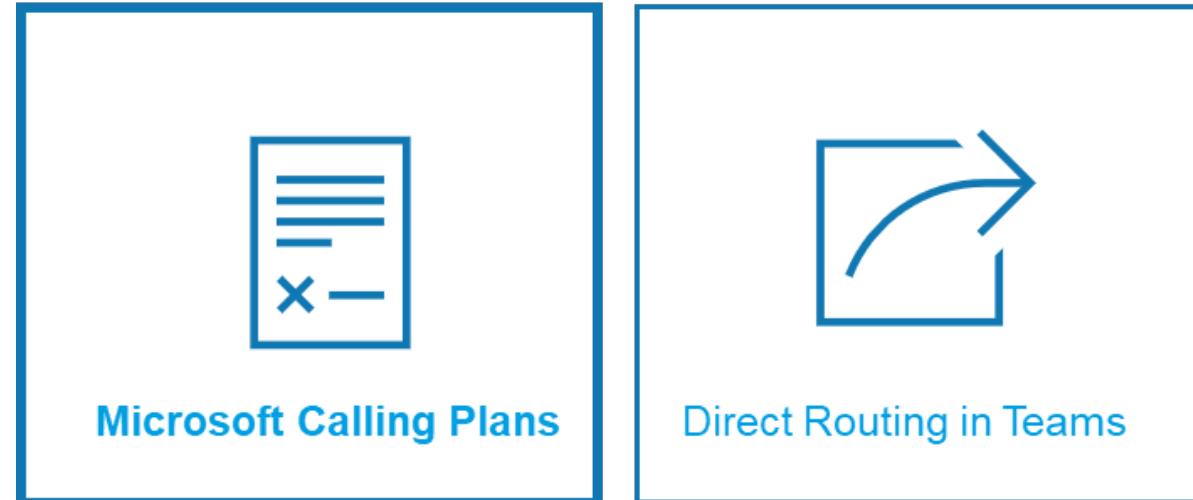
Microsoft Teams Phone System – Calling Plan



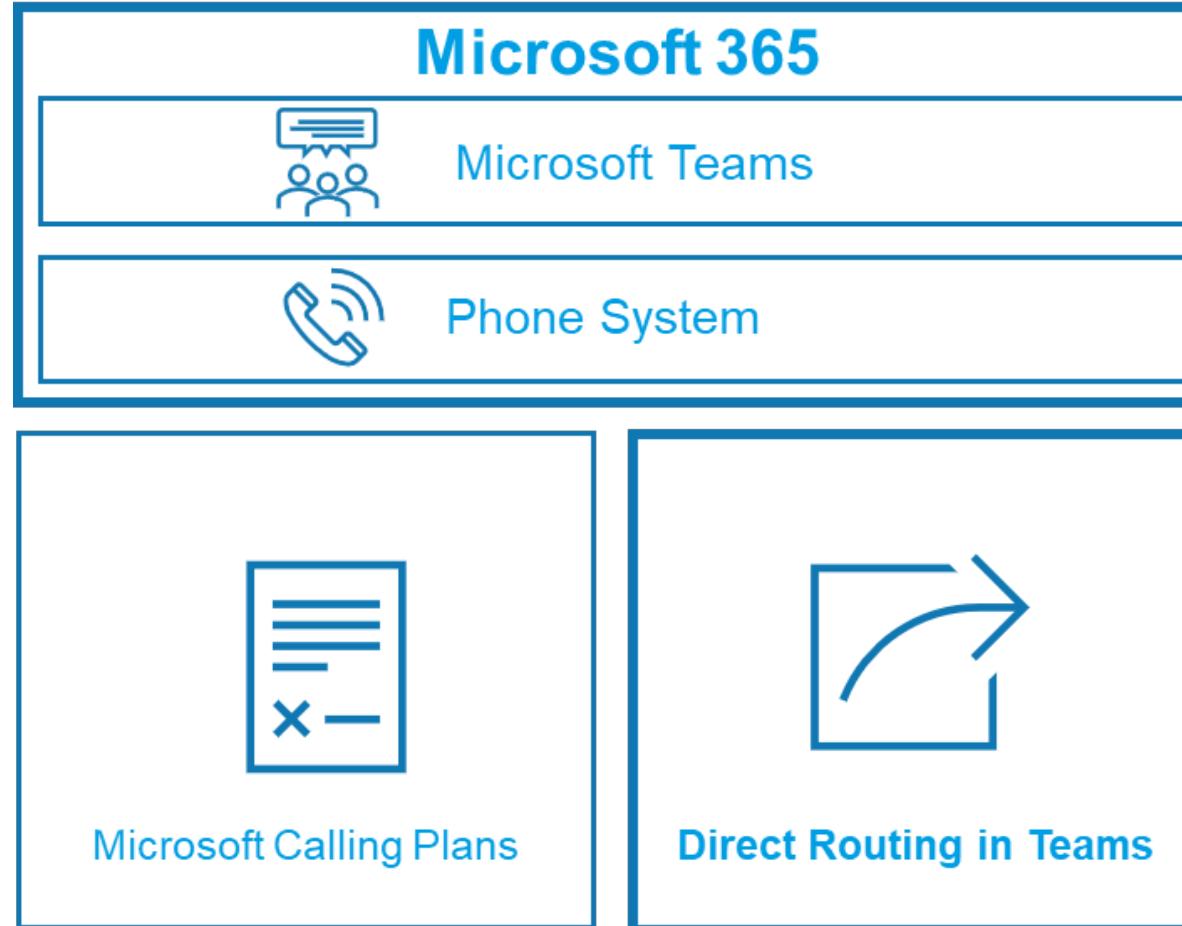
E1/E3 License
+ Phone System
+ Calling Plan

or

E5 License
+ Calling Plan



Microsoft Teams Phone System – Direct Routing



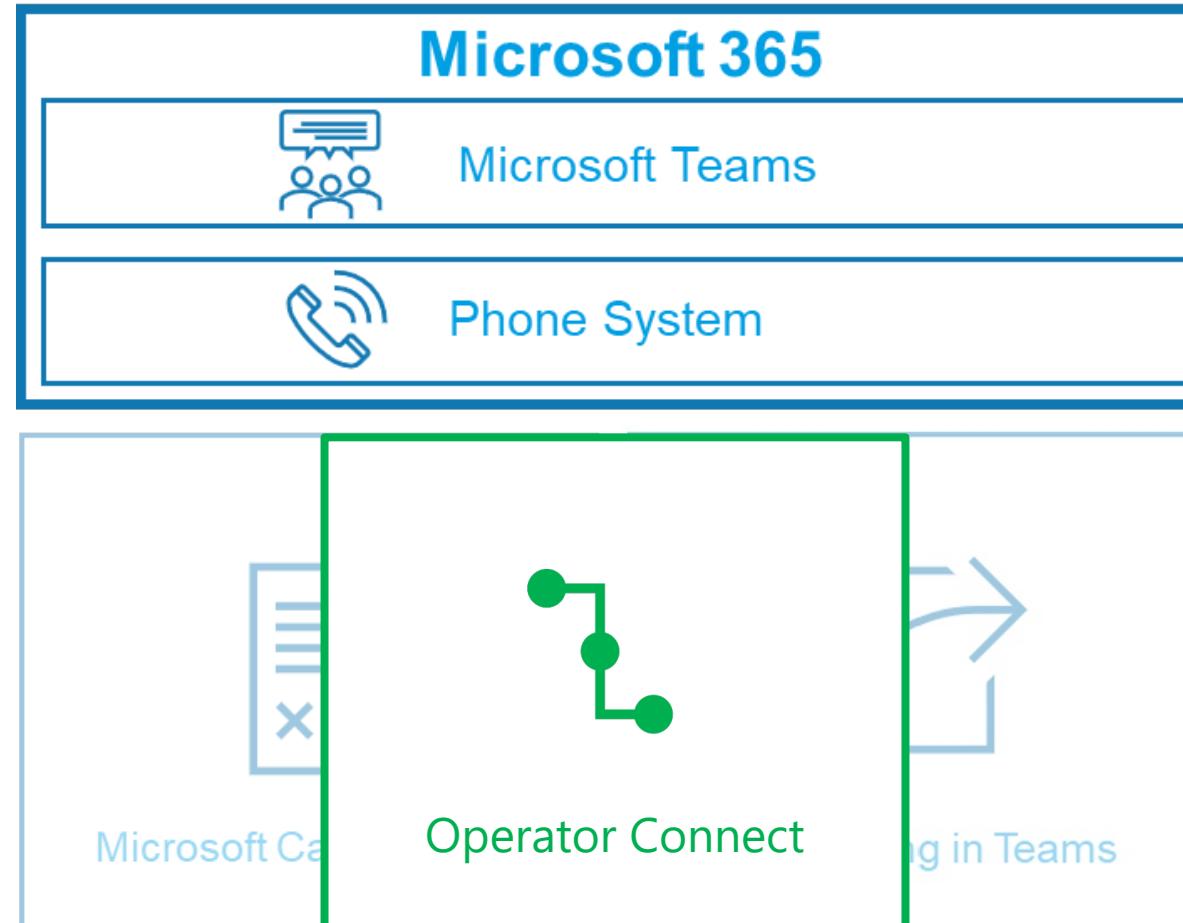
**E1/E3 License
+ Phone System**

**+ Session Border
Controller**

or

**E5 License
+ Session Border
Controller**

Microsoft Teams Phone System – Operator Connect



**E1/E3 License
+ Phone System
+ Certified PSTN
Provider**

or

**E5 License
+ certified PSTN
Provider**

To worlds with pro's and con's



- MSFT becomes your PSTN provider
- Available in a few region
- No flat rate: pay per use



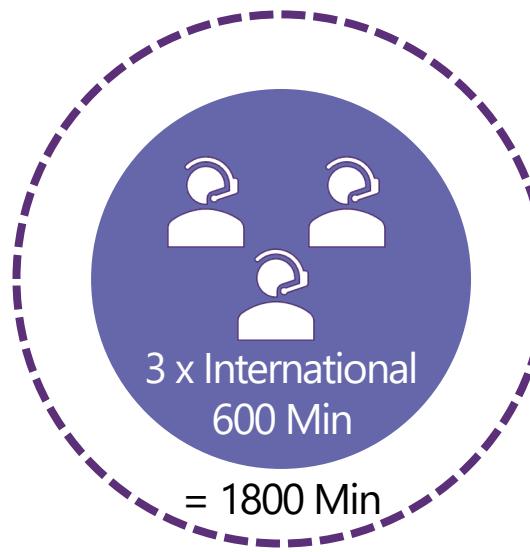
Pooled Calling Minutes – a quick example



Users with the same license plan are pooled by Microsoft

Users with low call volume balance out users with high call volume

No mixing between license pools



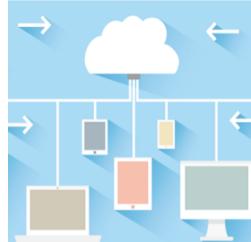
To worlds with pro's and con's



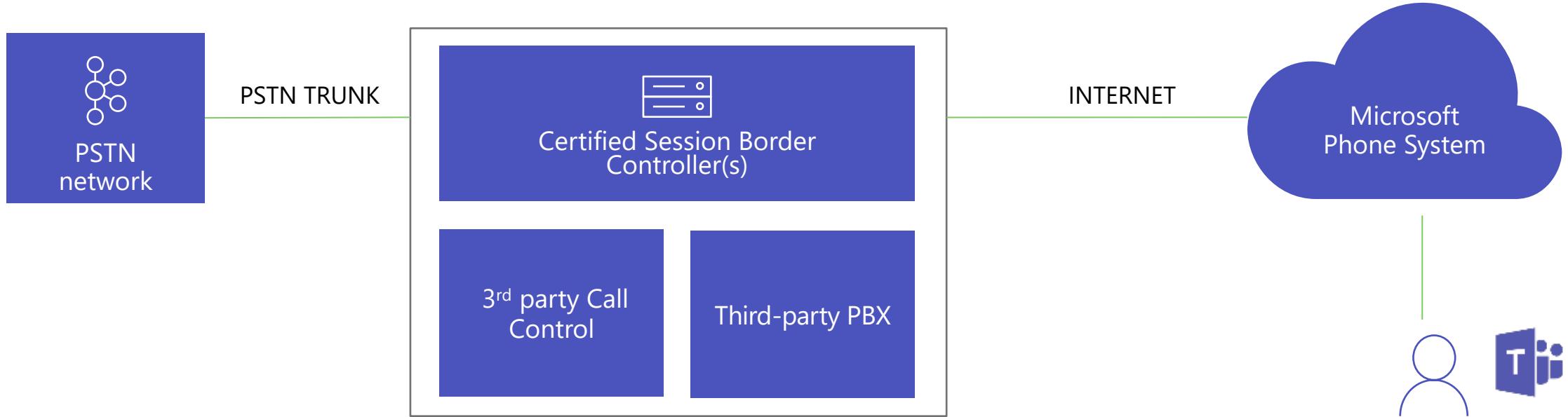
- MSFT becomes your PSTN provider
- Available in a few regions
- No flat rate: pay per use
- Single point of contact



- The best of both worlds
- Existing connection and contracts remain
- Connect analog endpoints
- Centralized SIP Trunk



Direct Routing for Teams



Session Border Controller (SBCs)

Network component providing:

Connectivity – allows Teams to interconnect to other voice components [B2BUA]

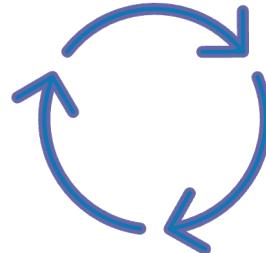
Security – firewall for SIP traffic

Media Services – transcoding, support for voice/video calls

SBC - Anywhere



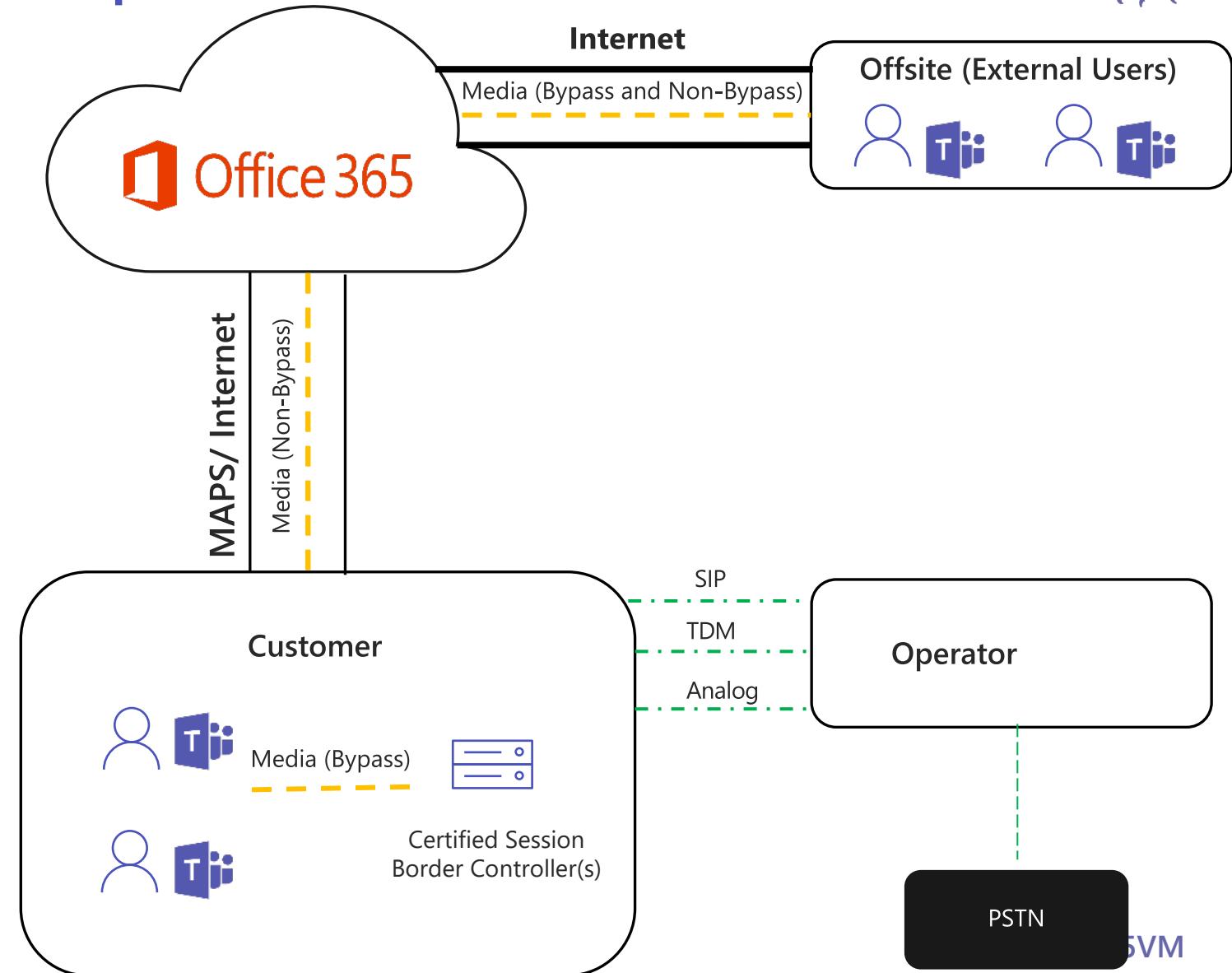
- SBC "translates" Provider SIP to Microsoft Teams SIP & vice versa
- "Firewall" for SIP communication
- Can be physical or virtual
 - Public cloud providers such as Amazon AWS and Microsoft Azure supported



Deployment model: Customer premise



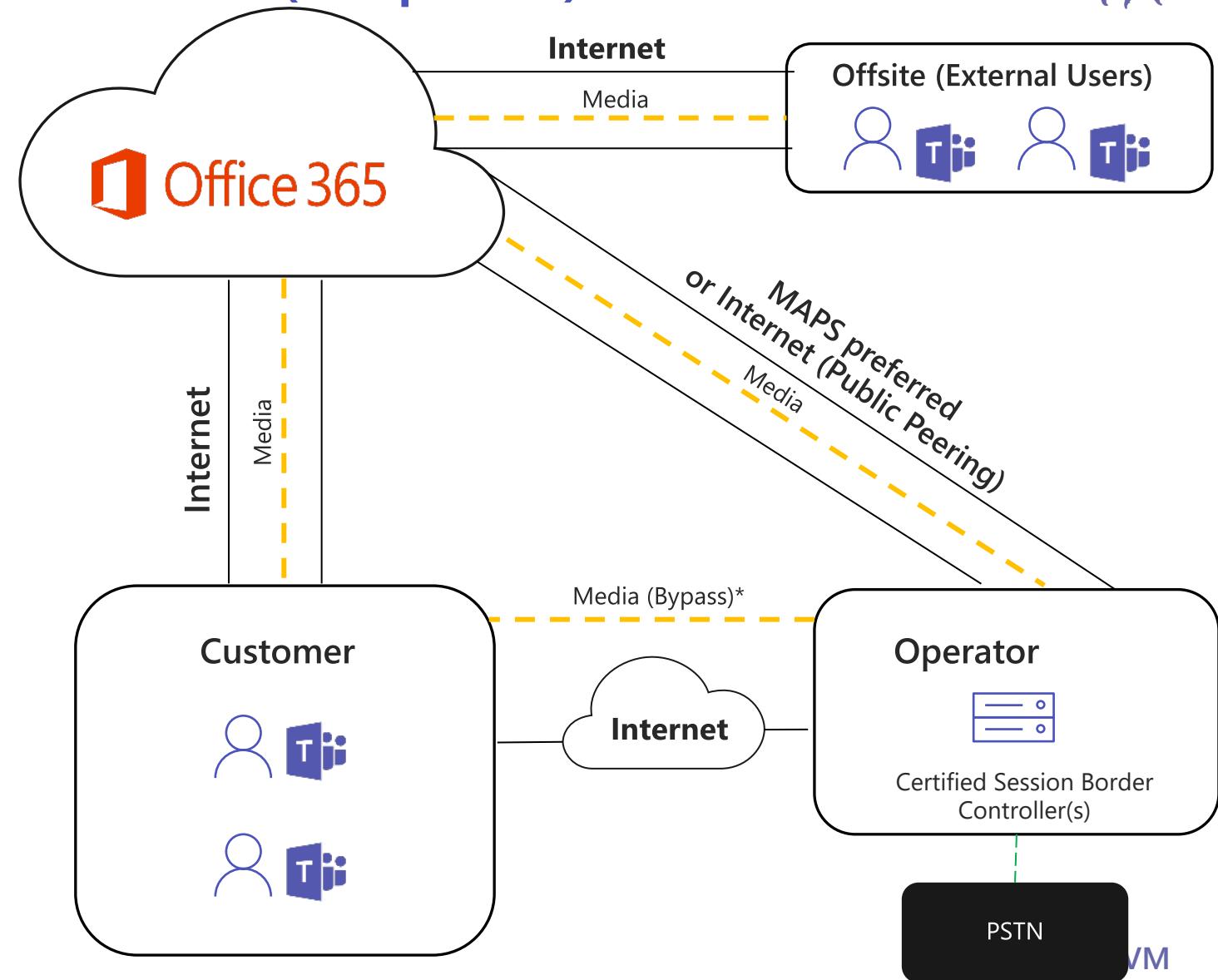
- SBC is placed at customer premise
- Can be managed by customer or Operator
- All media between customer location and Office 365



Deployment Model: Operator Hosted (Simplified)



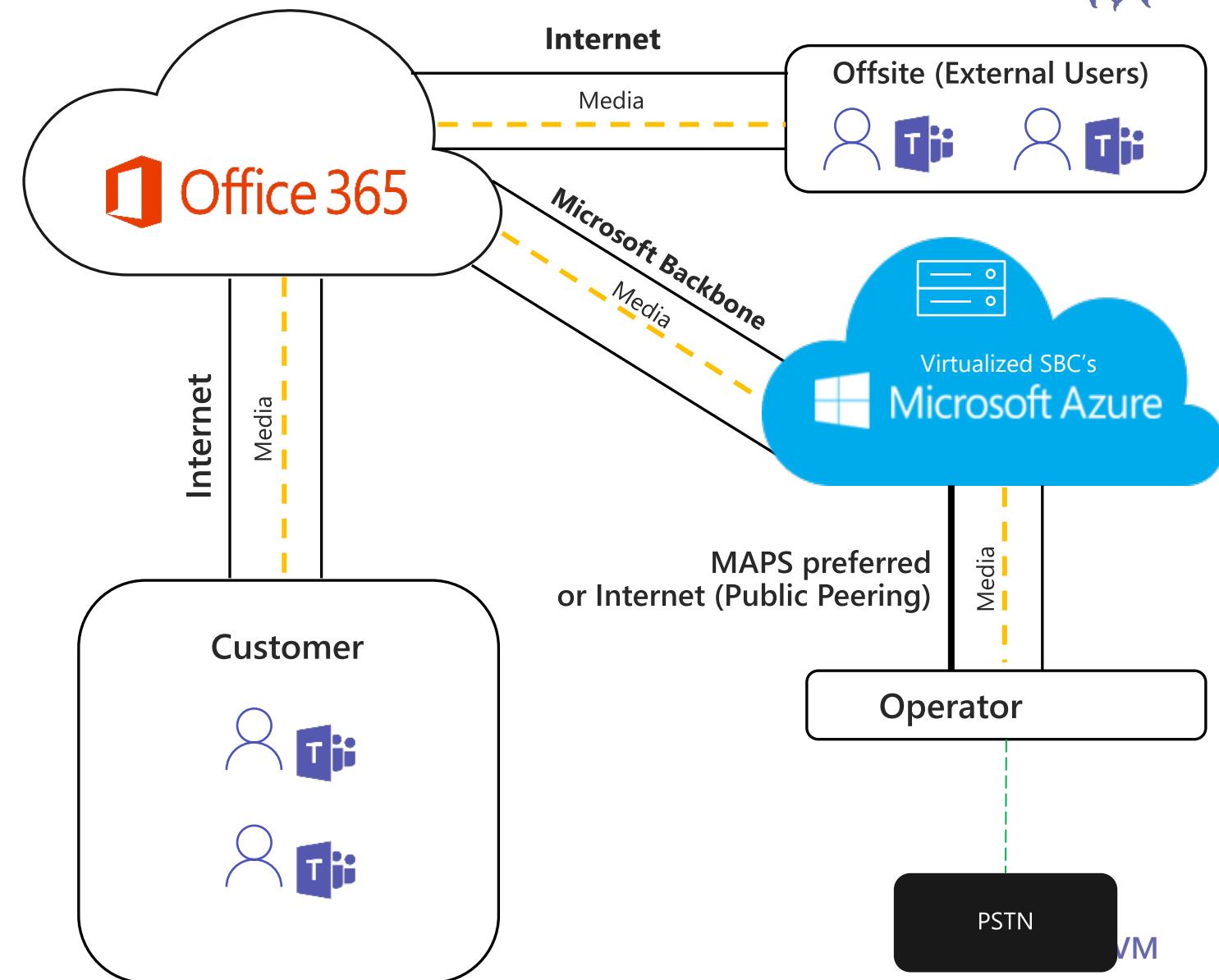
- SBC is hosted and managed by the Operator
- Data connectivity between the provider and customer is over the public Internet
- Media is between customer location and Office 365*



Deployment Model: Azure Hosted



- SBC is Hosted in Azure and managed by customer or Operator
- Can use either Customer's Azure, or leverage Operator Azure

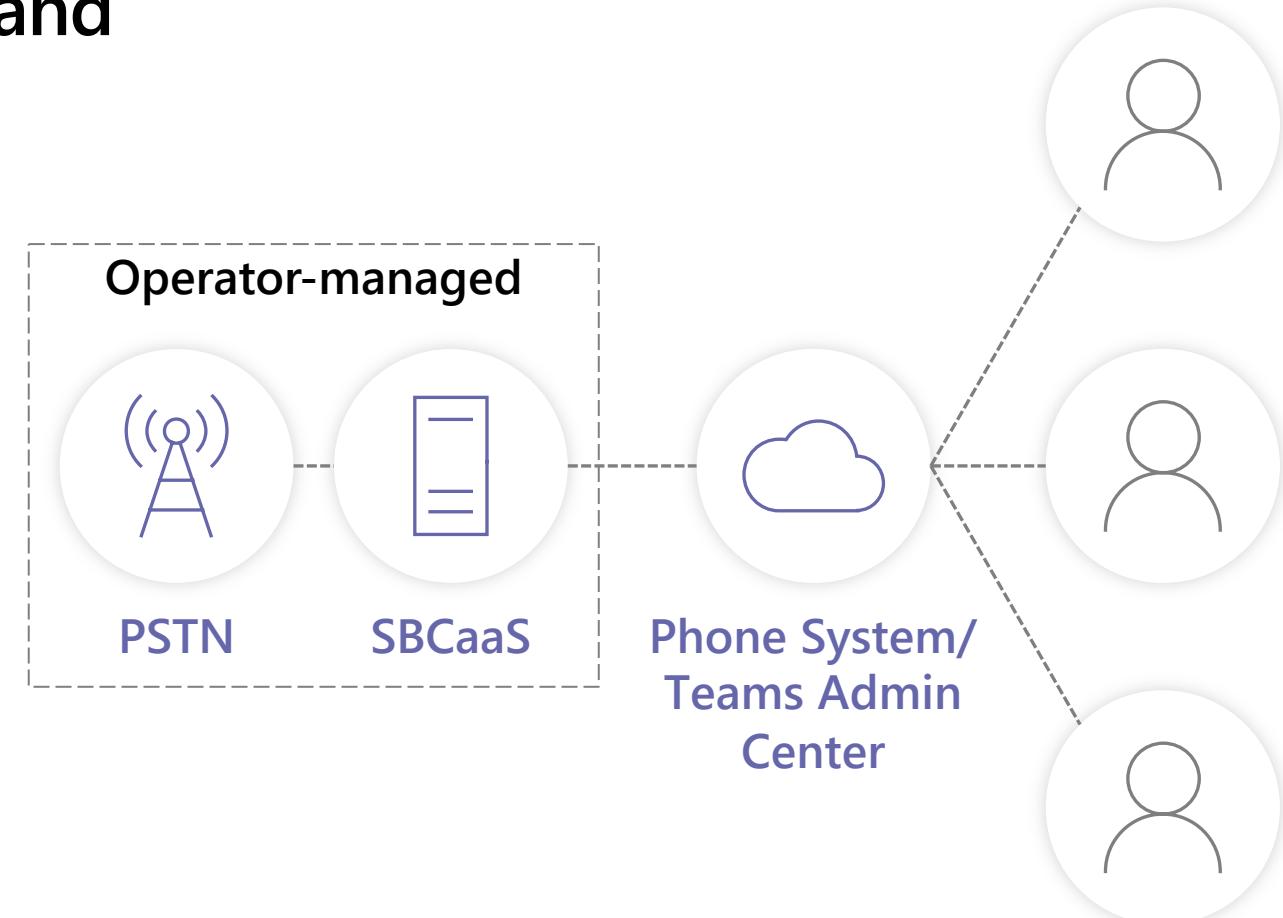


Operators Connect – the new kid



- Operators Connect as a “brand”

- Dialing
- Conferencing
- Mobile



Operators Connect Mobile



- 1 Make and receive **calls** from your smartphone's native dialer or Teams endpoints using your single business-provided mobile number.
- 2 Move between devices and Teams endpoints during a **call** without dropping the call.
- 3 Transfer calls to colleagues on Teams from the phone's native dialer
- 4 Combined **call history** across Teams and native mobile dialer.
- 5 **Presence integration** enabling status updates to "In a call" when on a call on the native dialer.
- 6 **Unified voicemail & business unanswered settings** on all Teams endpoints and email with business enforced archival periods.
- 7 **Enterprise grade calling policies and compliance** implemented on employee's mobile calls on Teams and native dialer.
- 8 Show **mobile number or company's main number** as outbound caller ID when making outbound calls from the native dialer or any Teams endpoint.
- 9 Add mobile number to company call queues and PBX.
- 10 Reliable **calling** via cellular voice network or internet connection.

Enable core **Microsoft Teams** calling functionality on compatible legacy SIP phones with **SIP Gateway**

While Microsoft Teams phone devices provide the richest and most complete Teams experience, we understand that there are many customers with existing investments in legacy devices.

To help customers leverage their existing legacy telephony hardware as they move to Teams Phone, we are excited to announce that SIP Gateway, a solution that enables core Teams calling functionality on compatible SIP phone models from Cisco, Poly, Yealink and AudioCodes is now generally available.

[Learn more](#)

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Cisco IP Phones with MPP firmware
(6821, 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

Currently, SIP Gateway supports the following core Teams calling functionality

- Inbound and outbound calls
- Call transfer
- Meeting dial-in and dial-out
- Device-based "do not disturb"
- Voicemail with message waiting indicator

Upgrade to Teams phone devices

While SIP Gateway and 3PIP Gateway provide valuable flexibility for organizations with legacy SIP phone investments, Teams phone devices provide the most complete Teams experience. Upgrade to [Teams phone devices](#) today!

#M365VM



Calling

People

Voicemail

Meetings



Microsoft Teams personal space devices

Microsoft Teams peripherals



Sennheiser
Expand SP 30T



EPOS Adapt 460



Logitech Brio 4K Webcam



Bose Noise Cancelling
Headphones 700 UC



Jabra Evolve 65T



Poly Voyager Focus UC-M



Microsoft Teams phones



Poly CCX600



Crestron
UC-2



Yealink VP59



Audiocodes
C450HD



Microsoft Teams displays



Lenovo ThinkSmart View



Yealink Microsoft Teams display



Yealink
 poly

Jabra
 EPOS

logitech
 SENNHEISER

audiocodes
 Yealink

CRESTRON
 poly

Lenovo #M365VM
 Yealink

Contact Center



If you're an organization looking for an integrated contact center solution, see [Certified Microsoft Teams solutions for contact centers](#) for a list of certified solution providers, and see [Connected Contact Center solutions](#) for a list of providers in the process of certification

[Learn more about Contact Center](#)



Microsoft Teams supports customer interaction work streams by acting as the hub for internal and external customer connection across its modes of communication including chat, video meetings, and calling



Providing your customers with the same experience across all touchpoints in the customer journey



Employees can work from around the world in any time zone, allowing for 24/7 customer support



Enabling direct conversation control and interaction with customers and support agents during Teams conversations



Customizable to a company's specific needs to create a seamless experience for individual customers

#M365VM

Contact Center Certification Program Solution Providers



Microsoft Teams is the communication backbone of thousands of organizations all over the world. Now, you can help contact center agents deliver faster issue resolution and better service with contact center solutions that are certified to integrate with Microsoft Teams

Anywhere365



8x8

computer talk



COMPETELLA

Landis
Technologies LLC

GENESYS™

Enghouse
Interactive

ContactCenter4ALL

Luware
SWISS AND SIMPLE

cirrus

NICE•inContact

TetraVX

Five9

mida
solutions

geomant™

FrontStage

:talkdesk®

tendfor™

REDWOOD
TECHNOLOGIES

NOVOMIND

INTERMEDIA®
CLOUD COMMUNICATIONS

AVAYA

puzzel.

Compliance Recording Certification Program Participants



The Microsoft Teams certification program provides customers with the assurance that each participating partner's solution has been tested and verified to provide the quality, compatibility, and reliability they expect from Microsoft solutions



Feedback



<https://forms.office.com/r/zzULt1dHLi>

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MAY, 4. – 6. 2022

