



Weekly Technical Office Hours for Partners

Remote Work in challenging times

Friday, June 5, 2020

The meeting will start at
WEST 12:00 - CET 13:00 – EEST 14:00

Technical Office Hours for WE Microsoft Partners: Remote Work in challenging times



Agenda

- 1. Introduction**
- 2. Microsoft Phone System, Cloud Voice & Meetings**
- 3. Q & A**
- 4. Poll – Proposed topics for next session**
- 5. How to get further help**
 - Support channels and options

Our Virtual Team



Sara Canteiro
Partner Tech. Architect (Teams)



Teodor Deaconescu
Partner Tech. Consultant (MW)



Jing Liu
Cloud Solution Architect (Azure)



Jos Verlinde
Partner Tech. Architect (Teams)



Toni Willberg
Cloud Solution Architect (Azure)



Giorgio Cifani
Partner Tech. Architect (Teams)



Juha Saarinen
Partner Tech. Architect (Teams)

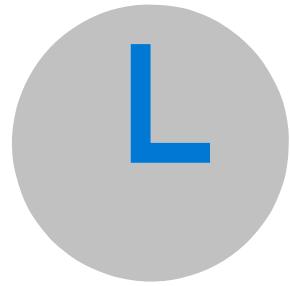


Jesper Frisgaard Mortensen
Partner Tech. Architect (Teams)

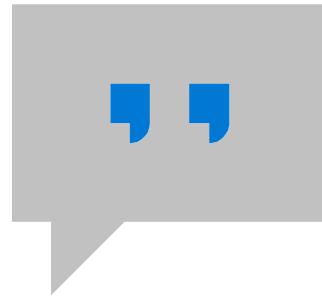


Philippe Goldstein
Partner Tech. Manager

WE Weekly Technical Office Hours – How it works



60 minutes
40 min, presentation
20 min, Q&A



Questions via
chat through

Q&A

The screenshot shows a 'Live event Q&A' window. At the top, there are three icons: a person, a gear, and an information sign. Below that is a header bar with 'Live event Q&A' and a help icon. The main area has tabs for 'Featured' and 'My questions', with 'My questions' currently selected and highlighted in blue. Below the tabs, there are three user profiles with their names and a 'Reply' button next to each. At the bottom right of the main area, there are two emoji buttons: one with sunglasses and another with a smiley face. Below the main area, there's a section titled 'Ask a moderator' with the sub-instruction: 'Questions won't be visible to everyone until a moderator approves them'. There are input fields for 'Your name (optional)' and 'Ask a question', and a checkbox for 'Post as anonymous'.

(WEEKLY) Technical Office Hours for WE Microsoft Partners:

Remote Work in challenging times

JOIN
UPCOMING
SESSION



Currently we are receiving a lot of questions from our partners and customers with regards to recommendations and help on working remotely.

To address the main technical topics around working remotely, Microsoft's Western Europe OCP Technical Team is setting up a series of Weekly Office Hours for Partners,

every Friday at

13:00 – 14:00 CET (12:00 – 13:00 WEST)

All sessions will be held in English.

Add to Calendar 

<https://aka.ms/WE-TechOfficeHours>

Don't miss a session;
Update your calendar by
using the invite above.

Next
Session
Details

Upcoming
Sessions

Materials &
Recordings

Other
Resources

Feedback
Form

Hey, This landing page is actually a PowerPoint. Click through to see the next slides.



Influence the Agenda

Please fill the following survey to influence the agenda and help us delivering session relevant for you.



or <http://aka.ms/WE-TechOfficeHours/Poll>

Microsoft Phone System, Cloud Voice & Meetings



Teodor Deaconescu
teod@microsoft.com
Partner Tech. Consultant
Modern Workplace



Agenda

- Introduction to Microsoft Teams
- Calling Solutions in Microsoft Teams
- Architecture, call flows, and technical topology
- Intelligent Meeting in Microsoft Teams
- Resource Accounts, Call Queues and Auto Attendants
- Call Quality Dashboard & Call Analytics



Introduction to Microsoft Teams

Teamwork Trends

Diverse

5 generations work together

Team-based and collaborative

80% of employee time is spent collaborating

Global

72% of workers will be working remotely by 2020



Microsoft Teams

The hub for teamwork in Microsoft 365



Communicate

through chat, meetings & calls



Collaborate

with deeply integrated Office 365 apps



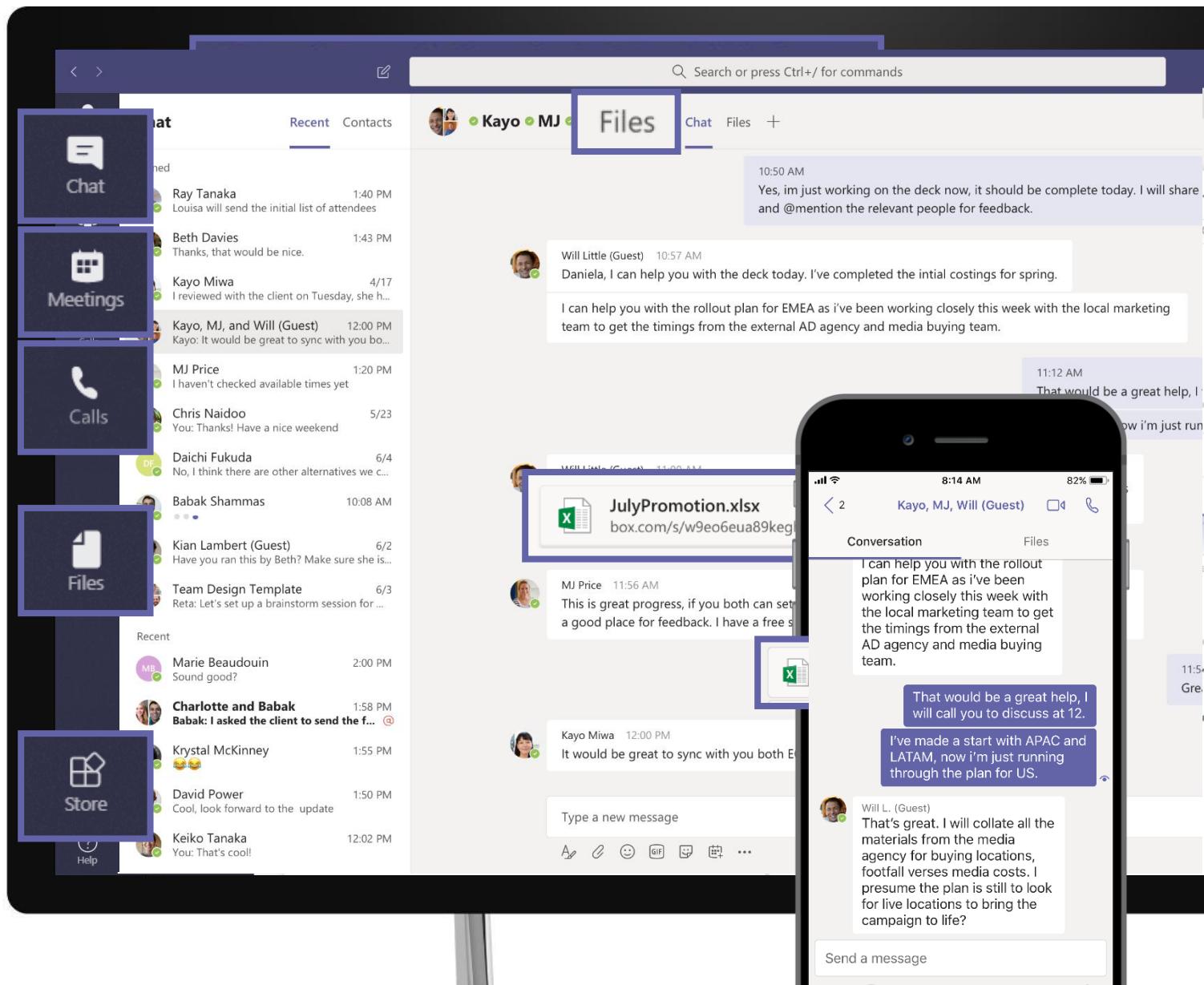
Customize & Extend

with 3rd party apps, processes, and devices



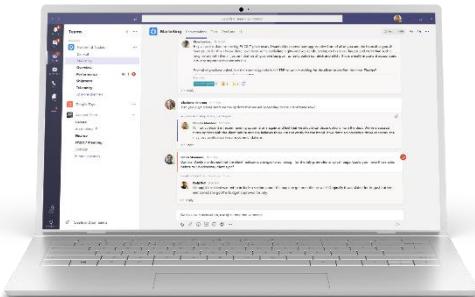
Work with confidence

enterprise level security, compliance, and manageability

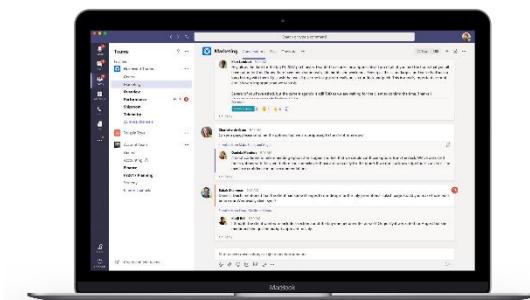


Stay connected, with consistent experience across devices

Desktop



Windows 7+

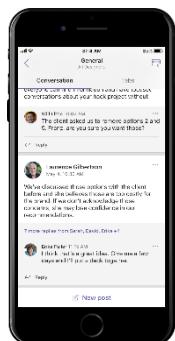


OS X 10.10+

Mobile



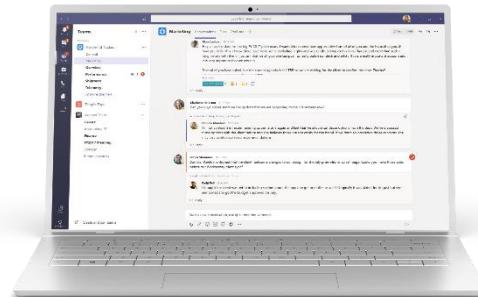
iPad



iPhone

Android

Web



Edge



Chrome

Chat, calls & meetings for today's teams

Communicate in the moment and keep everyone in the know

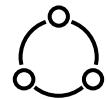
Chat, calls, meetings within your team and across organizational boundaries

Private chats for 1:1 or small group conversations

Schedule and join online Skype meetings with HD video, VoIP, and dial-in audio conferencing options

Have a dedicated phone number with advanced features

Available across mobile, desktop and browser; integrated with meeting room devices



Intelligent Communications in Teams

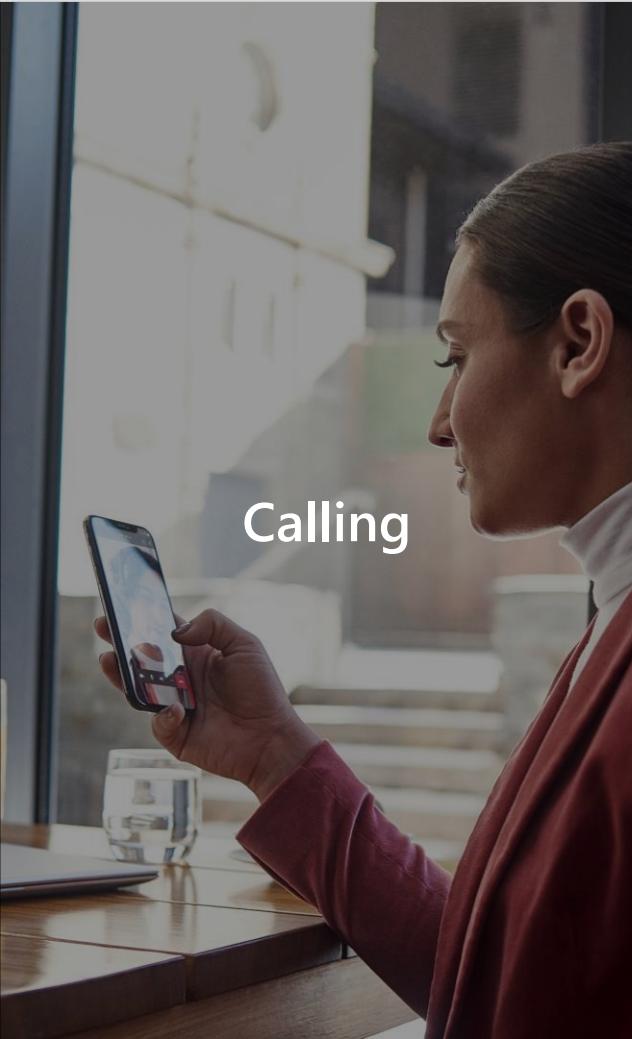
One modern experience, familiar capabilities



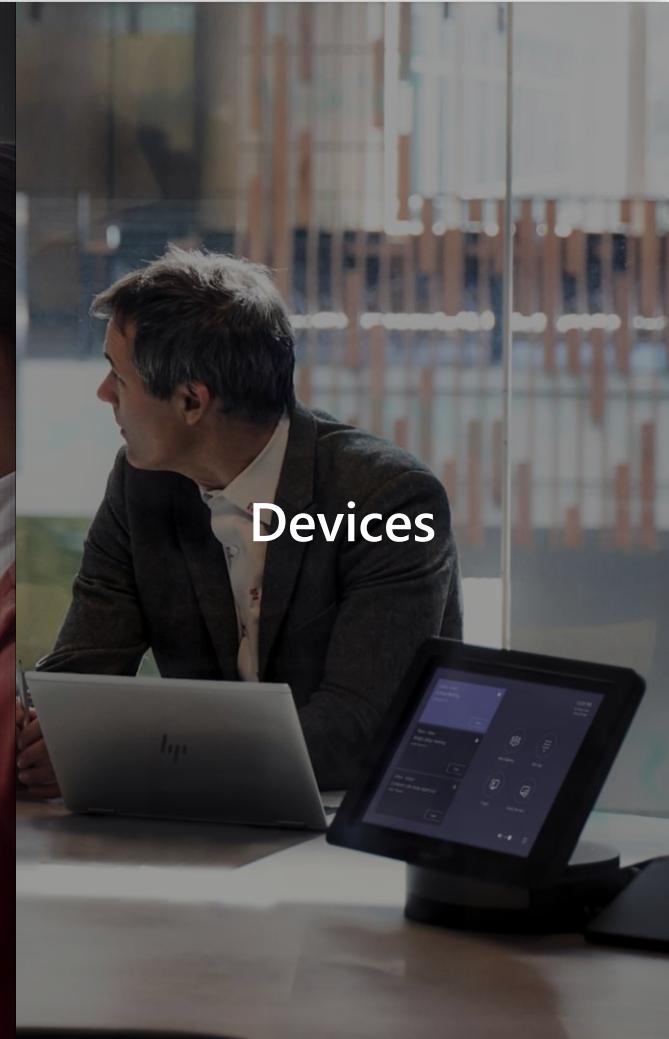
Meetings



Live Events



Calling



Devices



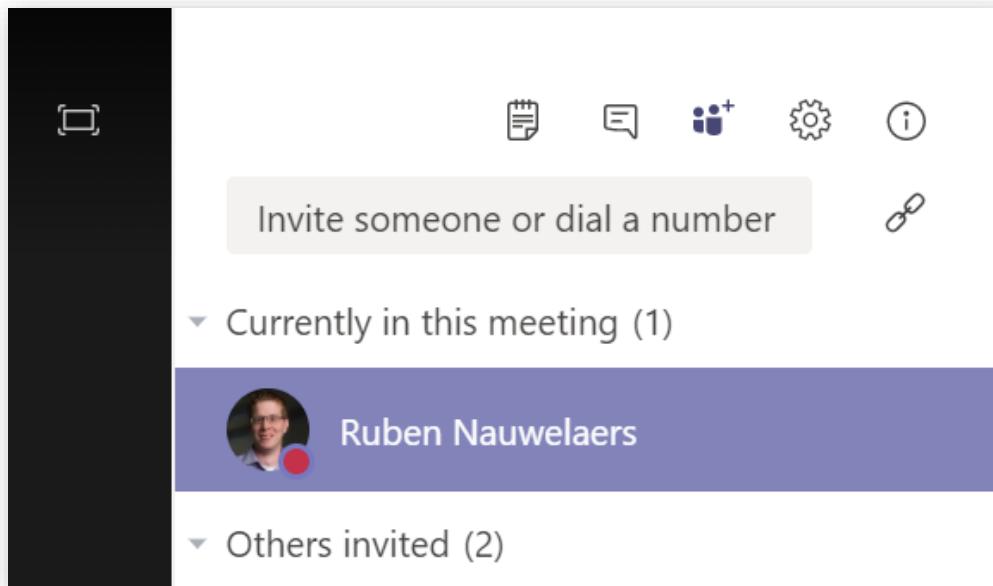
Calling Solutions in Microsoft Teams

Call Handling

Escalate calls

Add participants to existing call

Escalate call from 1:1 to meeting experience



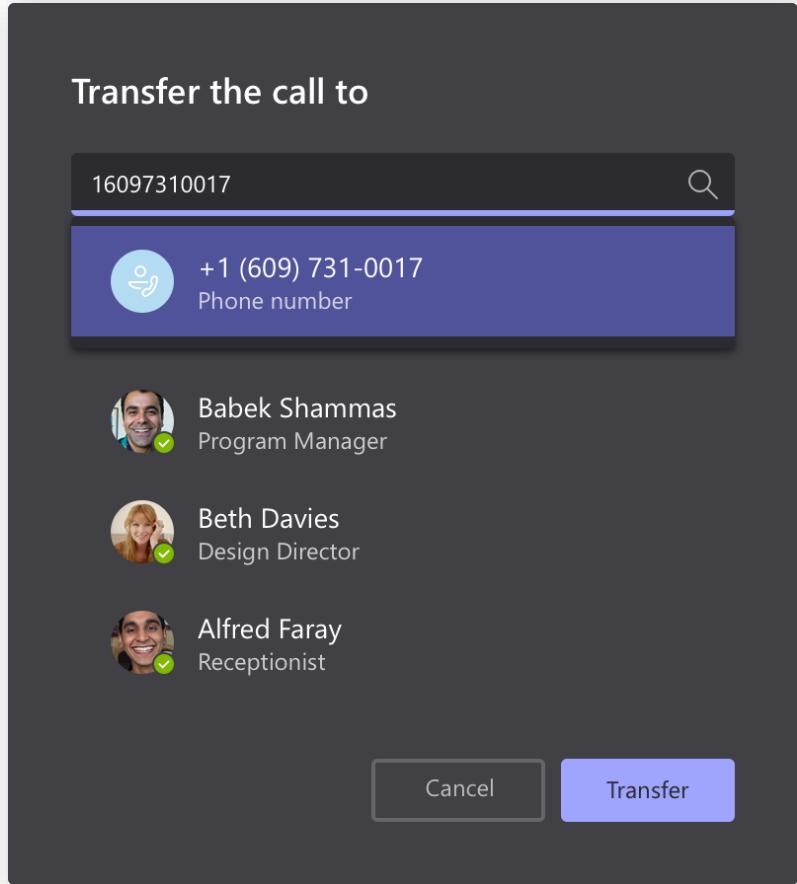
Call forwarding

Forward calls to voicemail, new number, contact or call group

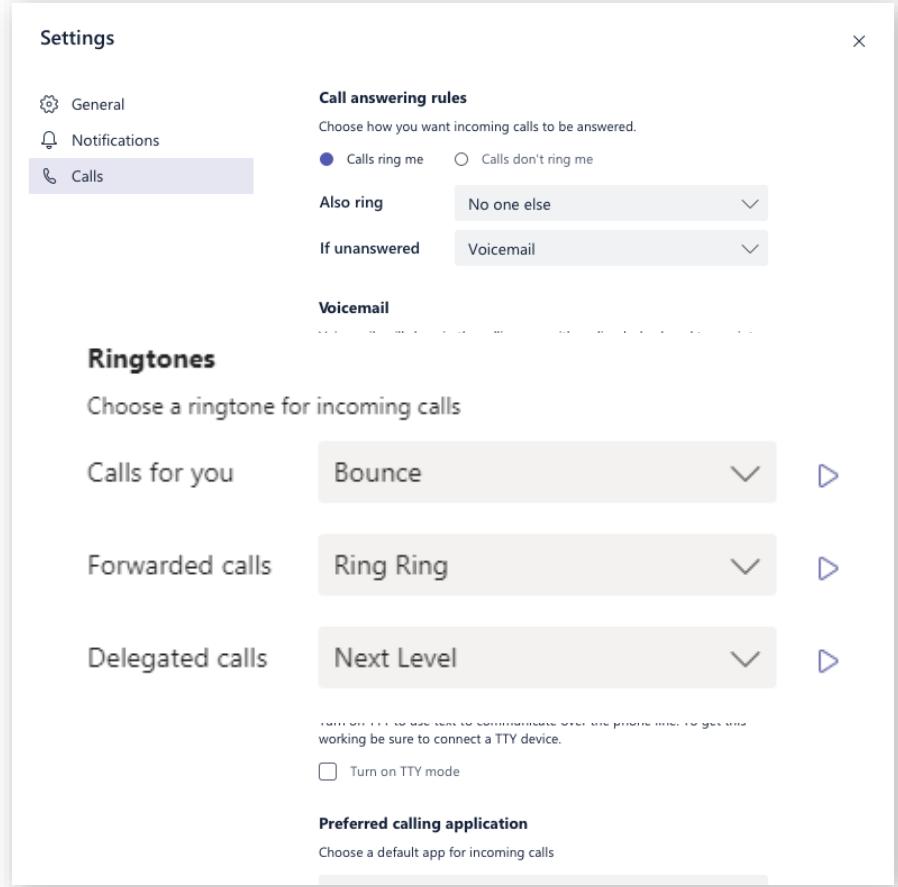
A screenshot of the Microsoft Teams Settings page under the "Calls" tab. The left sidebar lists "General", "Privacy", "Notifications", "Devices", and "Calls". The "Calls" tab is currently selected. On the right, there's a section titled "Call answering rules" with two options: "Calls ring me" (unchecked) and "Forward my calls" (checked). Below this is a "Forward to:" dropdown set to "Voicemail". A "Voicemail" section below it contains the text "Voicemails will show in the calling app with audio playback and transcript." and a "Change voicemail greeting" button.

Transfer to PSTN & Distinctive Ring

Transfer calls, regardless of whether the recipient is onsite or on the go.



Distinctive ringtones enable you to assign different rings to different types of calls.

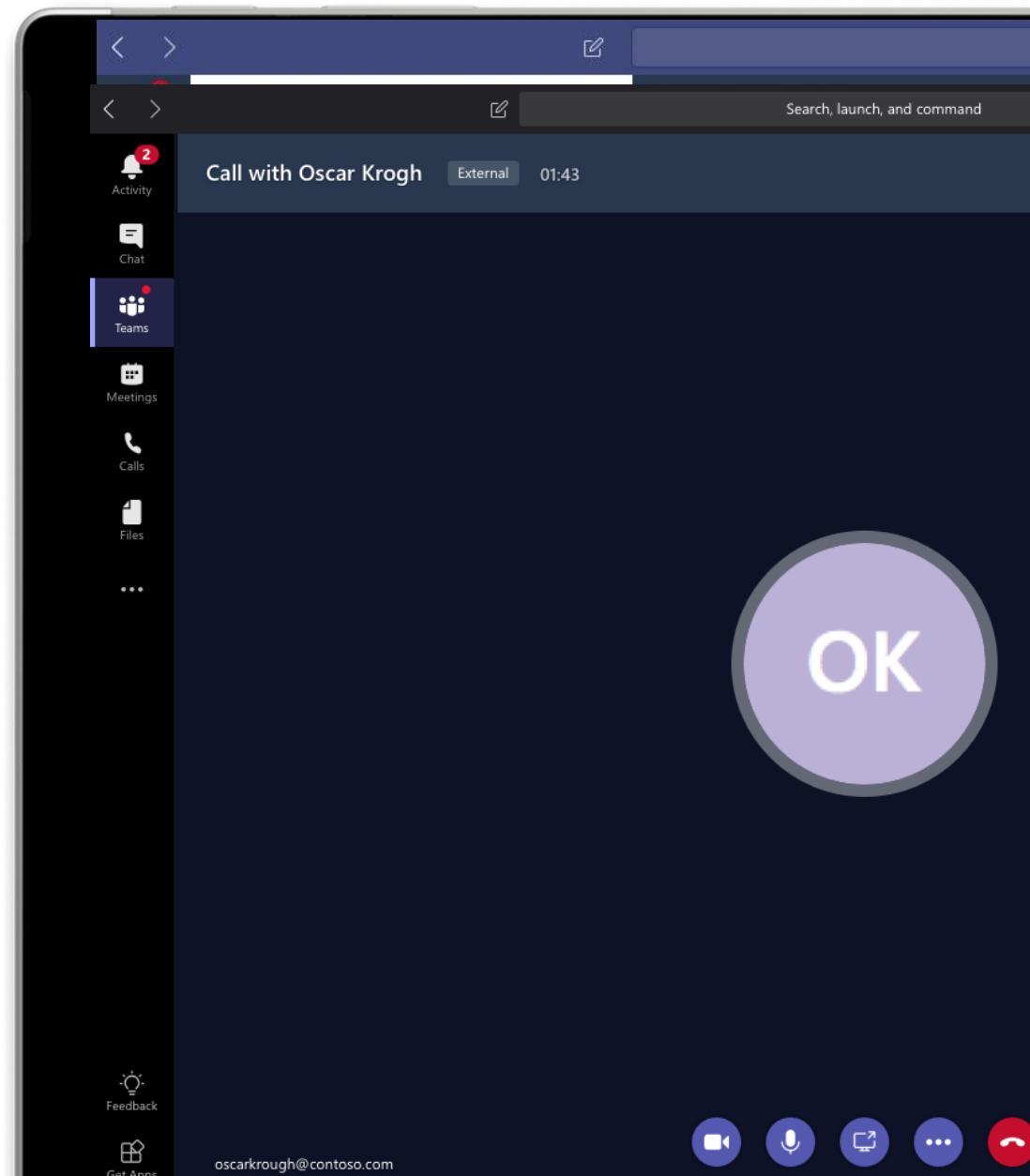


Federated Calls

Federated Calling enables customers to call one another over VoIP free of charge. It's one of the top asks from customers.

Microsoft Teams supports Federated Calls – for both Enterprise to Enterprise customers on Teams or Skype for Business

Teams will also migrate federated contacts from Skype for Business to Teams.



Delegation & Consultative Transfer

Teams enable assistants to work on behalf of their executives to handle incoming calls.

- Manager Initiated
- Delegate Managed
- Call on Behalf-Of
- Forward Calls
- Simultaneous Ring

The image shows two screenshots of the Microsoft Teams interface. The left screenshot displays the 'Delegate settings' page under 'Your delegates'. It lists 'Babak Shamas' as a delegate, with the title 'Executive Assistant'. Under 'Select permissions', it shows that 'Make calls' and 'Receive calls' are selected. The right screenshot shows a call interface with multiple participants. A notification bubble indicates '1 new message' for Tom Davis. A call summary for Tom Davis shows a call with Hilary Reyes, duration 00:23, and an option to 'Call with Hilary Reyes'.

Back to options

Delegate settings

People you support Your delegates

Delegates can make and receive calls on your behalf.

Add a delegate

Babak Shamas
Executive Assistant

Select permissions

Things this delegate can do on your behalf:

Make calls
 Receive calls

Cancel Save

Daniela Mandera 10:03 AM

Daniela Mandera added you as a delegate.

Now you can:

- Make calls on behalf of Daniela Mandera
- Receive calls on behalf of Daniela Mandera

Tom Davis Executive Assistant 1 Active call

Call with Hilary Reyes 00:23

Kadji Bell Account Executive

Chris Naidoo Implementation Engineer

Forward to Group

Users may opt to forward their calls to one or more people, enabling a group to cover for them when they are unavailable.

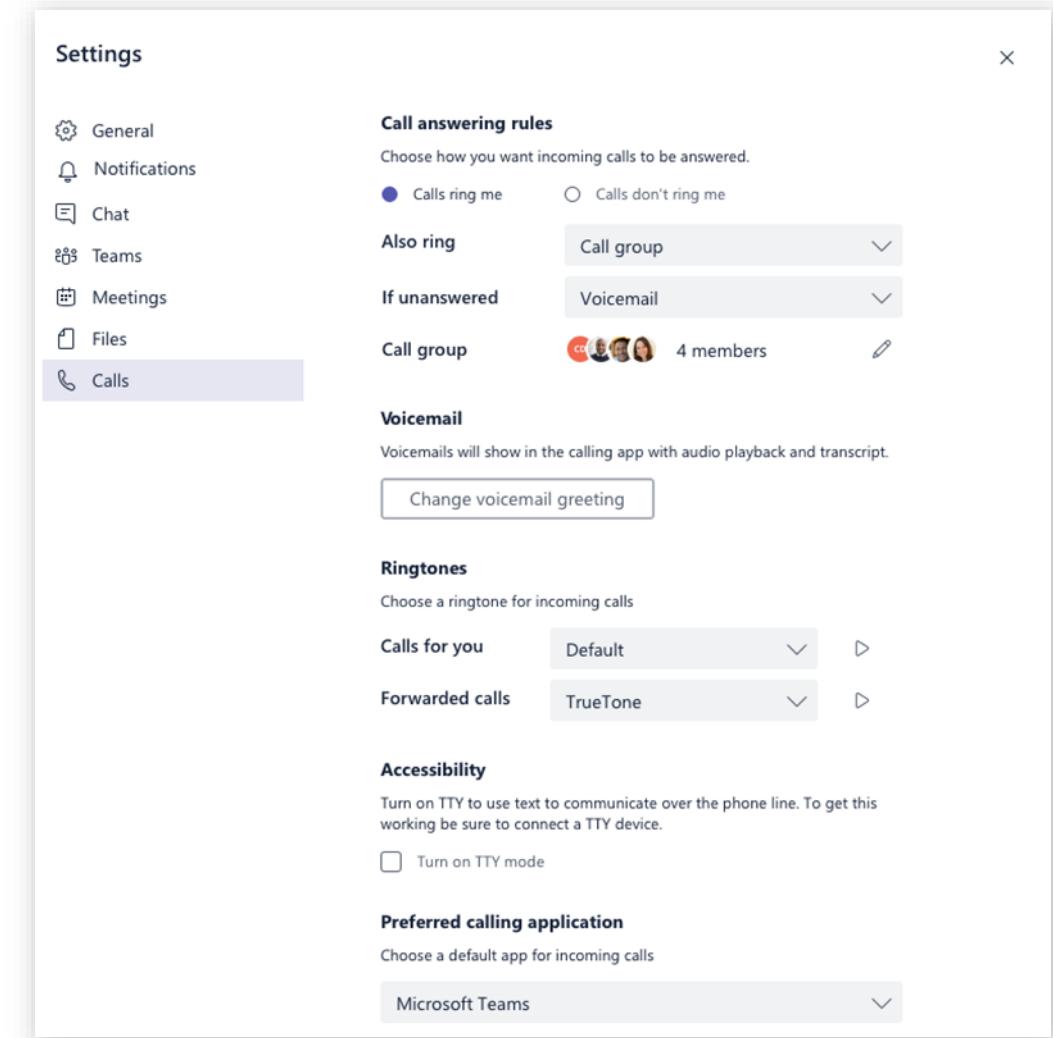
Forward to one or more people

Ring in sequence or simultaneously

First to pick up takes call

Self-Service through Settings

Will be enhanced to support Group Call Pickup; the recipient will be able to change setting to allow call pickup



Call Park

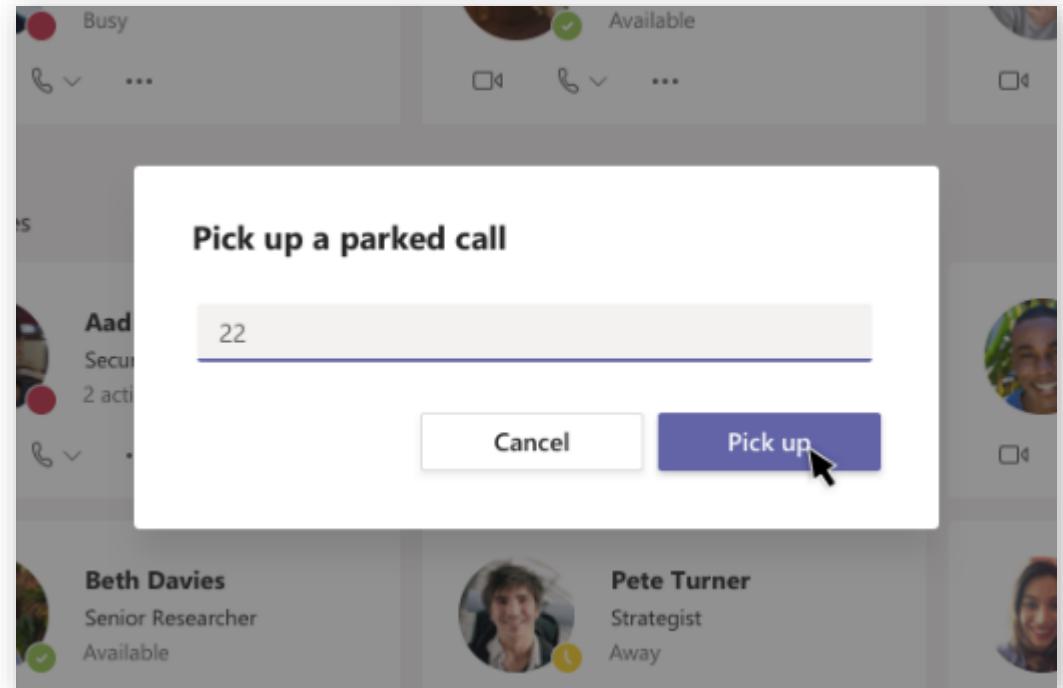
Teams will allow people to park and retrieve calls.

Park and Retrieve Calls

Park a call and get a code

See all parked calls from Teams Apps

Use Teams phone or Team's app to retrieve the call



Shared Line Appearance

Teams will enable people to share their phone line with their delegates

Full Invite Flow & Call Management

Manager Initiated

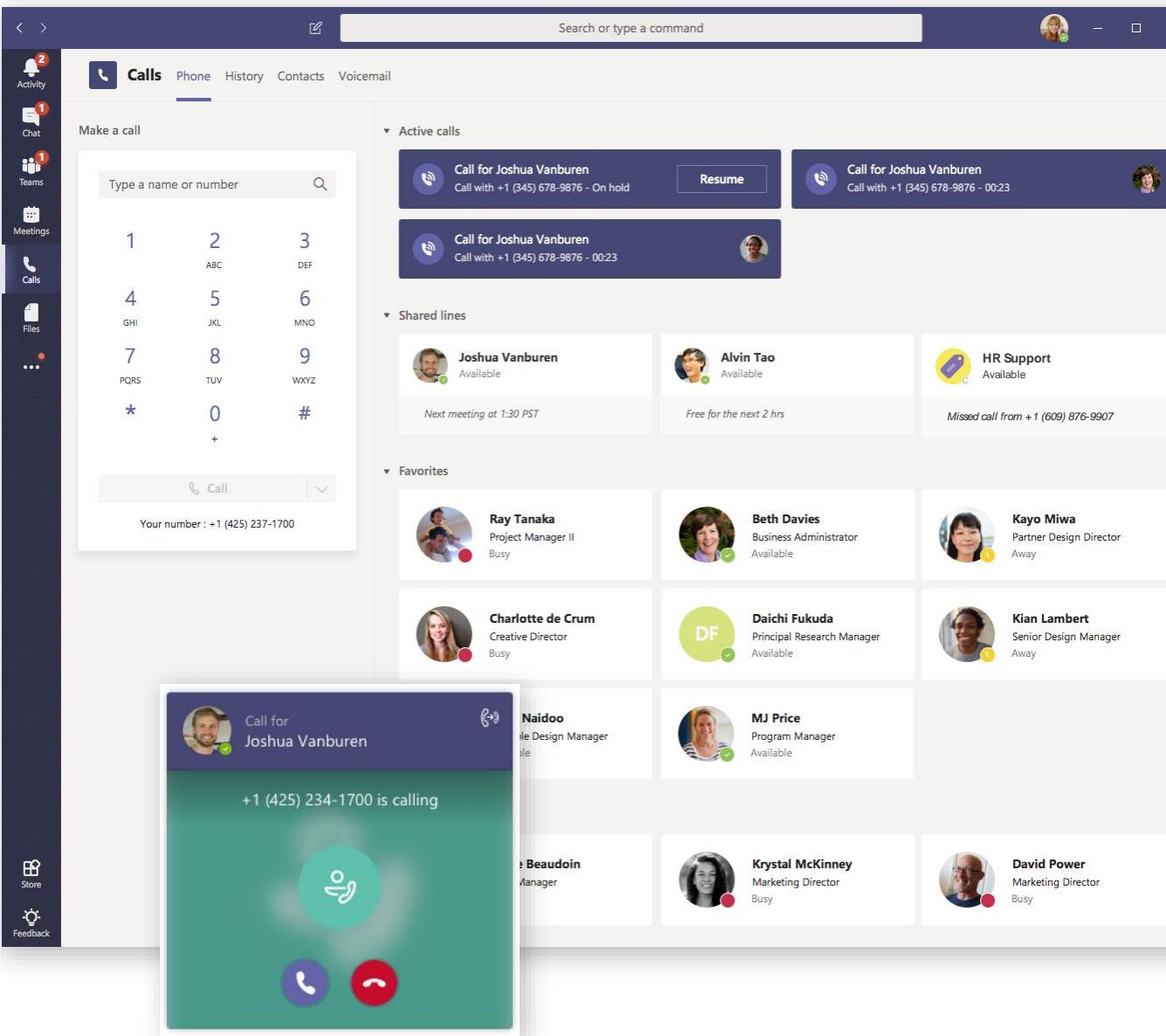
Delegate Managed or Initiated

See line busy status and active call information

Resume a call placed on hold by manager or admin

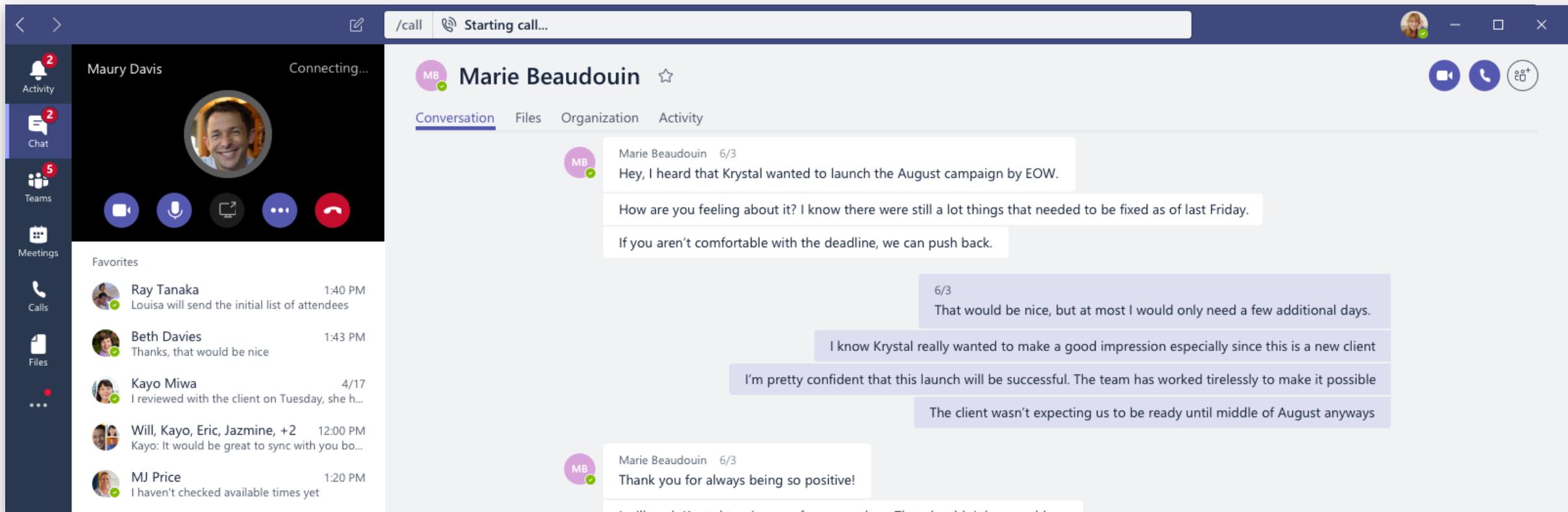
Make/receive shared line calls

ITPro experience to create SLA on behalf of users



Commanding

Calling includes Powerbar commands, enabling users to initiate a call in a few keystrokes.



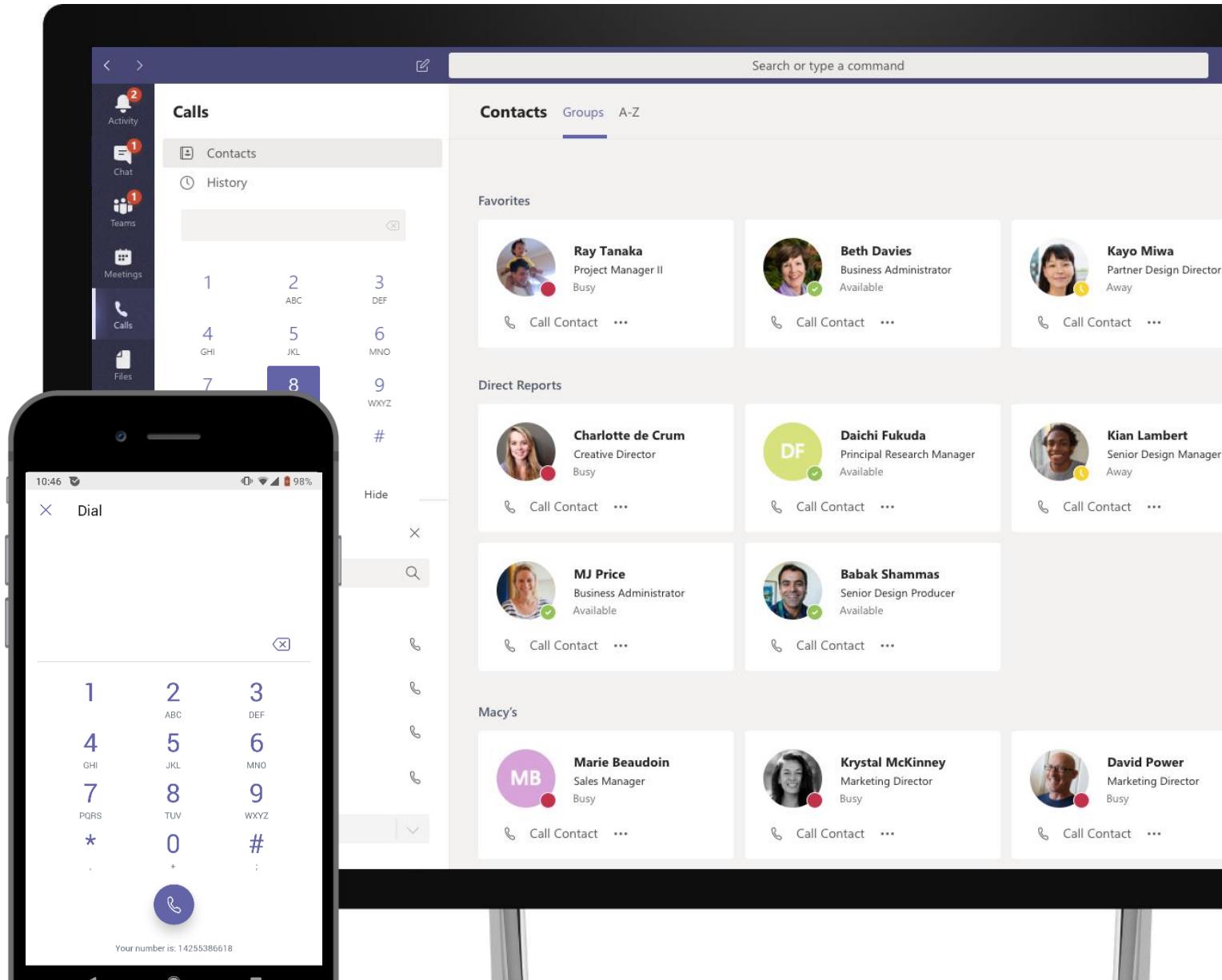
Communicate through calling

Connect with anyone through Phone System, Calling Plans, or Direct Routing

Provide software, service and phone lines for each user with Microsoft Calling Plans

Keep your voice trunks and configure as needed with Microsoft Direct Routing

Leverage key calling features incl. consultative transfer, voicemail, delegation, Auto Attendant, & call quality reporting



Calling Solutions in Microsoft Teams:

→ Microsoft Calling Plans

→ Microsoft Direct Routing

License Requirements:

For **Microsoft Calling Plans** we need the following licenses:

→ Microsoft Teams out of an Enterprise Plan;

→ Microsoft Phone System;

→ Microsoft Calling Plans (Domestic/International);

Or

→ Microsoft Business Voice with a Calling Plan add-on;

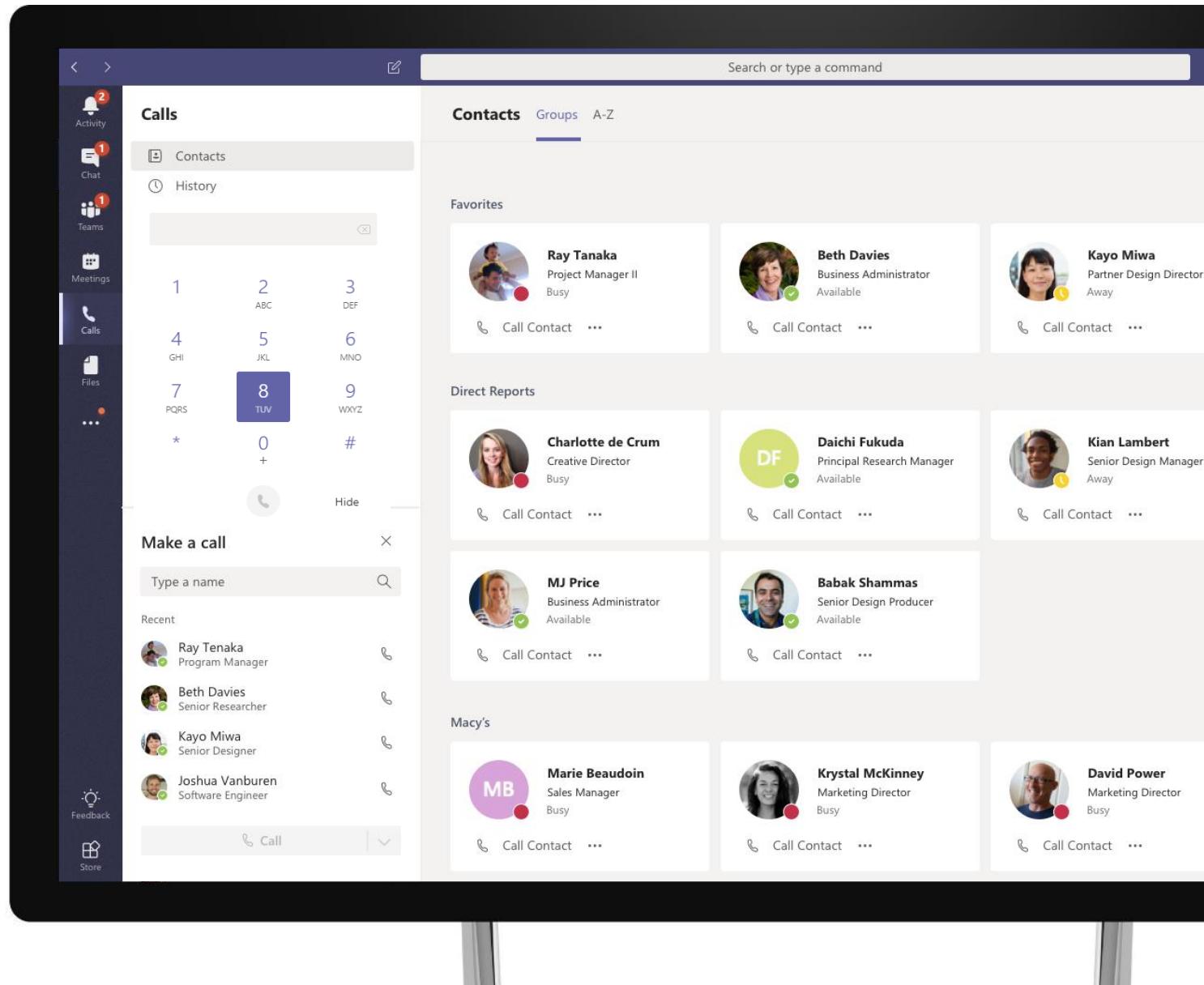
For **Direct Routing** Calling we need following:

→ Microsoft Phone System;

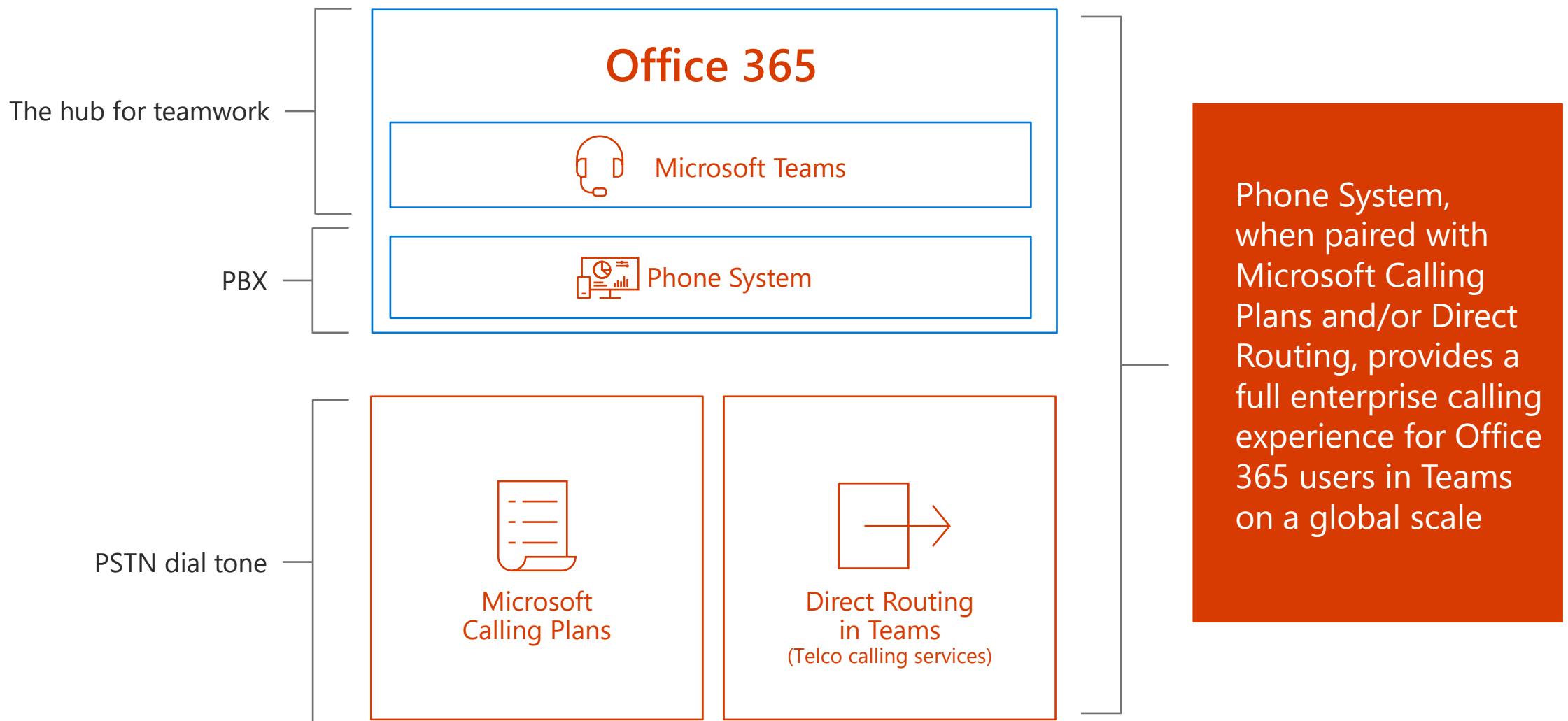
Or

→ Microsoft Business Voice without a Calling Plan;

→ Connection to an SBC;



Enterprise Voice for the cloud



Direct Routing and Calling Plans

Global coverage? No problem.

Calling Plans and Direct Routing have you covered

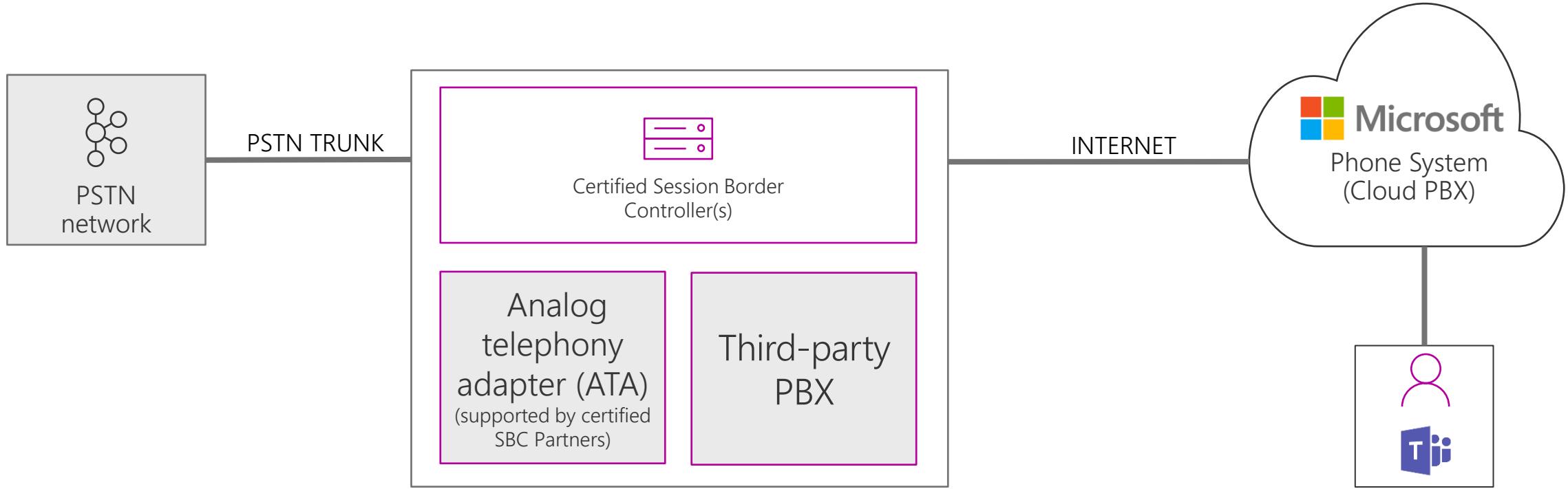
Calling Plans in multiple geographies

Direct Routing for all other countries

Mix and match both as you need



Direct Routing for Teams



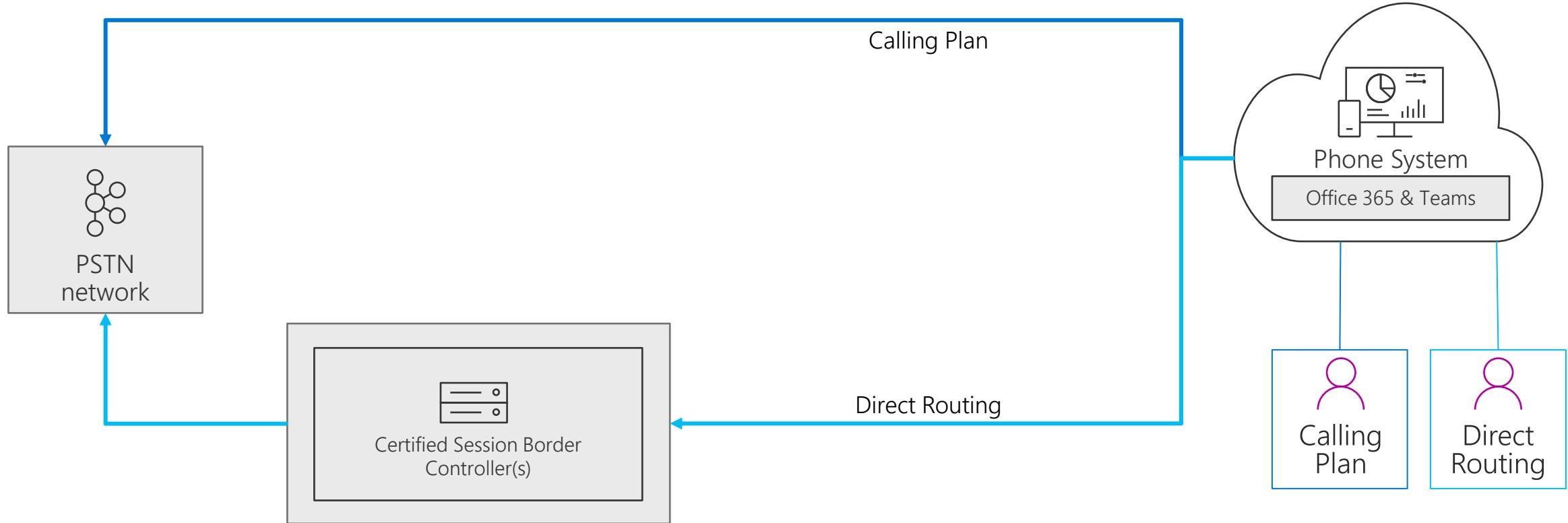
Connect own PSTN trunk

For countries where Microsoft Calling Plans are not available, or customers that want to keep existing telco contract

Interoperability with third-party systems

Mix two systems (for example, provide the option to connect analog devices)

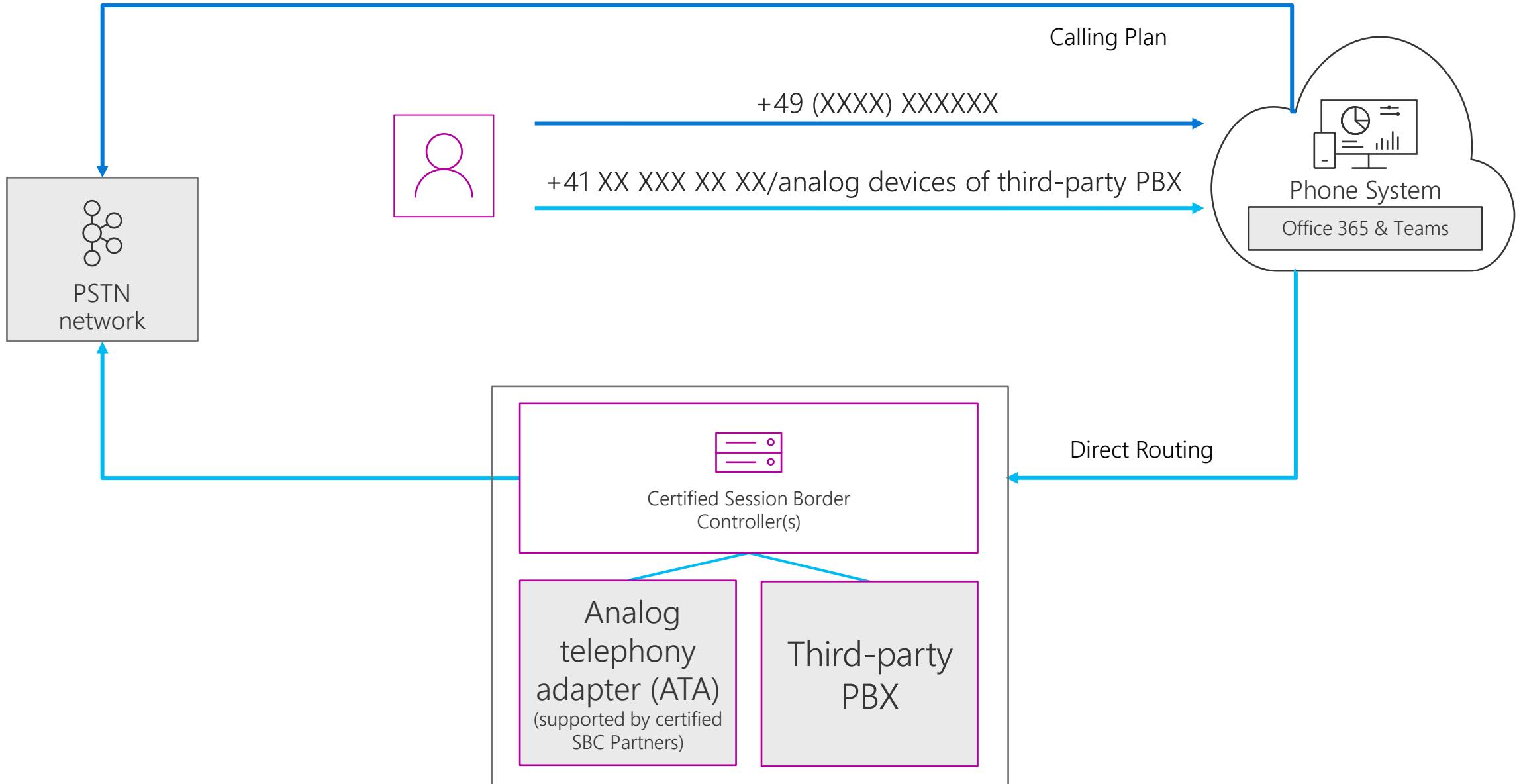
Calling Plan + Direct Routing (tenant)



Phone System provides two discrete ways to reach the PSTN network

In this diagram, one uses a Calling Plan and the other uses Direct Routing;

Calling Plans + Direct Routing (user)

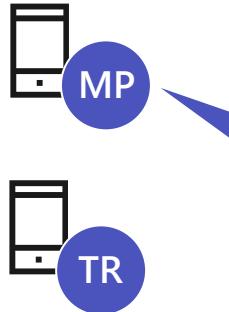


Architecture, call flows, and technical topology

Media components



Office 365 network



The Media Processor (MP) transcodes media from one codec to another. MPs are located in North America, Europe and APAC and Japan datacenters.

Internet



User outside
corporate network

The Transport Relay (TR) relays real time media if a direct connection is not possible. TRs are deployed worldwide not only in main datacenters.

Corporate network



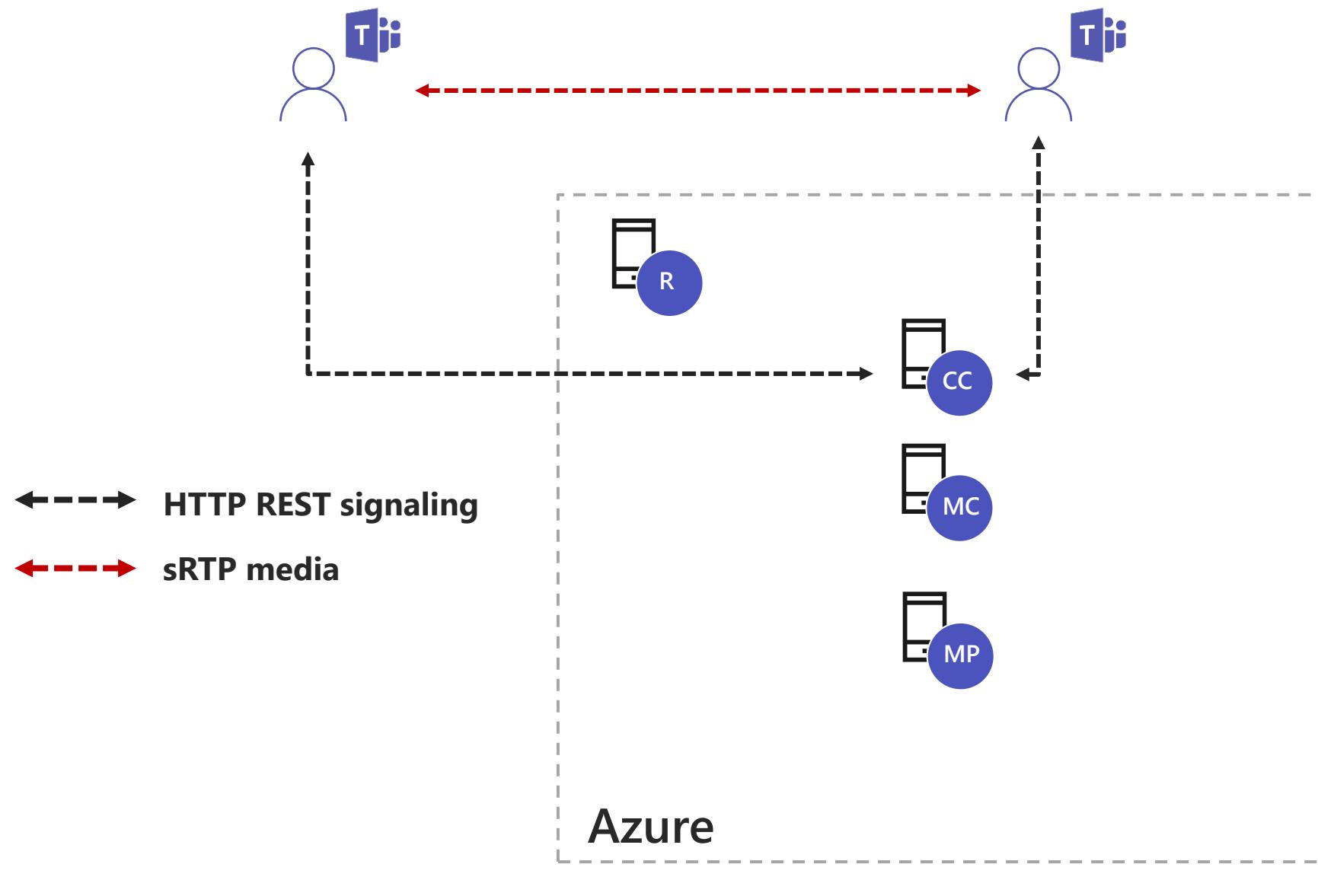
User on
corporate network



Certified Session Border
Controller(s)

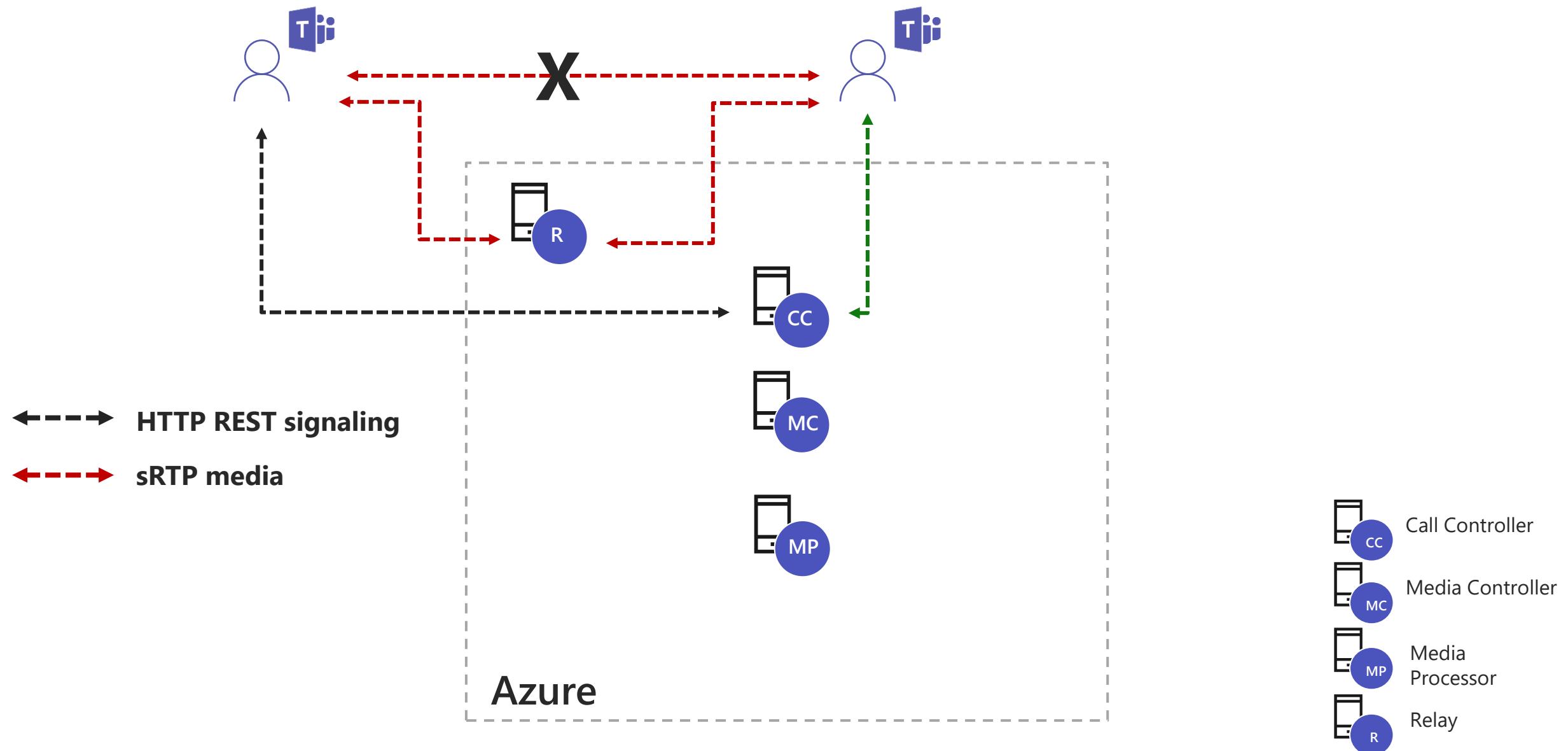
PSTN next
hop

Teams 1:1 call flow (voice can flow directly)

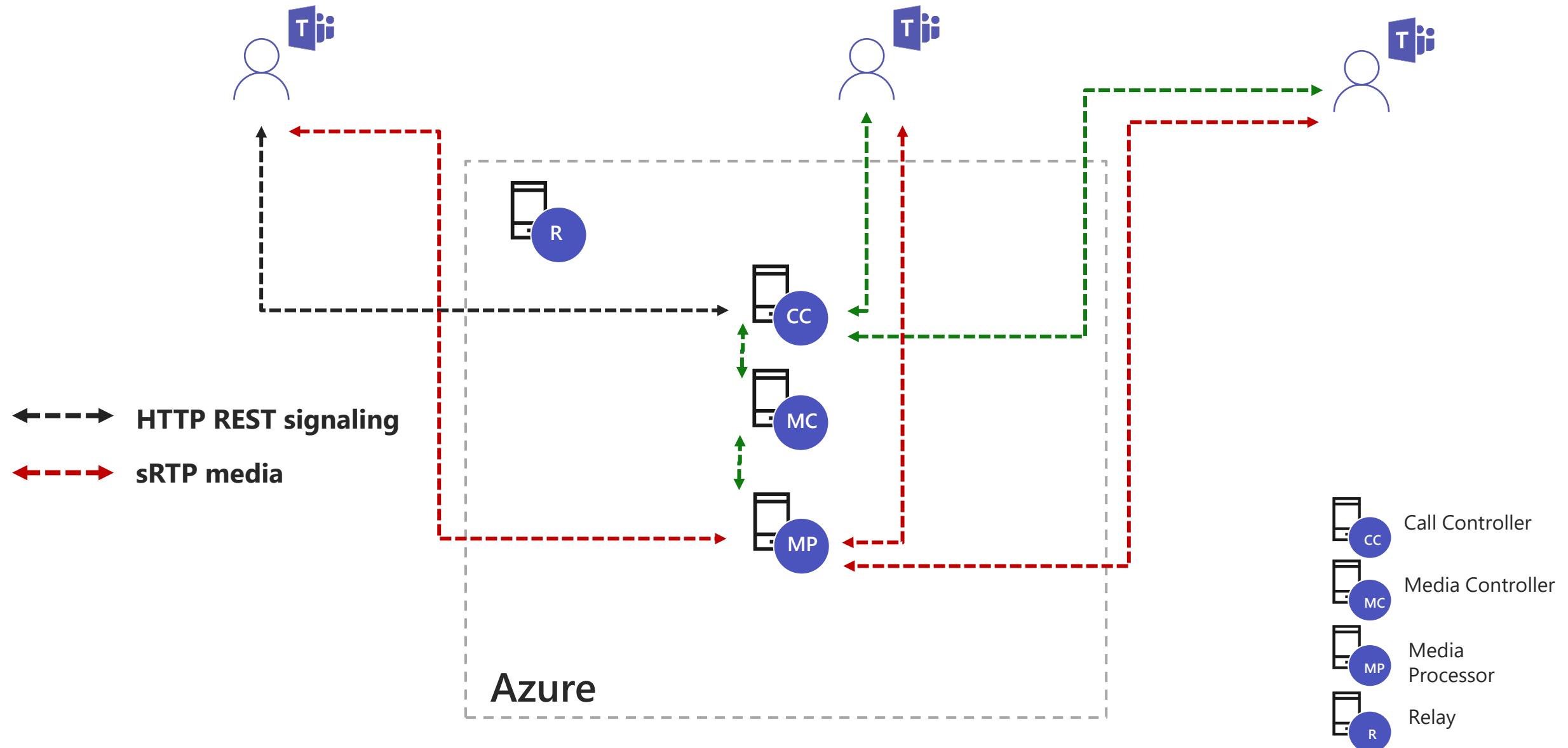


- Call Controller
- Media Controller
- Media Processor
- Relay

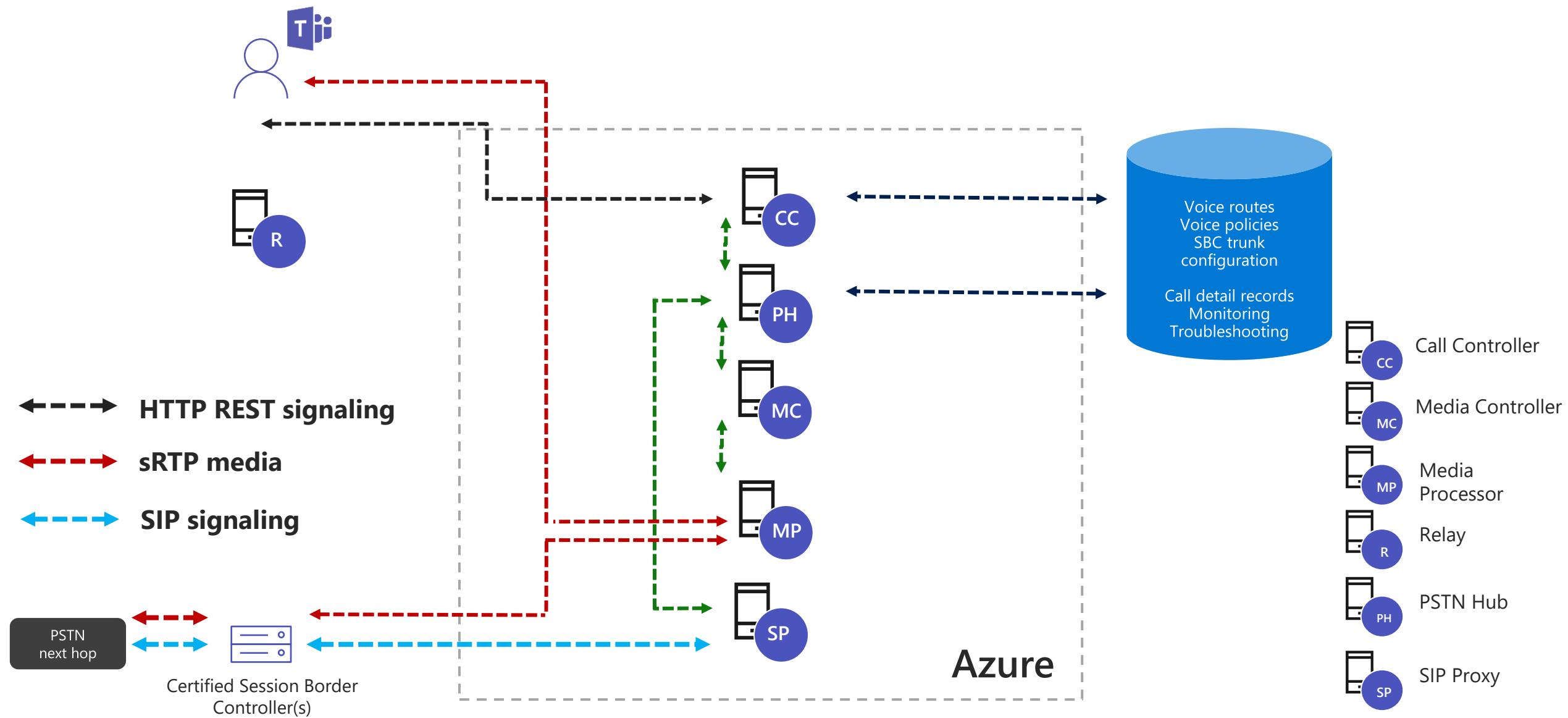
Teams 1:1 call flow (no direct connectivity, example: NAT)



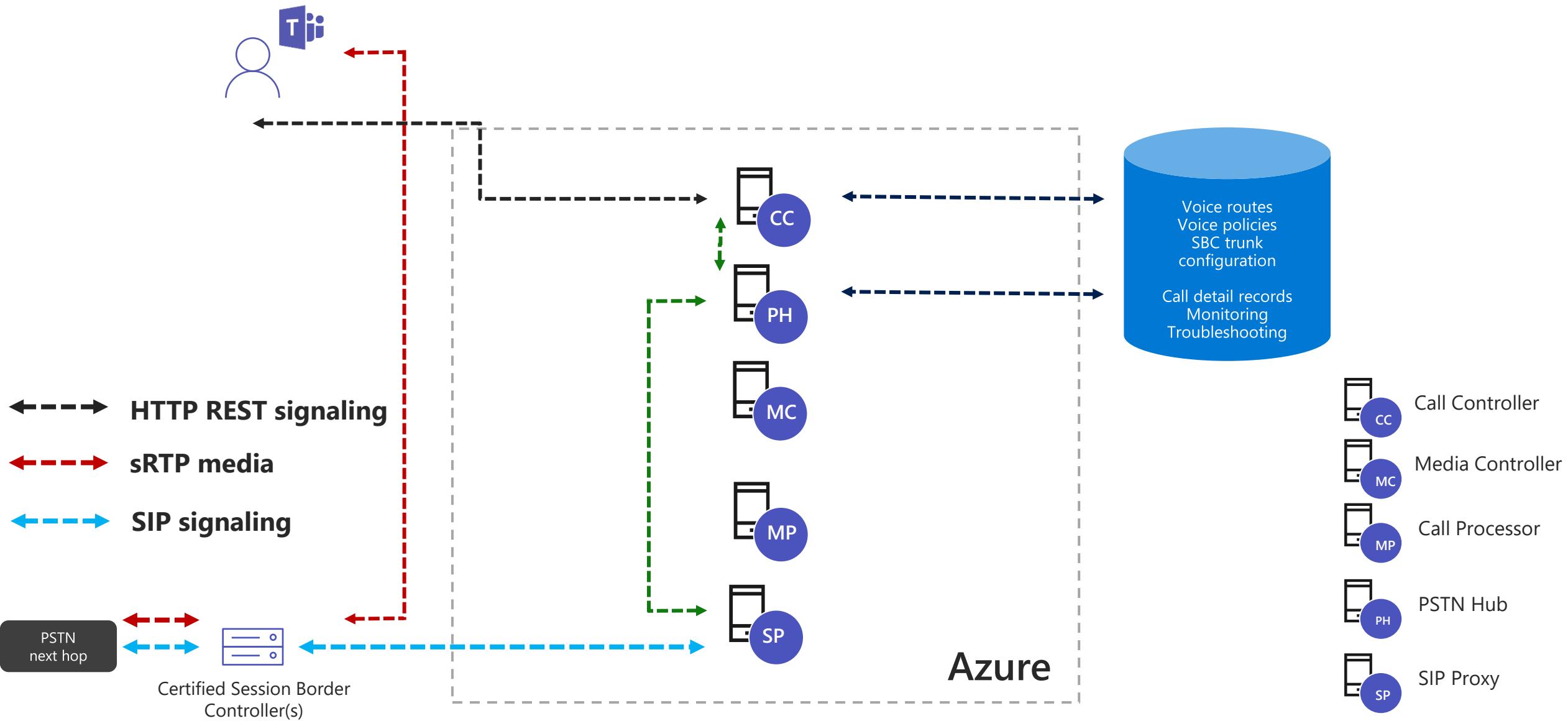
Teams Conference



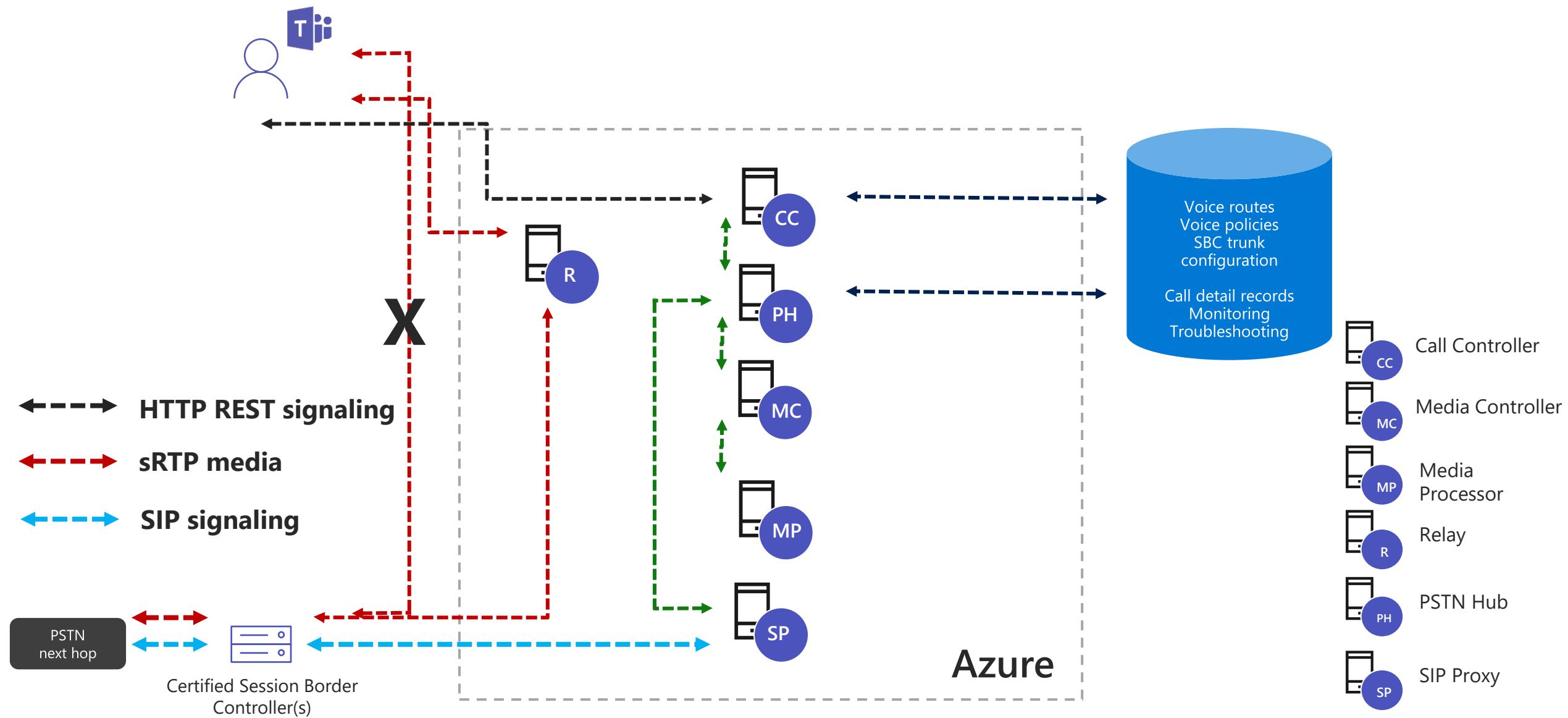
Teams PSTN Direct Routing – No Media Bypass



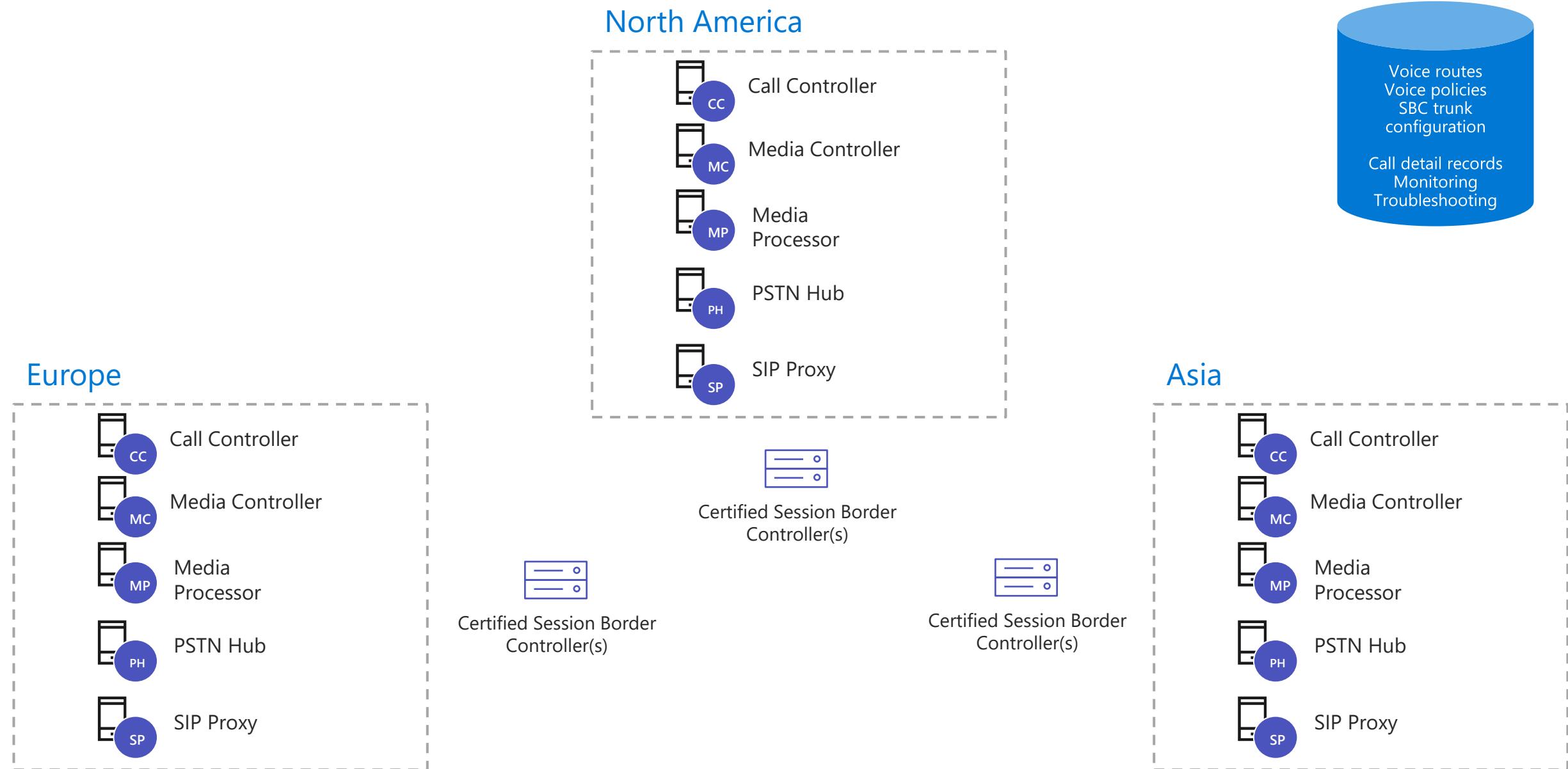
Teams PSTN Direct Routing – Media Bypass



Teams PSTN Direct Routing – Media Bypass no Connectivity



Global View for Direct Routing



Direct Routing deployment options

Direct routing accommodates a hosted SBC model

Customer premise model

The SBC is deployed at the customers premise

An SBC is connected only to one tenant

SBC hosting model

A carrier hosts an SBC in their datacenter/Azure

One SBC interconnected to one or many tenants

Customer Premise model

Customer premises

SBC deployed

Service Provider hosting model

Carrier datacenter or Azure

SBC serves

One tenant

One Tenant or Multiple tenants

Certificate requirements per SBC

One

One

Number of IPs per SBC

One

One



Intelligent Meetings in Microsoft
Teams

Meeting needs are changing

Employees are more mobile, increasing remote collaboration

72% of employees will be working remotely by 2020

56% of meetings have at least one remote attendee

1/3 of meetings are 100% virtual in nature

56% of meetings have at least a remote attendee

38% of remote attendees join via mobile



Video is becoming
the norm

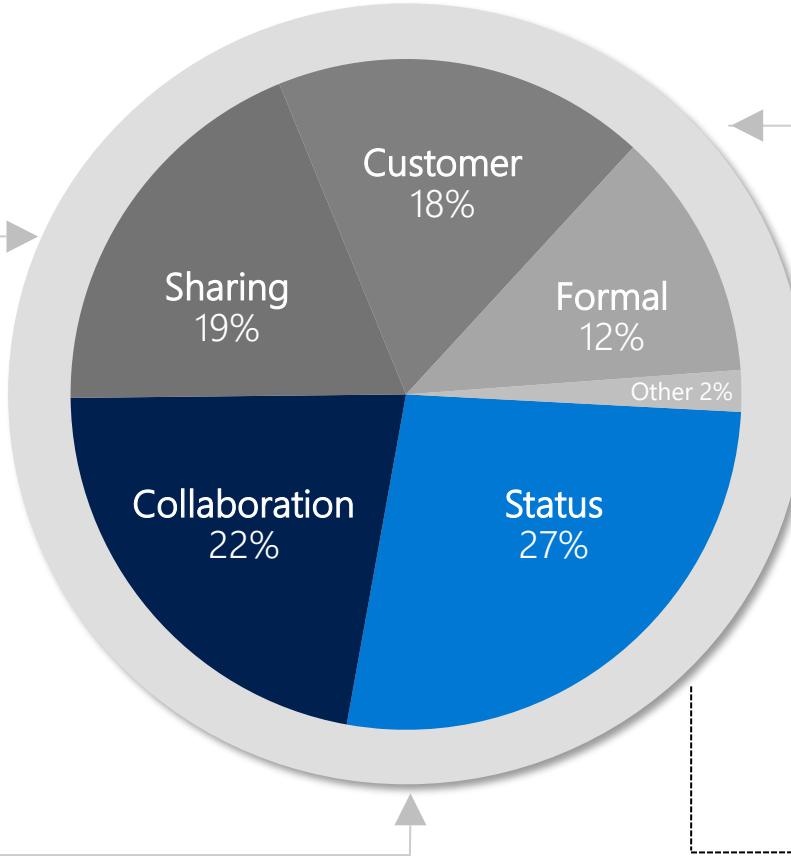


Make meetings better

In a commissioned report, Microsoft learned more about the challenges employees face today

STRESSES OF TODAY'S MEETINGS

- Longer than planned
- Attendees multi-tasking
- Attendees unprepared
- Late attendees
- Not on time
- Hard to schedule everyone
- Too many meetings



~50%

of meetings are status or collaborative

ACROSS ALL MEETING TYPES:

60% are unsatisfied with their current meetings

57% find meetings unproductive

MORE MODERN

MEETINGS NEEDED



Meetings and Calling made simple



Consistent experiences everywhere

On the go, at your desk, or in a conference room, bring together both internal and external audiences of all sizes via scheduled and ad-hoc meetings and calling



Intelligent and inclusive

Share content across devices and keep people in the loop throughout the meeting lifecycle, including those who may have missed the meeting



Easy and secure to join and use

Stay confident knowing that Office 365 is powering your meetings and calling with enterprise-grade AV experiences, security, and compliance



Consistent experiences everywhere

Easily **schedule, start** and **join meetings** or **make calls** from PC, Mac, mobile, web, or conference rooms

Experience consistent audio, video and content across all devices and form factors

Seamlessly join meetings and **make calls** via **Chrome** and **Edge** browsers

Schedule, produce and **present Live Event** meetings and broadcast to **10,000** attendees

Join at 1 touch from Microsoft **Teams Room systems**



M365 Live events – scales to 10,000 viewers

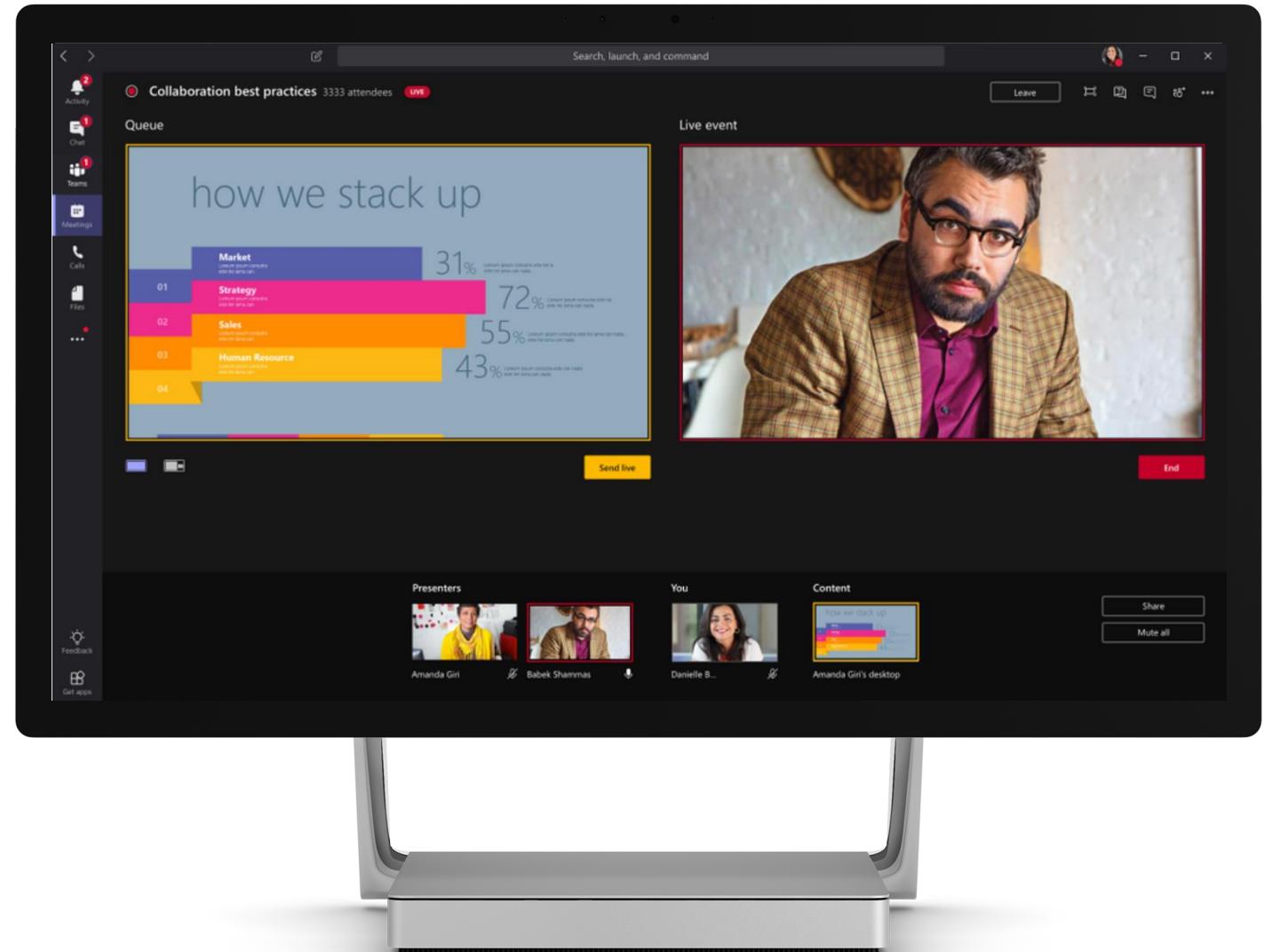
Schedule, produce and present in Teams meetings that can be broadcasted to large online audiences

Bring in media from your Teams meeting (Quick Start) or hardware based encoder

Watch the event live or on-demand in Teams (desktop, web and mobile)

Managed Q&A and reporting in Teams

Teams Quick Start meetings can be streamed to **external users**



Intelligent and inclusive

Share desktop, applications & Power Point easily, including video, PPT and photos mobile devices

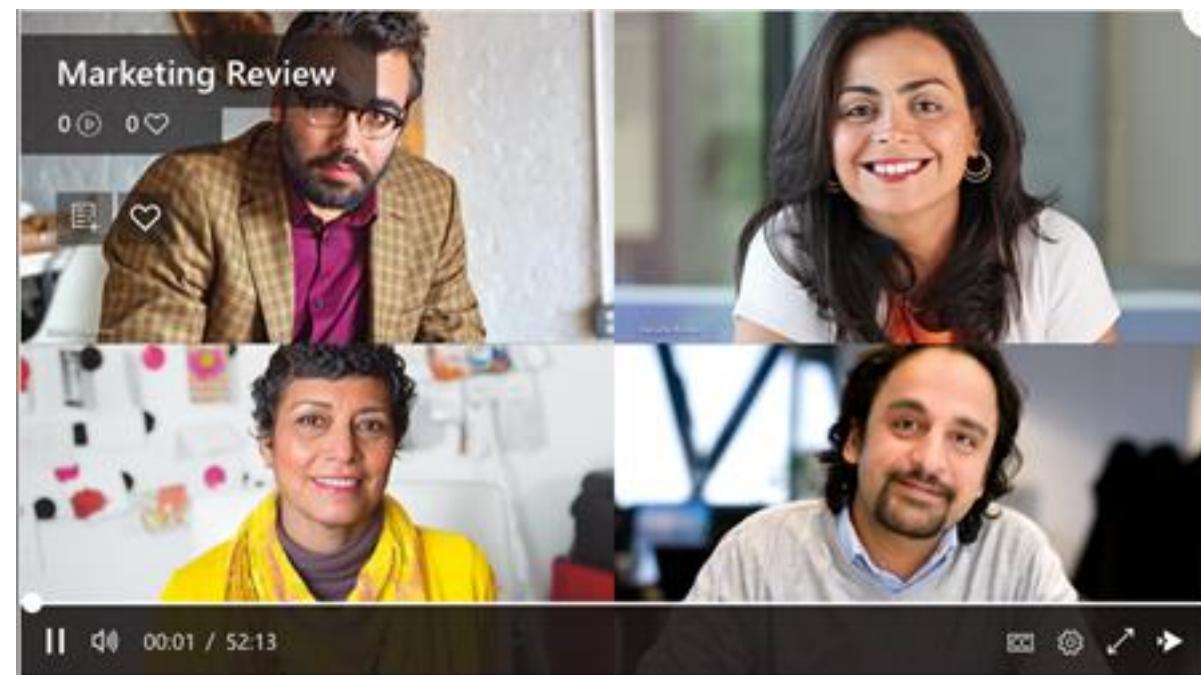
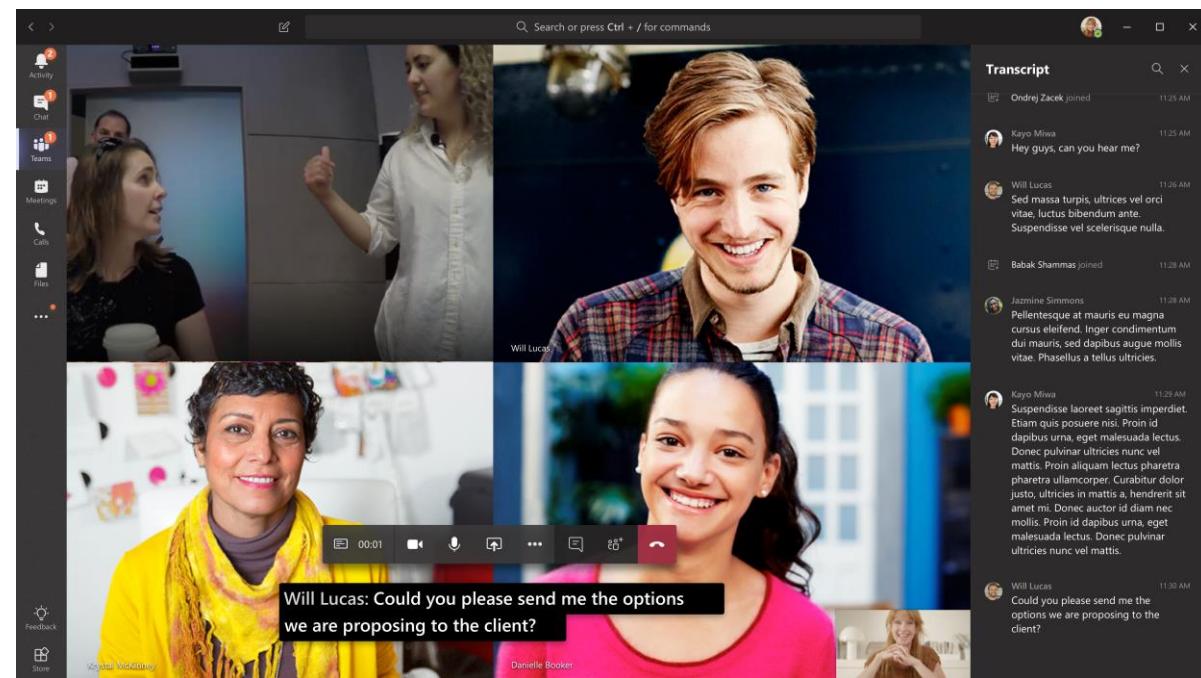
Meetings lifecycle keeps everyone in the know **before, during, and after** a meeting

Get more out of your meetings and calls with **automatic live captions** and **searchable transcripts**

Cloud recording and **playback** means you won't miss the meeting

Bring everybody together with the **integrated Microsoft Whiteboard** and contribute in real-time with digital ink

Use **background blur** and custom backgrounds to **remove distractions** and **personalize your video calling & meeting**



Teamwork across spaces and devices

A range of Teams devices for every space and working style

Teams Experience

simple transitions and
consistent experiences across
all device types

Inclusive Meetings

intelligent devices give
everyone a voice, wherever
they may be

Certified Hardware

high quality and deeply
integrated meeting experiences
in any space

Always Ready

reliable, manageable and
up-to-date systems ensure
meetings just work



Personal Devices



Audio & Video
Peripherals

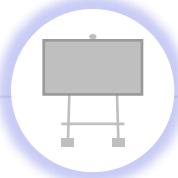


PCs and Mobile

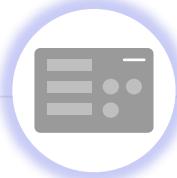


Phones

Shared Devices



All-in-one
Collaboration Devices



Room
Systems



Large Screen
Displays

Microsoft Teams Devices

Shared Devices



Crestron B160 with UC Bar system



Logitech Tap with Meetup system



Polycom Studio with HP Slice system



Yealink MVC 800 system



Lenovo ThinkSmart Hub 500 with Rally System



Yealink VC200



Personal Devices



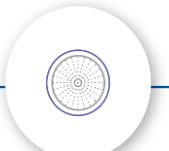
Jabra Evolve 65t



Plantronics Elara 60



Plantronics Blackwire 7225



Jabra Speak 710-T



Sennheiser SP 30



Yealink CP900



AudioCodes C450HD



Crestron Flex P100 P110



Crestron Flex P250



Plantronics/Polycom CCX 500



Yealink T55A



Yealink T58A



Cloud Video Interop

- HD video (1080p) and Content (VBSS)
- Support for H.323 and SIP meeting room devices
- Native Teams/Exchange scheduling
- Azure Scale with Cloud Solution



Product	 Polycom™ Polycom RealConnect Service	 pexip Pexip Infinity For Microsoft Teams	 BlueJeans BlueJeans Gateway For Microsoft Teams
General Availability	September 24 th 2018	October 19th 2018	October 31st 2018

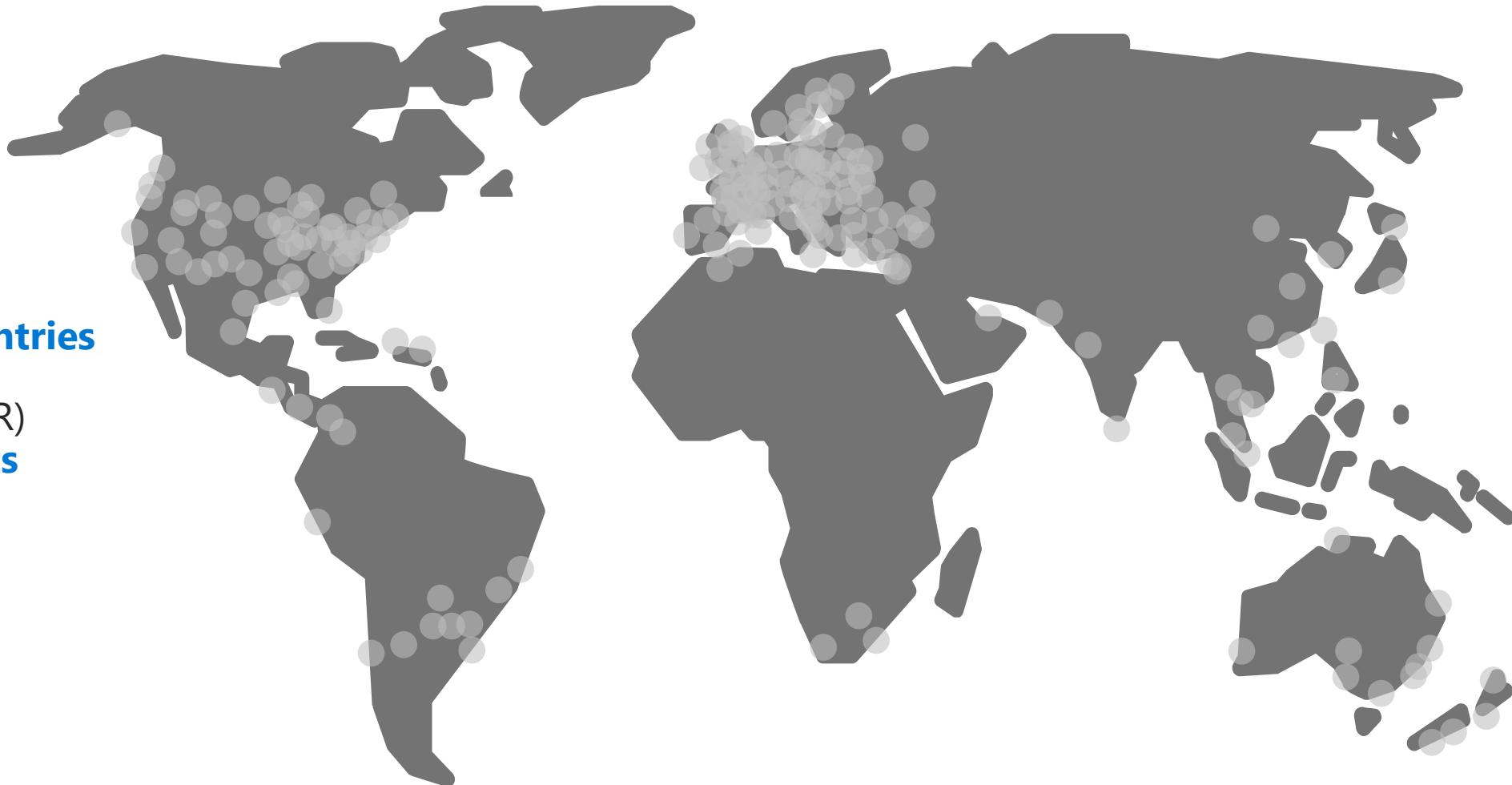
Audio Conferencing

Commercially available
in **90+ countries**

Dial-in numbers for
90 countries and 400 cities

Dial-out support to **190+ countries**

Interactive Voice Response (IVR)
in **44+ languages and dialects**



For current list of available dial-in and dial-out countries, please visit our [countries list](#)

Audio Conferencing

Step 1: Audio Conferencing region availability;

Step 2: Assigning Licenses;

Step 3: Getting Service Numbers & assigning to the conf. bridge;

➤ Either request a new number from Microsoft or port over an existing one;

Step 4: Assign dial-in phone numbers for users who lead meetings;

Step 5: Set up meeting invitations (optional);

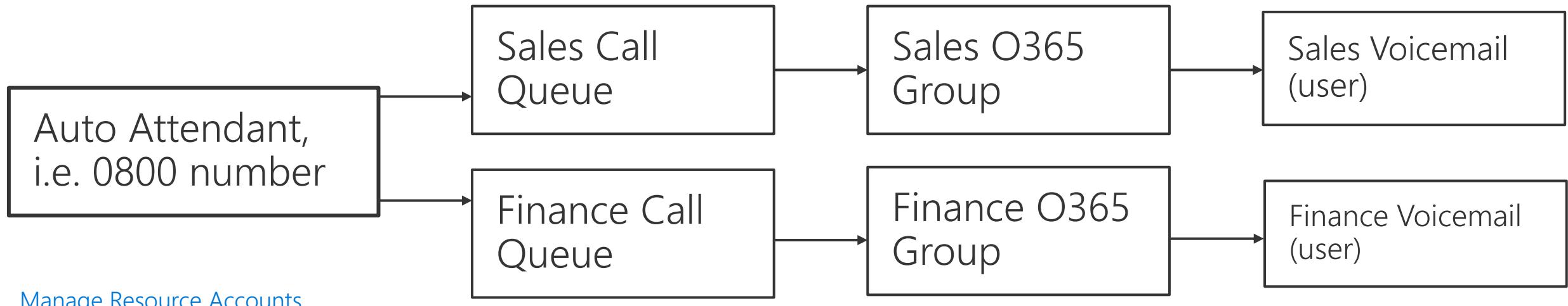
- **Dial Out of Meetings to PSTN Numbers: 60 minutes per user per month;**
- Toll Free Numbers – require Communication Credits add-on (no CSP);



Resource Accounts, Call Queues and Auto Attendants

What Are Resource Accounts in Teams?

- Each call queue or auto attendant has an associated resource account;
- Each resource account will have a Virtual User Phone System license, or a paid Phone System license;
- Nested call queues and auto attendants (w/o phone numbers) don't need a res. Account with a license;





Call Quality Dashboard & Call Analytics

Advanced Call Quality Dashboard

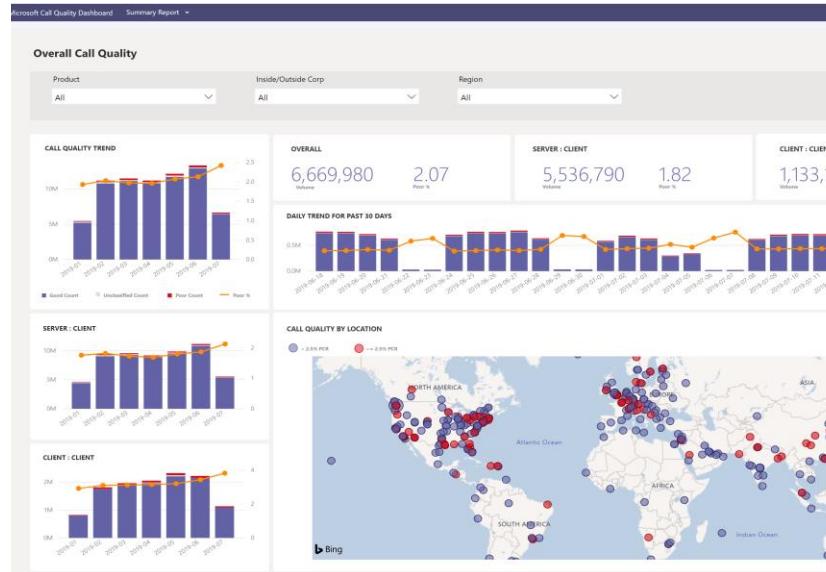
Expedite time to analyze and troubleshoot issues

Near Real-Time data

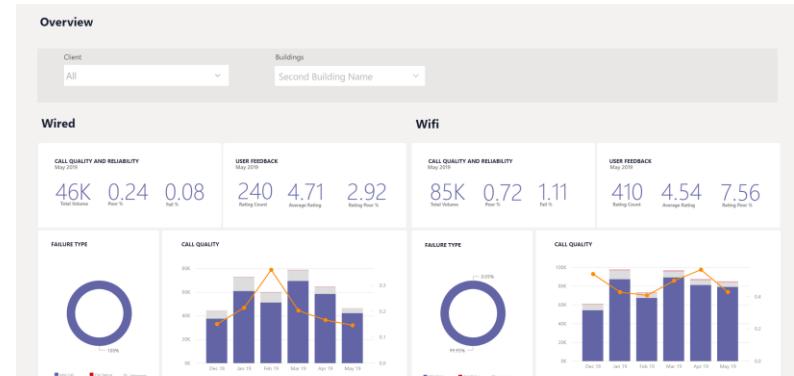
Drill-through to 'where' the issue is & 'who' are impacted

Fast report building, great visualization & flexibility through integration with Power BI

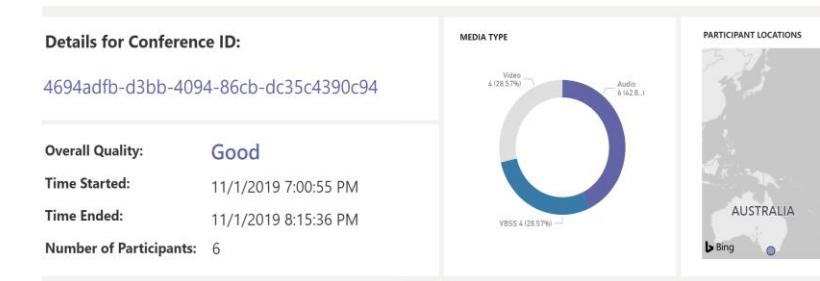
Manage systemic issues for MS Teams, SFB 2019 & SFBO



Use the **Summary Report** to quickly view your most important metrics, like Poor Call Counts and Call Quality by Location



Location-Enhanced Reports help you identify problem locations within your network



Right click to Drill Through to User Activities, Location or Similar Devices (Drill through to Location Details only when location data is available)							
Participant	Building	Start Time	Media Type	Failure Type	Capture Device	Avg Duration	Connectivity
slunies@microsoft.com	MELBOURNE-MEL20	11/1/2019 7:06:13 PM	Audio	NotMediaFailure	Built-in microphone	1.00	DIRECT : RELAY First-to-Second False

The **Help Desk** report lets you find a specific user or call, and work backwards to identify their problems

Open Q & A

Please ask any question in the Q&A

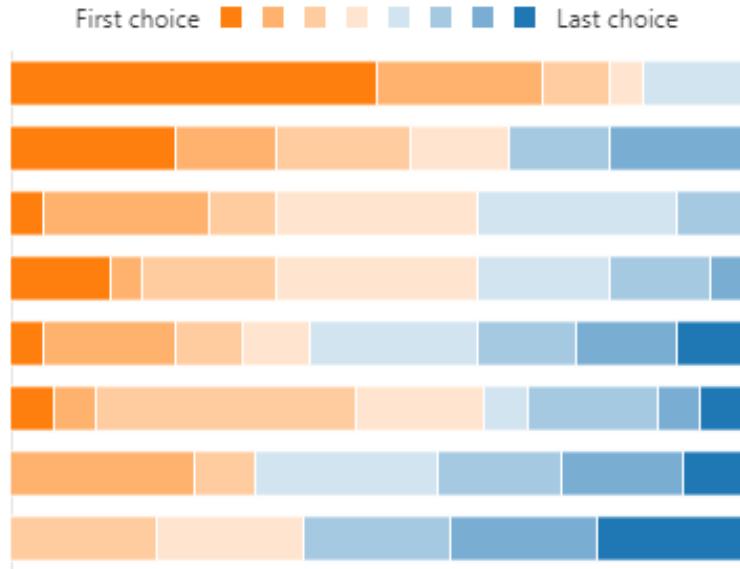
We will read your questions and answer them in this meeting , or a next meeting.





<https://aka.ms/WE-TechOfficeHours/Poll>

Rank	Options
1	Security - How to secure Teams & Office 365
2	Phone System and Cloud Voice
3	Managed Devices - Autopilot and Intune
4	How to build a simple BOT
5	Behind the scenes: How we run Office Hours
6	Password less authentication, (FIDO2, Windows Hello, SMS sign-ins...)
7	How to organize/maintain SharePoint & OneDrive using Teams
8	Accessibility in the Modern Workplace



1. Please order the following topics based on the priority it has for your organization
Would you like us to cover something else which is not listed above? *

- Phone System and Cloud Voice: Architecture and flow
- Accessibility in the Modern Workplace
- Security - How to secure Teams practical example
- How to build a simple BOT
- Managed Devices - Autopilot and Intune
- Behind the scenes: How we run Office Hours on Teams Live Events
- Password less authentication, (FIDO2, Windows Hello, SMS sign-ins...)
- How to organize/maintain SharePoint & OneDrive using Teams

Sessions

Planned Sessions	Main Topics
Friday, June 5, 2020	Microsoft Phone System, Cloud Voice & Meetings
Friday, June 12, 2020	Accessibility in the Modern Workplace (TBC)
Friday, June 19, 2020	Modern Devices and Device Management (TBC)

<https://aka.ms/WE-TechOfficeHours/Poll>

Partner Support Resources

WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology (incl. Teams, Security, Power Platform, Windows Virtual Desktop...)
- Weekly Sessions – aka.ms/WE-TechOfficeHours
 - **Fridays at 13:00 – 14:00 CET** (12:00 – 13:00 WEST, 14:00 – 15:00 EEST)
- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team, EMEA Partner Tech Services and Corp Engineering Team**

Get help now

- Check out the [Technical Support Options](#) for Microsoft Partners
<https://support.microsoft.com/en-us/help/4020188/technical-support-for-microsoft-partners>
- If you have a **dedicated Partner Development Manager / Partner Technology Strategist** – reach out to them [directly](#) with your query
- If you do not have a dedicated Partner Development Manager / Partner Technology Strategist, and you need **guidance on a specific customer scenario** (pre-sales technical or deployment assistance) – make use of your [advisory hours](#) and reach out to [Partner Technical Services](#)

Other Partner Resources

- **Best practices and discussion for remote work**
 - [Best practices](#), based on Microsoft internal learnings
 - (new) [Microsoft Tech Community](#) forum for discussing / sharing best practices
- **Enabling Microsoft Teams**
 - We recommend that partners lead with the [CSP Trial](#). See details in our [news article](#).
 - For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them. Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.
- **Resources for Education Partners**
 - Check out the [EDU Partner Flash on Yammer](#)
 - **[Office 365 A1 – Free](#)** versions to **all educational institutions**: unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
 - **[Microsoft Teams for Free](#)** (**Individuals** and **IT roll-out** – in Office 365 A1 above): unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.
 - **[Minecraft: Education Edition](#)**: We've extended access to Minecraft: Education Edition to all free and paid O365 Education accounts through the end of June 2020 and published a [M:EE remote learning toolkit](#) with links to >100 Minecraft lessons and STEM curriculum.

Thank You!

