Modernize your Phone System with Microsoft Teams Phone

How your company can benefit from Teams Phone

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BigGreen IT
Cloud Driven

Microsoft Partner
Microsoft

Gold Data Analytics
Gold Data Platform
Gold Cloud Platform
Gold Cloud Productivity
Gold Windows and Devices

Today's Agenda

Introduction: Wade Walker / Austin Kelly

Microsoft Teams Phone

- Features
- Devices
- Licensing

Next Steps

Q & A / Wrap Up

Big Green IT
Cloud Driven

Connecting Enterprise Businesses to the Microsoft Cloud Ecosystem

- Your "Cloud Journey"

- Elevating companies to the cloud

- Build upon the Microsoft Cloud platform

- Leverage our expertise for Microsoft Cloud consulting, licensing, implementation and support

- Together we can help you develop a modern infrastructure with an ecosystem of products and services that are:

  - Secure

  - Built to work together

  - Supported

  - Able to grow and pivot as business needs change
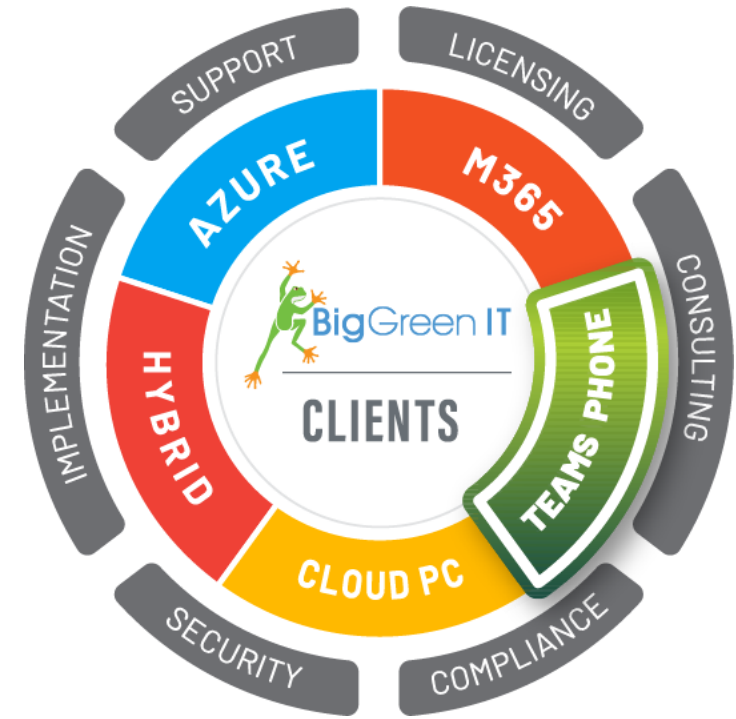
Telephony today
in small and mid-size businesses

On-premises

Phone tied to office
Forwarding to mobile phones
Costly to use and manage

Cloud

Multiple apps to use
Multiple providers to manage
Costly to use and manage

Teams is a trusted leader in Unified Communications

300+ million
Teams monthly active users

270+ million
Teams daily active users

50+ billion
Collaboration minutes in a single day

Leader
in Gartner's 2021 UCaaS Magic Quadrant report

Leader
in The Forrester Wave Unified Communications-as-a-Service

Microsoft Teams
is a trusted leader in Calling

Microsoft positioned highest for "Ability to Execute" in the 2021 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft's second consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Read the report at Gartner recognizes Microsoft as Leader in Unified Communications as a Service and Meetings Solutions - Microsoft 365 Blog
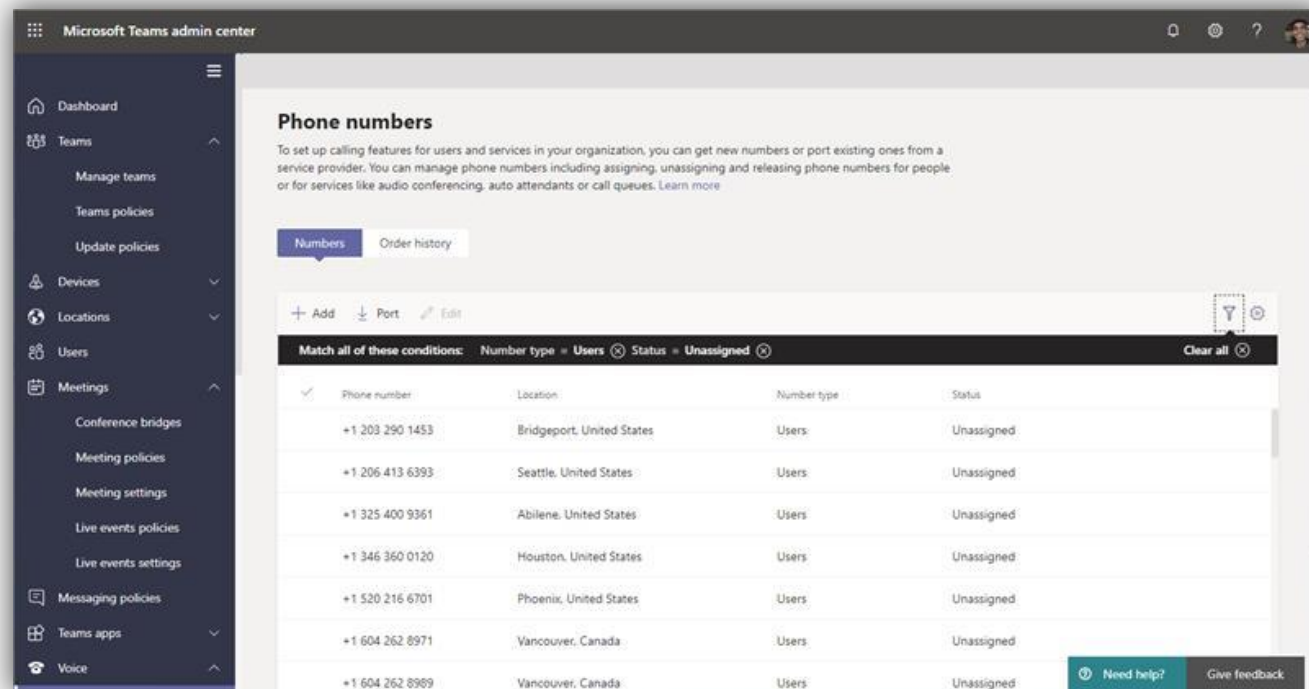
Features

Teams Admin Center

Reduce complexity and training by manage your phone system from an admin console deeply integrated to Microsoft 365 services.

Get started in minutes without an on-prem PBX to install or manage.

Scale your phone system by getting new numbers and adding users as your business grows.

Rich calling features

Calling

Call park

Call forwarding

Call hold

Call transfer: supervised & blind

Call delegation

Shared line appearance

Call logs

Call blocking

Music on hold

Do not disturb / breakthrough

Distinctive ringtones

Add participants to a 1:1 call

Visual voicemail

Voicemail to email

Call history

Caller ID

Caller ID masking

Click to call out from Outlook, Office Apps, and webpages

Presence status

Contact integration with Exchange

Teams desktop, web, & mobile apps

Teams-certified devices

Integrated audio conferencing

Conferencing up to 250 participants

Admin

Cloud PBX

Number porting

Multi-level auto attendant

Multilingual IVR

Call queue: group, serial, round robin

Global call routing

Location-based routing

Emergency location-based routing

Exchange calendar call routing

Dynamic E911

Multi-site support

24x7 customer support

Single sign-on

Local numbers

Toll-free numbers

Company & user phone numbers

Extensions

Integrated calling plans

Bring your own calling plan (with direct routing)

Performance reports

Quality of service reports

Call logs

Call monitoring

Call analytics

Call quality dashboard

Device management

Media bypass support

Expanded SBC support

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

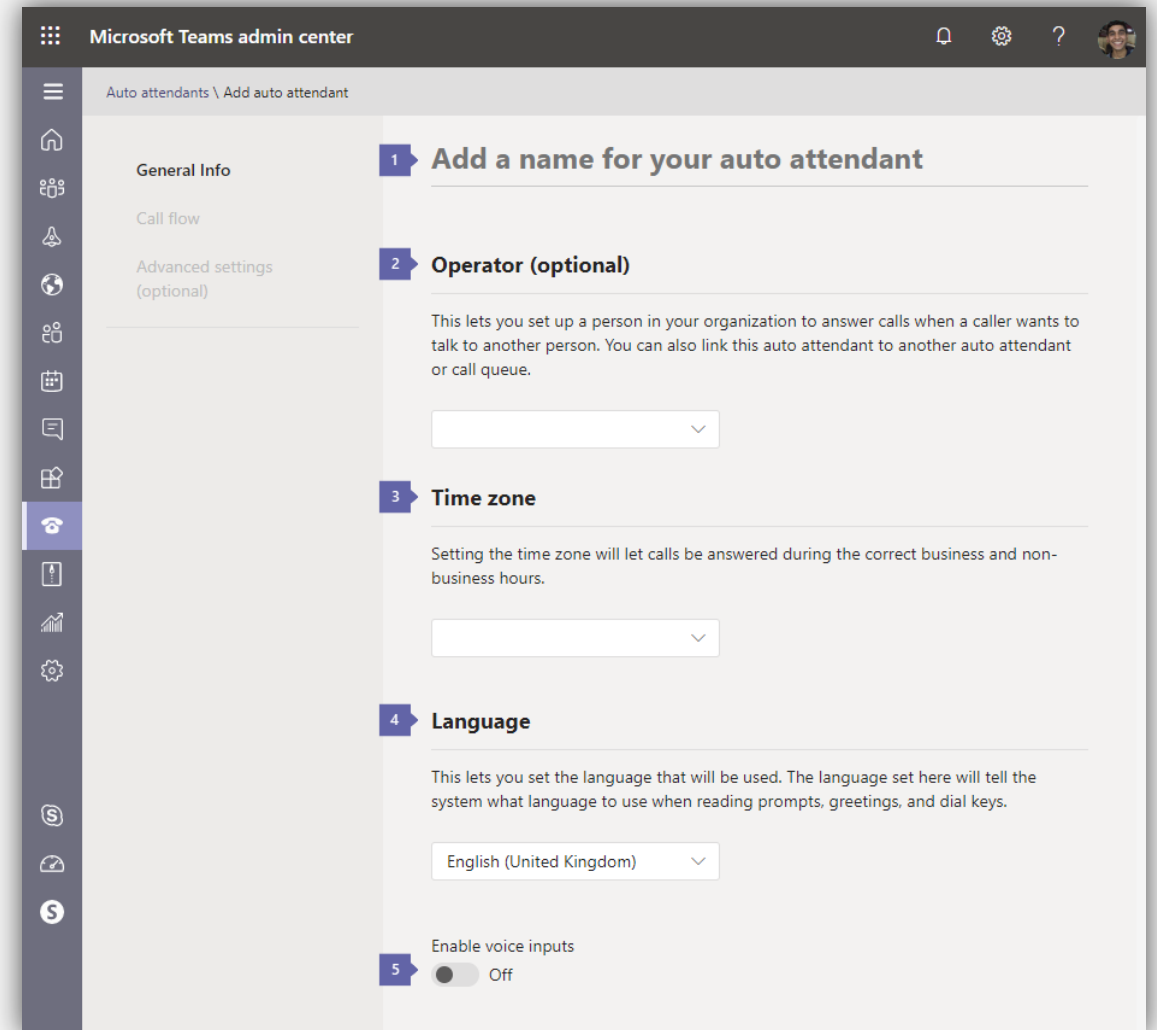Admin portal UI and PowerShell cmdlets

Call Queues

Custom greetings

Music while people are waiting on hold.

Redirecting calls to call agents

Setting different parameters such as queue maximum size, timeout, and call handling options.

Shared voicemail for callers to leave a message for an organization.

Call Analytics

Get real-time insights into the quality of calls made using Microsoft Teams.

Keep your business running smoothly with built-in redundancy and active load balancing for a guaranteed 99.9% uptime.

Protect your business communications, no matter where they take place with built-in security, privacy, and compliance from Microsoft 365.
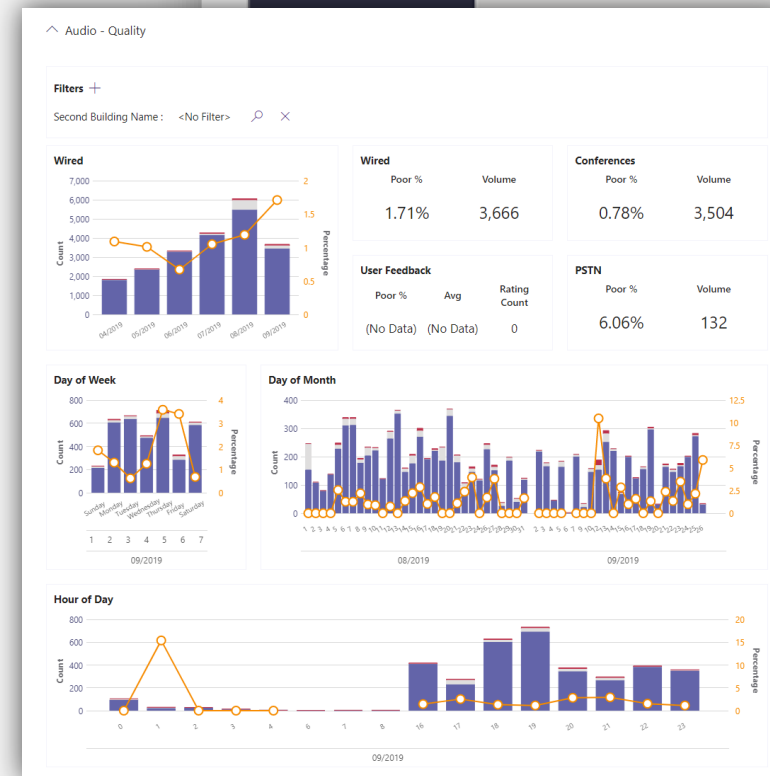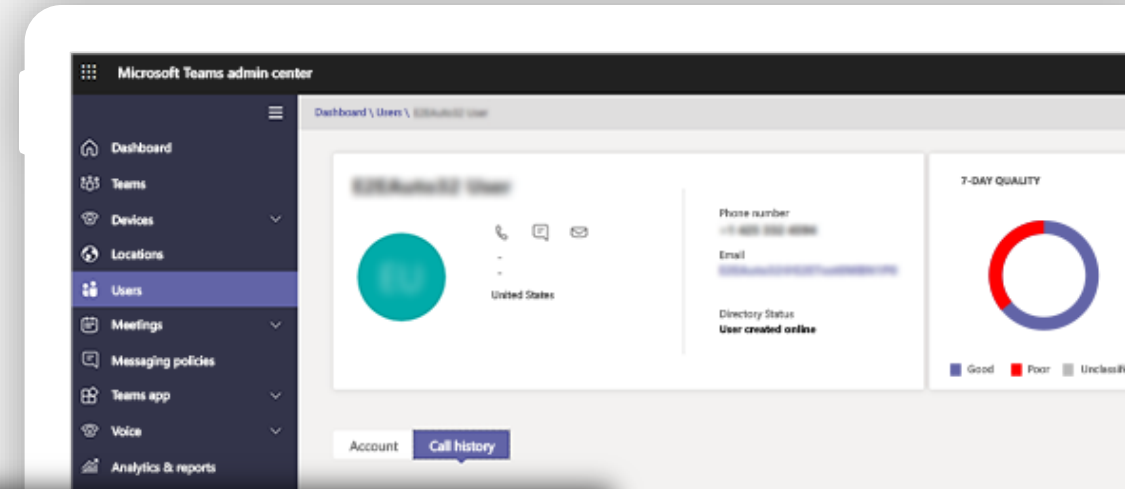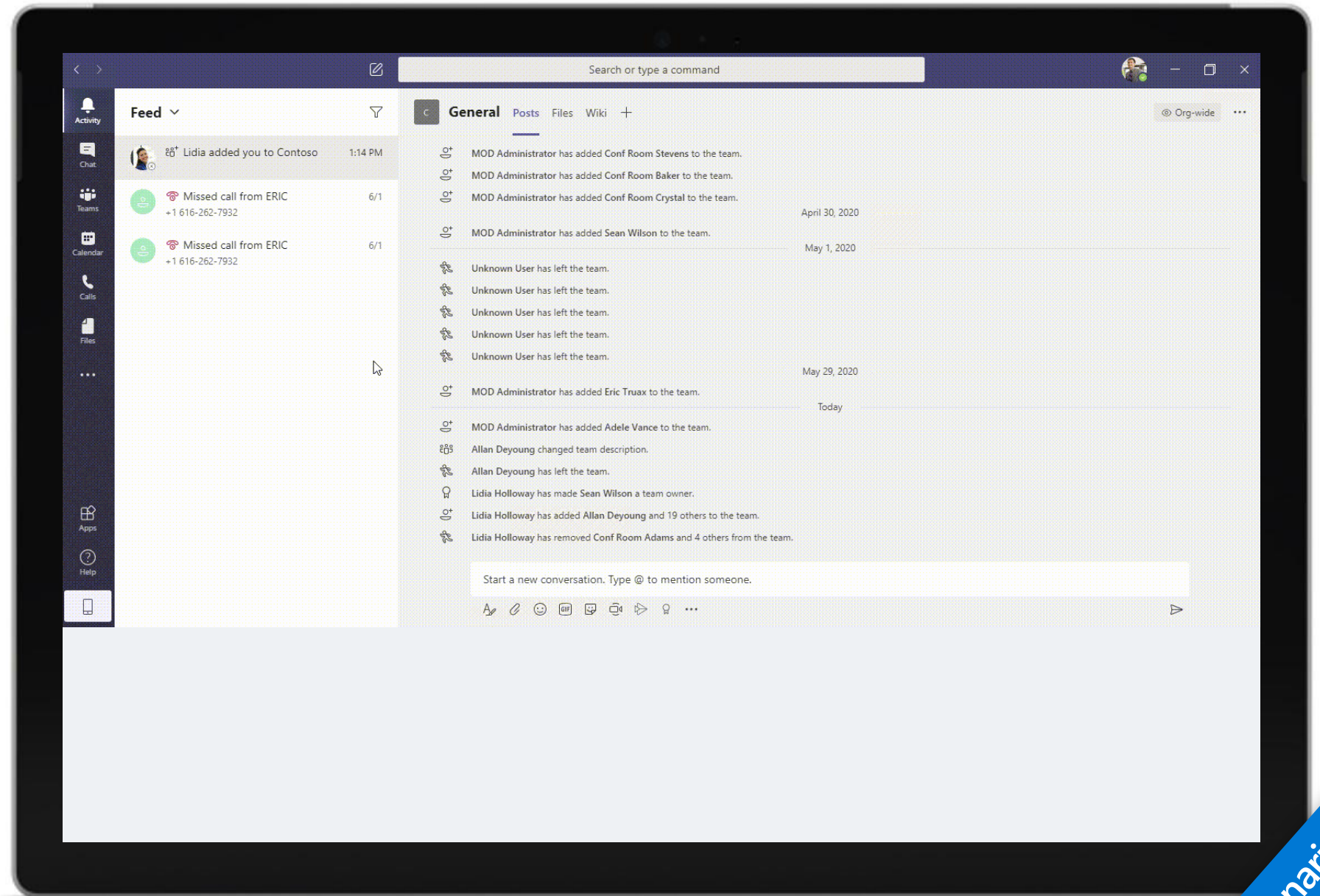
Teams calling to PSTN using the dial pad

PSTN (Public Switched Telephone Network) is connected directly to Teams by either Direct Routing from your own services or from Microsoft provided services.

This gives us the ability to call anyone in the world with a telephone number.

Scenario

Innovation in Teams: Roadmap

Showing **395** updates :   Microsoft Teams ✕

Download | Share | RSS

☐ **83 In development** ■■■

Updates that are currently in development and testing

☐ **71 Rolling out** ■■■

Updates that are beginning to roll out and are not yet available to all applicable customers

☐ **240 Launched** ■■■

Fully released updates that are now generally available for applicable customers

	Sort by Rollout date ⌄	Newest to oldest ⌄

> ■■■ **Microsoft Teams: Teams devices dashboard for device analytics providing health and usage metrics**
> **Rollout Start:** April 2024

> ■■■ **Microsoft Teams: Workspace Management**
> **Preview Available:** September 2023
> **Rollout Start:** April 2024

> ■■■ **Microsoft 365: Information Barriers (IB) upgrading from IB v1 to IB v2 with new capabilities**
> **Preview Available:** June 2023
> **Rollout Start:** November 2023

> ■■■ **Microsoft Teams: Ability for all participants to start collaborative annotations**
> **Rollout Start:** October 2023

> ■■■ **Microsoft Teams: Approvals Graph API's**
> **Rollout Start:** October 2023

> ■■■ **Microsoft Teams: Loop components in Teams chat for GCC**
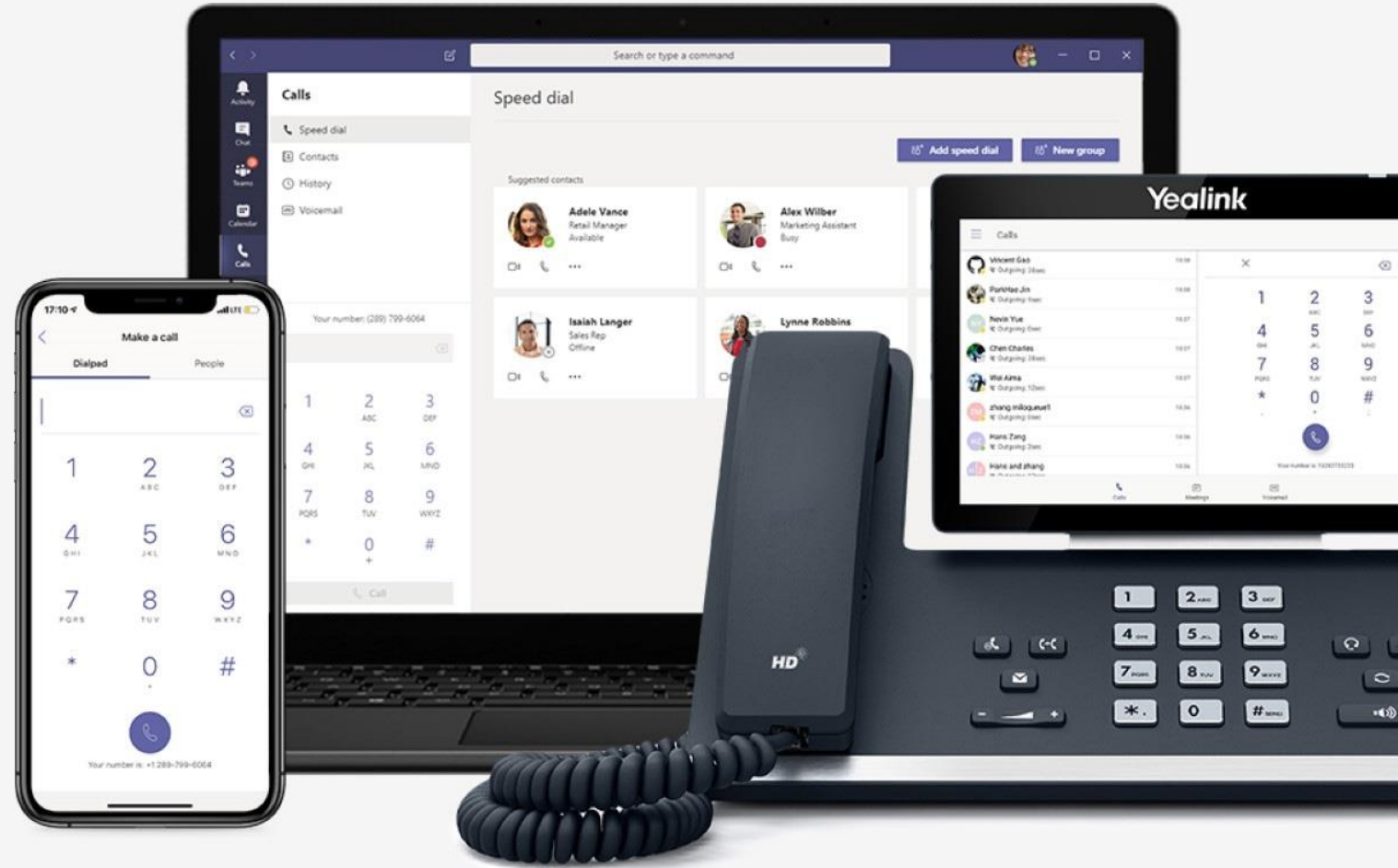> **Rollout Start:** September 2023

Devices

Teams Phone

Simplify communications with an all-in-one solution

Call from anywhere, on any device

Secure, reliable, and rich calling

Streamline management

Microsoft Teams devices showcase

Access intelligent comms
Smarter and faster ways to connect and collaborate with your devices

Built for purpose
Devices optimized for your spaces and work styles

Work with confidence
Certified devices, with high-quality video and audio, enterprise-grade security, and easy set up and management

Office.com/teamsdevices

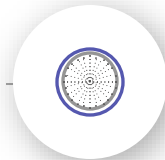## A range of certified devices in every size, for every space and working style
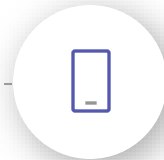
Personal devices
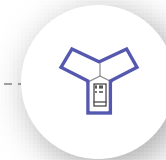
Headset	Desk phone	Mobile phone station	Speaker puck	Mobile phone	PC

Shared devices

Conference Room Phone	Microsoft Teams Rooms	Large screen collaboration device

Yealink

Legacy SIP Phones

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

By (icon) Teams Team

Published Dec 06 2021 11:40 AM   👁 55.7K Views

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 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.

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

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.
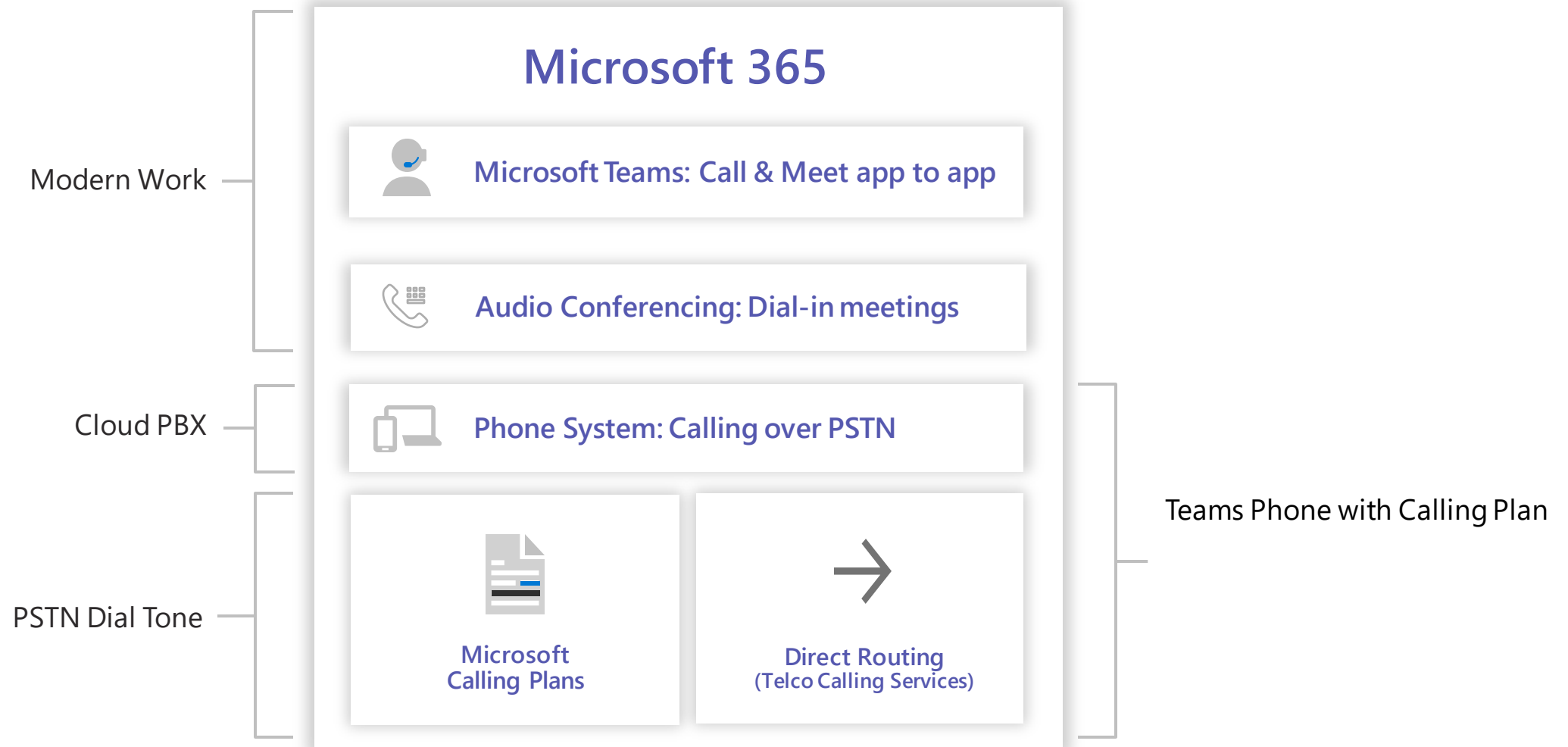
Licensing

Enhancing Teams with Teams Phone with Calling Plan

Microsoft 365

Modern Work

Microsoft Teams: Call & Meet app to app

Audio Conferencing: Dial-in meetings

Cloud PBX

Phone System: Calling over PSTN

PSTN Dial Tone

Microsoft Calling Plans

Direct Routing (Telco Calling Services)

Teams Phone with Calling Plan

[1]Microsoft Teams is included in Microsoft 365 suites
[2]Teams Phone with Calling Plan is an add-on

Teams Phone

Microsoft Teams Phone with Calling Plan

$15.00 user/month
(annual subscription–automatically renews)

Price includes communication taxes and fees. [1]

Add to your Microsoft 365 plan

Try free for one month [4] >

Microsoft Teams Phone with Calling Plan includes:

- Cloud-based phone system with advanced features including call transfer, multilevel auto attendants, and call queues.
- A domestic calling plan with 3,000 minutes [2] per user, per month within the US and Canada.
- Call from anywhere, on any device through the Microsoft Teams app on desktop, mobile, web, and desk phones.
- Around-the-clock customer support seven days a week, backed by Microsoft.

Teams Phone with Calling Plan requires a Microsoft 365 subscription that includes Microsoft Teams. [3] If you don't have a Microsoft 365 subscription, go to the Microsoft 365 for business page to compare and purchase subscription plans.

Teams Phone Demo

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Next Steps

Send email to sales@biggreenit.com requesting more information regarding Teams Phone

BGIT Teams Support

Big Green IT - Microsoft Teams Phone

Sometimes even the most experienced IT teams need help. Microsoft is continually making changes and improvements to Microsoft Teams Phone products and services. This constant change makes it challenging for IT teams to keep up and can sometimes overwhelm your help desk.

Big Green IT is a Tier 1, direct Microsoft Gold partner. We offer a range of Microsoft Teams Phone support service plans to meet the varying needs of our customers.

Features	Standard Support per End-User	Most Popular Premium Support per End-User	Enterprise Support per End-User
Incident Support	Basic	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited
Response Time with SLA	4 Hours	2 Hours	1 Hour
Big Green IT Service Management Portal	•	•	•
Big Green IT Knowledge Base	•	•	•
Big Green License Management Portal	•	•	•
Yearly Microsoft Business Voice Assessment		•	•
Monthly Usage Reports		•	•
Microsoft Business Voice Critical Response Team		•	•
Telephony Device Support		•	•
Direct Connect Carrier Support			•
24x7 Support Access			•
Big Green Business Voice Training Portal			•
Administrator Training			•
	$1.00	**$1.50**	**$2.00**

Per User, Per Month

Relevant Links

- Gartner UCaaS Magic Quadrant: Gartner recognizes Microsoft as Leader in Unified Communications as a Service and Meetings Solutions - Microsoft 365 Blog
- Teams Roadmap: Microsoft 365 Roadmap | Microsoft 365
- Teams Devices: Speakerphones, Headsets, Meeting Room Devices | Microsoft Teams
- SIP Gateway: Plan SIP Gateway - Microsoft Teams | Microsoft Docs
- Legacy SIP phones with SIP gateway: Enable core Microsoft Teams calling functionality on compatible legacy SIP phones with SIP Gateway - Microsoft Tech Community
- Microsoft Teams Phone: Teams Phone: Voice and Video Calling | Microsoft Teams
- Big Green IT, Teams Phone Support: Teams Phone Support – Big Green IT

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Gold Windows and Devices
Gold Data Analytics
Gold Cloud Productivity

Microsoft

Questions?

- LinkedIn
  - https://www.linkedin.com/in/waderwalker/
  - https://www.linkedin.com/in/lindsaybcowan/
  - https://www.linkedin.com/in/jesterize/
  - https://www.linkedin.com/company/big-green-it/

- Big Green IT: Teams 1 Pager

- Microsoft Data Center Optimization (DCO)
- Microsoft Premier Support
- Microsoft SMB Partner Advisory Council

- International Association of Microsoft Channel Partners (IAMCP)

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