

# Why Teams Phone?

Hybrid working brings new challenges and creates opportunities for nonprofits



- Employees need to communicate from any location, on any device
- Organisations require flexible phone capabilities - while keeping classic calling features
- Modern solutions must be cost-effective and easy to manage

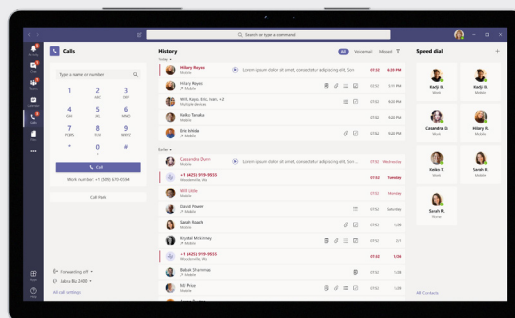
Microsoft Teams and Teams Phone bring it all together – offering flexibility in **how**, **when** and **where** people work



**An integrated phone solution gives hybrid teams more opportunities to connect and solve problems together informally**



**Spend 75% less time in meetings ... a quick phone call takes a quarter of the time compared to arranging and holding a meeting<sup>1</sup>**



# Simplified comms without leaving Teams



Work smarter by consolidating phone calls, meaning you never have to switch applications; chat, meetings and phone calls all in one place



Stay connected with your team, customers, and partners with voice and video calls initiated from a Teams chat, or by dialing out to an external number within Teams



Lower cost than traditional phone systems. You only need to license users who need an external number, and it's cheaper than buying from Microsoft directly



All the usual phone system features included: pickup, delegation, caller appearance, transfers, hunt groups and more

<sup>1</sup>Harvard Business Review, "Research: Type Less, Talk More", October 2020

## Key benefits



Run your help or advice line from anywhere, with call recording add-ons available where required



Teams certified physical handsets are available (e.g. for reception etc.) if required



Simplified management and admin rights within the Teams Admin Centre – no separate portal



Consolidate to a single platform vs. standalone apps and VOIP services from different providers



Reduce leasing costs for office space and carbon offsets due to travel avoidance



Ease of integration with contact centre solutions (8x8 etc)



Flexibility to remove users, adjust licenses, and scale based on organisational needs



Security and compliance inherited from MS 365 - including data encryption, compliance tools, and MFA



Integration with Office 365 Apps for easy access to shared documents, emails etc while on a call



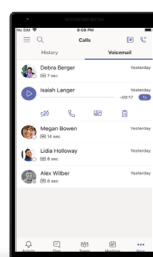
Regular Microsoft updates with new features and improvements



Voicemail to email option including transcript

## Bring calling into everyday work with Teams Phone

Connect seamlessly



Teams Mobile App

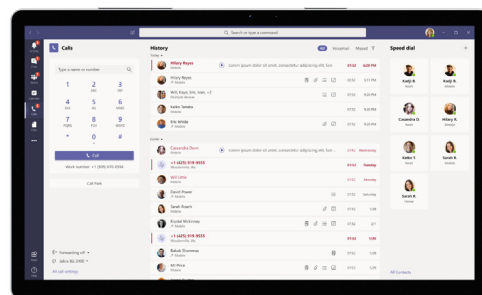


Teams Phones



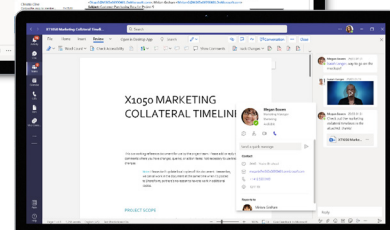
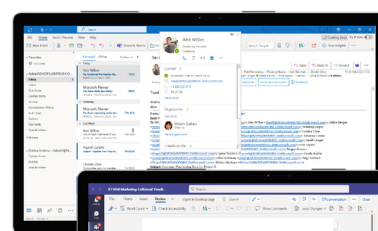
Teams Displays

Full phone capabilities in Teams



Call in context

Call from Microsoft 365 apps



# Enterprise-grade communication features



Experience clearer calling and enhanced reliability with innovations such as bandwidth controls and built-in noise suppression



Manage customer communications with auto attendants, call queues and voice-enabled channels in Teams, or easily connect Teams certified contact center solutions



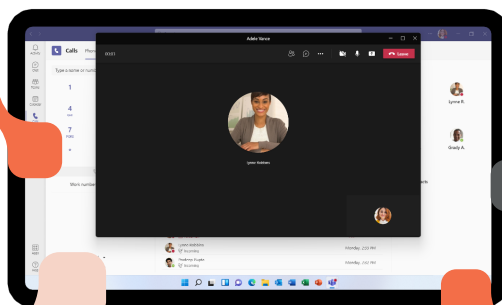
Feel confident that your most sensitive communications are secure with end-to-end encryption and industry compliance



Cut management costs with streamlined management of the phone system straight within the Microsoft Teams Admin Center

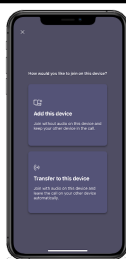
## Transfer calls between devices

Take a call anywhere and easily move it from your desktop to your mobile device



Easily switch between personal devices while on the same call

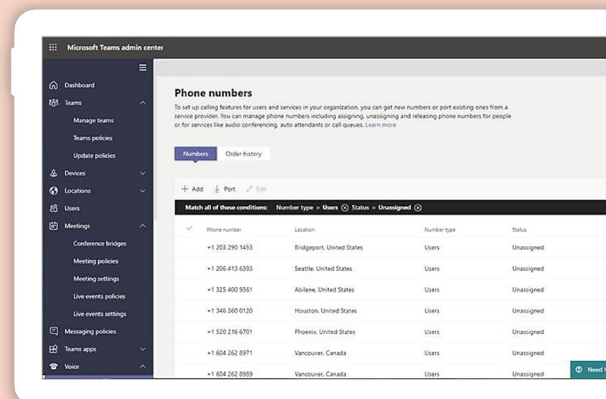
Quickly add another device to an existing call. Used for sharing and viewing content from the second device and audio on primary device



Hands off support for all types of calls: 1:1 calls, group calls, meetings

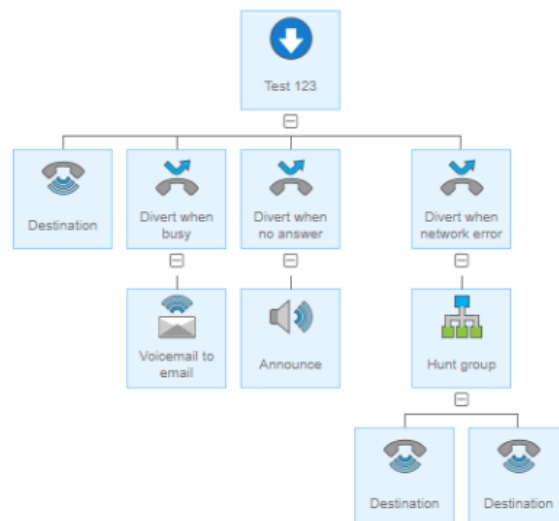
## Easy management

- Manage your phone numbers and call handling in the Teams Admin Centre
- Port all your existing numbers into Teams
- Guaranteed Quality of Service
- Microsoft SLA of 99.99% uptime
- Included disaster recovery / business continuity, e.g. fail over to mobiles if Microsoft is down



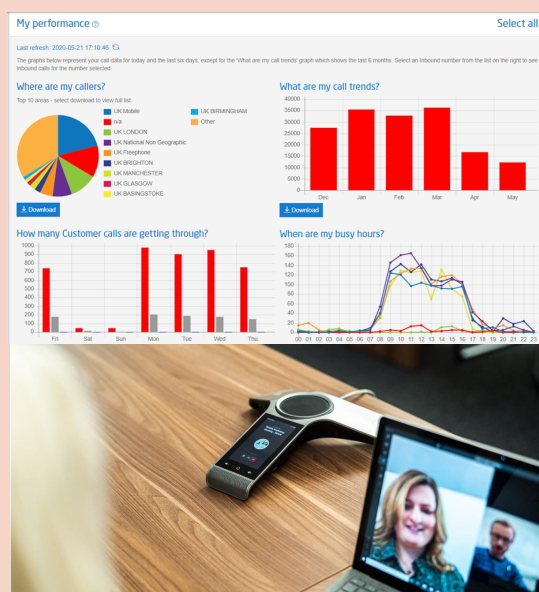
# Disaster recovery and business continuity

- Divert calls automatically in the event of a Microsoft outage to a destination of your choice
- Build Business Continuity Call plans for different scenarios, which can be automatically activated on the portal
- Manage and control your Inbound number estate



# Reporting and analytics built in

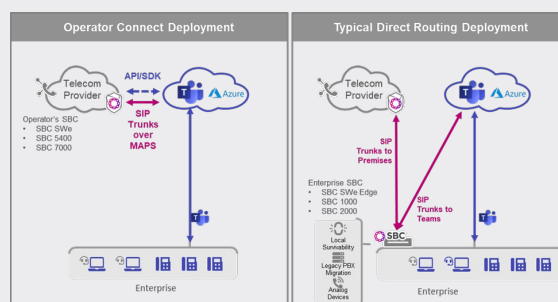
- Performance and advanced statistics included
- Daily, weekly and or monthly reports sent to up to 3 email addresses
- Real-time statistics data on all inbound calls



# Operator Connect

The Teams Voice platform uses Operator Connect to integrate phone calls into Teams

- Fully integrated and certified by Microsoft
- More cost-effective than buying calls from Microsoft
- Phone System is managed in Teams Admin Centre instead of a separate portal
- Porting of all existing phone numbers included
- Hunt groups, voicemail to email, internal and external transfers, music on hold etc.
- 99.99% Uptime Guarantee from Microsoft



# Teams Phone & devices licensing



## Personal

Phones assigned to a specific user which require user login



Teams Phone license



Work

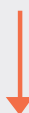


Home



## Shared

Phones in common areas which do not require user login



Shared Device license



Common Area Phone



Teams Panels (Standalone)



## Shared

Devices in meeting rooms which do not require end user login



Meeting Room license



Meeting Rooms



Teams Panels

## Migration process

1. Consolidate existing phone numbers & users
2. Map out calling structure (hunt groups etc.)
3. Agree porting date
4. Training for staff (Admin and Standard User)
5. Port date: calls now come in and out of Teams
6. Retire & cancel old system
7. Ongoing support

*Typically 3-4 weeks duration*

## Costs

1. Microsoft Teams Phone Standard: £2.60 per user per month
2. Microsoft Teams Operator Connect: £5 per user per month

**Total = £7.60 per user per month (ex.VAT)**

- Includes 4,000 UK minutes pooled per extension
- £1.70 per user per month cheaper than MS direct
- Single invoice, licenses and billing managed by Smartdesc
- Only license staff who need a phone number - but you can still transfer calls to those without a license