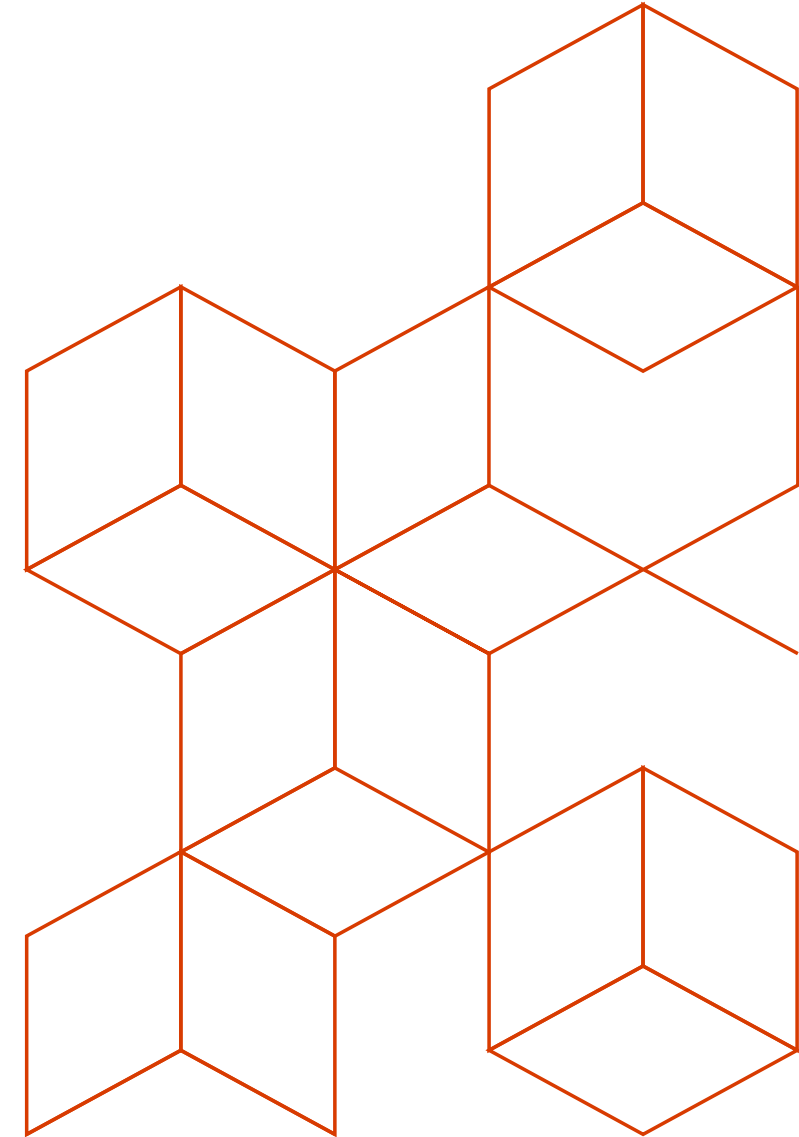
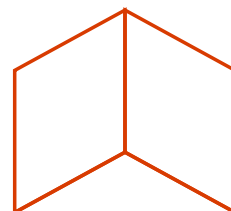
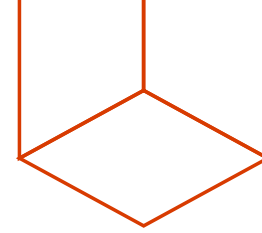


Voice for Office 365 Users

Telefonie mit Microsoft Teams





Michael Plettner

CEO & Co-Founder
in2success GmbH (seit 2016)

Teams UG Host München



Entwicklung

OCS → Lync → SfB → Teams
> 12 Jahre Erfahrung in MS UC

Globale Projekte im Enterprise
Umfeld

Globetrotter (Backpacker)



in2success GmbH

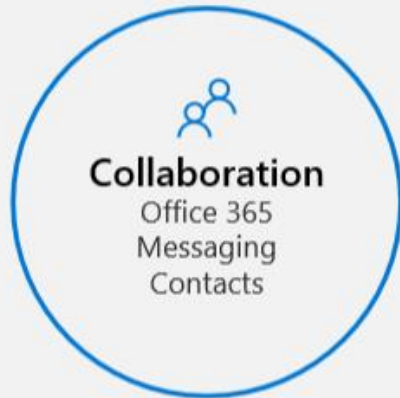
Aktuell 4 (5) Mitarbeiter

Change-Management im
Microsoft Umfeld
„Digital Workplace
Transformation“

Teams in der Entwicklung

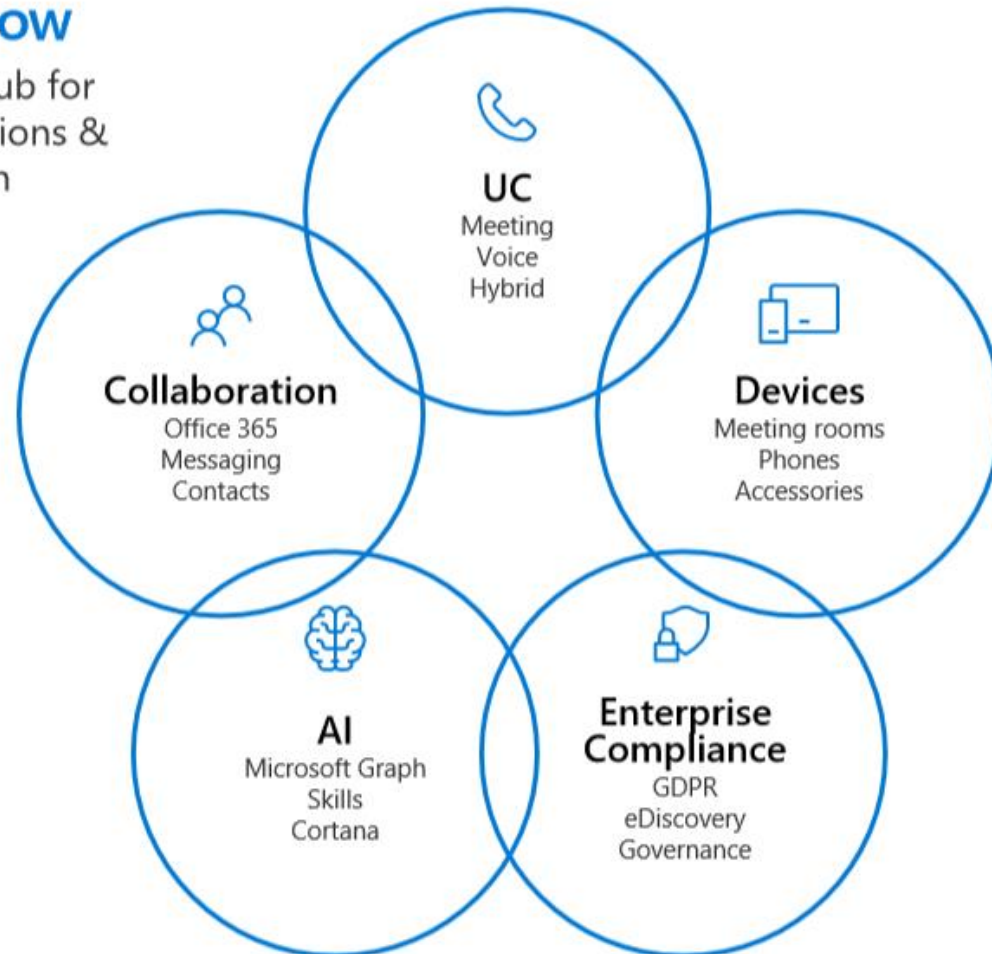


Teams March 2017 launch

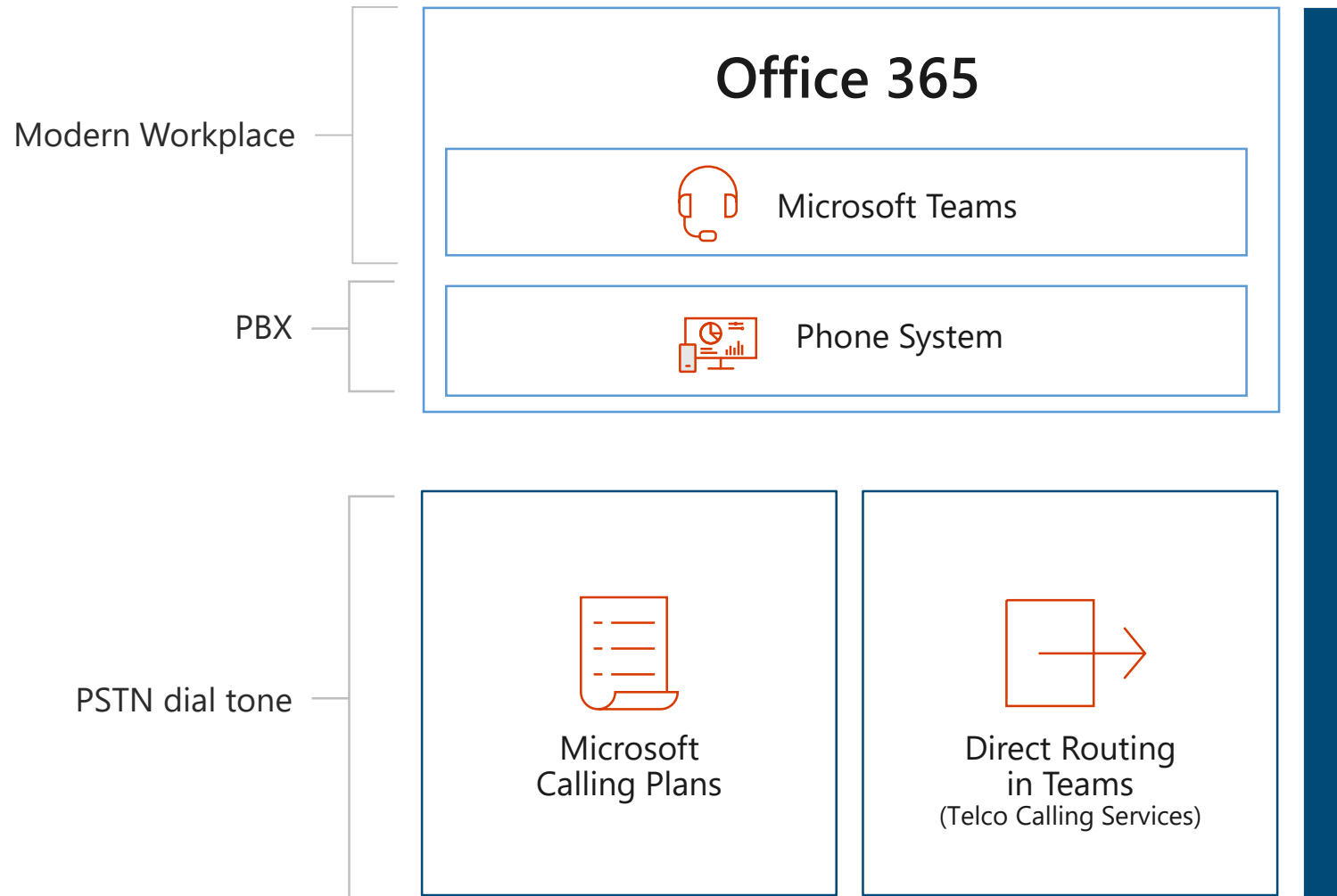


Teams Now

The single hub for communications & collaboration



Calling for the Cloud



Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full business calling experience for Office 365 users in Teams on a global scale

Phone System



- ☐ Unify your global phone systems in Office 365
 - Provide a complete voice solution in the cloud.*
Reduce reliance on traditional PBX systems and on-premises hardware
- ☐ Simplify IT
 - Increase agility and consolidate management with rapid provisioning, reporting, and diagnostics of voice services in Office 365
- ☐ Scale globally
 - With phone system, you can harness the Microsoft network and data centers worldwide, and get the power of the Microsoft cloud wherever your business goes
 - Rapid provisioning
 - Procure and assign phone numbers in minutes, everywhere Microsoft offers service, with no on-premises equipment



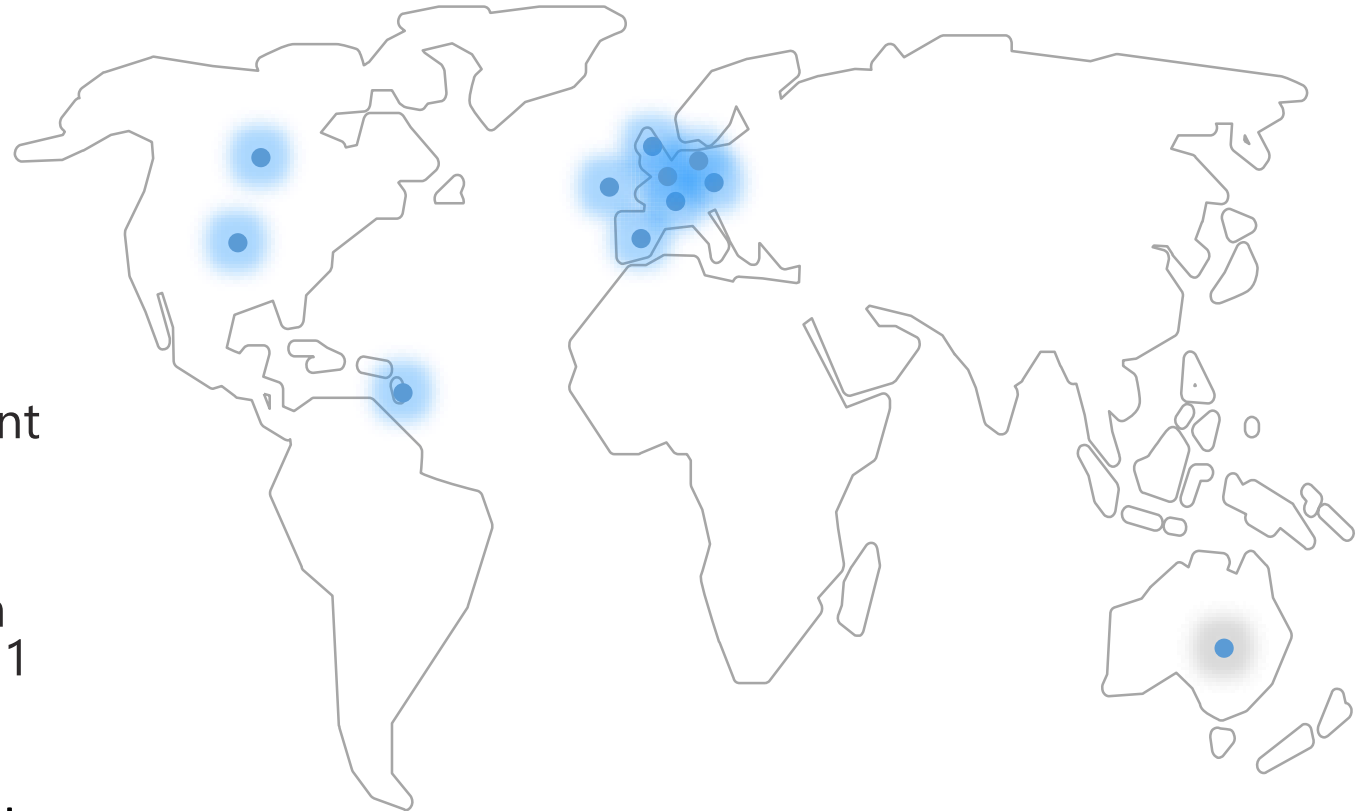
*A complete voice solution is possible with a combination of Phone System, Calling Plans, and/or Direct Routing

Calling Plans



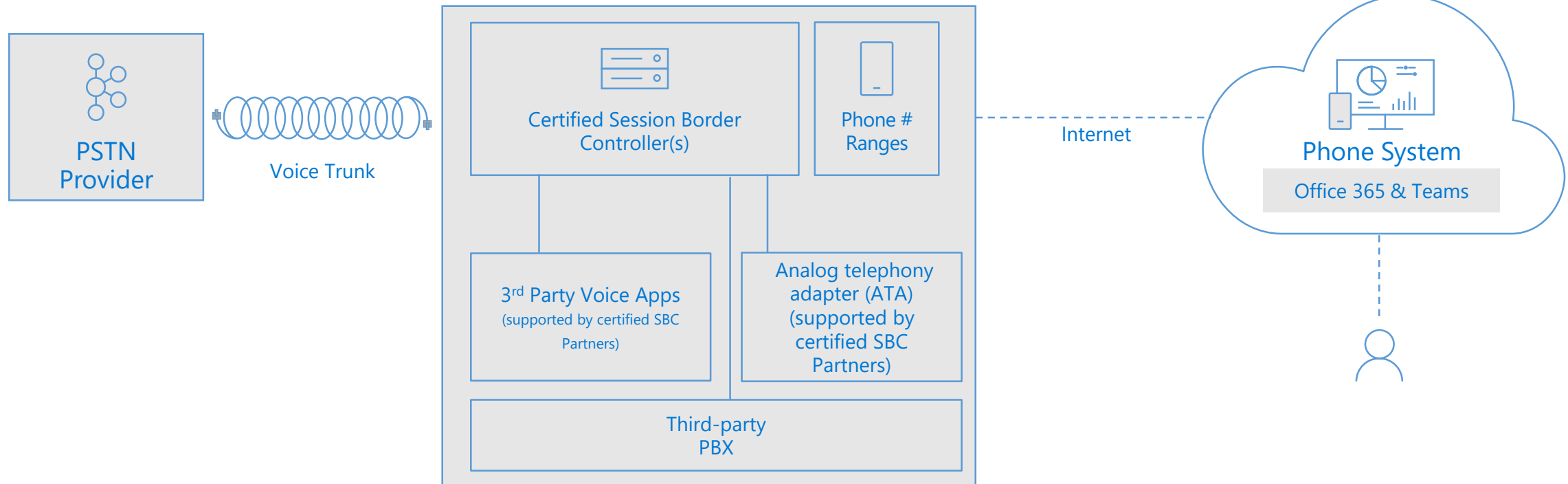
Bring the benefits of the cloud to your phone system

- ❑ **Rapid provisioning**
Procure and assign phone numbers in minutes, everywhere Microsoft offers service, with no on-premises equipment
- ❑ **Number porting and enhanced 911**
Use your existing phone numbers with Microsoft calling plans, and meet E-911 and other legal obligations
- ❑ **Local, long distance and international calling**
Reach the people important to your business, with a choice of calling plans



- Microsoft Calling Plans Availability**
Europe - Belgium, France, Germany, Ireland, Netherlands, Spain, UK
North America - US, Puerto Rico, Canada
- 3rd Party Calling Plans Availability**
Australia (Telstra)

Direct Routing



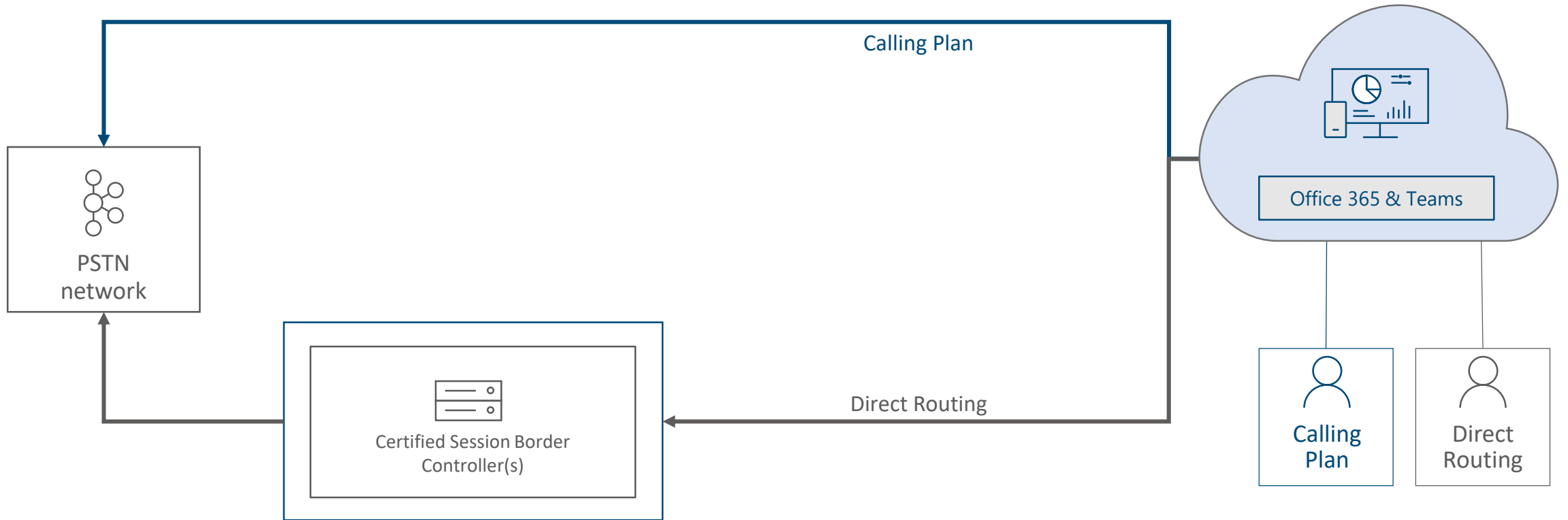
Directly Route dial tone to Teams Users

Direct Routing allows customers to connect their SIP trunks directly to Office 365. Customers can work with their local Telecommunications providers to enable Microsoft Teams users to make and receive telephone calls.

Interoperability with 3rd party systems

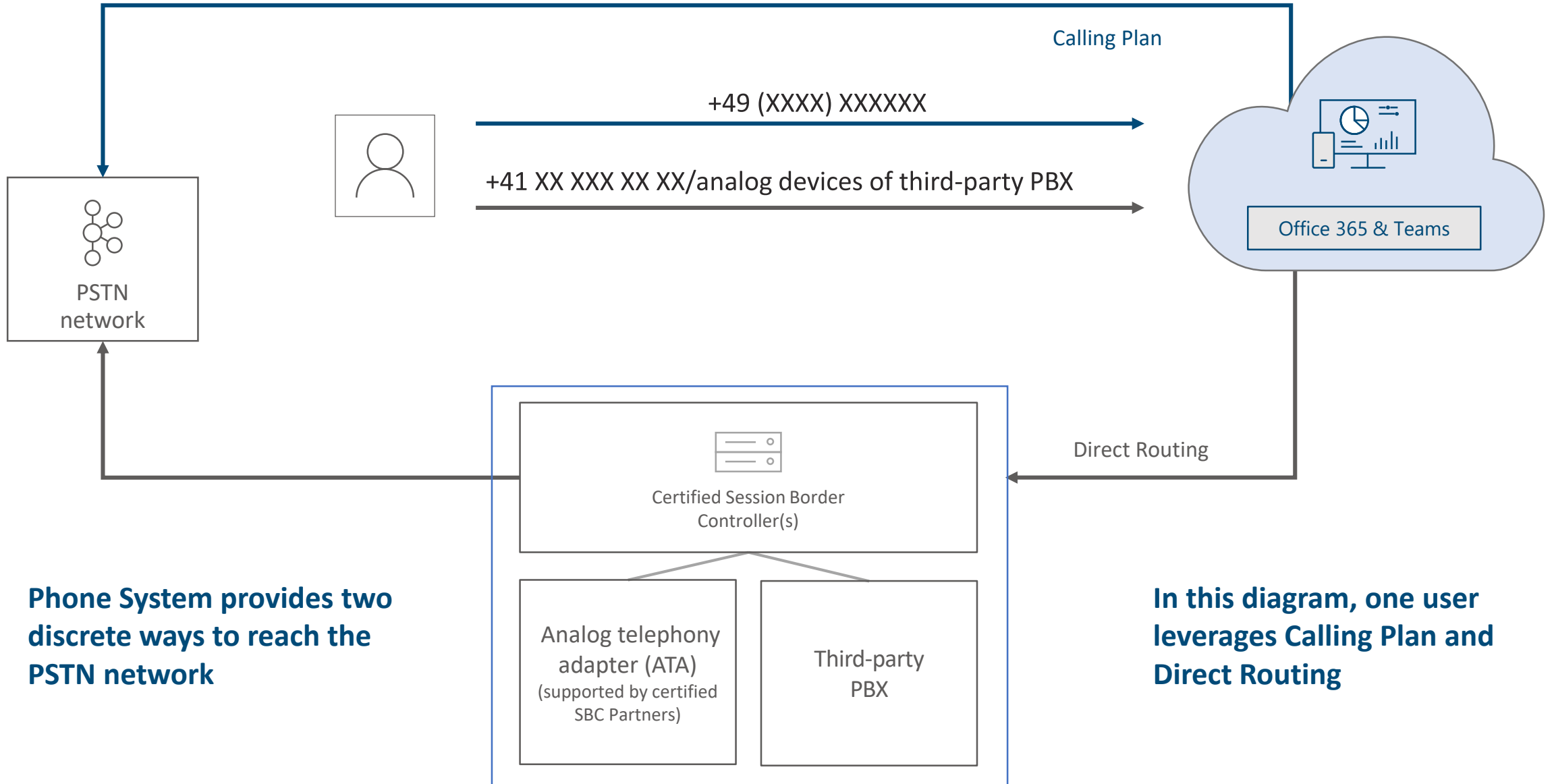
Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

Calling Plan + Direct Routing (tenant)



Phone System provides two discrete ways to reach the PSTN network
In this diagram, one uses Calling Plan and one uses Direct Routing

Calling Plans + Direct Routing (user)

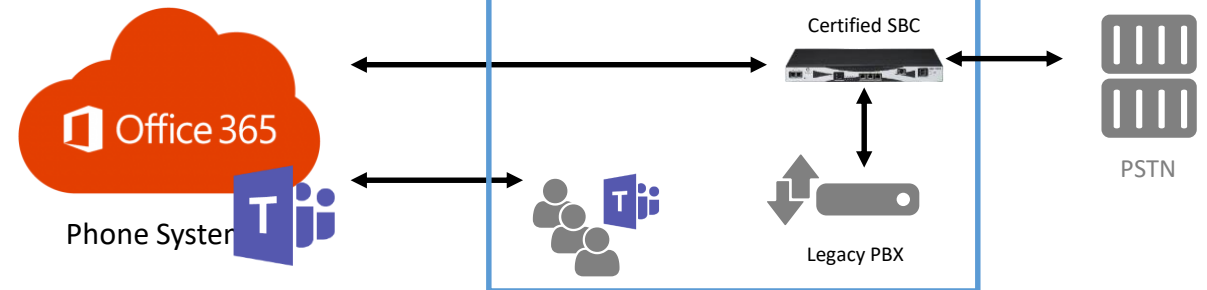
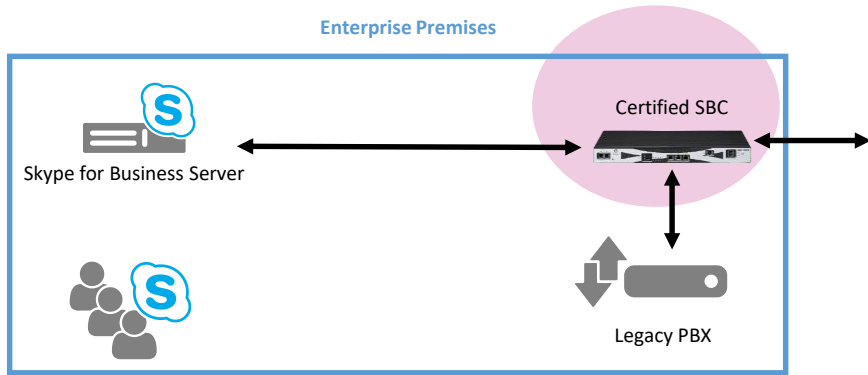
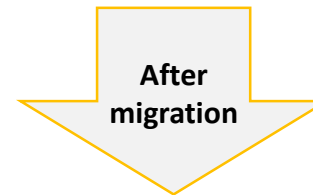


Migration from Skype for Business Server



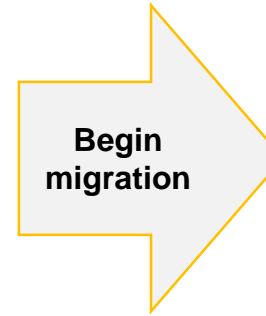
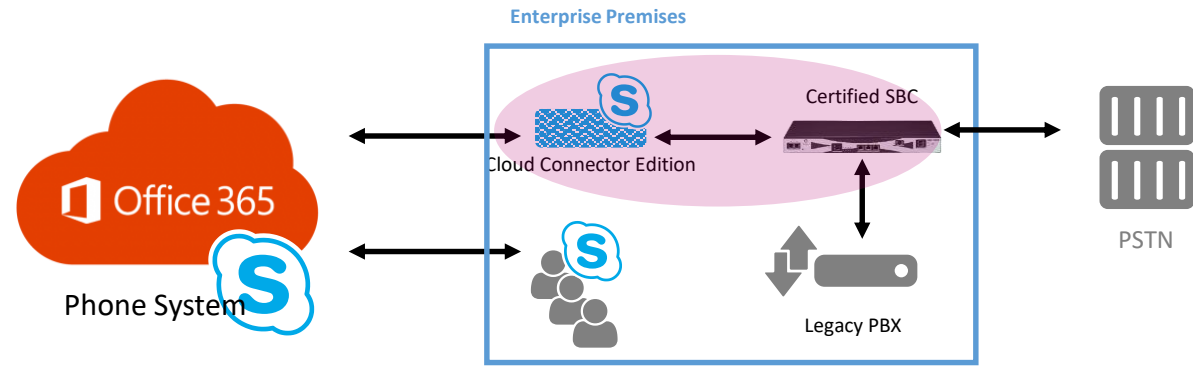
Migration Steps

- Upgrade SBC to Teams certified image
- Pair SBC with Teams Phone System
- Migrate SfB clients to Teams per instructions
- Decommission on-premises SfB Server



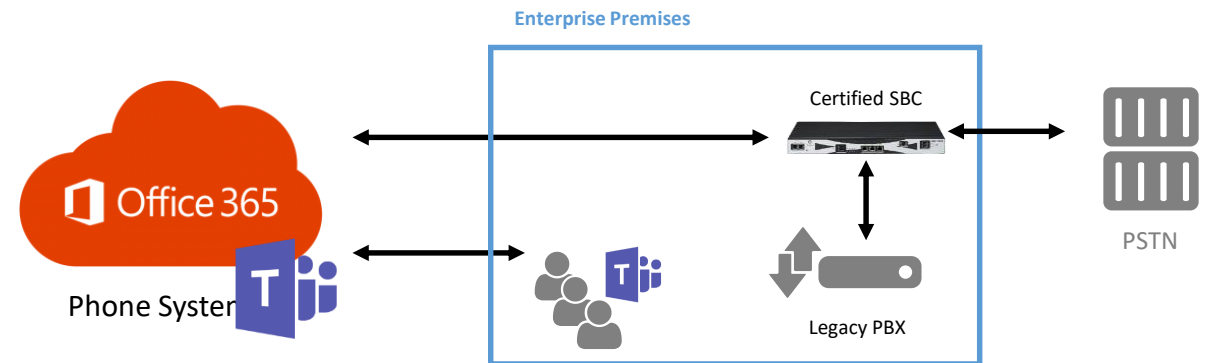
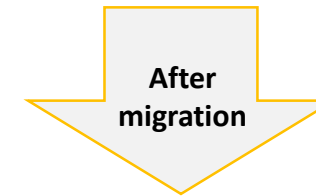
SBC deployed with SfB → transition to Teams Direct Routing easily

Migration from Skype for Business Online (CCE)



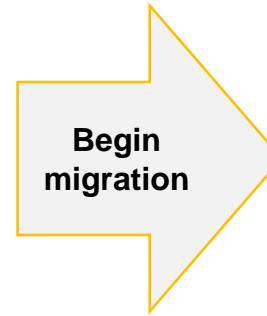
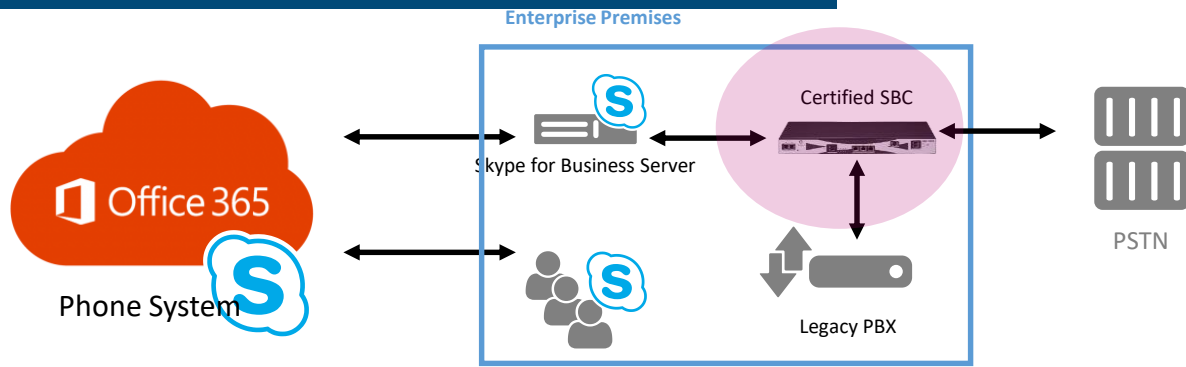
Migration Steps

- Upgrade SBC to Teams image
- Pair SBC with Teams Phone System
- Configure the SBC per instructions ... & place test calls!
- Re-purpose ASM for 3rd party apps



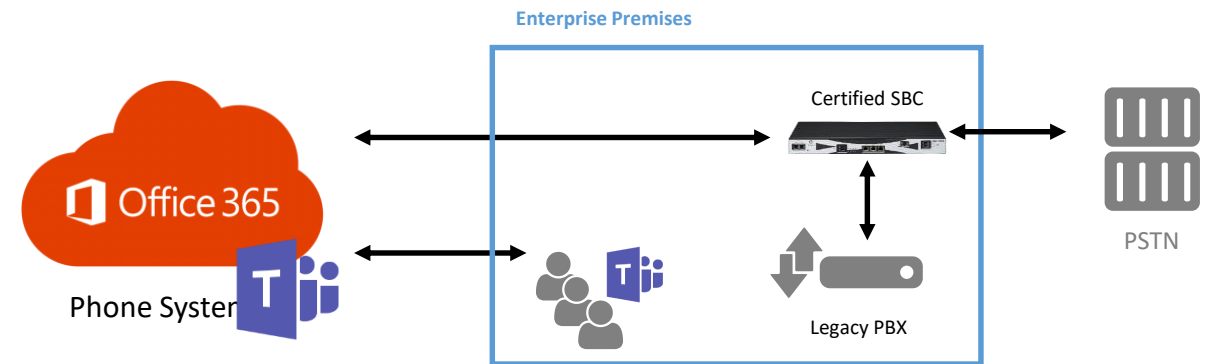
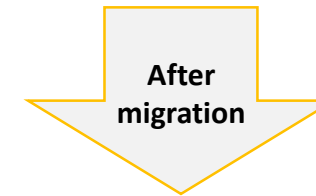
CCE not recommended but allows → transition to Teams Direct Routing easily

Migration from Skype for Business Online (Hybrid)



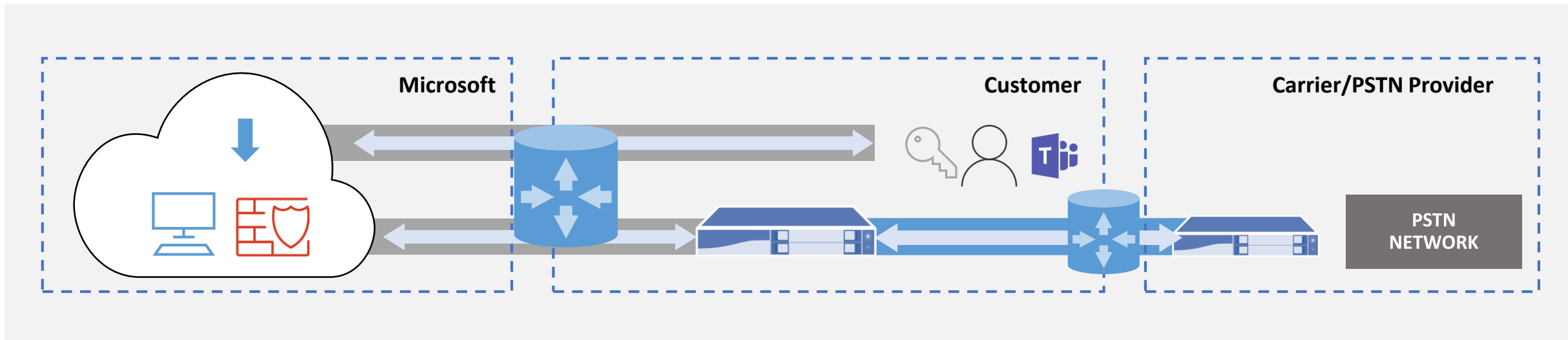
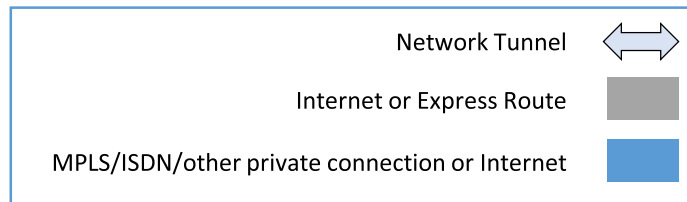
Migration Steps

- Upgrade SBC to Teams image
- Pair SBC with Teams Phone System
- Configure the SBC per [instructions](#) ... & place test calls!



SBC Hybrid Support → transition to Teams Direct Routing easily

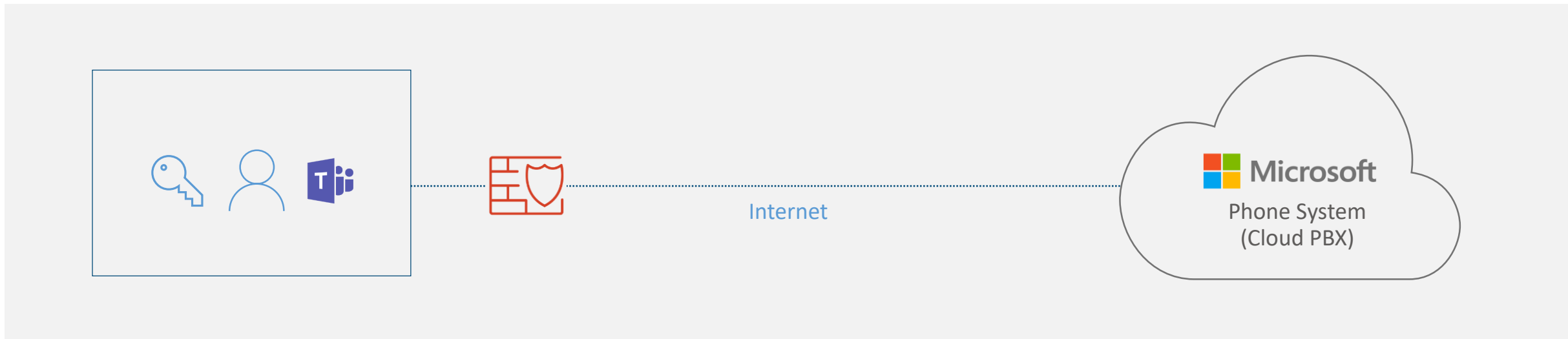
Customer self-deployed model



Requirements to each involved party:

Microsoft	Customer	Carrier
<ul style="list-style-type: none"> • Phone System • Teams client • Support (including incident transfers been Microsoft and SBC vendors) • Configuration guidance/documentation 	<ul style="list-style-type: none"> • "E5" or "E3 + Microsoft Phone System Licenses" • Contract with Carrier • The supported SBC (including the support contract) • Access to the SBC from the Office 365 • Public IP • FQDN • Certificate • Configuration of SBC with Office 365 and Carrier (can be Microsoft partners) 	<ul style="list-style-type: none"> • Telephony trunk • Support

Configuration and support includes interaction between four entities: Microsoft, SBC Vendor, Customer support and consultants, Carrier

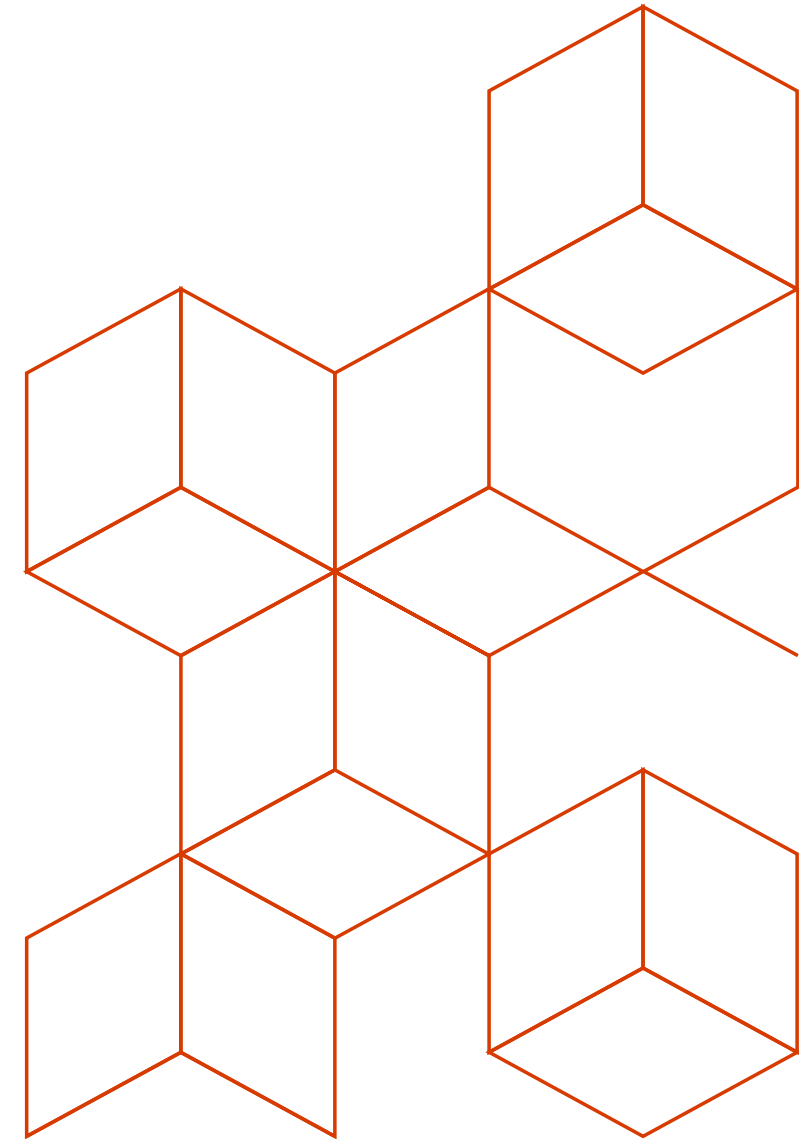
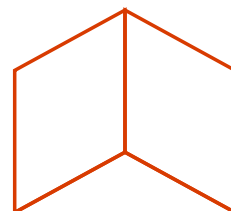
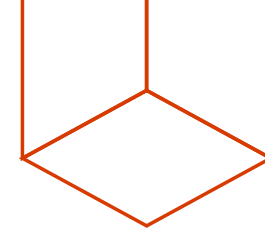


Direct Routing only

Mixed Microsoft Calling Plan and Direct Routing

Licenses required	<ul style="list-style-type: none"> • Microsoft Phone System • Microsoft Teams 	<ul style="list-style-type: none"> • Microsoft Phone System • Microsoft Teams • Microsoft Calling Plan
Number provisioned	In on-premises or Azure Active Directory	Acquired from Microsoft or ported to Phone System
Routing	Only administrator configured routes evaluated, if no routes exist matching the callee number, the call drops	Step 1. Routes configured by administrator evaluated; Step 2. If no routes matching the callee number exist on Step 1, route the call via Microsoft Calling plan

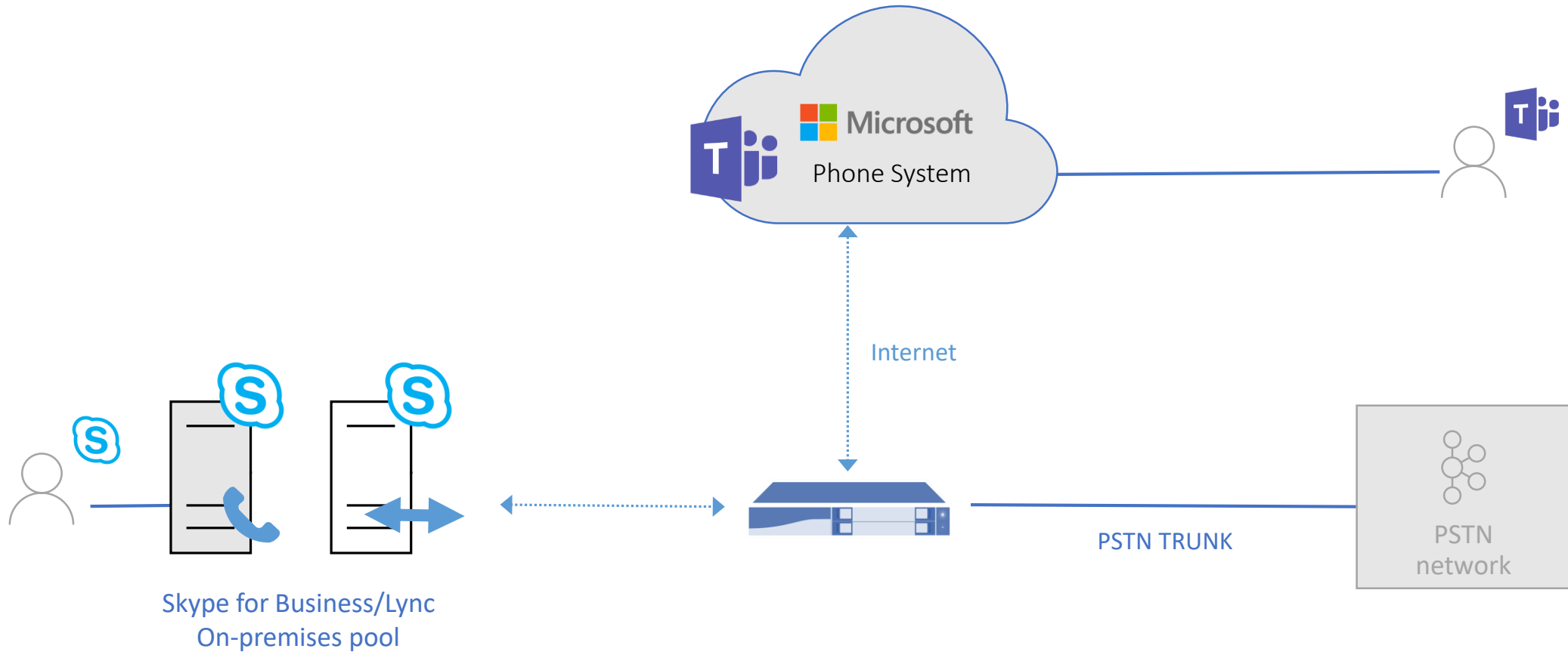
Migration from Cloud PBX with
Skype for Business clients or from
the on-premises Lync/Skype for
Business server



Path to the cloud



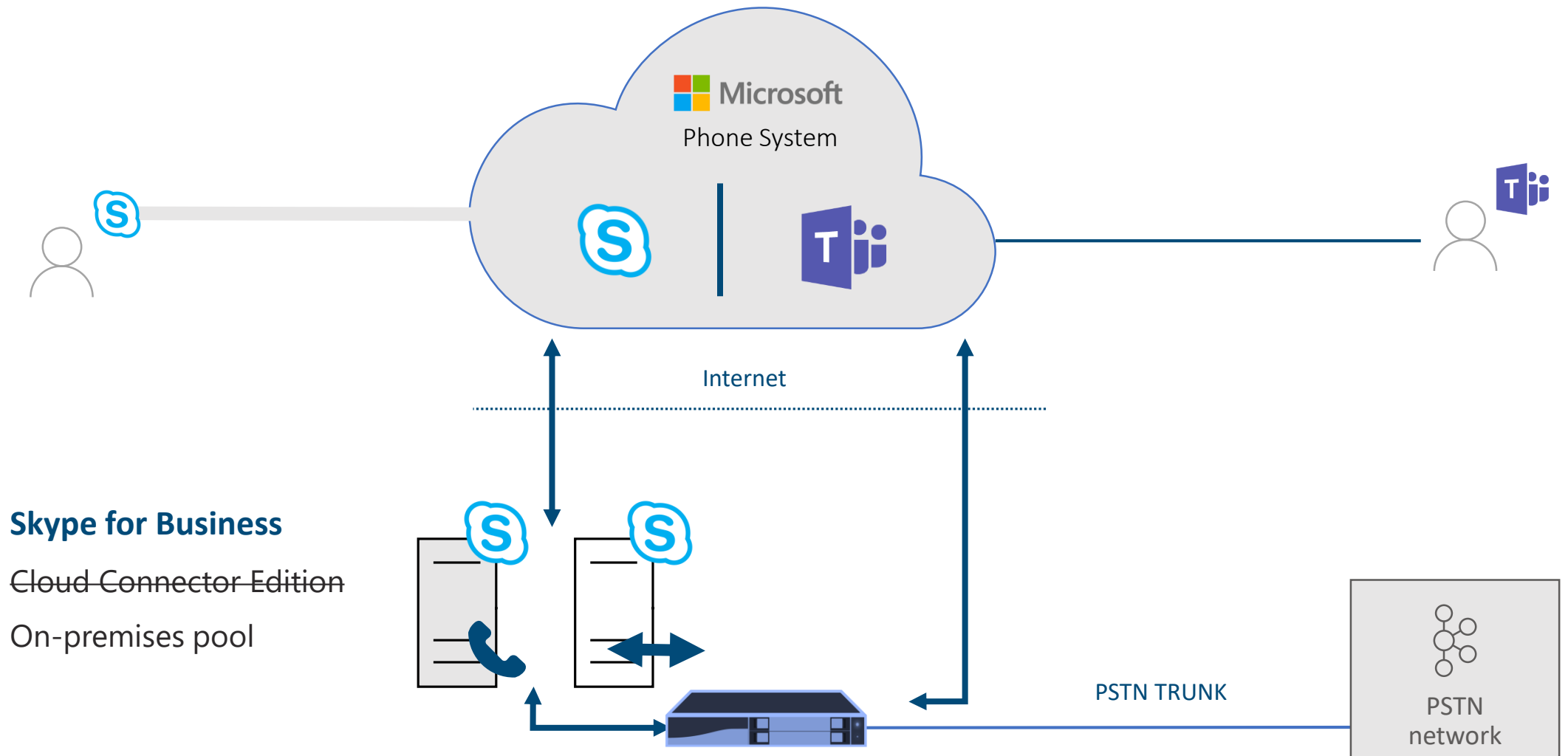
From Skype for Business on-premises with own trunks



Path to the cloud



From Skype for Business Online with own trunks



Skype for Business

Cloud Connector Edition

On-premises pool

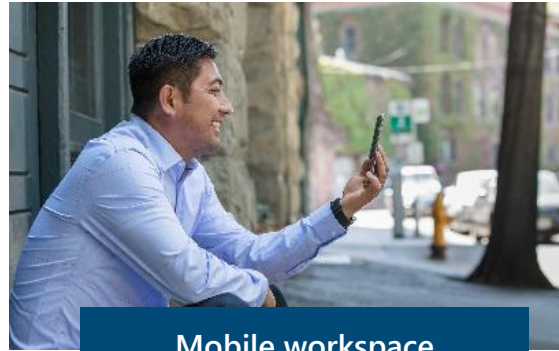
Teams devices



Spaces



Personal workspace



Mobile workspace



Shared Collaboration Spaces



Small or large conference rooms

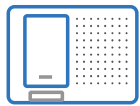
Personal devices



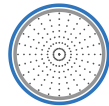
Headset



Desk phone



Mobile phone station



Speaker puck



Mobile phone

Shared devices



Conference Room Phone



Skype Room Systems



Interactive whiteboard

The foundations



Microsoft Graph

Microsoft AI

Cortana

Learn about the Teams devices portfolio on office.com/teamsdevices

Latest Features*

* NOTE FOR READERS – in the session we will have a live demonstration of Delegation, Consultative Transfer, Auto Attendant, and Call Queues. We have added these slides for those who are reviewing post session.

Microsoft Teams significantly extends calling to support critical enterprise workflows

What's shipped



Internal

Teams enables calls to be professionally handled while keeping business moving quickly and efficiently.

- Delegation
- Consultative Transfer
- Distinctive Ringtones
- Transfer to Cell / Landline
- Safe Transfer



Collaboration

Microsoft Teams makes calling more efficient and productive by blending calling with collaboration.

- Do Not Disturb / Breakthrough
- Add Participants to a 1:1 Call
- Call Commanding



Advanced Routing

Teams integrates with Microsoft's cloud-based call queues and IVR capabilities to ensure every call is routed to the right recipient.

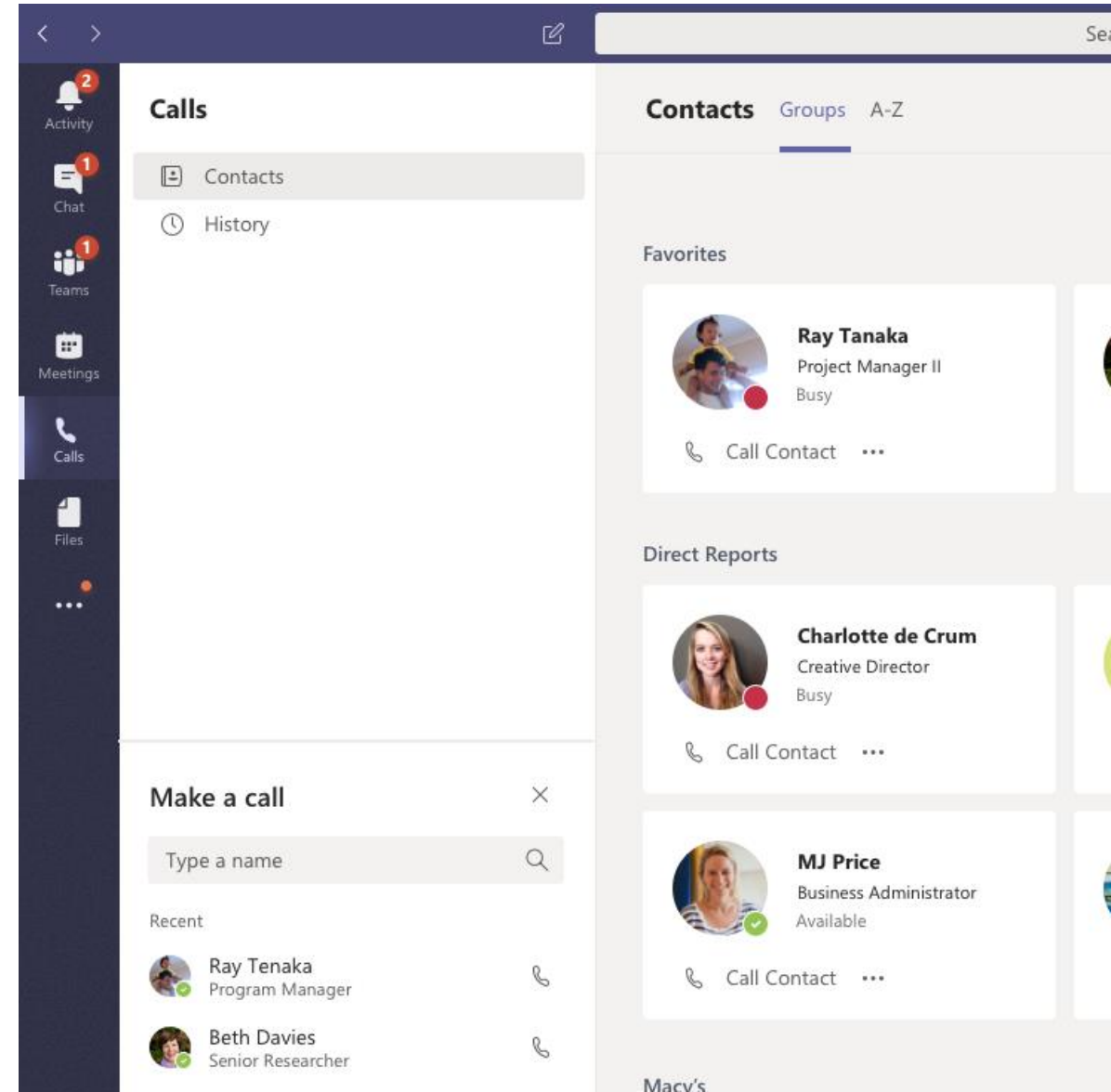
- Forward Call to Group
- Call Queue Support
- Auto-Attendant (IVR)

Calling for Everyone

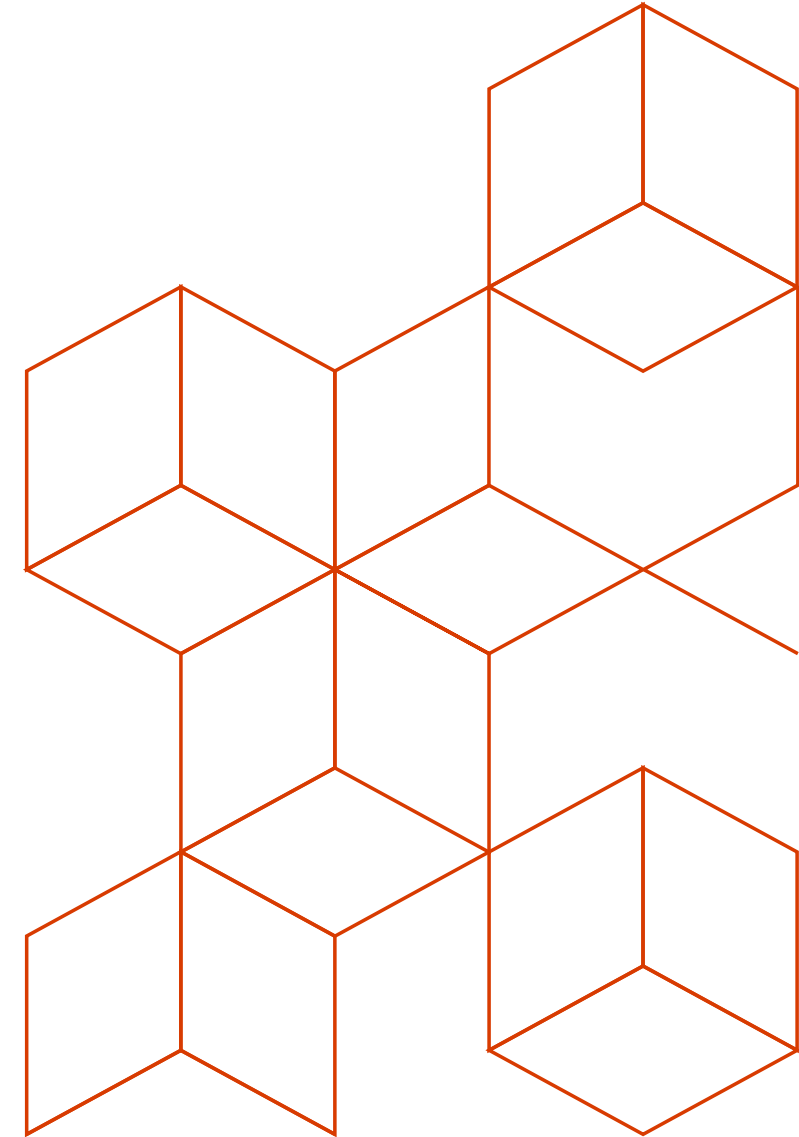
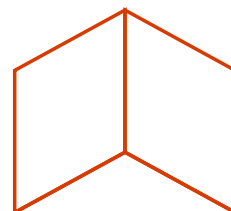
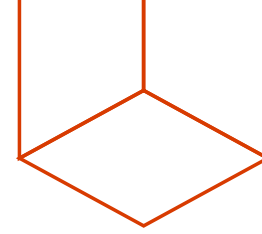


Teams makes it easier to make VOIP calls with the Calling app

Start VoIP Audio/Video 1-1 or group call
Access recent calls and redial with a click
View contacts list for quick dial



Futures



What's Coming

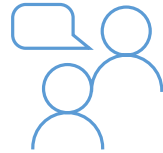
Significantly extending calling to support critical enterprise workflows



Internal

Teams enables calls to be professionally handled while keeping business moving quickly and efficiently.

Self-serve number blocking
Personal Contact Caller ID
Operator while leaving a voicemail
VoIP Calling for Everyone



Collaboration

Microsoft Teams makes calling more efficient and productive by blending calling with collaboration.

Share Screen from Chat
Calling in Chrome

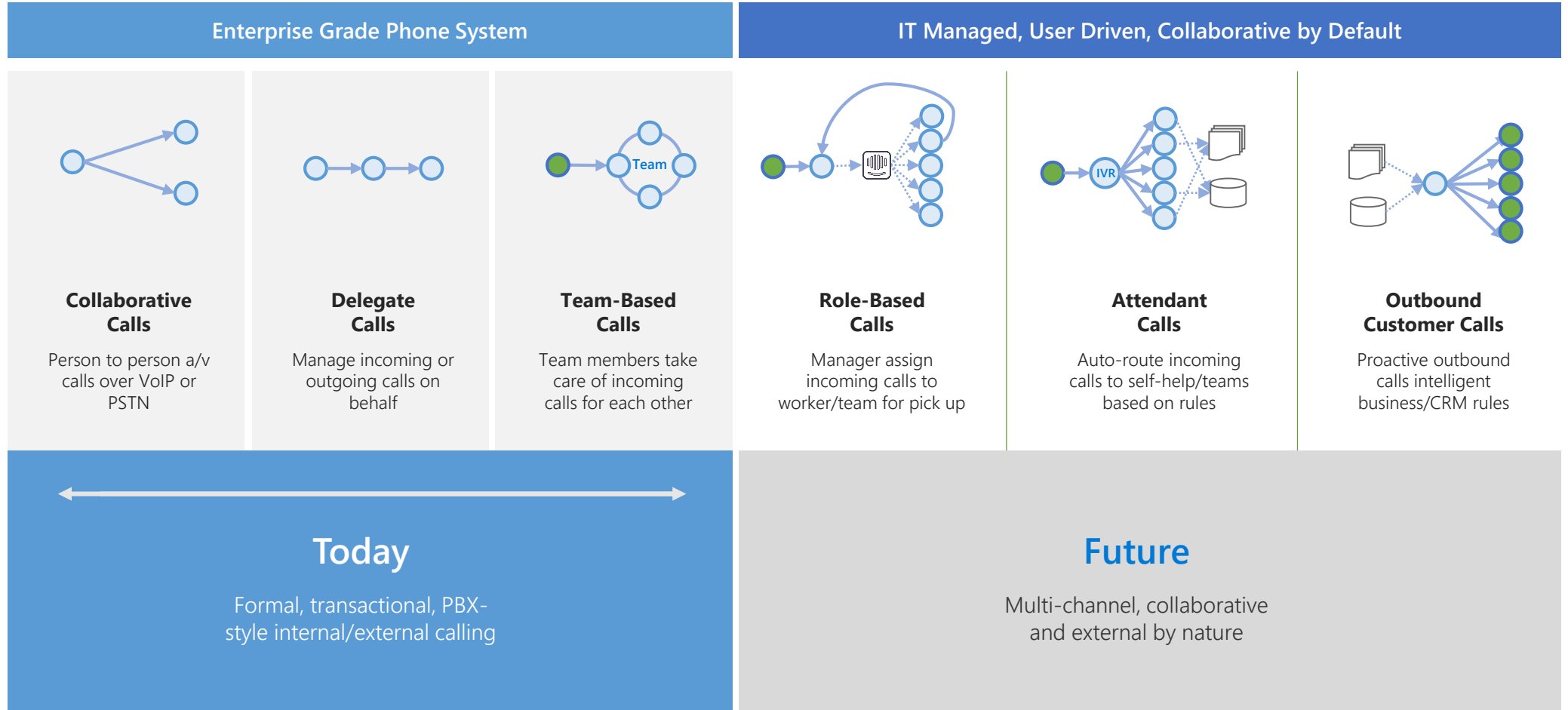


Advanced Routing

Teams integrates with Microsoft's cloud-based Voice Apps to ensure every call is routed and handled correctly.

Call Park (Q4)
LBR (Preview Q4)
Group Call Pickup (Q4)
Shared Line Appearance (Q4)
Media Bypass Support
Expanded SBC Support
Voice and Video Bot APIs

Voice Experiences “Applied” Today & Tomorrow



Ansprechpartner



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Mobil: +49 173 5708 953

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