



Qunifi Call2Teams Microsoft Teams to PBX connector

Service Description



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Microsoft Teams to PBX connector

Qunifi Call2Teams is the premier Cloud service for easily connecting Microsoft Office 365 Teams users to a company phone system (PBX). The per-user service is delivered from the Cloud; no hardware or software, or changes to the existing PBX being required.

Enable users to enjoy the full Microsoft Teams phone and calling experience without disrupting your existing phone system. Qunifi Call2Teams is a Cloud service that connects your existing PBX to users in Microsoft Teams just like a regular extension. There's no hardware or software to install and can be set up in minutes.

Bring all users under one collaboration platform by using Microsoft Teams for Collaboration, messaging and voice; the user's Teams experience is seamless, and users can use all PC, Mac, Mobile and certified Teams devices to make calls; it's the pure Microsoft Teams calling experience.

Qunifi Call2Teams is hosted outside of your organization, no upfront investment in server hardware is required, meaning no additional IT administration or ongoing maintenance. It also does not require any client software installations to operate.

Administrators login into the service using their regular credentials from the Azure/Office 365 Directory and the entire service is provisioned and managed through one intuitive portal.

Why choose Qunifi Call2Teams?

Qunifi has been delivering unique and innovative Office 365 voice integration services for several years and is founded by a management team with extensive experience with Telecoms and Office 365, and in particular, high-availability enterprise Cloud services.

The Qunifi Call2Teams service operates across a global infrastructure spanning 3 continents and is hosted within the Microsoft Azure Cloud. This means the service has enterprise security and resilience built-in and has the necessary connections to the Microsoft infrastructure to deliver a very high quality of service.

Qunifi is a Microsoft ISV (independent Software Vendor) Partner putting it at the top level of Microsoft solution partners and is using this strength of the Microsoft partnership and roadmap to continually innovate and deliver customer-centric integrations and services.

Key features

Simple Web-based admin interface

Qunifi Call2Teams makes delivering calling features to your Microsoft Teams users a breeze. All you need to provision and manage Qunifi Call2Teams is a modern web browser.

- The Qunifi Call2Teams global gateways provide a simple link between your existing PBX and the Office 365 Teams platform
- Teams users get to make and receive calls just like on their existing desk phone
- No Software or hardware to install.
- No special configuration of your phone system.
- Simply add Teams users like a new phone; keep all your desk phones as they are.
- Enterprise-grade, high-availability infrastructure that runs on Microsoft Azure.
- Retain Call Centre software, devices and integrations with your current PBX
- No minimum user quantity - from 1 to 10,000 users
- Pay as you go monthly subscription model
- No up-front cost
- Fully self-managed Cloud Service.
- 24/7/365 monitoring services with real-time service alerts.
- Use Teams softphone on your mobile, no complex VPNs to manage

Central management

All the integration between your PBX and Microsoft Teams can be managed through one workstation. You get complete control over who receives the service and how they connect to your phone system.

Intuitive, simple to use and powerful

Qunifi Call2Teams is designed to be the most user-friendly PBX integration experience available.

- **100% native Teams experience** – Users with Qunifi Call2Teams integration enjoy the user experience that Microsoft has designed for Teams. All call features are just as they should be and as documented by Microsoft.
- **Total control** - Users don't have to do anything in order to use the service, there's no software to install or manage, Managers can be confident that any compliance and reporting features on the existing PBX stay in place and untouched, reducing the barriers to the adoption of the benefits of Teams integrated calling.
- **Service delivered using tried and tested Microsoft infrastructure** – Qunifi Call2Teams interacts with Office 365 via a high-grade Azure Server infrastructure, so using the same secure Cloud technology you are already familiar with.
- **Built to Enterprise standards** – With key features such as high-availability resilient software architecture, around the clock and around the globe monitoring, encrypted voice channels and Azure single-sign-on, the Qunifi Call2Teams service delivers on the demanding requirements of Enterprise customers.

Use Qunifi Call2Teams for Teams from any device

As the integration of your PBX into Office 365 happens in the Cloud, the service can work with any device that support Microsoft Teams.

This means that users on Macs and mobile devices like smartphones (iPhones, Android etc.) and tablets (iPad, Windows Tablet etc.) will be able to use Teams and their company identity.

Support your IT and business needs

Qunifi Call2Teams delivers key requirements of both the IT teams and the Business managers when they are looking to deliver productivity and user satisfaction improvements from fully using Microsoft Teams:

IT administrators

- Want to provide voice and calls to Microsoft Teams users.
- Want to reduce the number of software products to manage without compromising user features
- Prefer to use Cloud services rather than capital expenditure on hardware and software
- Want no impact on their existing voice and IT infrastructure.

Business Managers

- Want users to have increased efficiency by bringing together collaboration and calls without having an additional software suite to train or confuse users
- Want to have a simple subscription service without a large project and cost overhead
- Want to provide full communication mobility to users on PC, Mac and Mobile devices.
- Want to enable BYOD

Technical overview

Qunifi Call2Teams is hosted within Microsoft datacentres, so your calls between Qunifi Call2Teams and Office 365 never leave the Microsoft Cloud infrastructure.

Qunifi Call2Teams allows an Office 365 Teams users to connect into your phone system just like an existing desk phone or softphone. This means you don't touch any of your existing phone system configuration and you only need to give the Teams capability to users that need it. Everything else stays the same. No number porting, end user training or complex reconfiguration is required.

No hardware or software required, Qunifi Call2Teams is a true multi-tenant Cloud service, you simply use it on a per-user subscription

Until now, getting Office 365 Teams integration has been cost prohibitive for all but the larger corporations. Qunifi Call2Teams removes the need to buy expensive additional equipment, consultancy and licencing; instead a simple per-user subscription (starting from one user) provides the full interface between your PBX and Office 365. It works with all Cloud and on-premise PBXs that support a SIP phone.

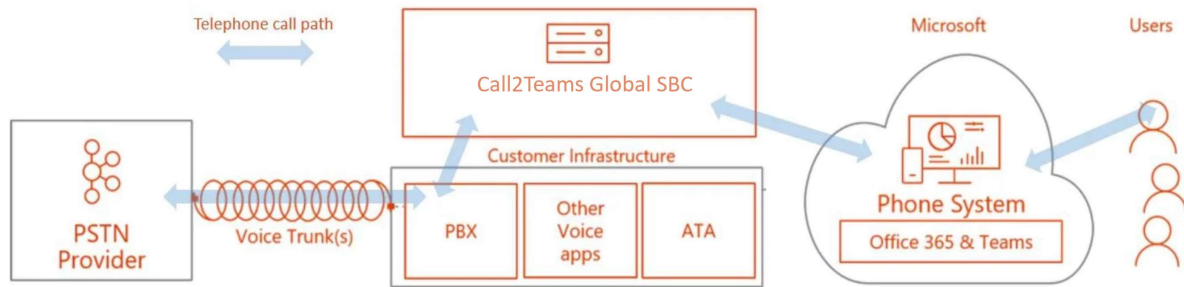
It's as simple as that! Your calls pass easily between your PBX and Microsoft Office 365 while staying within the Microsoft Cloud.

Adding Calling to Microsoft Teams

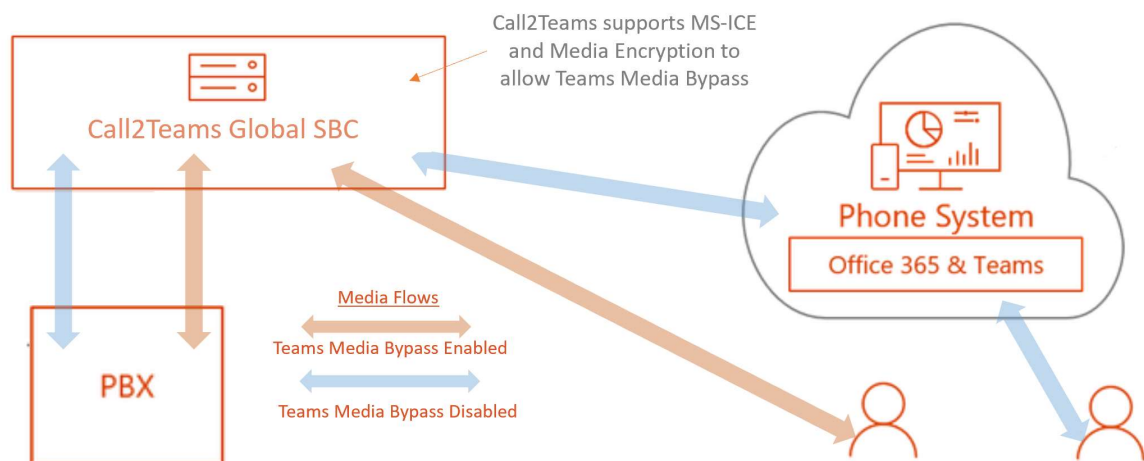
Qunifi Call2Teams provides superior features and flexibility to alternative methods of delivering calling to Microsoft Teams and is operated from within Microsoft's Cloud environment. This table compares the three ways of getting phone calls in Teams

Comparison of methods to achieve calls in Microsoft Teams	Qunifi Call2 Teams	Microsoft Calling Plans	SBC & Direct Routing
Simple per-user subscription	✓	✓	✗
No number porting required	✓	✗	✓
No hardware or software required	✓	✓	✗
Keep PBX call flows and groups	✓	✗	✗
Keep Call Centre functionality	✓	✗	✗
No complex PBX configuration required	✓	✓	✗
Keep existing desk phones and devices	✓	✗	✗
Available in all countries	✓	✗	✓
No special training or knowledge	✓	✓	✗
Cost-effective for SMB	✓	✓	✗
Mix Teams and standard VOIP phones for users	✓	✗	✗
Keep your current phone provider	✓	✗	✓

How it works



1. The Qunifi Call2Teams Global SBC network sits at the core of the solution connecting your PBX to Microsoft Teams.
2. Users with Microsoft Teams connect to Office 365 to place calls to the phone network and other Teams user.
3. If a call is placed to a phone number, extension or PBX feature code, the Office 365 phone system will send the call to the Qunifi Call2Teams platform.
4. When Qunifi Call2Teams receives the information to place a call, it connects to the customer PBX and emulates a regular SIP VOIP handset making a call with the number the user has entered.
5. The customer PBX takes the dialled number and places the call either internally or via the upstream PSTN phone company.
6. Incoming calls are handled by the customer PBX and presented to a user's regular desk phone and/or sent via the Qunifi Call2Teams to their Teams client. The user can choose to answer on either device



7. Media and signalling flows from the customer PBX to the Qunifi Call2Teams Global SBCs and on to Microsoft Teams, without transcoding, so you are in control of optimising Media codecs. The service supports media in normal and bypassed-media modes.
8. Qunifi Call2Teams performs End to end encryption of signalling and media if your equipment supports it.

9. Direct media path from the Qunifi Call2Teams Global SBCs to the Teams client provided by Media Bypass, where Microsoft support this for the region and tenant and full MS-ICE is supported, allowing the Teams client to negotiate the optimal media path
10. The Qunifi Call2Teams infrastructure is being rolled out globally, with three continents already serviced via high-availability Azure clusters.

Qunifi Call2Teams Security

Qunifi Call2Teams has several key security features:

- End to end encryption of both signalling and media is enforced between the Qunifi Call2Teams infrastructure and Office 365. Where a customer's PBX will support security, this is enabled on that leg of the call also.
- To provide the encryption into the Microsoft Office 365 Teams infrastructure, SSL certificates are required. Qunifi provides and manages these certificates as a part of the service, and is the reason that DNS records are required during the set-up
- Administrative access to the Qunifi Call2Teams is controlled via Azure/Office 365 single sign-on, so no user credentials are stored by Qunifi. This also provides for the access policy of the Qunifi Call2Teams service to be managed by the organisation directly
- The Customer is under control of Qunifi's access to their Office 365 Teams tenant via the presence of the DNS records. By removing these records, the customer can revoke access to their Office 365 tenant at any time. SIP device credentials are also under complete control of the Customer.

The Qunifi Call2Teams Cloud environment



The Qunifi Call2Teams for Teams infrastructure is being rolled out globally, with three continents already serviced via high-availability Azure clusters.

- Qunifi Call2Teams setup uses load balancing to provide a single network service from our regional Azure servers around the world. If one of Microsoft's Azure servers were to cease operating, our high-availability servers work together to ensure uptime and reliability.
- Measures are in place to ensure that the service scales with increased number of tenants, maintaining reliability and uptime. All inbound connections are secured through SSL Certificates and TLS, which are constantly checked to meet current Cloud standards.
- Our 24/7/365 monitoring services automatically detect any service alerts, which are configured with escalation chains.
- Qunifi Call2Teams uses state-of-the-art tools and technologies to ensure all aspects of the service are readily available. The service is situated in load balanced groups for reliability and scalability purposes. Network and application traffic is therefore distributed across a number of different servers.