

# Modernize your Phone System with Microsoft Teams Phone

How your company can benefit from Teams Phone



Wade Walker  
VP Cloud Services  
[wadew@biggreenit.com](mailto:wadew@biggreenit.com)

Lindsay Cowan  
Account Manager  
[lindsayc@biggreenit.com](mailto:lindsayc@biggreenit.com)

Austin Kelly  
Account Manager  
[austink@biggreenit.com](mailto:austink@biggreenit.com)



Microsoft  
Partner



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

# Today's Agenda

Introduction: Wade Walker / Lindsay Cowan / Austin Kelly

Microsoft Teams Phone

- Features
- Devices
- Licensing

Next Steps

Q & A / Wrap Up



# Connecting Enterprise Businesses to the Microsoft Cloud Ecosystem



- Business is moving to the Cloud at a rapid pace
- We help companies develop a comprehensive Cloud strategy that delivers the right technology at the right time
- 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

**250+ million**

Teams monthly active users

**115+ million**

Teams daily active users

**30+ 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

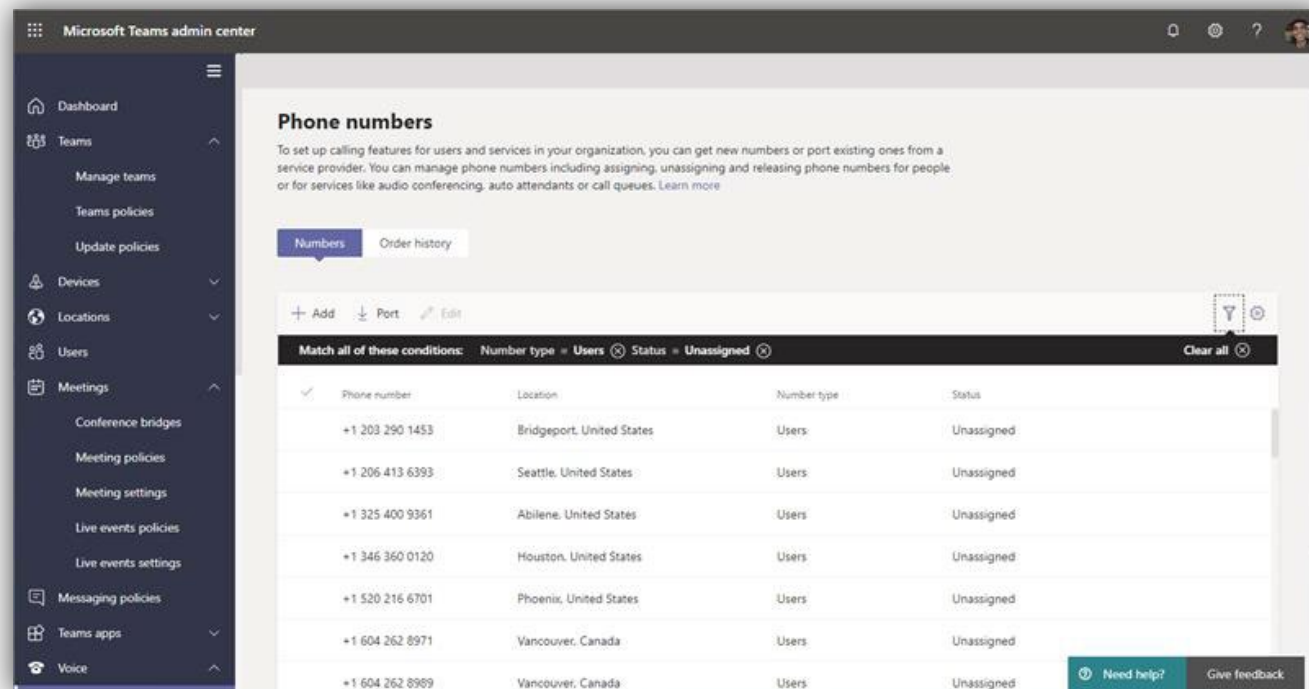


# Teams admin center

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	Visual voicemail
Call forwarding	Voicemail to email
Call hold	Call history
Call transfer: supervised & blind	Caller ID
Call delegation	Caller ID masking
Shared line appearance	Click to call out from Outlook, Office Apps, and webpages
Call logs	Presence status
Call blocking	Contact integration with Exchange
Music on hold	Teams desktop, web, & mobile apps
Do not disturb / breakthrough	Teams-certified devices
Distinctive ringtones	Integrated audio conferencing
Add participants to a 1:1 call	Conferencing up to 250 participants

## Admin

Cloud PBX	Local numbers
Number porting	Toll-free numbers
Multi-level auto attendant	Company & user phone numbers
Multilingual IVR	Extensions
Call queue: group, serial, round robin	Integrated calling plans
Global call routing	Bring your own calling plan (with direct routing)
Location-based routing	Performance reports
Emergency location-based routing	Quality of service reports
Exchange calendar call routing	Call logs
Dynamic E911	Call monitoring
Multi-site support	Call analytics
24x7 customer support	Call quality dashboard
Single sign-on	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

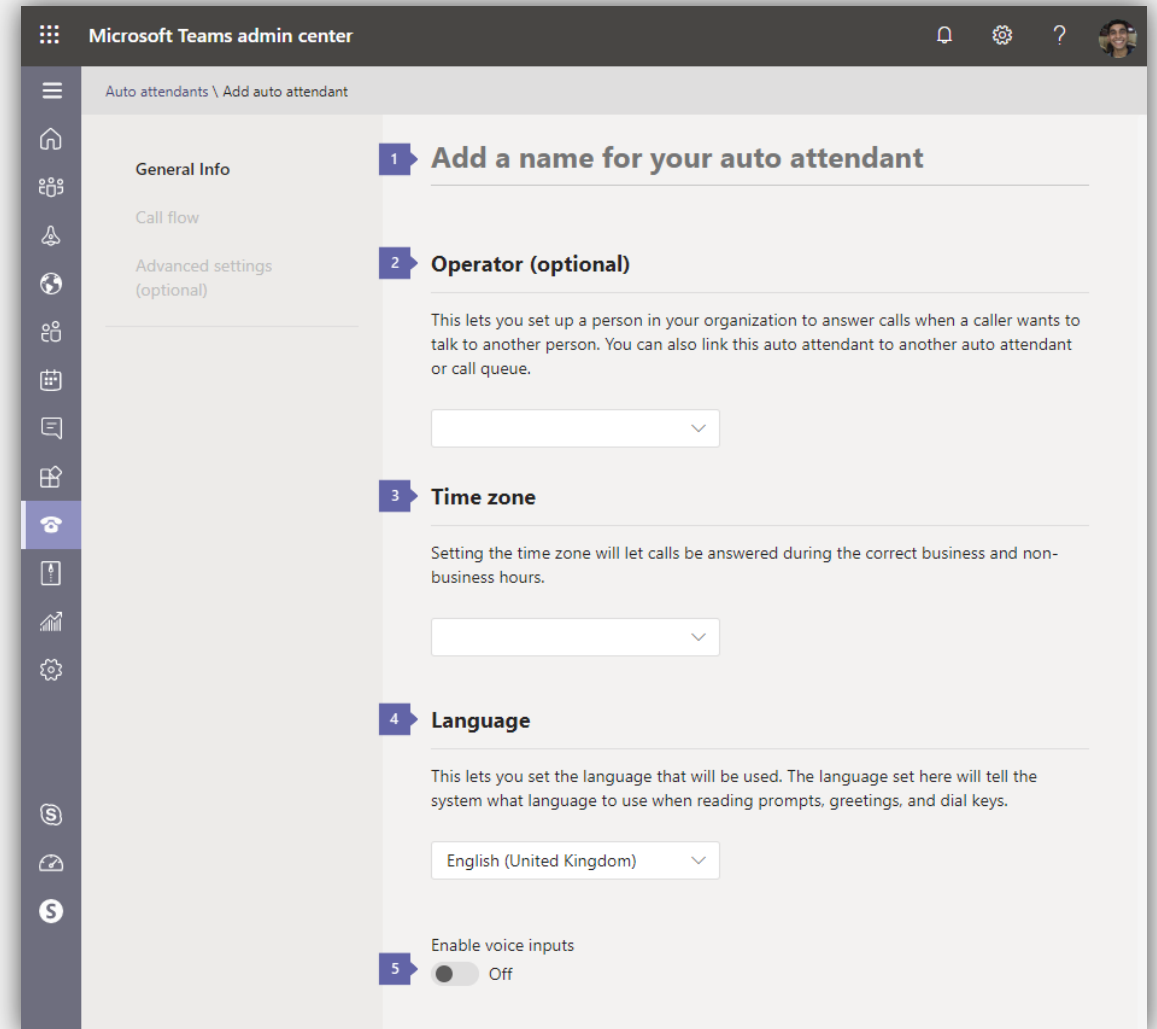
Custom greetings

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.



# Innovation in Teams Phone

## Features

Shipped  
in 2021

- Operator Connect
- Microsoft Teams Calling Plan expansion (Total coverage – 33 markets)
- Connected contact center program (8 certified solutions, 12 more in the certification process)
- End to end encryption (*Public preview*)
- Apple CarPlay support
- “Better together” experience
- Walkie-talkie for desk phones
- SIP Gateway
- Branch office survivability
- Endpoint transfer
- Spam call identification
- Live captions
- Music on hold for consult/transfer
- New calling experiences (Enhanced UI with dial pad, voicemail, history, dial-by-name, all in one location)
- Voice enabled channels

Shipped  
in 2020

- Reverse Number Lookup
- AA / CQ Improvements
- Dynamic Emergency Calling for Direct Routing
- 1:1 Convenience recording
- Delegation Enhancements
- Calling in Chrome
- Transfer to Voicemail
- CQD Enhancements
- Secondary Ringer
- Local Media Optimization

# Innovation in Teams: Roadmap

← → ↻ 🔒 https://www.microsoft.com/en-us/microsoft-365/roadmap?filters=Microsoft%20Teams&searchterms=phone

Microsoft | Microsoft 365 Products Resources Templates Support Buy now All Microsoft Search Sign in

## Microsoft 365 roadmap

Get the latest updates on our best-in-class productivity apps and intelligent cloud services. Rethink productivity, streamline business processes, and protect your business with Microsoft 365.

Using this roadmap Roadmap improvements

Search for a specific item:

phone

Filter the items below:

Product

Release phase

Platform

Cloud instance

New or updated

Clear all

Showing 21 updates<sup>1</sup>: Microsoft Teams

Download | Share | RSS

4 In development

Updates that are currently in development and testing

1 Rolling out

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

16 Launched

Fully released updates that are now generally available for applicable customers

Sort by General Availability date

Newest to oldest

> ■■■ Microsoft Teams: Call control with bluetooth headsets and speakerphones

Preview: March 2022

GA: June 2022

> ■■■ Microsoft Teams: Teams device management in DoD

GA: June 2022

> ■■■ Microsoft Teams: Exchange Contacts available in Calling pickers

GA: June 2022

> ■■■ Microsoft Teams: Dynamic caller ID for call queue agents

GA: May 2022

> ■■■ Microsoft Teams: Detect Music Automatically (Education only)

GA: April 2022

> ■■■ Microsoft Teams: Walkie Talkie on iOS in GCC

GA: March 2022

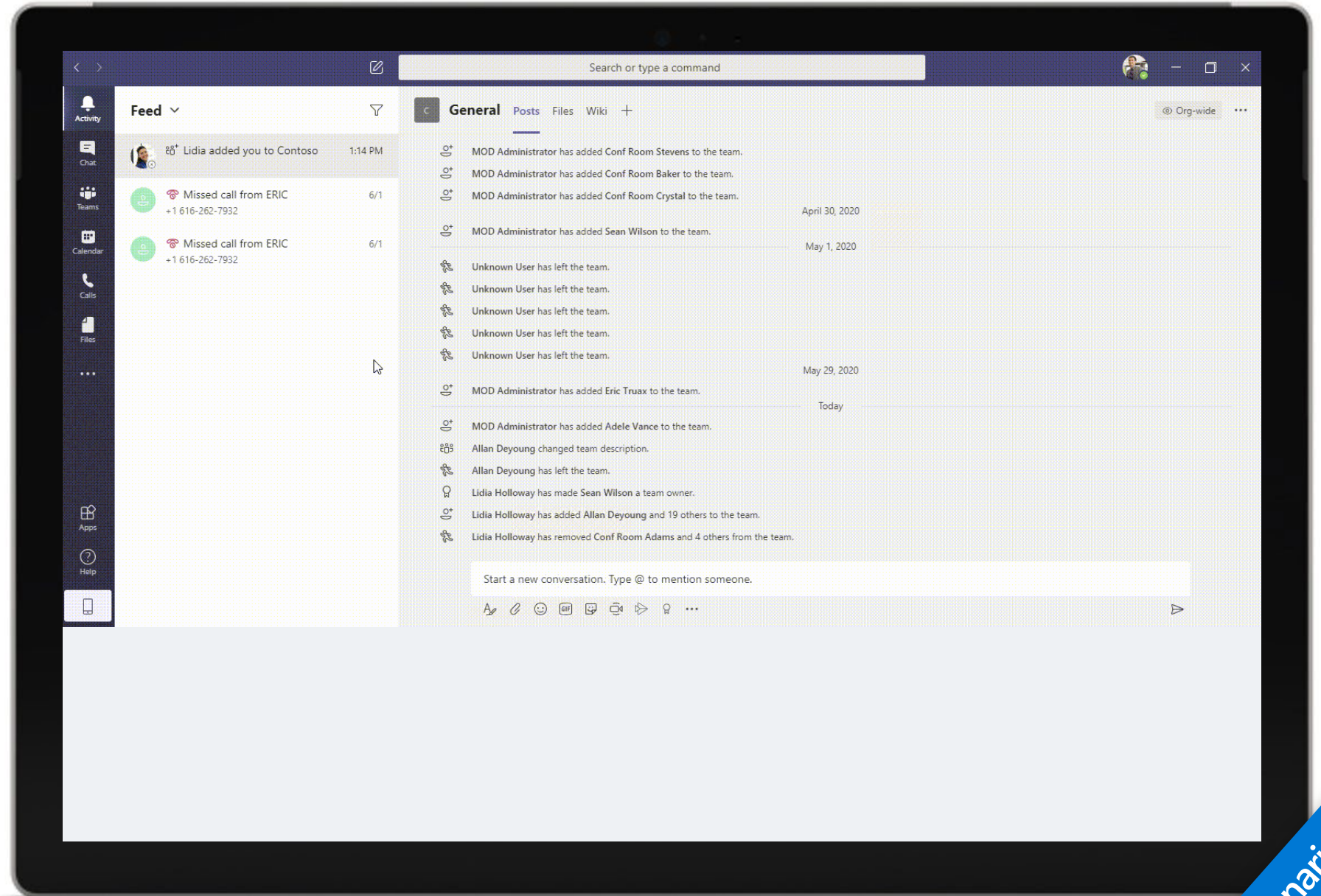
> ■■■ Microsoft Teams: Walkie Talkie on Teams phones

GA: February 2022

# 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.



# Devices



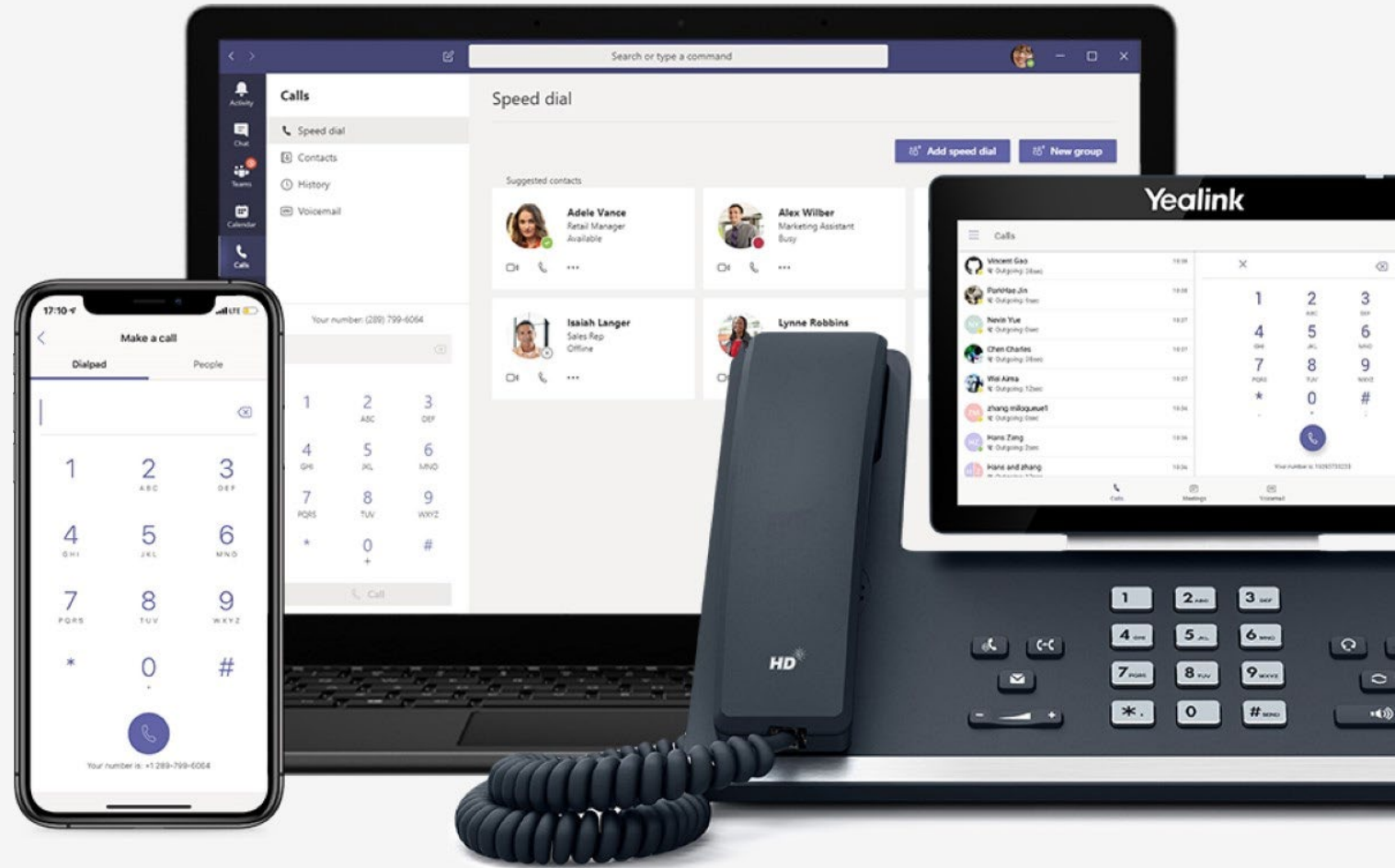
# Teams Phone

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](https://Office.com/teamsdevices)

A range of certified devices in every size, for every space and working style

### Personal devices



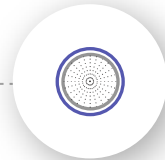
Headset



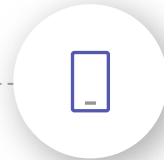
Desk phone



Mobile phone station



Speaker puck



Mobile phone



PC

### Shared devices



Conference Room Phone



Microsoft Teams Rooms



Large screen collaboration device



# Yealink

## Yealink Voice & Video Device Portfolio for Microsoft Teams

Comprehensive Portfolio for Every Space

Certified for  
Microsoft Teams

<b>Desk Phone Conference Phone</b>	 MP50 – USB Phone	 MP52	 MP54	 MP56	 MP58	 VP59	 CP960
<b>MTR on Windows</b>	 MVC320	 MVC400	 MVC640	 MVC840	 MVC940		
<b>MTR on Android</b>	 A20	 A30	<b>USB Camera Headsets Speakerphones</b>	 UVC30 Camera	 UVC20 Camera	 Speakerphone	 Headset

# Legacy SIP Phones

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

By  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 (V VX series 100,  
200, 300, 400, 500, 600 etc.)**



**Yealink (T20 series, T30 series, T40  
series, T50 series)**

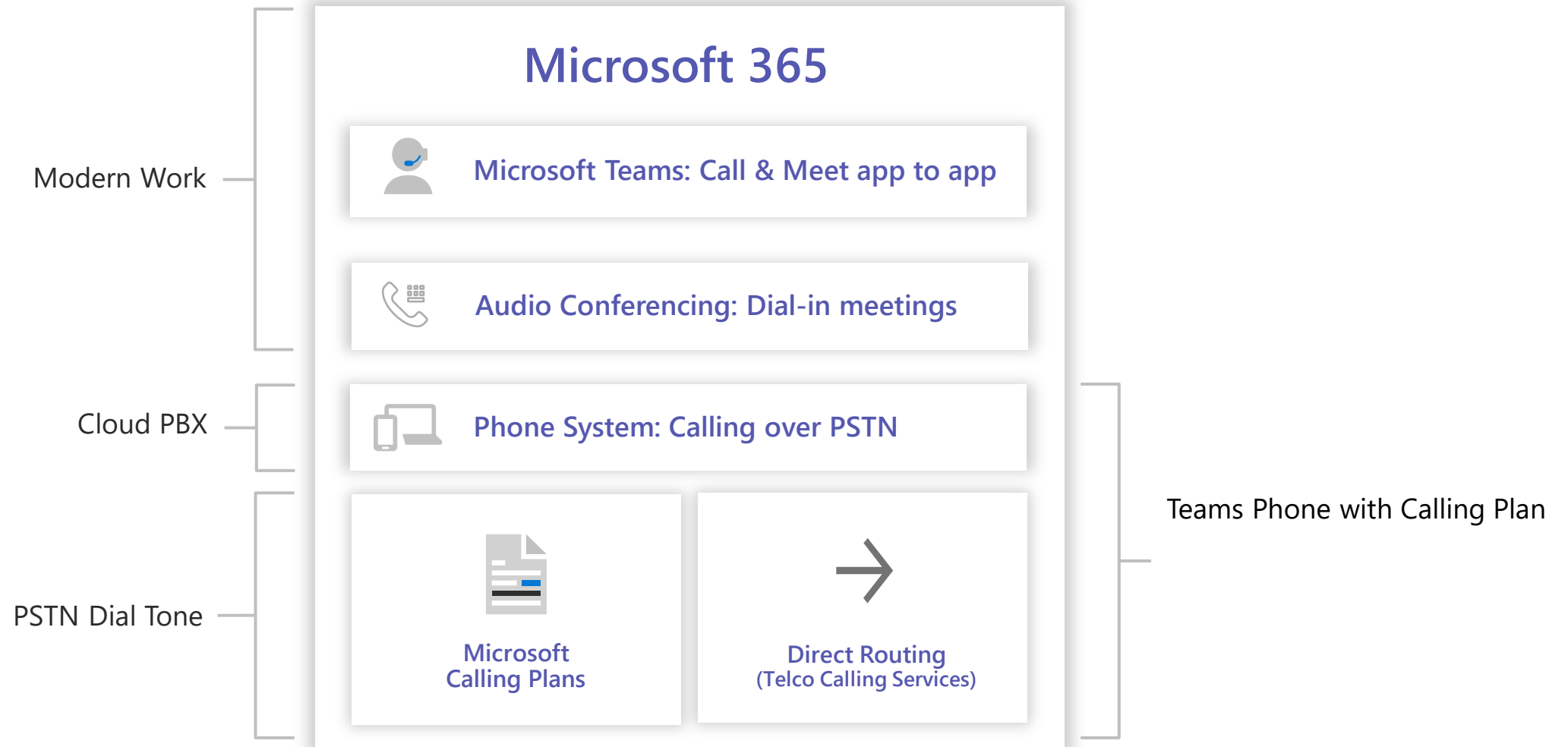


**AudioCodes 400 HD series**

# Licensing



# Enhancing Teams with Teams Phone with Calling Plan



<sup>1</sup>Microsoft Teams is included in Microsoft 365 suites

<sup>2</sup>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.<sup>1</sup>

[Add to your Microsoft 365 plan](#)

[Try free for one month](#)<sup>4</sup> >

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<sup>2</sup> 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.<sup>3</sup> If you don't have a Microsoft 365 subscription, go to the Microsoft 365 for business page to [compare and purchase subscription plans](#).



# Next Steps

Send email to [sales@biggreenit.com](mailto:sales@biggreenit.com) requesting more information regarding Teams Phone



**Big Green IT**  
Cloud Driven

**Modernize your phone system with Microsoft Teams Phone**

**Did you know you can use Microsoft Teams Phone to replace your existing phone system?**

Microsoft Teams Phone makes it easy for organizations of any size to turn Microsoft Teams into a powerful and flexible phone system. If you are considering replacing your legacy in-house phone system (PBX), that can be costly and complex to manage, Teams Phone is an excellent solution.

Many companies hold off and changing their phone systems because it can feel daunting. With Microsoft Teams Phone, the process to move, manage and add to your phone system is simple and quick, and the advantages are great.

**Benefits of Microsoft Teams Phone**

**Support**

Big Green IT offers a range of robust Microsoft Teams Phone Support plans ensuring your company peace of mind, quick access, and expert support resources.

**Why Big Green IT**

We make it our business to understand what companies need, simplify processes, protect data, ensure you have the right level of support and offer consultation when it's needed. Big Green IT is a Microsoft Tier One, Gold Partner with a team of certified experts who help companies identify and deploy the right technology at the right time. We are here when you have a simple question, want to change license and for investments and beyond your

# 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.

	Standard	Most Popular Premium	Enterprise
Features	Support per End-User	Support per End-User	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](#)

Microsoft  
Partner



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



# Questions?

- **LinkedIn**
  - <https://www.linkedin.com/in/waderwalker/>
  - <https://www.linkedin.com/in/lindsaybcowan/>
  - <https://www.linkedin.com/in/a1k/>
- **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)**



Microsoft  
Partner



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

# Appendix

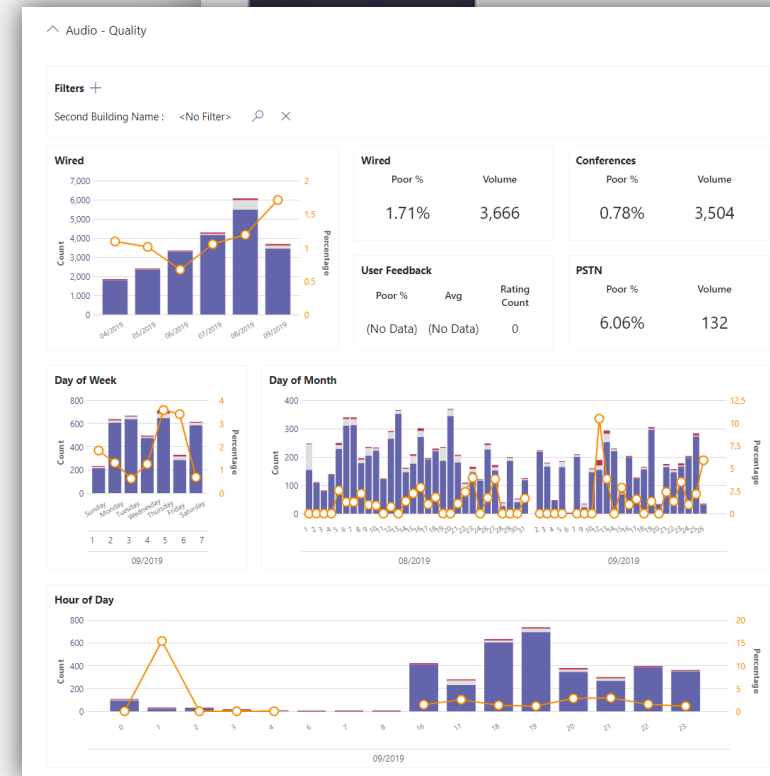
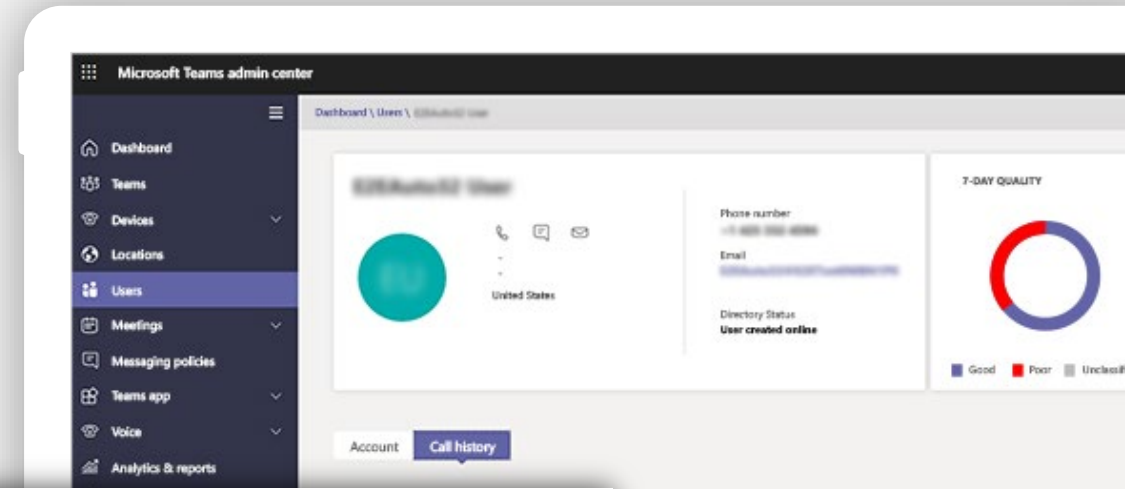


# Call Analytics

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.



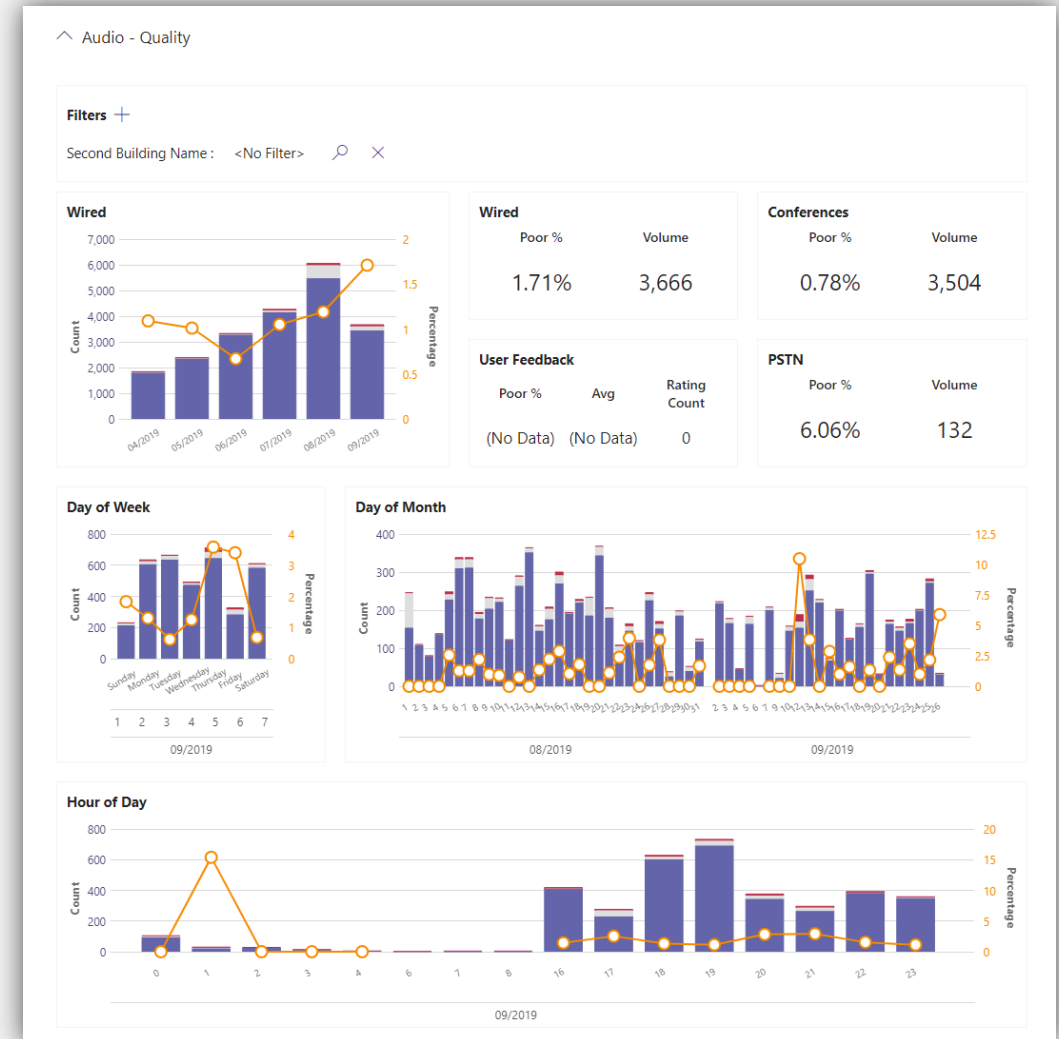
Participants	Duration	Activity type
+1360332****	00:01:22	Call

# Call Quality Dashboard (CQD)

CQD Helps admins and network engineers optimize their network for calling

Comes with a set of reports that provides an experience that gives you call quality metrics without the need to create new reports.

Also supports customizable Power BI templates you can use to analyze and report your CQD data.



# Audio Conferencing

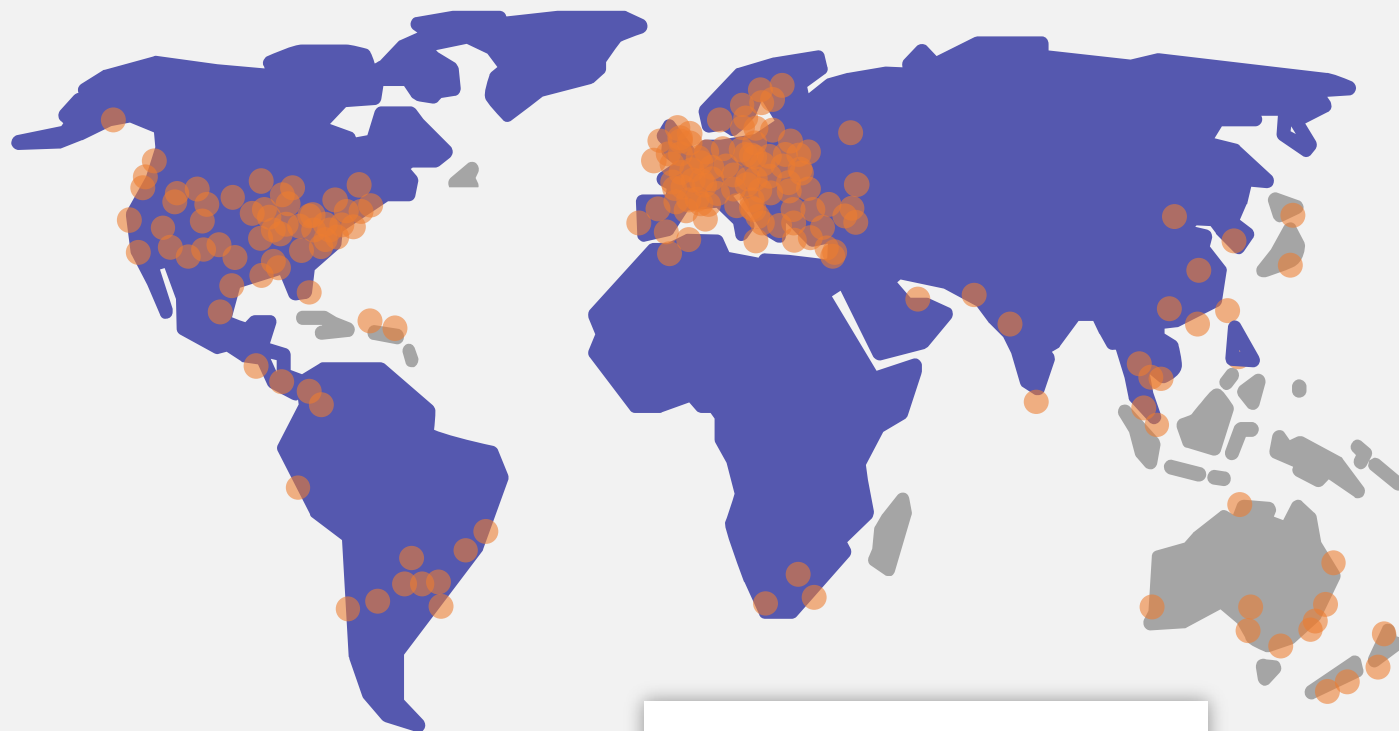
**No internet? No problem.  
Dial into the meeting.**

Commercially available in 100+ countries

Dial-in numbers for 110+ countries and 400+ cities

Dial-out support to 190+ countries

Interactive Voice Response (IVR) in 44 languages  
and dialects



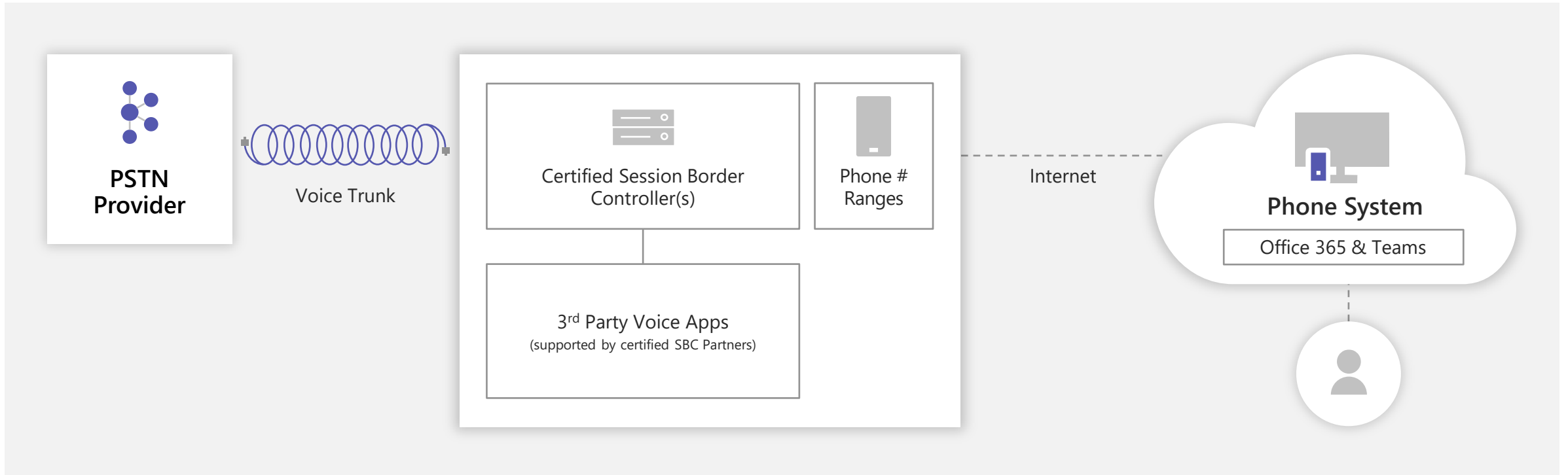
## Join Microsoft Teams Meeting

+1 323-849-4874 United States, Los Angeles (Toll)  
(866) 679-9995 (Toll-free)

Conference ID: 448 430 16#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#)

# Direct Routing



## Directly Route dial tone to Teams Users

**Direct Routing** in Microsoft 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – keep your numbers.

## Interoperability with 3rd party systems

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

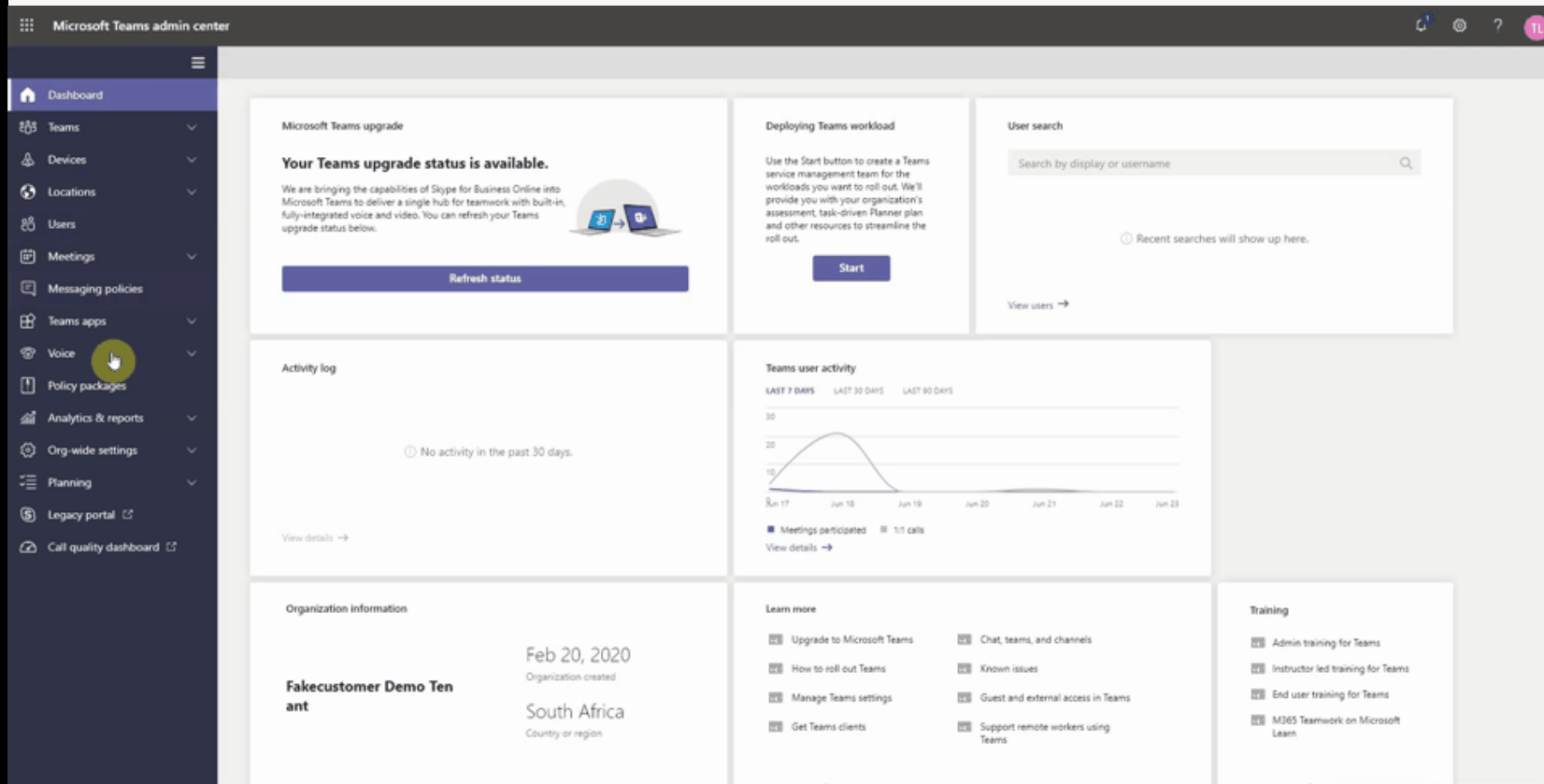
# Direct Routing and SBC

*"We want to begin by integrating Teams Calling with our current service provider that supports Direct Routing."*

Start by making sure you have a compatible SBC and that all the components (Teams & SBC) will work together properly

Plan your dial plan to include all the telephony services from Teams and other connected services

Look for updates and upgrades to your existing solutions for Teams compatibility.

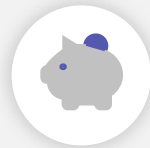


# Forrester Total Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance



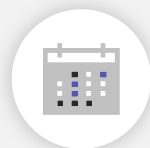
**1.25 hours per week**  
average time saved  
by employees



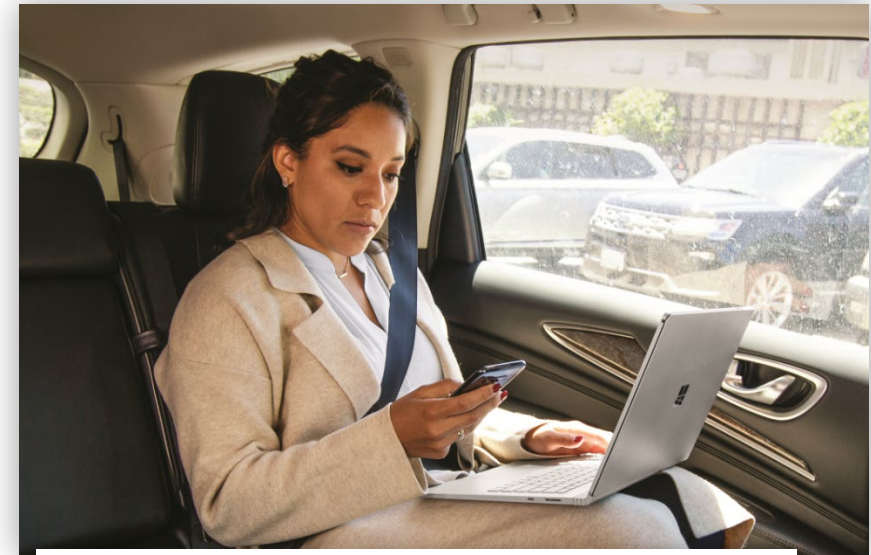
**\$82k cost savings**  
over three-years



**185%**  
return on investment



**3 months**  
payback after go-live



"We wanted all of our collaboration solutions, including voice, to be integrated. Microsoft was the only real solution out there."

- *Head of IT services, manufacturing*

"We are now seen as on the leading edge because of Business Voice. Customers see this and it helps us win deals."

- *Operations director, IT services*

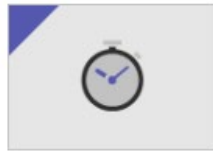
"People are doing a lot more remotely now because Business Voice is integrated into Teams. This has improved sales and delivery."

- *Operations director, IT services*

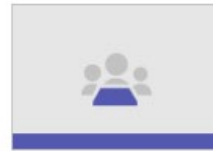


# Teams: End User Training

Microsoft Teams video training



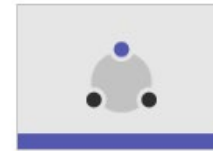
Quick start



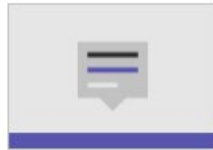
Intro to Microsoft Teams



Set up and customize your team



Collaborate in teams and channels



Work with posts and messages



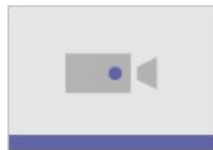
Upload and find files



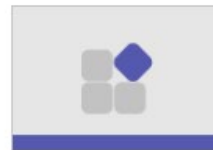
Start chats and calls



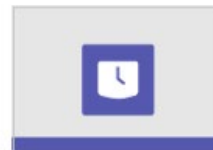
Manage meetings



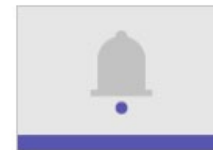
Set up and attend live events



Explore apps and tools



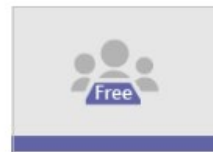
Manage team schedules with Shifts



Manage your activity feed



Teams on the go



Get started with Teams (free)