

- Enterprise Communications Solutions
- for Teams Phone System



Strategic Product Roadmap



Overview

Developer of Enhanced Communications Solutions for Microsoft Teams Phone System

- Designing and delivering Microsoft Voice Solutions for more than a Decade

Microsoft Unified Communications Solutions Experts

- Developing Microsoft UC Solutions for 20 years
- Over 250,000 VoIP end-points Deployed
- More than 20,000 Cloud Communications Subscribers Deployed

Complete, End-to-End Managed Services Provider

- Microsoft CSP Licensing Services
- Planning, Deployment and Support Services
- Integrated Applications and Customization Services

Global Customer Base

- 24/7 support for customers across the Globe
- Planning, Deployment and Support Services to Partners and Customers across all verticals

Customers Include:



HAWAIIAN
AIRLINES.



Sprint



fiserv.



Police
Mutual



O₂ Family



Understanding Microsoft Teams

Integrate and extend with your Collaboration experiences

Microsoft Teams

Celebrating 2.5 years of continued growth



13M+

13M +daily active users and
19M+ weekly active users



500,000+

More than 500,000
organizations use Teams



91%

91 Fortune 100 companies
use Teams



44+

In 181 markets with support
for 44 languages and growing



10,000+

150 organizations have 10,000
or more active users

Microsoft Teams

The hub for teamwork in Office 365



Communicate

through chat, meetings & calls



Collaborate

with deeply integrated Office 365 apps



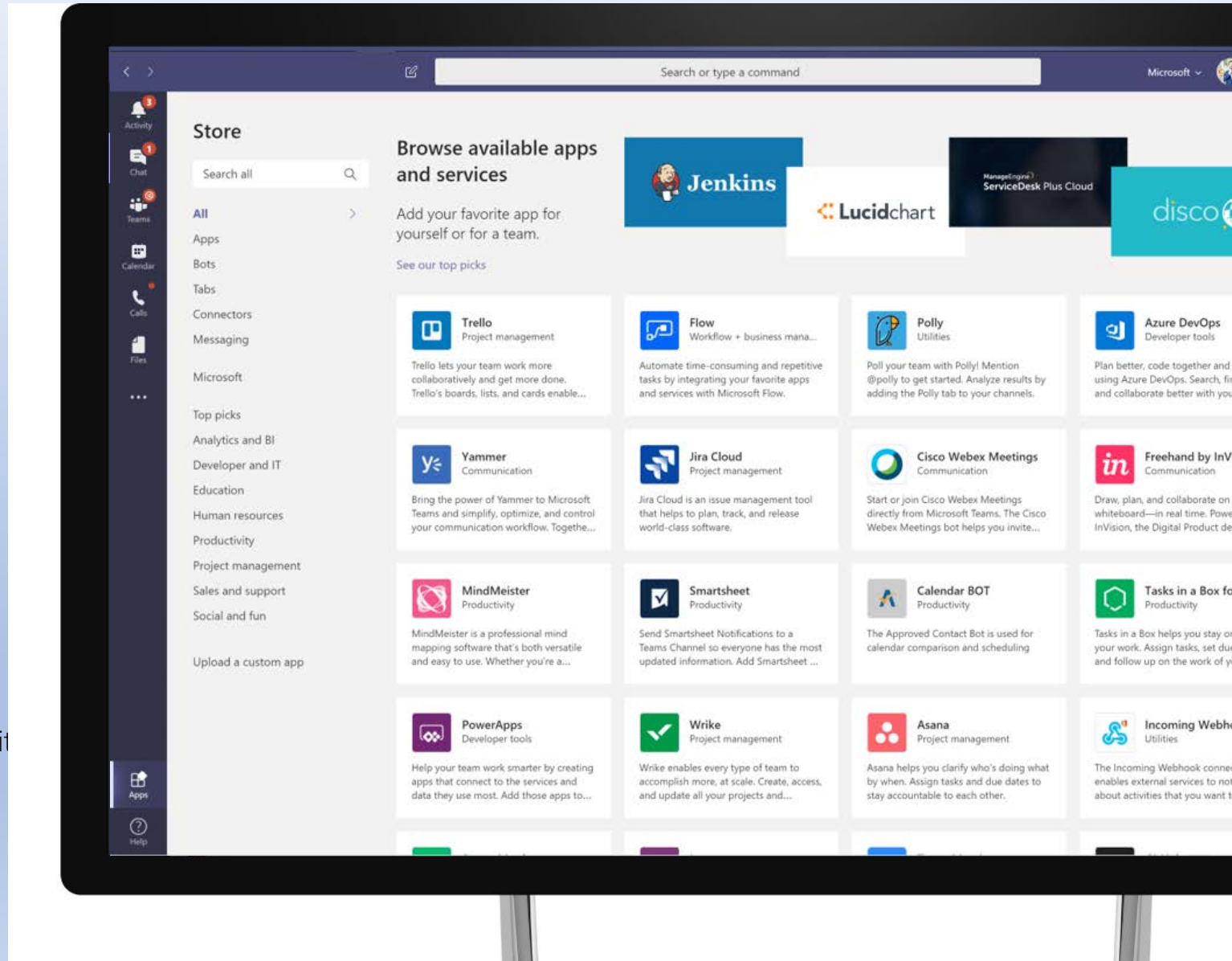
Customize & Extend

with external apps, automation, process flows, and custom apps



Work with confidence

enterprise level security, compliance, and manageability





pagerduty

asana



Wrike



Zoom.ai



smartsheet



Bitbucket



GitHub

ATLASSIAN

WIKIPEDIA



meekan



openagora



Cisco webex



zoom



Trello



Bitbucket Server



So, **where** do you start?



What is Azure?



Edge Devices

Azure Stack

Azure Data Box

Azure Sphere

Azure Kinect

HoloLens



Serverless

Web

Mobile

Mixed Reality

Containers

Events + Integration

Databases

Analytics

AI + Machine Learning

Internet of Things

Media



Tools

Visual Studio

GitHub

PowerApps

Power BI



Infrastructure

Compute

Networking

Storage

Security

Identity

App scenarios across industries and horizontals...

Industry vertical



Airlines, transportation

Flight/route crew communication hub
Local crew shift management



Financial services

Proposal Manager for commercial banking
Content sharing with compliance



Retail and consumer goods

Supply chain real-time collaboration
Shift, pricing, and inventory management



Mining, oil, and gas

New location development
Daily quality monitoring and analysis



Government

Emergency/disaster response and recovery
Citizen service: permitting and licensing



Healthcare

Patient care coordination
Telemedicine



Manufacturing

Key accounts inventory, logistics
Change order services



Power and utilities

Field service real-time remote assist
Billing and customer management



Real estate and construction

Leasing office tenant management
Real estate customer engagement

Horizontal



Marketing

Brand partnership hub
Industry event planning
Marketing hub



HR

Recruiting tool
New hire onboarding and support tools



Project management

Billable hours management
Client engagement hub



Service desks

Self-service knowledge base
Customer service desk
Procurement center service



Firstline workers

Shift management
Remote worker task management

Teams platform is built for flexibility



Tabs: a big canvas to host your UI

When your app needs a large area to present information to users, a tab is a great place to show a list of work items or a dashboard that users can use to chat about the content of your tab, which will keep it foremost in a channel as a threaded conversation.



Bots: smart chat skills for your users

Use a bot to drive engagement in a channel or in 1:1 conversations. Bots are an excellent way to handle question and answer scenarios or times when you need to message a channel on behalf of your service. Our bots also let you host tabs for complementary browsing scenarios and post rich interactive cards.



Message Extensions: share rich cards

Your users can share rich actionable cards that grab people's attention and can get simple jobs done without leaving the conversation. Why send a link when you can include summary, status, and a wide range of interactions.



Message Actions: interpret a chat

The starting place is a conversation. Let users send text to your app and you can use it to create new things, add to existing entities



Task Modules: a dialog for tasks

Task modules let you open a dialog from bot cards or tabs. When you need to do a little form entry, a lookup, or keep a 1:1 interaction out of a channel, pop open a dialog.

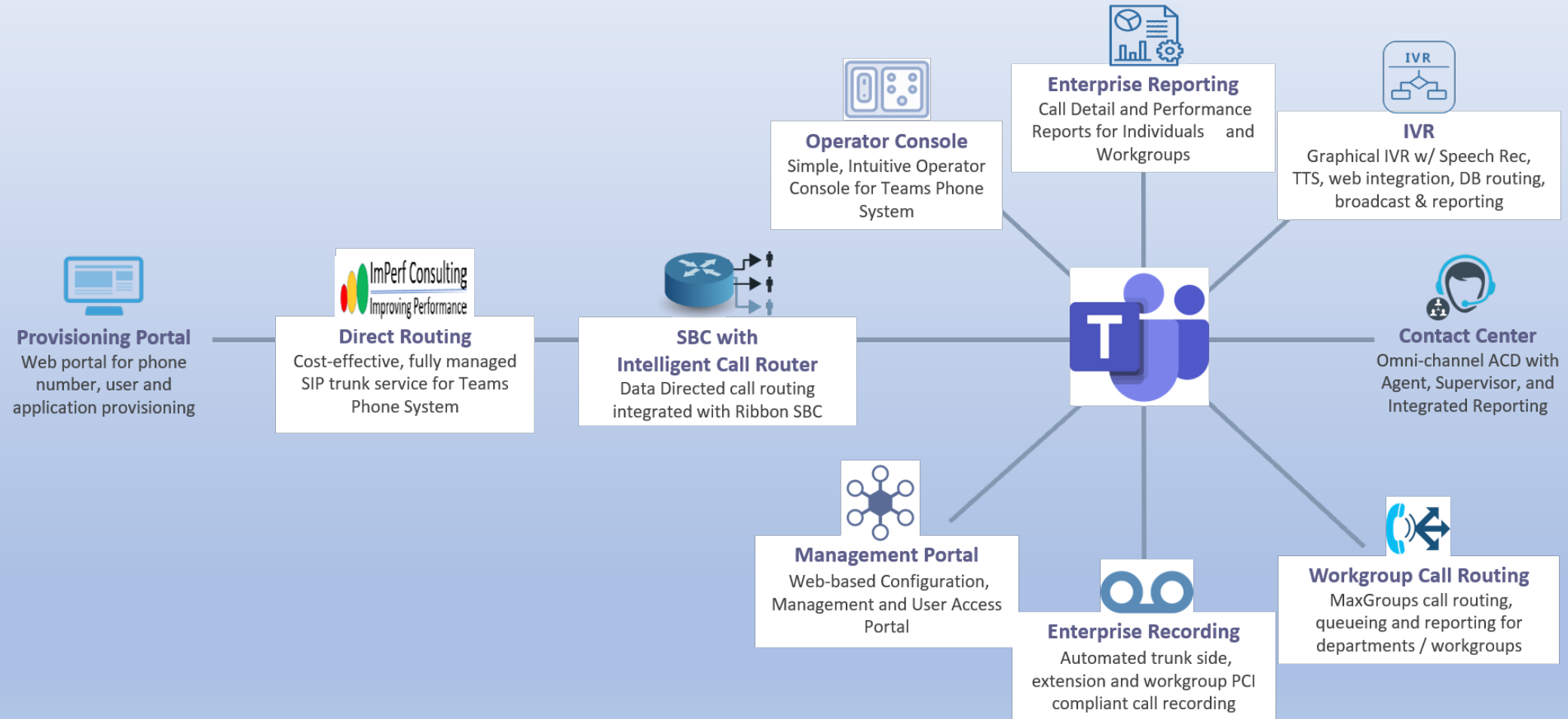


Notifications: getting users' attention

Use toast, @mentions, just posting to a channel to call attention to changes and important actions users care about. Teams gives your app the flexibility to proactively notify people as quietly or loudly as you need

Teams Phone System Portfolio

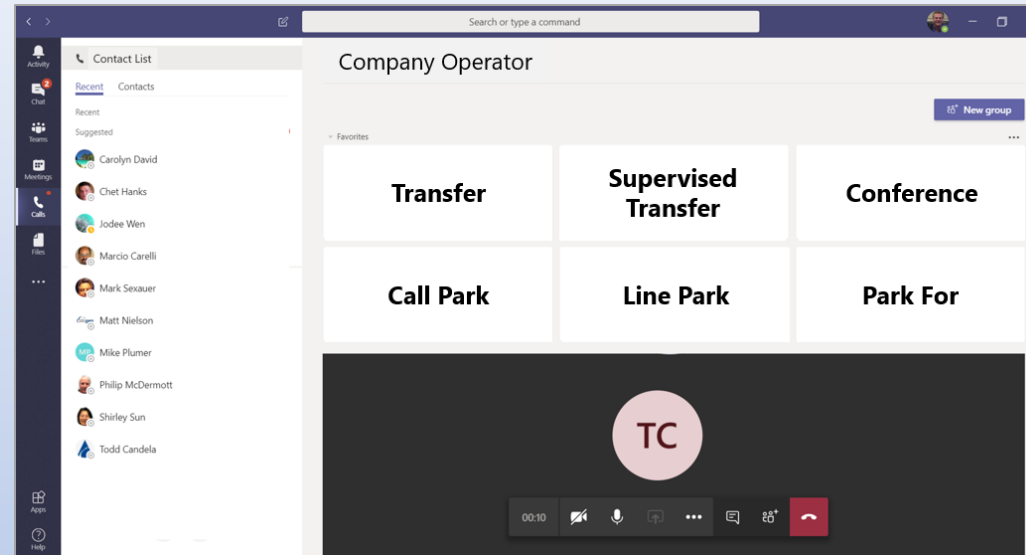
A Single Vendor, End-to-End Solution



Operator Console Solution Overview

- Designed for Rapid Call Handling
- Intuitive Operator UI
- Full Presence Integration
- Use Call Queues for Operator Queue?
- Simple Drag & Drop Operation
 - Blind Transfer
 - Supervised Transfer
 - Send to Voicemail
 - Send to Mobile
 - Conference
 - Call Park
 - Line Park
 - Park For

Operator Console for Teams Phone System



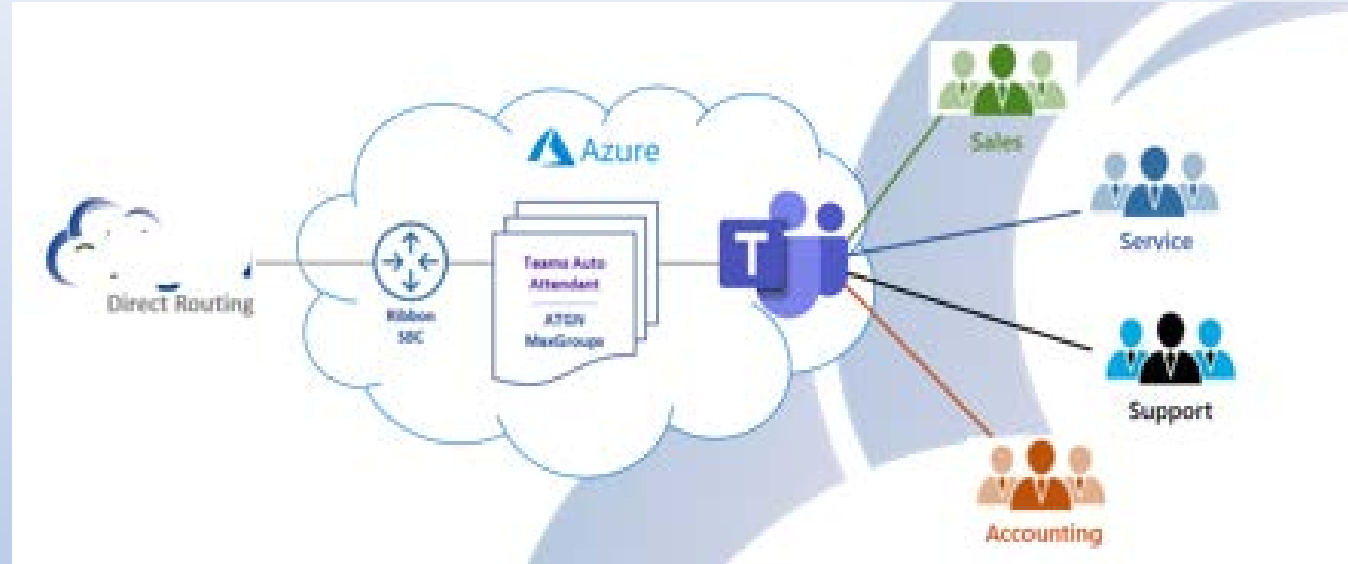
Advantages

- Unlimited Operator Consoles Included with Direct Routing
- Freemium Model (1 free download/customer) for Lead Generation
- Integrated with ATGN Management Portal / Single Vendor Support

MaxGroups Requirements

- Intuitive Web Administration
- Simple User Set Up & Management
- Create MaxGroups based on:
 - AD Integration
 - O365 Group
 - Security Group
 - Distribution List
- Robust Call Routing Options
 - First Available
 - Longest Idle
 - Next Available
 - All Available
- Summary and Detail Reports

MaxGroups for Teams Phone System



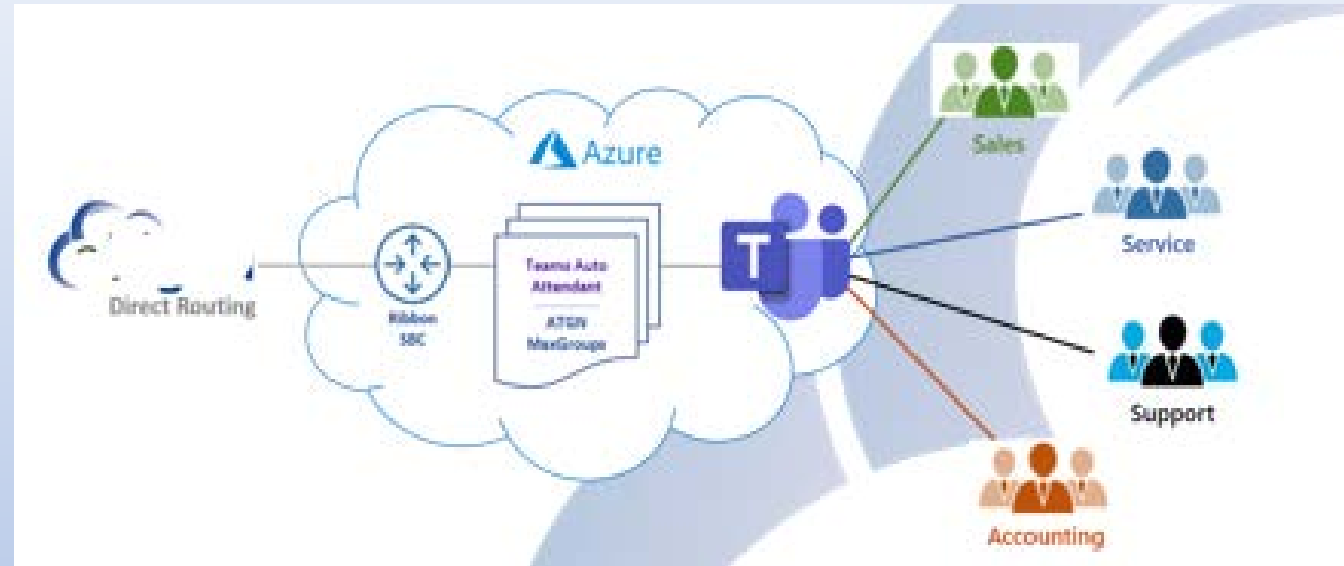
Advantages

- More Robust Feature Set vis-à-vis the Competition
- Part of the ATGN Integrated Solution Suite / Single Vendor Support
- Simplified Administration and Management w/ ATGN Management Portal

Enterprise Recording Requirements

- Role-based Web Administration
- PCI Compliant
- Server-based (no client required)
- Flexible Recording Rules/Options
 - Trunk side and User-based
 - PSTN and Peer-to-Peer
 - Designate Trunks, Users, MaxGroups
 - Encrypt Recordings
 - Determine Storage Location/Duration
 - Simple UI for Retrieval and Reporting

Enterprise Call Recording



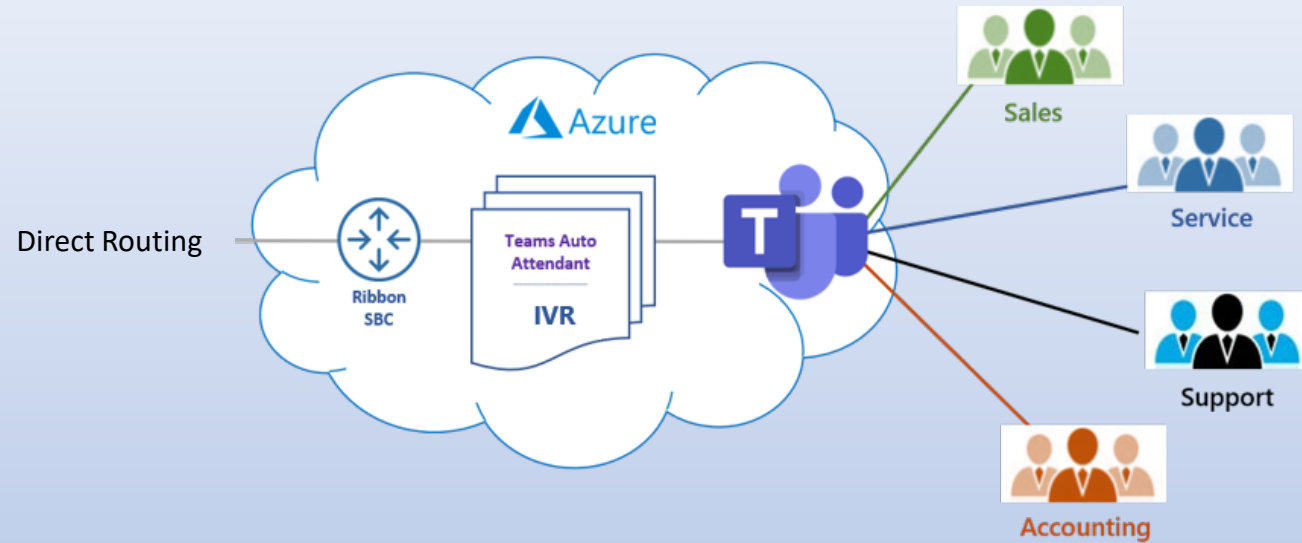
Advantages

- Deployed and Managed in Azure
- Enterprise Focus = More Cost Effective vs. Competition
- Adds to Informal Call Center suite if integrated with MaxGroups

Enterprise IVR Requirements

- Leverage Teams IVR Bots
- DTMF, Speech, Web, SMS, Mobile
- AI / Natural Language Queries
- Text to Speech
- Route by User Selection or DB
- Integration with:
 - Online Payment Systems
 - Customer Input Forms
 - Customer Survey
- Outbound Notifications
 - Voice, SMS, Email
- Analytics to Identify:
 - Patterns
 - Bottlenecks
 - Drop Outs, etc.
- End-to-End Transaction Reporting

Enterprise Interactive Voice Response



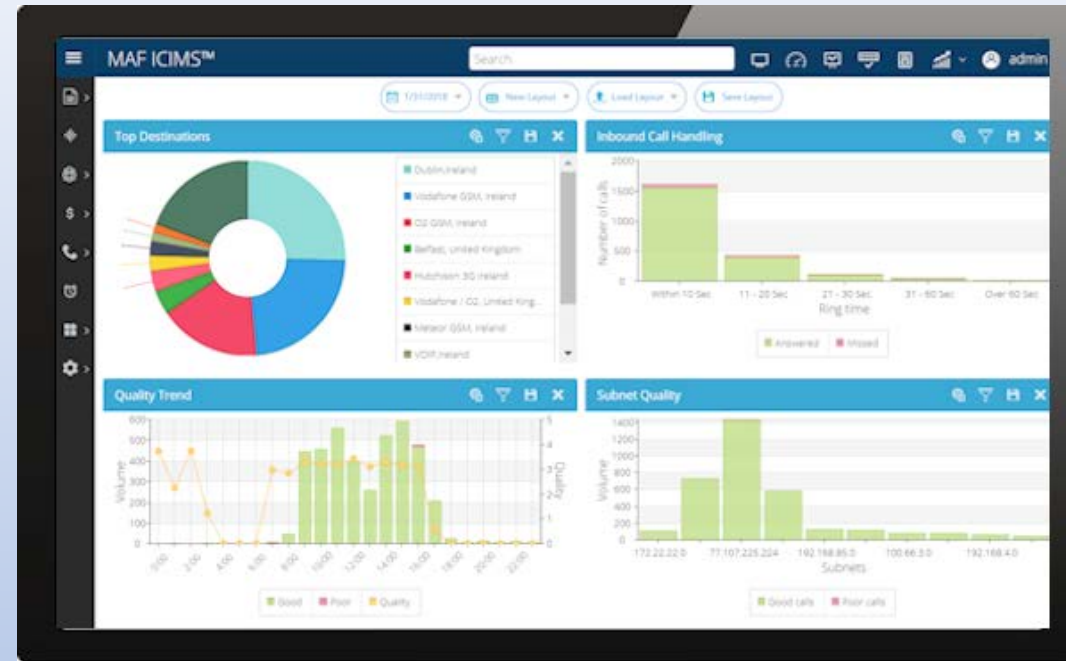
Advantages

- Leverage Teams IVR Bots
- Deployed in Azure, Fully Integrated with Teams Phone System
- Simplified Management and Administration

Enterprise Reporting

Enterprise Reporting Requirements

- Report on All Teams Activities
 - Voice, Video, Conference Calls
 - Chat, File Transfers, Shared Apps
- End-to-End Analytics
 - Call Quality / MOS
 - Endpoint Monitoring
 - User Adoption by Activity Type
 - Usage Statistics
 - Cost Allocation
- Group Users (e.g., MaxGroups)
- Real-Time and Historical Reports
- Detail and Summary Reports



Advantages

- Comprehensive Solution Compared to Teams User Activity Reports
- Improves Management and Control of Teams Call Activities
- Includes Device Monitoring and Management

Omni-Channel Contact Center Requirements

- FrontStage Application Suite:
 - Voice
 - Video
 - SMS
 - Web Chat
 - Social Media
 - Email
 - Recording and Screen Sync
 - Predicative Dialer
 - Real-time & Historical Reporting
 - Quality Management
 - Workforce Management
 - Trouble Ticketing
- Integrated Reporting

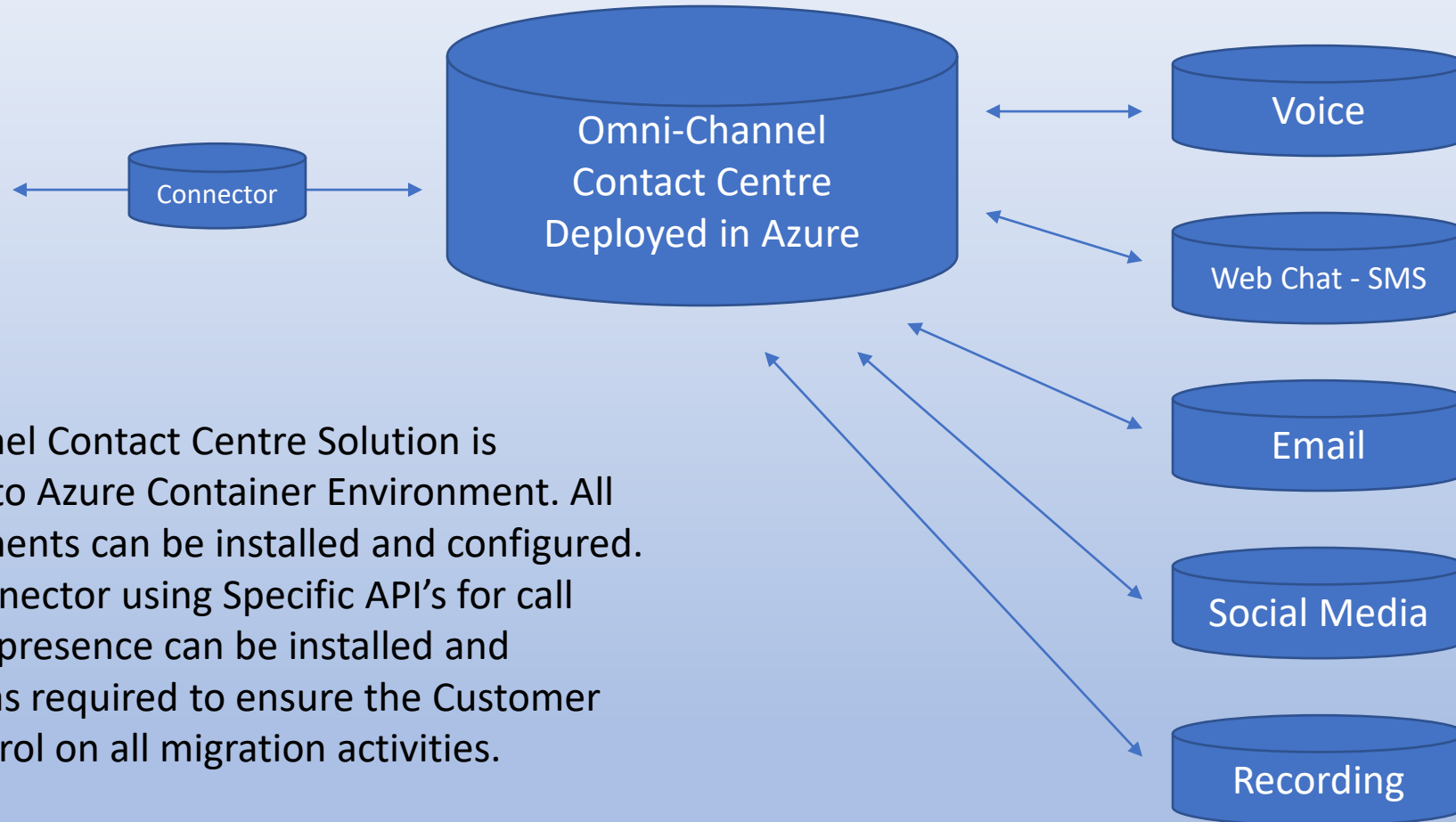
Integrated Omni-Channel Contact Center



(FrontStage) Advantages

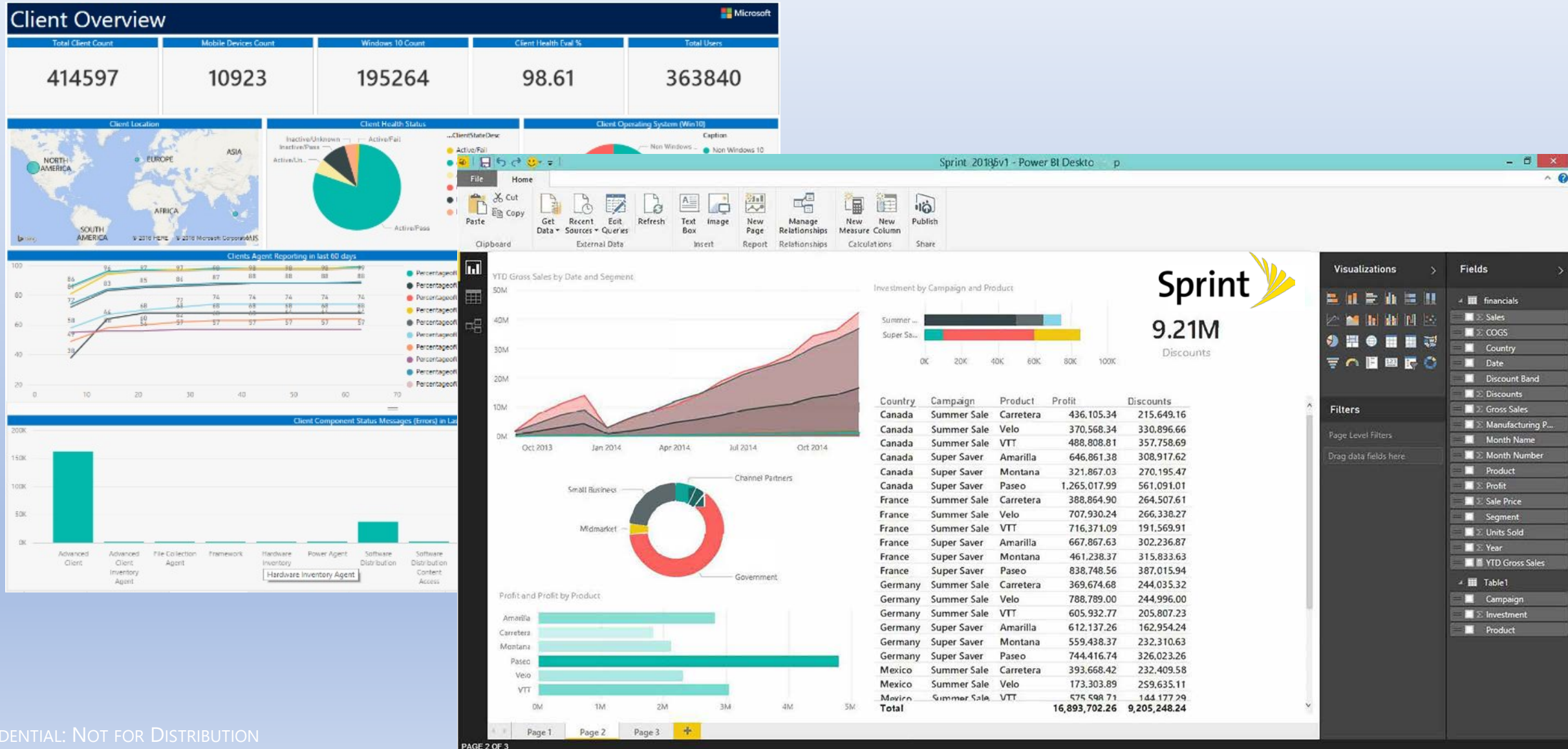
- Natively Integrated with Teams, Deployed in Azure
- Part of the Applications Suite (i.e., Single Vendor Support)
- Superior Price / Performance Ratio

FS Server Architecture – Key Components



Omni-Channel Contact Centre Solution is deployed into Azure Container Environment. All Key Components can be installed and configured. The key Connector using Specific API's for call control and presence can be installed and configured as required to ensure the Customer has full control on all migration activities.

Omni-Channel Contact Centre Reporting with Power BI output



GDPR Compliance Requirements

- Personal Data
- Processing
- Persons Involved
- Lawfulness of Processing
- Category of legal grounds for ordinary data
- Category of legal grounds for sensitive data
- Consent with Processing
- Right of Access to Personal Data
- Right to Erasure

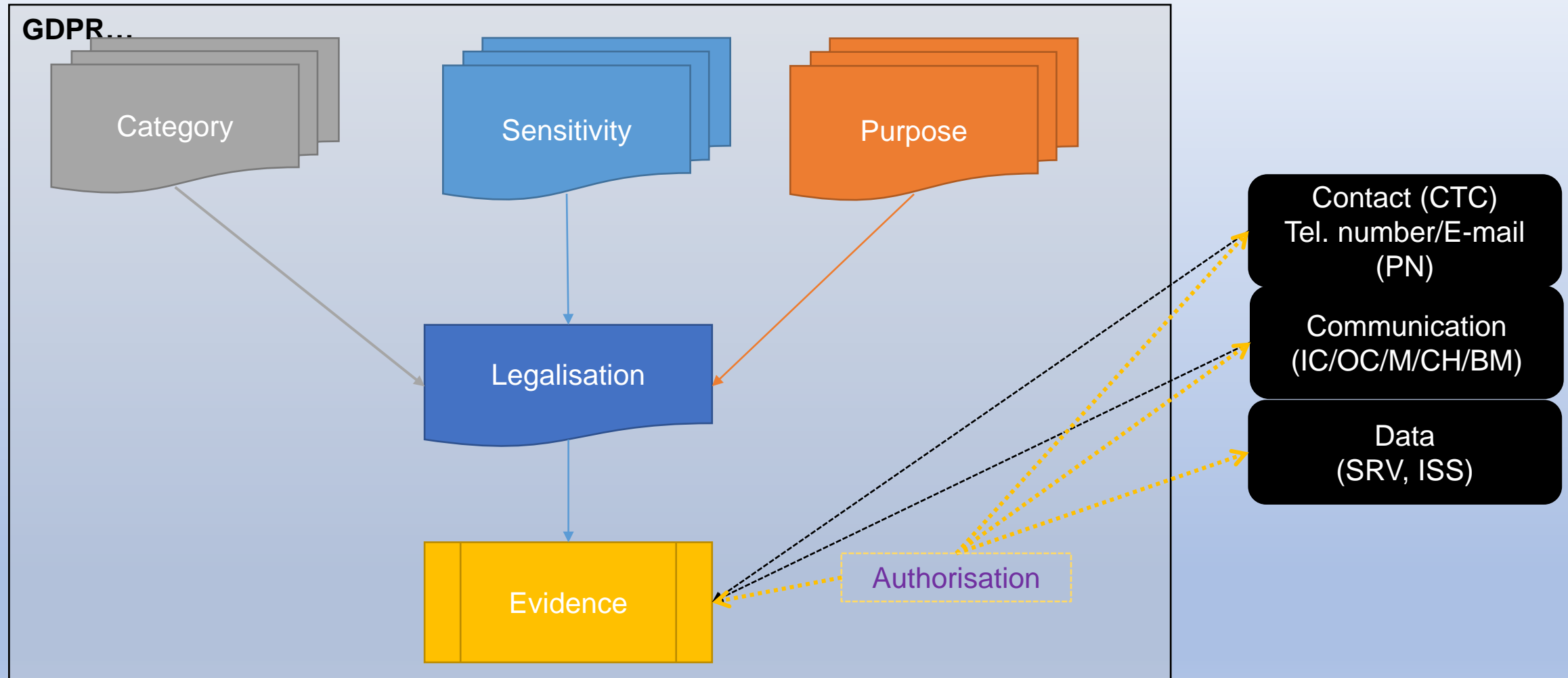
GDPR Module Compliant with Nigerian GDPR reqs



Data subjects whose personal data are processed in a Contact Centre

- Clients – e.g. customers of the controller, the general public, potential customers
 - A majority of personal data will pertain to these persons
 - Supervisory bodies will focus primarily on these
 - The processing will be performed based on different categories of legal grounds and for a wide range of purposes
 - Audio recordings are unstructured and may contain both ordinary and sensitive personal data
- Agents – more or less the controller's employees
 - Apart from their names and login details, the personal data will mostly include information about their presence at work, log-in/log-out times and agent evaluation
 - The processing will be performed primarily based on Art. 6(1)(b) (employment contract) and Art. 6(1)(f) (controller's business needs)
 - Special attention needs to be paid to freelancers who will most likely be in the position of contractual processors [state this in the obligation to inform or in the "extract" of data]

Metadata



Solution Summary

A Complete, Integrated Enterprise Communications Solution Suite for Teams

- Enhancing Teams with Enterprise Communications Solutions
 - Provisioning Portal / Management Portal
 - Teams Direct Routing
 - Intelligent Call Router
 - Operator Console
 - Workgroup Call Routing & Queuing
 - Interactive Voice Response
 - Enterprise Call Recording
 - Enterprise Reporting
 - Omni-Channel Contact Centre
- Applications Deployed in Azure, Delivered as a Managed Service
- Extends Teams Enterprise Capabilities, Enabling Replacement of Legacy PBX Systems
- Single Vendor Solution Addressing all Teams Communications Requirements

Solutions for Teams Phone System

Microsoft Teams Enhanced Applications	Enterprise Productivity Suite Flexible Pricing	Contact Centre Voice Plus £70	Contact Centre Omni-Channel Plus £95
Direct Routing (2Q20) £20.00 per SIP Channel (Min Bundle 10 Channels)			
Operator Console £60 per console per month 1 st one free			
Enterprise Call Reporting £0.90 per user Starter Bundle £50 includes 25 users			
Enterprise Call Recording £8.00 per user Starter Bundle £120 includes 20 users			
Contact Centre Agent – Voice		*	*
Call back from Queue / Website Call back Scheduling		*	*
Skills Based Routing		*	*
Automated Call Recording (w/ Screen Synchronization & PCI Compliance)		*	*
Integrated Ticketing System		*	*
Contact Centre Supervisor		*	*
Contact Centre Reporting (Real Time and Historical)		*	*
Interactive Voice Response (w/ Text to Speech)		*	*
Contact Centre Agent – Digital (Webchat, SMS, Email, Social Channels)			*
Automated Digital Media Recording			*
Quality Management			*
Customer Surveys			*
Auto Dialler (w/ Agent Scripting)			*
Speech Recognition/Voice Analytics (w/ Keyword and Emotion Detection)			*
Workforce Management (Optional) £20 per user			

Thank You!

Contact Us

United Kingdom

The Old Courthouse,
New Road Avenue
Chatham. ME4 6BE
+44 (0) 1634 780330

Nigeria

25 Gboyega Kilo,
Ojodu Berger, Lagos
+234 812 405 9880

www.imperfconsulting.com

