

# Verizon Mobile for Microsoft Teams

**Verizon is the first U.S. operator to bring a true native mobile experience to Microsoft Teams**



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# Mobility has changed the way we work.

## Creating new opportunities

- Improves worker flexibility, responsiveness and productivity
- Enables business continuity during uncertainty and change
- Facilitates heightened safety when situations require remote work

## And challenges

- Siloed and inconsistent experiences for calls and collaboration
- Increased costs for redundant devices, voice services and support
- Increased likelihood of insecure and noncompliant devices and configurations



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# Hybrid work is the new normal — flexibility will define this new era.

**Your mobile workforce needs to:**



**Connect naturally.**



**Collaborate your way.**



**Work in context.**



# Introducing Verizon Mobile for Microsoft Teams

A new Teams mobility solution that will help your organization:



Enable employees to effectively meet, communicate and collaborate remotely.



Deliver security and reliability.



Use a single business phone number across devices.



Control costs.

# Verizon options for Teams calling: Combine for the optimal teams calling solution.

## 1 Verizon Mobile for Microsoft Teams (Operator Connect Mobile)

### Mobile



Turns your Verizon Wireless device into a Microsoft Teams® endpoint, creating a full Teams mobile experience via a native dialer

## 2 Verizon Calling with Microsoft Teams (Direct routing)

### Flexible

#### Dedicated SBC | VoIP



Flexible addition of Teams calling outside your organization through integrations in more complex environments

## 3 Verizon VoIP for Operator Connect (Operator Connect)

### Simple

#### Shared SBC | VoIP



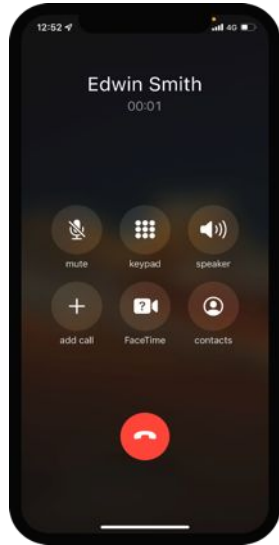
Simple provisioning and management of Teams calling outside your organization through the Microsoft Teams admin portal

**SBC** = session border controller, **PSTN** = public switched telephone network, **VoIP** = Voice over Internet Protocol, **API** = application programming interface

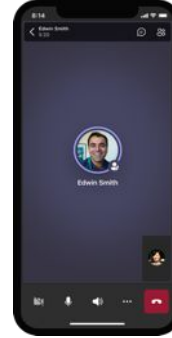
**One size doesn't fit all. Verizon can enable Microsoft Teams calling solutions for any organization.**



# Native dialer



**Call moved to Teams.**



**Caller ID reflects Edwin's company name and number.**



**Call delivery on multiple endpoints.**



**Native dialer presence reflected in Teams.**



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# Verizon Mobile for Microsoft Teams keeps your mobile workforce connected across devices and networks.

Enable flexible calling and collaboration, from anywhere.



## **Calls that just work**

Stay productive anywhere, across devices and networks. Move between devices and Teams endpoints without dropping calls.



## **The power of Teams**

Uplift native mobile calls to Teams for greater collaboration by adding others, sharing screens and leveraging the power of video.



## **Unified and integrated collaboration and communication tools**

Increase productivity with a centralized view of all business communications.



## **Security and compliance across mobile devices**

Keep mobile communications secure and compliant with company policies.





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# Key benefits for the organization and end user



## Organization benefits

- Improve availability and responsiveness of employees by providing tools to work securely from anywhere across devices of your choice
- Provide reliable communication solutions with failover options. Use cellular voice network or Internet connection to make and receive calls for reliability and continuity
- Supply tools that foster employee productivity, collaboration and satisfaction
- Unify communications and streamline the tools used by employees
- Reduce costs and eliminate redundant wireline voice services
- Enforce business policies that are secure and compliant on all employee communications
- Flexible Caller ID management from Teams can protect employees' information

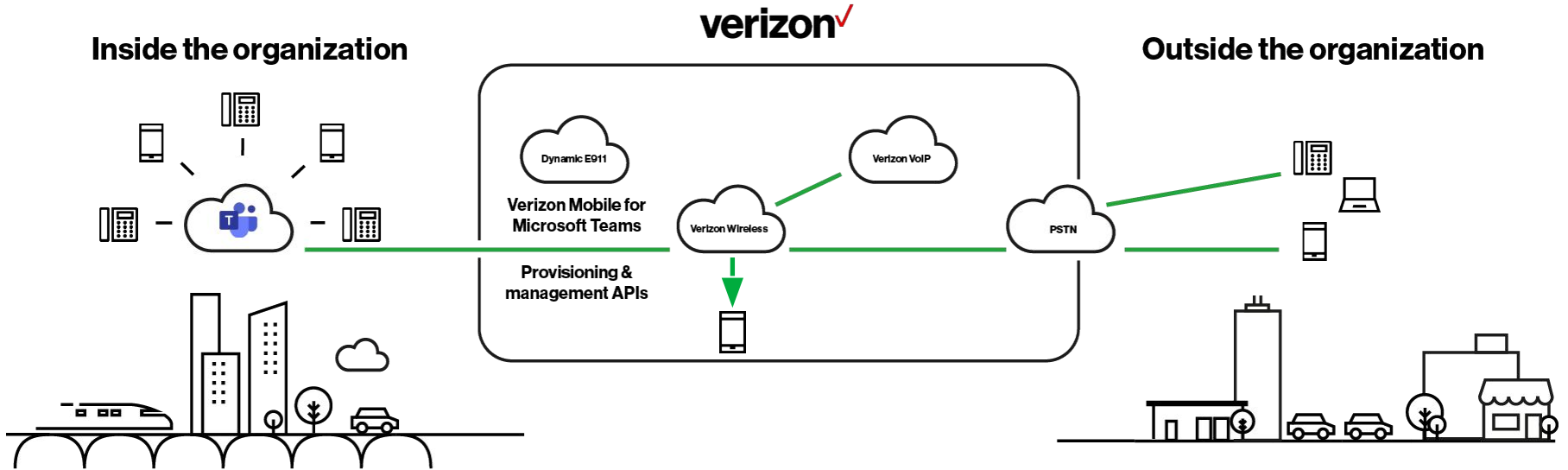


## End-user benefits

- Flexibility of being able to work from anywhere across devices without losing context or business presence
- Enhanced reliability and reachability for communicating with peers, clients and partners through mobile voice networks if internet is unavailable
- Simplicity of using a single phone number across devices
- Seamless call transfer, which allows users to move between devices and Teams endpoints during a call, without dropping the call
- Unification of all business communications (call history, voicemail, SMS, chats, shared documents) through a single app
- Adherence to business compliance and security policies for all voice workflows
- Enable employees to choose their outgoing Caller ID



# Verizon Mobile for Microsoft Teams



# BlueJeans Gateway for Microsoft Teams

BlueJeans Gateway connects rooms to Microsoft Teams video. This cloud-native interoperability solution links Teams users with people in boardrooms, in huddle spaces, on executive video phones and in conference rooms. The solution is:



## Easy to deploy

The all-inclusive software-as-a-service (SaaS) model is up and running in six commands and provides cloud video interoperability between the most common room systems and vendors and Microsoft Teams.



## Easy to manage

Receive automatic updates and security patches without any downtime, while dashboards offer real-time admin controls.



## Easy to use

Join with one touch from virtually any device, including native endpoint touchscreens, iOS devices and Android® tablets.



# Unified Communications (UC) Professional Services capabilities

**Verizon  
provides  
best-in-class  
professional  
services**



## UC Advisory Services

Consulting services

Strategic advantages and outcomes

Design and architecture

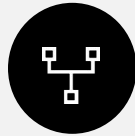


## UC Technical Services

Implementation: proof of concept, pilot and transformation

Integration: interop, field trials and testing

Project management and technical oversight



## UC Adoption Services

User experience and use-case realization

Solution-to-business-needs alignment

Service management and technical oversight

**Leverage our network.**



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# Empowering a mobile-first workforce

For many organizations, a key to staying productive and competitive is providing the flexibility to work from anywhere. Verizon Mobile for Microsoft Teams equips your users with:



Enterprise-grade connectivity, resiliency and network quality, delivered by a trusted provider



A full Teams experience with the ability to uplift calls to Teams on any type of device (laptop, tablet, desk phone or mobile phone), creating valuable opportunities to collaborate from anywhere – all via a single business number



The ability to add video, share content, record, invite new participants and more



True mobile integration with user access to combined call history, unified voice mail and presence fidelity across Teams and native mobile devices



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# Simple and easy-to-use features



## Single number

- Make and receive calls from your smartphone's native dialer or Teams endpoints using one business-owned mobile number
- Enjoy the simplicity of using a single phone number across multiple devices



## Presence integration

- Update Teams presence based on mobile device status



## Seamless call transfer

- Move between devices and Teams endpoints during a call without dropping the call
- Escalate from audio-only call to video or content-sharing call
- Include other members of the organization in the call with a single click
- Transfer the call within an organization
- Leverage Teams capabilities, such as recording and transcribing



## Unified call history

- View combined call history in mobile native dialer and Teams
- Access recently dialed and incoming calls regardless of where they were placed.



## Unified voicemail

- Receive all voicemails on any Teams endpoint, where they can be played, paused and deleted
- Easily access voicemail transcriptions in the Teams app and desktop clients



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# Why Verizon?

# 1.

Verizon is the first U.S. operator to bring true native mobile experiences to Teams as part of Operator Connect Mobile.

# 2.

The popularity of Teams, combined with the scale and reliability of Verizon's global network, will provide enterprise customers with a secure, managed multidevice solution that blends connectivity, calling and administration under one easy-to-use customer interface and calling plan.

# 3.

With Verizon Mobile for Microsoft Teams, Teams calls using the native dialer go over the Voice over LTE (VoLTE) network, providing the superior call quality you expect from a cellular call. Plus, Verizon 5G innovation and reliability deliver a more agile and richer calling and collaboration experience.

# 4.

Combining our 5G Ultra Wideband, 4G LTE and VoIP network with Microsoft Teams provides U.S. users with a powerful unified communications solution no matter where they work.

# 5.

Verizon offers a full suite of Microsoft Teams Calling solutions, including Verizon VoIP for Operator Connect and Verizon Calling with Microsoft Teams™, to cover all of your calling needs.

# 6.

Available BlueJeans Gateway for Microsoft Teams lets you connect existing room systems to Microsoft Teams meetings with cloud-native video interoperability.



# Example use case: Empowering flexible work with next-gen solutions

## Business challenges

- Requires a mobile and fixed calling solution that can integrate with Microsoft Teams®
- Has workers who need a full unified communications solution whether in the office or on the road
- Needs a clear migration path to hybrid and mobility for fixed environments
- Wants to leverage existing conference room hardware and Teams investments

## How we helped

- Verizon Voice over IP (VoIP) with Microsoft Teams for desktop solution
- Verizon Mobile for Microsoft Teams for mobile sales force and hybrid workers
- Verizon managed services for a disruption-free migration
- BlueJeans Gateway for Microsoft Teams to enable video in existing conference rooms

## Customer outcomes

- **Increased productivity:** Enable employees, customers and partners to communicate and collaborate easily
- **Flexibility:** Address different workforce needs (e.g., frontline/hybrid/mobile) with multiple wireless and wireline calling options available
- **Transformative:** Connect existing conference room systems to Microsoft Teams video conferencing

**4**  
Countries of  
operations

**2,500**  
Associates

**1**  
Vendor for Teams  
calling solutions



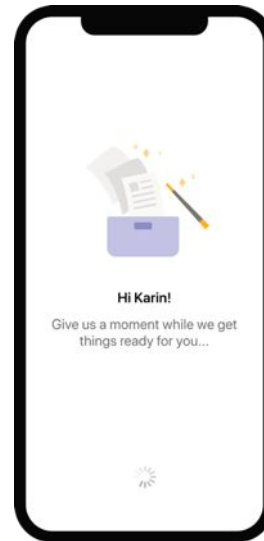
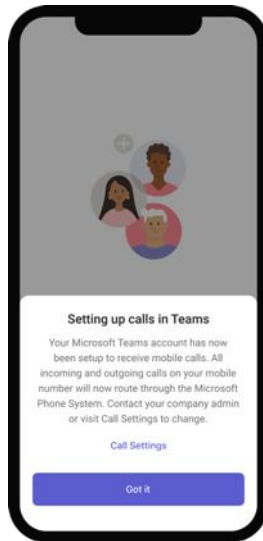
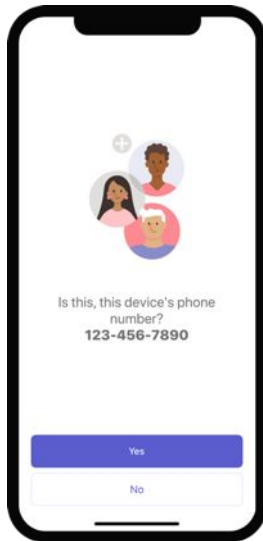


# Verizon Mobile for Microsoft Teams user experience



# First-run user experience

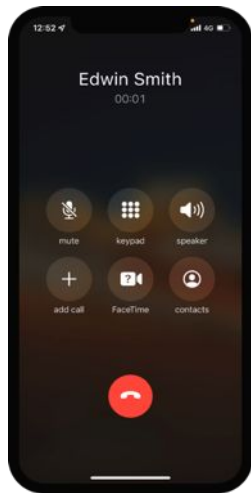
After the company-provided mobile number is provisioned, the user verifies the number and is guided through a quick setup.



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# Call delivery in Teams and native dialer

Reduce the chance of missed calls with alerts on multiple endpoints.



**Native dialer**

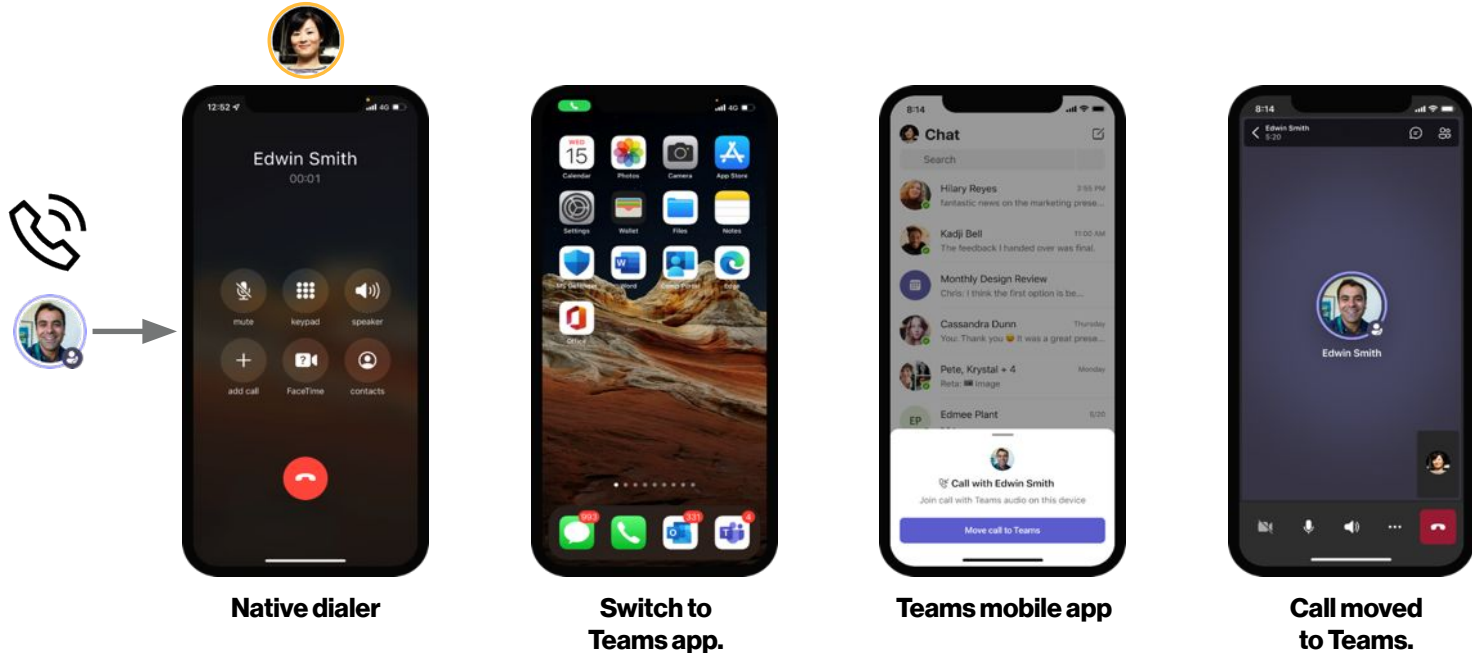


**Teams desktop/tablet app**



# Easily uplift native calls to Teams.

Begin calls on native dialer and move to Teams on mobile or desktop.



# Transfer calls in Teams or the contact's mobile device.

Route calls easily to a recipient's Teams profile or their mobile number.



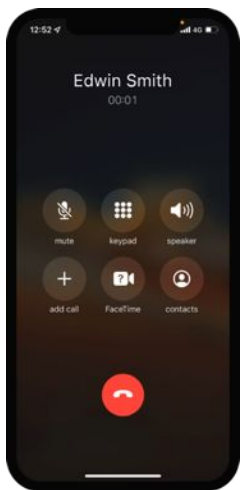
**Transfer initiated.**

**Call transferred to Dan's mobile device.**



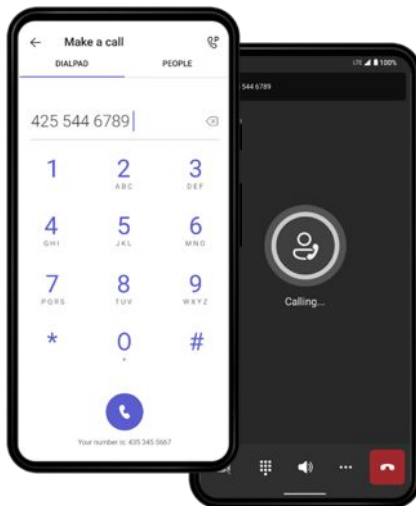
# Show business ID for calls from native dialer or Teams.

Protect caller's mobile number and maintain company branding for calls to customers.



**Edwin transfers his customer from his native dialer.**

Or



**Edwin calls his customer on Teams.**

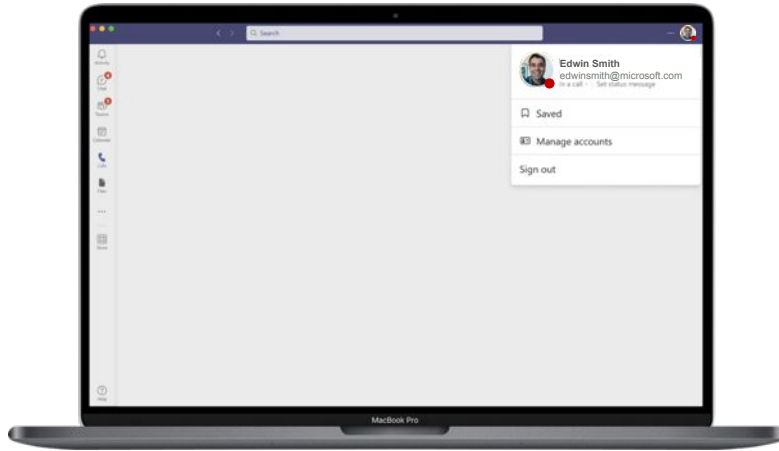


**Caller ID reflects Edwin's company name and number.**

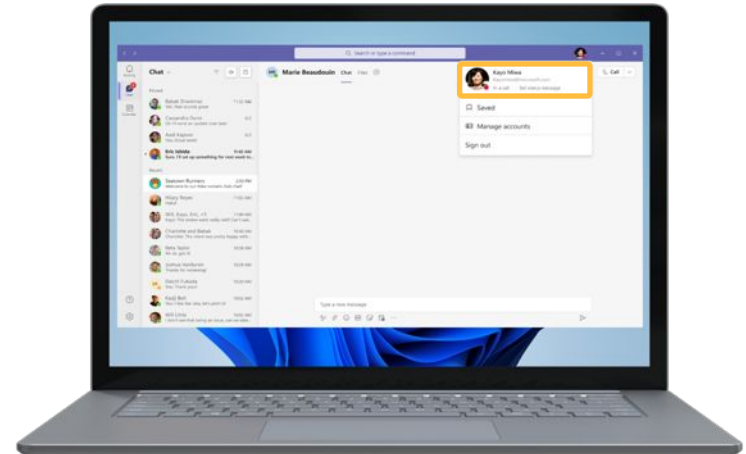


# Unified presence reflects calls using native dialer.

Set Teams presence to reflect active dialer calls as “In a call.”



**On a native dialer call**



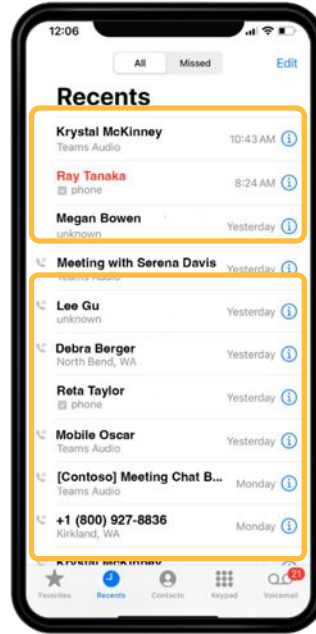
**Native dialer presence reflected in Teams**



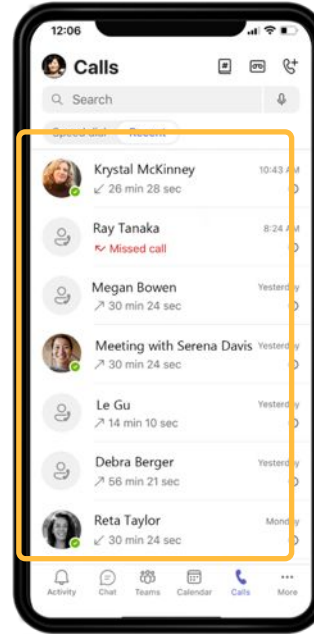
# Unified call history across native dialer and Teams

Azure® cloud backup for call history

Call history on native dialer



Call history in Teams

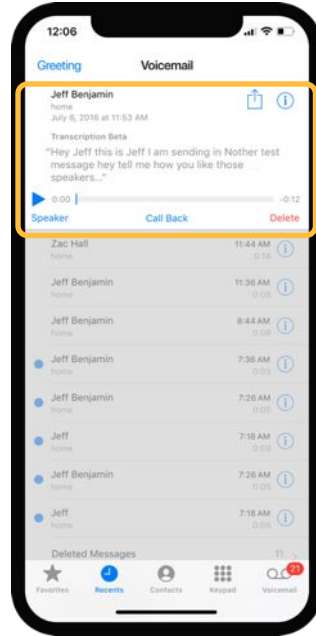




# Unified voicemail on Teams endpoints

Integrated voicemail from Teams

**User voicemail accessible through Teams**



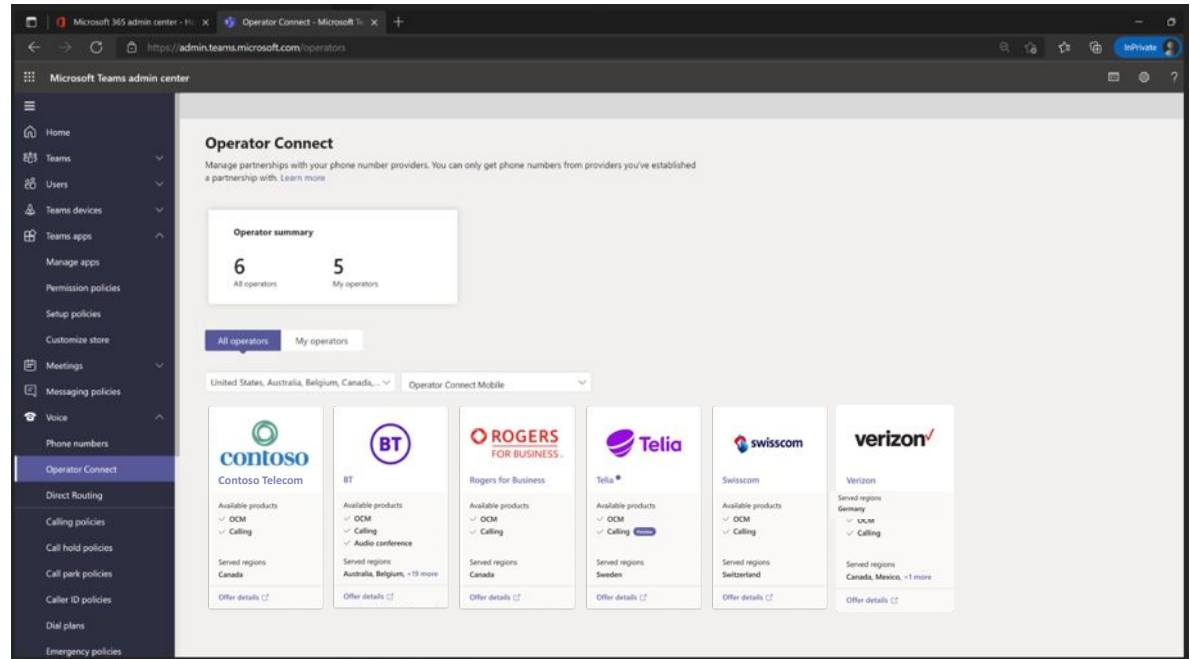
# Verizon Mobile for Microsoft Teams admin experience



# Identify Operators and enable Verizon Mobile for Microsoft Teams for your organization.

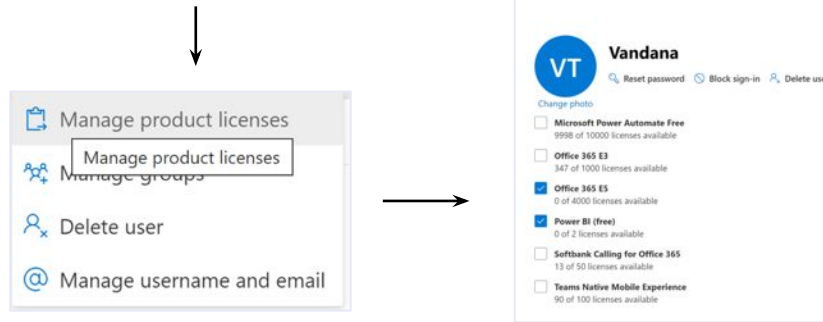
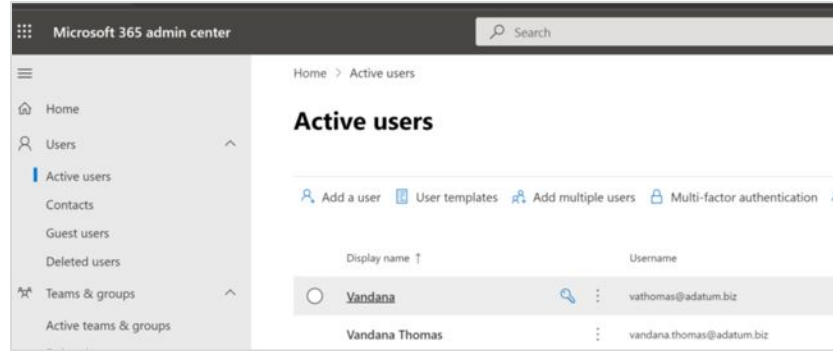
Find Operators easily by geography and capability.

Simplified setup journey through Teams admin portal



# Assign licenses in the Teams admin center.

Select a user in the tenant to assign an Operator Connect Mobile license.



# Enable users for Verizon Mobile for Microsoft Teams

Choose an Operator Connect Mobile-capable number to connect user with the assigned license.

**Phone numbers**

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues. [Learn more](#)

Numbers Order history

+ Add ↓ Port Edit Release

Phone number	Number Provider	Location	Number usages
+47 907 48 985	Carrier-X	All locations, Norway	User
+47 907 71 491	Carrier-X	All locations, Norway	User
+47 907 71 518	Carrier-X	All locations, Norway	User
+47 907 84 489	Carrier-X	All locations, Norway	User
+47 907 86 455	Carrier-X	All locations, Norway	User
+47 907 92 286	Carrier-X	All locations, Norway	User
+47 907 92 672	Carrier-X	All locations, Norway	User

**Assign/unassign**

+47 907 92 286

**Number usages**  
User

**Number type**  
Mobile

**Number features**  
TMX capable

**Assigned to**

Select a person that you want to assign this phone number to

vandana

VT Vandana Thom... Assign

**Emergency location**

Select a location within the country or region where emergency services must arrive when a call comes from this phone number.  
Add an emergency location if you want to create a one.

Apply Cancel



**verizon**<sup>v</sup>