

Virteva's Microsoft Teams Phone Pilot Rapid Deploy

Virteva's Microsoft Teams experts are well prepared to assist you with effectively piloting the Teams voice services in Microsoft 365. Do you require assistance with call flows, interaction with telephony providers, or device and meeting space integration? Stop your search at Virteva. We have helped many organizations embrace modern, secure, and scalable voice services through Microsoft Teams, and are able to apply our best practices to your environment.



Combining Education With Action

"We've been using Teams as our softphone system and it's fantastic. We dumped our Cisco phone system to go with this. We don't have a human operator, so having the auto attendant option to supply options to get directed to different groups within the company was a big help. I've never been a telephony guy, and Teams Phone was really simple to setup, I was amazed."

*Director, Corporate Technology at
Minneapolis-based health tech firm*

WHAT WE OFFER

Get the most from your telephony system with Microsoft Teams Phone backed by Microsoft Security.

As part of a project-driven methodology, the Teams specialists at Virteva will collaborate with your IT team to transition your existing telephony services to a new, more modern approach utilizing Microsoft voice services with Microsoft Teams' Cloud PBX and Phone Plan services.

As part the Teams Phone Pilot Rapid Deploy engagement, Virteva will configure and deploy Teams Phone voice services for up to ninety (90) of your users, build up to three (3) call queues, enable up to two (2) toll-free lines, and deliver one (1) auto attendant line. All using our best practices derived from our experience deploying many Teams voice solutions with other organizations.

Why Microsoft Teams Phone?

What is it?

Microsoft's Teams Phone enables call management and Private Branch Exchange (PBX) capabilities for Microsoft Teams in the Microsoft 365 cloud. Internal calls are handled internally by Teams Phone without the need to reach the Public Switched Telephone Network (PSTN), eliminating long-distance charges. Within the Teams Phone platform, Microsoft offers PSTN connectivity options through call plans as an add-on license for external calls.

Teams Phone supports Teams clients, IP phones, and certified devices for meeting room technology, and it allows you to replace your existing PBX system with a collection of Microsoft 365 delivered features including call queues, auto attendant and toll-free numbers.

Why is it important?

Microsoft Teams Phone is a VoIP phone system that is fully integrated with Microsoft's core workspace and teamwork application, Microsoft Teams. This allows you to reduce workload by decreasing the number of apps that employees must use on a daily basis. Nearly 70% of workers reported spending at least 30 minutes per day switching between various workplace applications. The fewer applications employees must switch between during the course of the day, the more productive they will be. In a survey conducted by Microsoft, close to sixty percent of users surveyed reported that switching between work applications slowed them down and made their work more difficult.

Microsoft Teams Desktop and Mobile apps can already handle team messaging, file sharing, video and voice chats, and allow you to open Word, Excel, PowerPoint, and 3rd party applications without leaving its interface. Teams Phone simplifies the user experience and enhances the efficiency of the entire organization by adding VoIP technology to an already full-service application.

Support you can Trust

As part of the project, Virteva's specialists will test and validate the new Microsoft Phone System and Phone Plan service within your environment to ensure that fully functional voice services are in place at the project's conclusion. The Virteva team will provide an additional 10 hours of follow-up and troubleshooting following the end of voice services cutover activities to ensure the success of your pilot launch.

All configuration areas and project phases, such as call queue setup, IVR, user profiles, DIDs, and auto attendant settings, will be documented and shared at the completion of the project.



Virteva is a preferred Microsoft Gold Cloud Partner with expertise across the Microsoft 365 portfolio of services and tools. As specialists in the full Microsoft 365 stack across both Consulting and Managed Services operations, we've helped hundreds of customers maximize their productivity, efficiency, and security in the Cloud.

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Cloud Based Mobility + Security



Lower Cost Solution

Switching from a traditional landline phone system to VoIP can result in significant hardware, maintenance, and monthly phone bill savings. Businesses can save money while gaining functionality.



Centrally Managed

A single administration portal makes it easy to add users, allocate phone lines, and port existing landline numbers. You can also monitor call health, metrics and resolve issues inside one interface.



Flexibility + Security

Teams Phone is developed with the best industry security and dependability requirements in mind. The system is designed to ensure that your calls and customer information remain secure. Answer business lines and extensions from anywhere, including PC, Mac, and mobile devices.



Enterprise Class Features

Migrating from on-premises PBX to cloud-based VoIP services is bolstered by best-in-class features. Contact center integration, Call queues, Auto attendant, Custom greetings, and Group calls are among the available features.