



Microsoft Business Voice Jumpstart

March 15, 2021



Trusted IT Solutions. Expert Integration. Relentless Innovation.



PBX



Online meetings



Audio conferencing



Telephony



Instant messaging

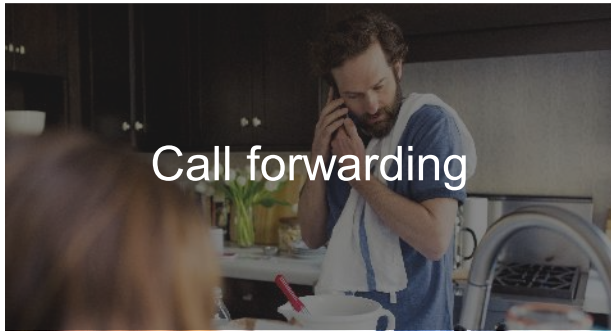
Staying connected
in real-time is essential

Microsoft Teams
brings it all together

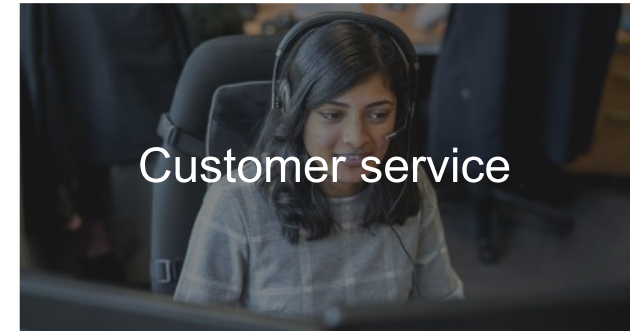
 **RAZOR TECHNOLOGY**



File sharing and co-authoring



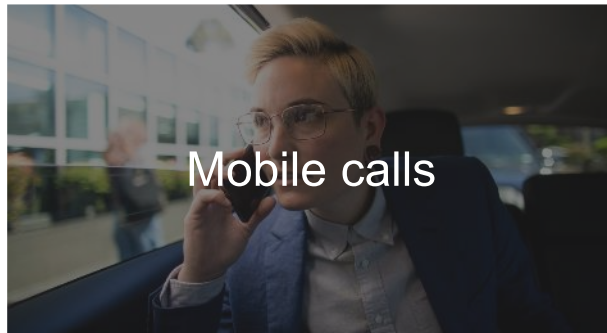
Call forwarding



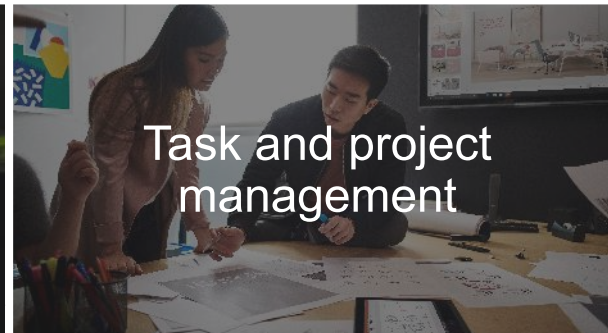
Customer service



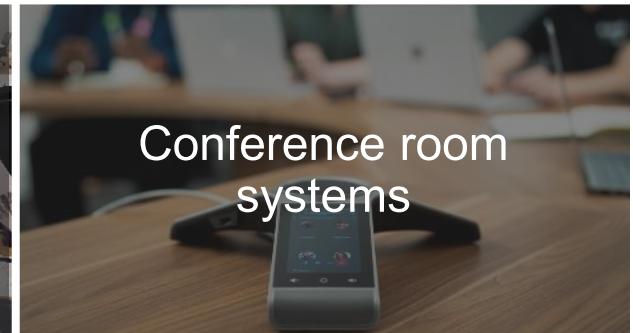
Calling attendants and Call Queues



Mobile calls



Task and project management



Conference room systems

Summary of Project Hours/Costs

Phase	Description	Estimated Duration	Estimated Timeline	Estimated Cost
Phase 1	Assessment of Current Environment and license assignment.Environment Setup and Configuration (Auto Attendant, Call Queue etc.)	2 Weeks	Week 1 - 2	
Phase 2	Microsoft Teams Integration and Porting numbers to cloud	2 – 8 Weeks +	Week 2 - 8	
Project Management	Manage Resources, Tasks and Activities, Escalations, Reporting Communication	8 Weeks	Weeks 1 – 8	
Total Estimated Cost				\$2,000.00

Projects are conducted on a time and material basis

Note: For Number Porting in Phase 2, the estimated timeline would depend on the response time from respective carriers. (T & M basis)

Microsoft Teams Voice Scope

Razor Scope

- Assist in placing porting request for the numbers
- Assist Procuring and assigning new numbers from Microsoft
- Razor will perform Port request tracking
- Team's configuration post porting
- Assigning numbers and available calling features
- Setup emergency calling and address
- Setup Auto Attendant and Call queue (One)
- **Post Implementation, support is available on a time and material basis**

Customer Scope

- End user communications
- Confirm & Update the Porting form(s)
- Install Office 2019 and Teams clients and enable Modern Authentication
- Forward calls from existing Voice solution to Teams Voice
- Third party application configuration
- Existing Network, Firewall, local network issues
- Domain, URL's, Port's exception for O365

Microsoft Voice Plans

		Microsoft 365 Business		Microsoft 365 Enterprise		
		Business Voice w/ Calling Plan	Business Voice w/ Direct Routing	Phone System	Audio Conferencing	Calling Plan
Availability	Stand Alone Purchases ¹	\$20	\$12	\$8	\$4 ²	\$12 Domestic \$24 International
	Included in Office 365 E5			•	•	
	Add-on Purchase ⁴	•	•			\$12 International
Features	End-user call handling: (answer, hold, transfer, sim ring)	•	•	•		
	Setup and use call designation	•	•	•		
	Team Calling	•	•	•		
	Use IP Desk Phone	•	•	•		
	Set and enforce calling policies	•	•	•		
	Enable Emergency calling for users	•	•	•		
	Dial-in for Teams Meetings	•	•		•	
	Meeting dial out to phone numbers ³	•	•		•	
	Toll Free Dial-in Conferencing ³	•	•		•	
	Emergency Calling	•	•			•
	Phone number assignment	•	•			•
	Inbound calling	•	•			•
	Outbound calling (Domestic/int'l)	• ⁵				•



Licensing solutions for shared communication devices

Microsoft has three SKUs for licensing meetings and calling on a per-device basis—two for meeting room devices (such as Microsoft Teams Rooms) and one for common area phones (such as lobby phones available for guest use).

	Microsoft Teams Rooms Standard \$15/device/month	Microsoft Teams Rooms Premium \$50/device/month	Common Area Phone \$8/device/month
Skype for Business			
Microsoft Teams			
Phone System			
Audio Conferencing	¹		²
Microsoft Intune			
Microsoft Teams Rooms managed services			
Worldwide availability	³	⁴	

¹ Availability and included minutes may vary by region. To verify service availability, refer to <https://docs.microsoft.com/en-us/microsoftteams/country-and-region-availability-for-audio-conferencing-and-calling-plans/>. Consumption charges may apply for additional services, such as toll-free, international minutes for domestic plans, etc. Customers can disable these features to avoid additional billing.

² Common Area Phones can join audio conferences via dial-in number provided by the meeting organizer

³ Not available in sovereign clouds

⁴ Availability varies by region. To verify service availability, refer to <https://rooms.microsoft.com>



Number Porting

Razor Team will jointly manage the number porting process with customer

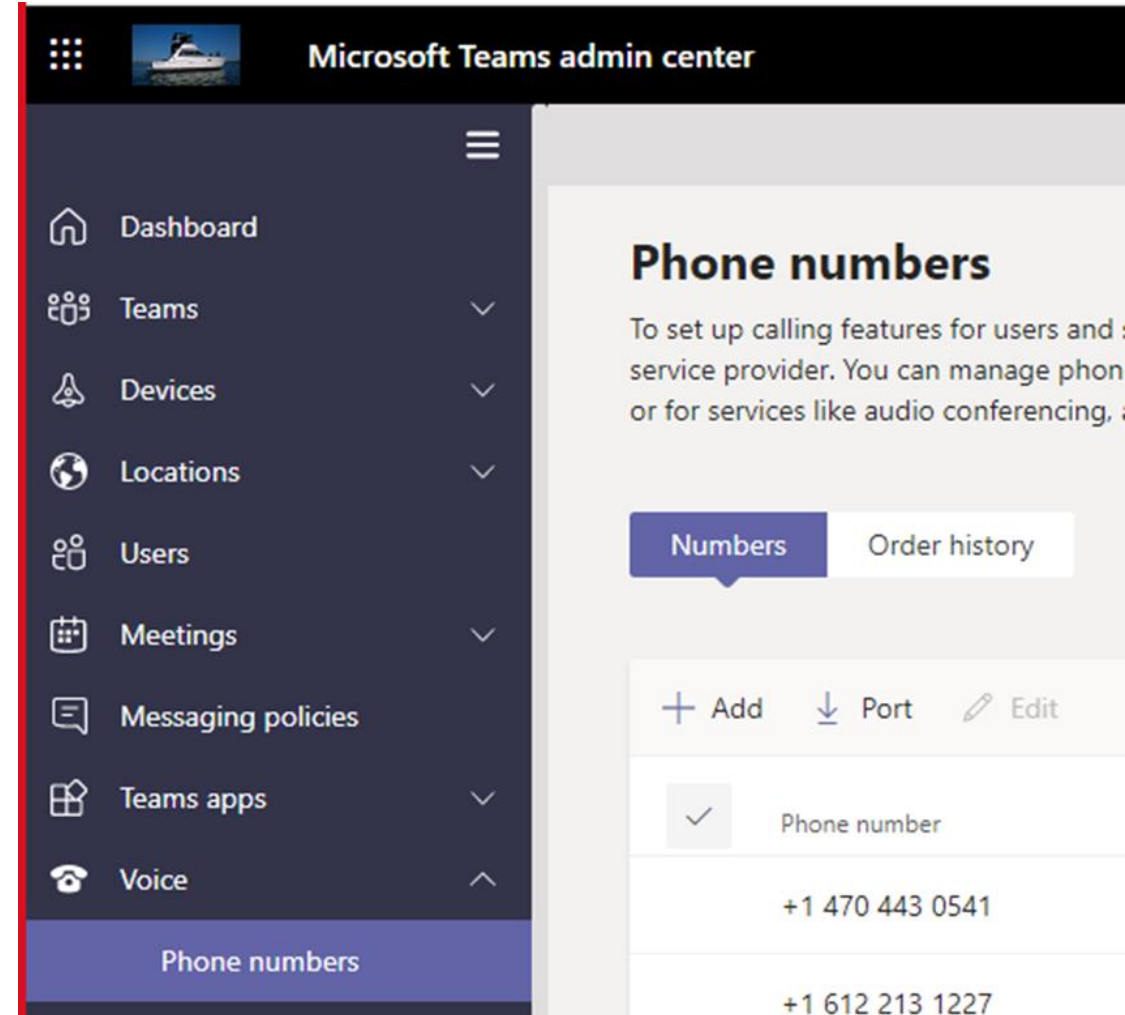
Quality checks for bad data will remove requests from automated processing and delay the requests

The main reason why port requests are delayed or denied is because the correct information is not provided along with initial request. Account numbers, authorized names, addresses, etc.

Number porting can take a long time: 2-8 Weeks and can be delayed

Always schedule port requests during business hours in your time zone

NO weekends or Fridays after 12 noon



About Business Voice



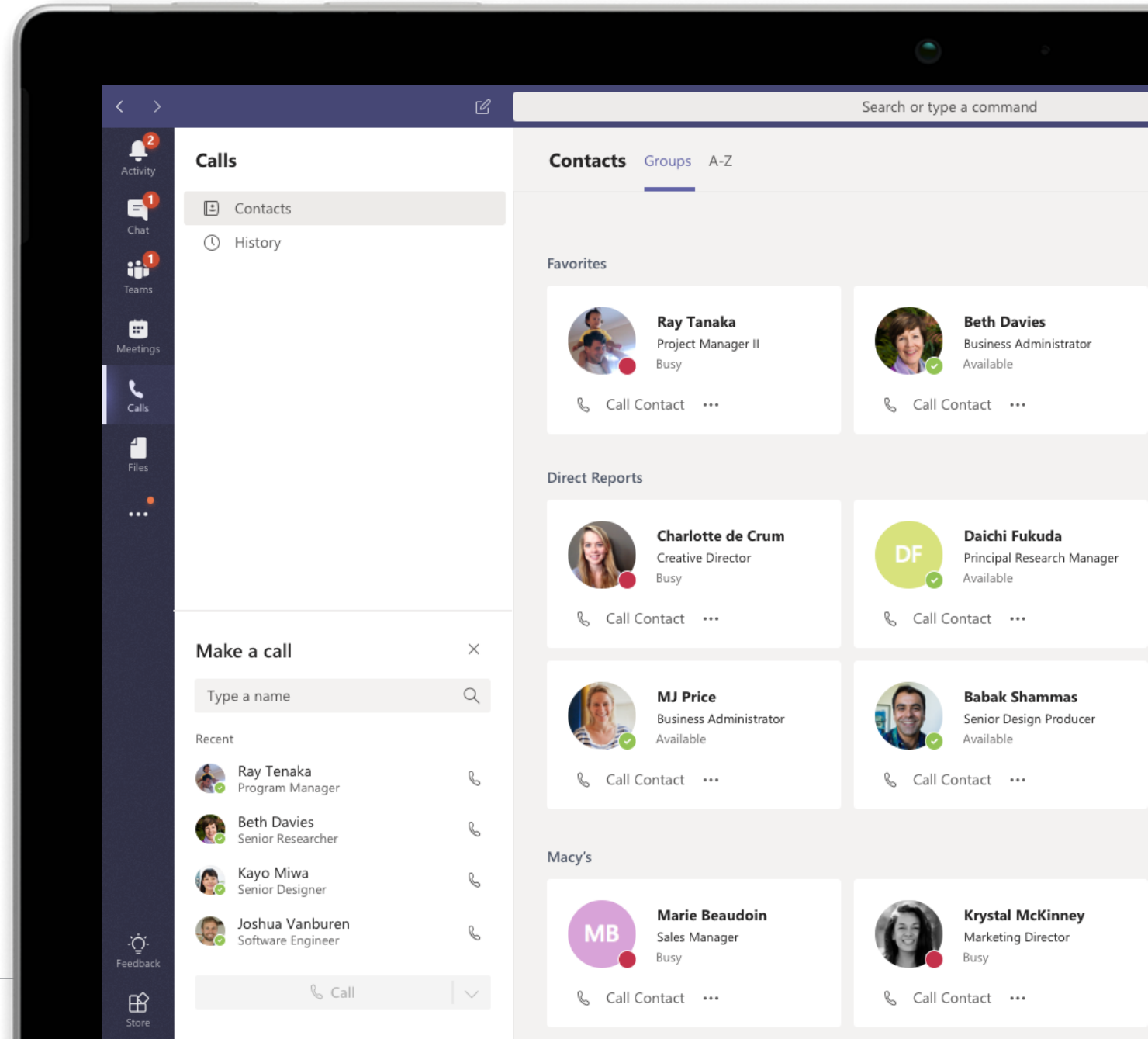
Calling for everyone

Microsoft Teams makes it easier to make calls with the Calling app

Start a VoIP audio/video 1:1 or group call

Access recent calls and redial with a click

View Contacts list for quick dial



Calling in Teams

Best user experience

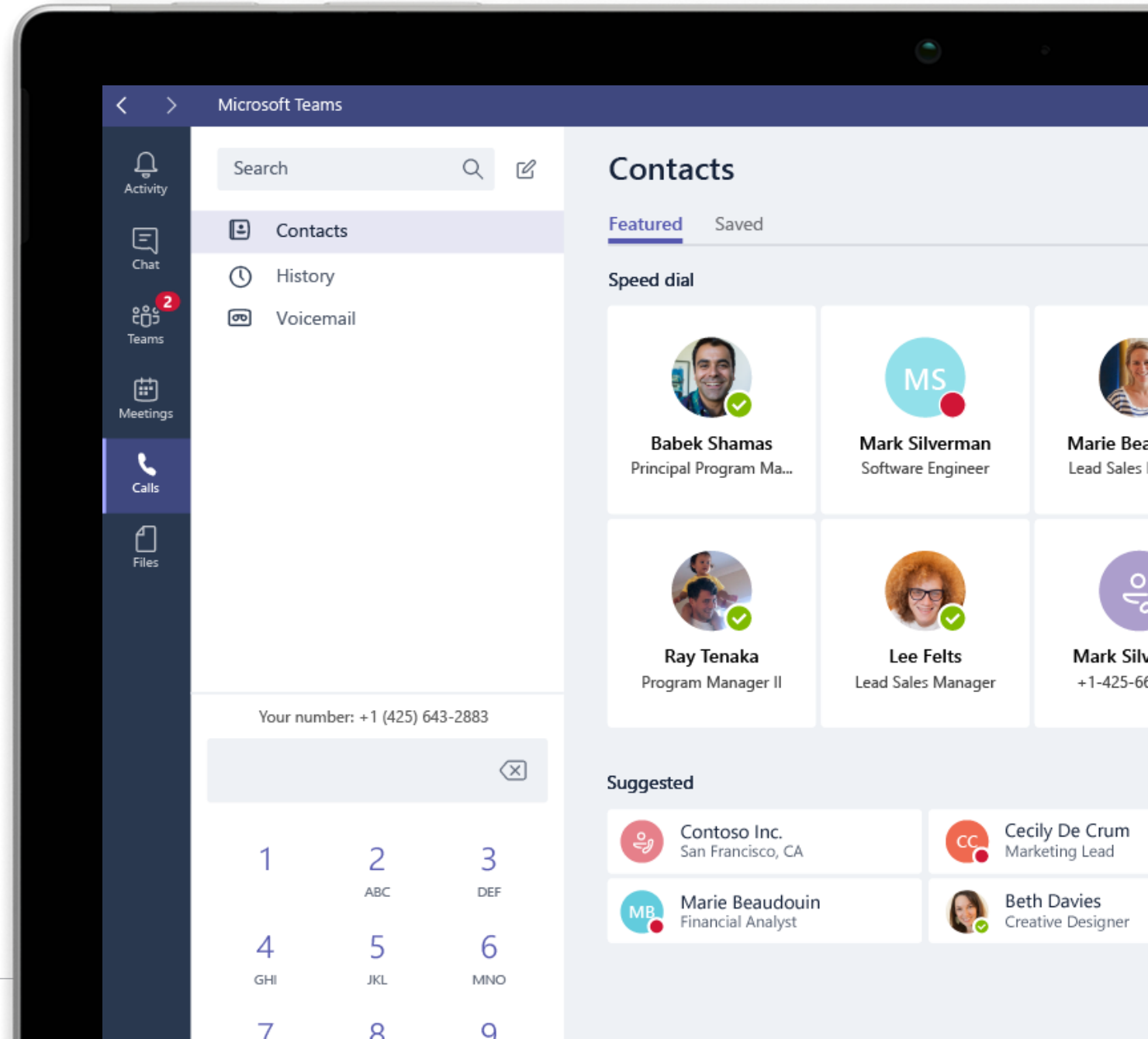
Make and receive calls in Teams, while at home, or on the road from Android and iOS, and easily add video and sharing

PSTN calling available

With Calling Plans and/or Direct Routing, ensure every user can make and receive calls – a true cloud voice solution

Collaboration and voice together

Teams surfaces the ability to call when/where your users need it – encouraging collaboration



Teams as your phone

Access your contacts

Manage call forward settings

Contacts, History and Voicemail

Menu in client for calling functionality

Your phone number displayed here

Dial pad to dial phone numbers

Search or type a command

Contacts

Featured My Contacts

Speed dial 15 Add to Speed dial

Aadi Kapoor Program Manager Available Call contact	Alvin Tao Program Manager Available Call contact	Babek Shamas Program Manager Available Call contact	Hilary Reyes Program Manager Available Call contact
Cassandra Dunn Program Manager Available Call contact	Kadji Bell Program Manager Available Call contact	+99 23-234-AUSTRALIA Call back	Chris Naido Program Manager Available Call contact
+1 (425) 678-SAN FRANCISCO, CA Call back	Lawrence Gilbertson Program Manager Available Call contact	Tom Davis Designer Available Call contact	

Suggested

MJ Price Program Manager Available Call contact	Sarah Roach Program Manager Available Call contact	Kayo Miwa Senior Researcher Available Call contact	Bruno Zhao Manager Available Call contact
Keiko Tenaka Program Manager Available Call contact	Reta Taylor Program Manager Available Call contact		

Your number: +1 (435) 672- [REDACTED]

1	2	3
	ABC	DEF
4	5	6
ABC	ABC	DEF
7	8	9
ABC	ABC	DEF
*	0	#
	+	

Feedback

Store

Basic calling features

Place, receive and hold calls

- Initiate by name or number
- Call answer
- Call hold / retrieve

DID numbers

- Direct Inward Dialing phone numbers

Device switching

- Change active device

Distinctive ringing

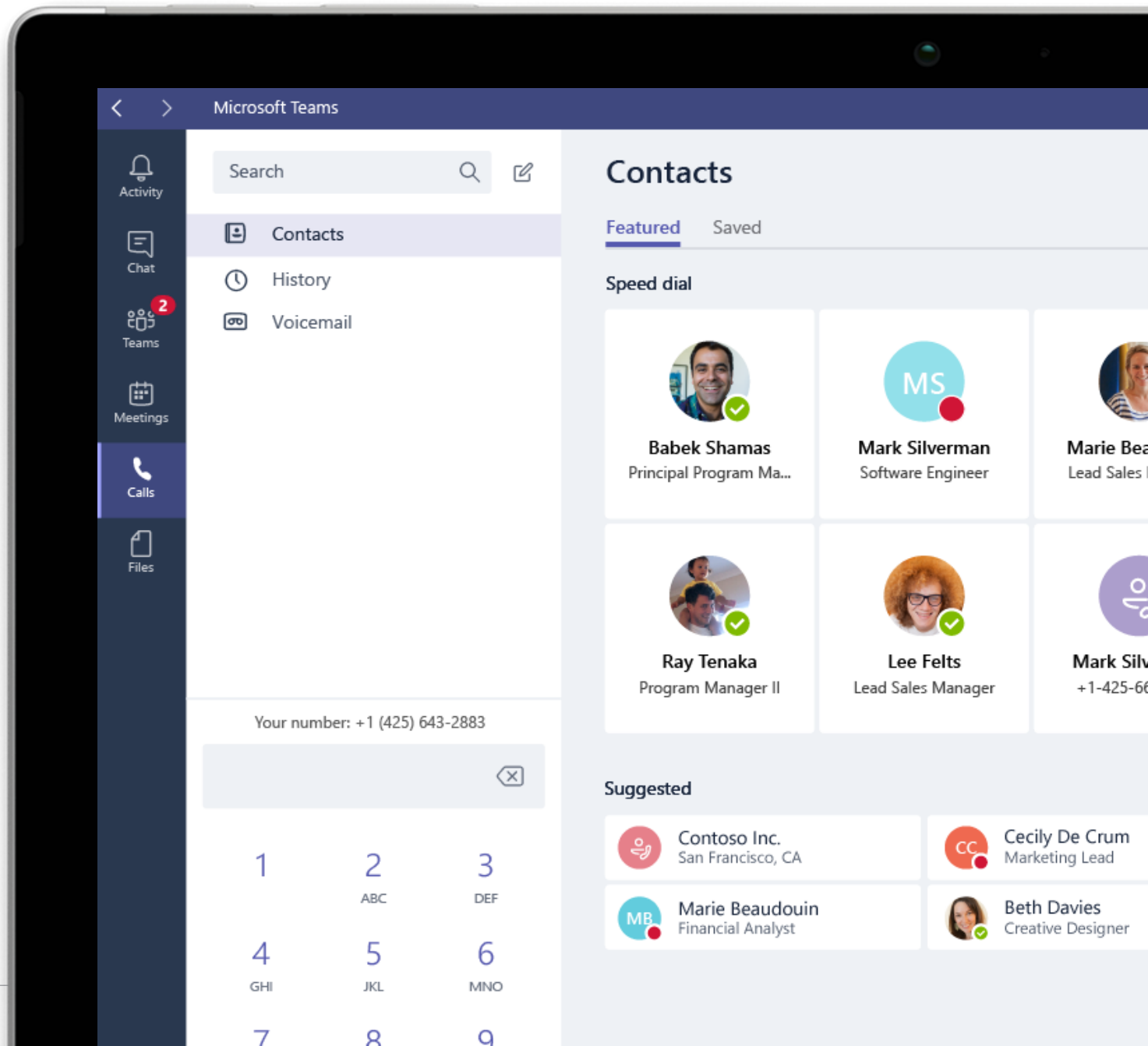
- Different ring tones based on call type

Federated calling

- Call other companies on Teams

Call history

- User-facing call history
- Call Detail Records – Administrator Reports: who, when, how long
- Add additional participants to 1:1 calls



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
Group Call Pickup	Click to call out from Outlook, Office Apps, and webpages
Shared line appearance	Presence status
Simultaneous Ring	Contact integration with Exchange
Call logs	Teams desktop, web, & mobile apps
Call blocking	Teams-certified devices
Music on hold	Integrated audio conferencing
Do not disturb / breakthrough	Conferencing up to 250 participants
Distinctive ringtones	Busy on Busy
Add participants to a 1:1 call	

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
Reverse Number Lookup	Media bypass support
	Expanded SBC support



Clients for Microsoft Teams

Web Clients

**Desktop Clients
(Windows, Mac, and Linux)**

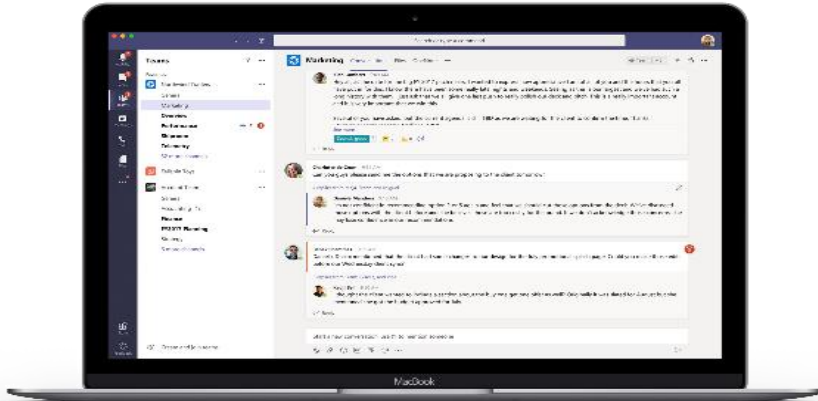
**Mobile Clients
(Android, iOS)**

**All clients require an active internet connection and do not support an offline mode.*

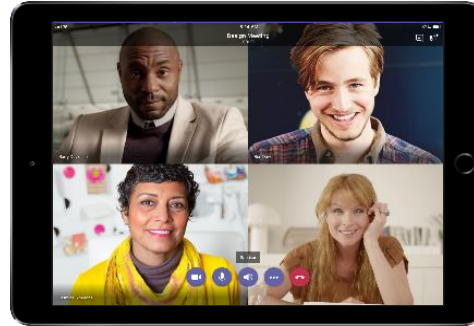


Cross Platform Experience

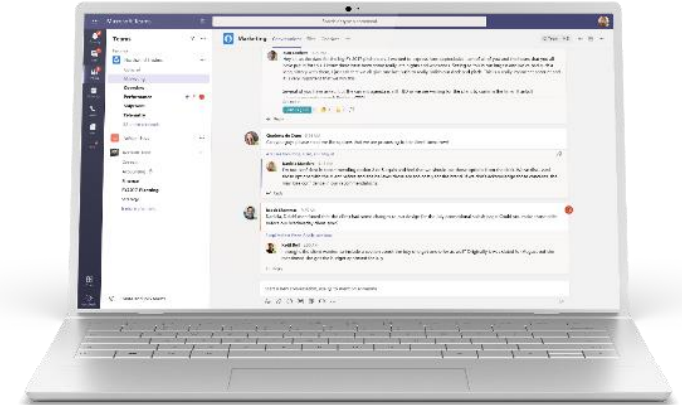
Desktop



Mobile



Browser S



Windows 7+



OS X 10.10+

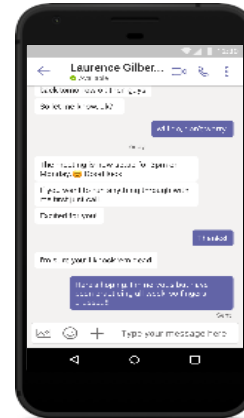


Linux

iPad



iPhone
10.0+

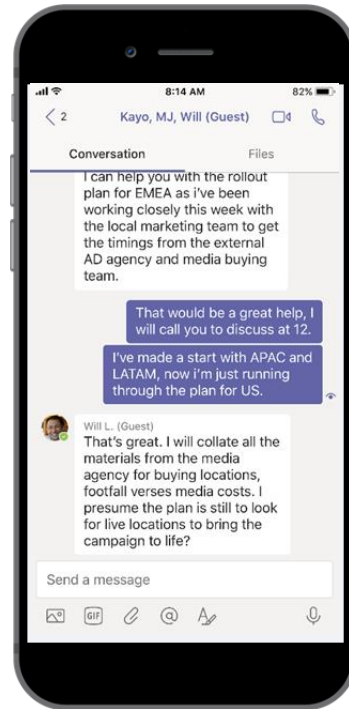


Android
4.4+



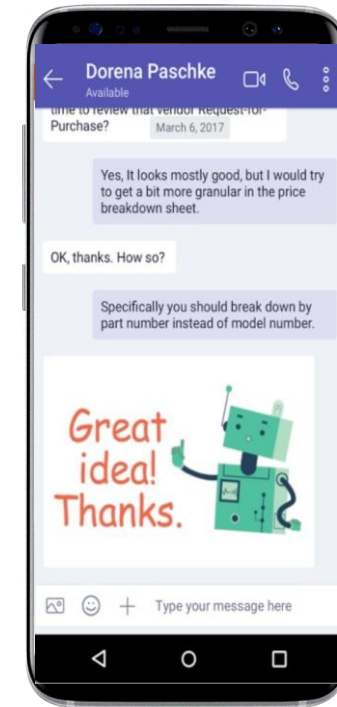
Stay connected to Teams, wherever you are

Work is not limited to sitting at a desk with a computer. People are constantly on the go, getting work done from coffee shops, the airport, the couch, and while commuting. For some, your phone may be your primary or only device.



Teams Mobile for iPhone

[Download](#) Teams mobile for iPhone



Teams Mobile for Android

[Download](#) Teams mobile client for Android

Communications Credits Overview

Communications Credits enables customers additional minutes beyond what is included in the Audio Conferencing and Calling Plan subscription plans.

Communications Credits uses a Pre-paid Billing Model and can be enabled on any tenant licensed for Audio Conferencing or Calling Plans.

Communications Credits provides

Audio Conferencing	Calling Plan
<ul style="list-style-type: none">Toll Free Dial-in conferencingDial out conferencing to Pay-as-you-go countriesDial out conferencing to Included/Zone A countries after monthly allocation of minutes has been consumed	<ul style="list-style-type: none">International outbound calling (for Domestic Calling Plans)International outbound to any country not included in base service plan (for International Calling Plans)Ability to overrun subscription plan minutes per month and pay per minute over the monthly allotment

For more information, see the [What are Communications Credits?](#) article.



Teams and Communications Credits

	Audio Conferencing		Calling Plan	
	Zone A/Included Dial Out Countries	Pay as you Go Dial Out countries	Domestic Plan	Domestic + International Plan
Included in Service Plan	Inbound Conferencing 60 minutes/user/month pooled at the tenant level available for dial out conferencing to <i>Zone A</i> countries ¹	Inbound Conferencing	Inbound calling Domestic outbound calling ²	Inbound calling Domestic outbound calling ² International outbound calling ²
Communications Credits enables (per minute usage)	Toll Free Dial-in Conferencing Dial Out Conferencing to PAYG Dial Out countries Dial Out Conferencing to Zone A countries after included monthly minutes are consumed		International outbound calling Excessive usage ³	Excessive usage ³
Communications Credits scenarios	A user dials out to a user in a PAYG country - usage charged by the minute.		A user needs to call an international number. They can use Communications Credits to pay per minute.	Customer reaches monthly minute limit and still needs to make additional Domestic or International calls. All overages are charged by the minute using Communications Credits.

¹Additional dial out minutes will be charged per minute using Communications Credits.

²See Calling Plan minute limits.

³Minutes will be pooled at the tenant-level for each plan type. For all local and international calls placed to users within the same tenant, Peer to Peer calling will be enabled and the call will be placed over the voice over IP network and will not count towards the excessive use limits.

Note: Education pricing differs from commercial.



Microsoft Teams Devices

Work how you want, where you want



Access intelligent communications

Smarter and faster ways to connect and collaborate with your devices



Purpose-built

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



Teamwork across spaces and devices

United by Microsoft Teams

Individual workspaces

Individual office or dedicated workspace

On the go or in transit

At home



Shared workspaces

Small, medium and large meeting rooms

Huddle/Focus spaces and touchdown spaces

Collaboration workspaces



Personal devices



PCs and
Mobile



Audio & Video
Peripherals

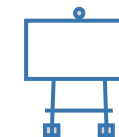


IP Phones

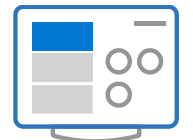
Shared devices



Large Screen
Displays



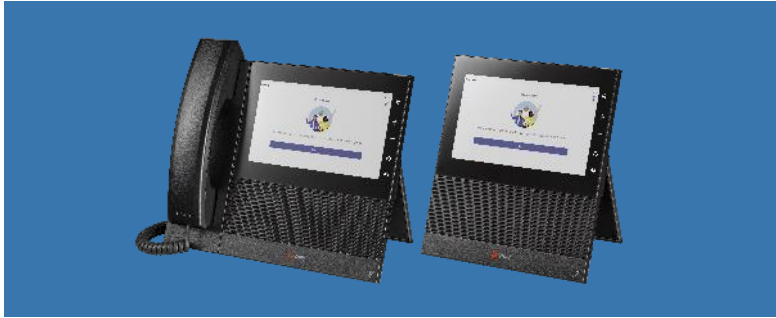
All-in-one
Collaboration
Devices



Room
Systems

Razor Recommends Poly for Teams

Powerful Microsoft Teams phones, headsets, webcam, speakerphones



CCX 600 Teams Edition



CCX 500 Teams Edition



CCX 400 Teams Edition



POLY STUDIO P5 KIT



POLY STUDIO P5 KIT



POLY STUDIO P5 KIT



POLY STUDIO P5 KIT

POLY STUDIO P15

The personal video bar that's the closest thing to being there

- Look and sound your best on video calls with one sleek device
- Easy fits atop your display, or tripod mount for flexibility
- Robust cloud management using Poly Lens
- Certified for Zoom and Microsoft Teams



POLY STUDIO P21

The personal meeting display where form and function unite

- Everything you need in one sleek, stylish device
- Simple to set up and connect
- Works with any app
- Dedicated video display when you're in calls, additional PC/Mac display when you're not



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