



Teams Operator Connect

Use Microsoft Teams for calling with Telia

Operator Connect gives you as a business customer an easy way to integrate fixed phone numbers and mobile subscriptions in Microsoft Teams for calling.

Calling in Teams simplifies your communication where phone calls and collaboration are integrated in a common solution. Users can easily make and receive external calls from their computer or mobile phone. It provides the flexibility to work seamlessly regardless of you are at the office, home or traveling.

Besides Teams in computers or mobile phones, it is also possible to connect certified fixed telephones, switchboards, and contact center applications via Teams to complement or replace your existing telephony system.

All administration is done in your Teams Admin Center and the integration is directly to Telia's core network without any other UC systems in between. This means that administration can be reduced, costs can be cut and that you get a future-proof solution that promotes productivity and collaboration.

Telia Subscriptions for Operator Connect

Telia offers 3 subscriptions for Operator Connect. You can mix them for an optimal solution based on a flexible Pay-As-You-Go model.



Teams Users with Mobile Integration

Teams Phone Mobile is an add on to Telia's Mobile Subscriptions that integrates your mobile number with Teams for a seamless user experience and the benefit of one combined calling plan.



Teams Users with Fixed Phone Numbers

Fixed Phone Number series can be added to Teams for calling from computers, mobile apps or fixed telephones. It is based on Telia's local price plans for domestic or international calling.



Teams Call queues with Service Numbers

Service numbers are designed for Teams Call Queues and Auto Attendant (IVR) with high capacity of incoming calls. It can then be used for service desk, office or customer care numbers

Benefits with Operator Connect with Telia

- **Easy administration**
The service is fully administrated in the Microsoft's tool, Teams Admin Center, where you will automatically find your numbers from Telia and easily can assign them to the corresponding users for calling.
- **Carrier grade voice quality**
Telia is integrated directly to Microsoft's Cloud with full Quality of Service without calls over the Internet. This secures a carrier-grade telephone experience in Microsoft Teams.
- **Reliable support**
Telia includes one point of contact for all external call quality incidents related to the fixed and mobile phone numbers in Teams. Telia's back-to-back agreement with Microsoft ensures a hassle-free support for the customer.
- **Benefits of a local operator**
When using Telia for Operator Connect, you will get a solution that supports country specific phone number types, flexible call rates and a contact that understands your local business.



Microsoft Teams Phone System + Operator Connect by Telia

Teams Phone System gives you telephony features in the cloud, without any complicated and expensive equipment. It includes a set of features for dialing, call queues, auto attendant (IVR), voice mail etc. Users can easily make calls from their Teams PC-client or their mobile app, in the same interface as for chat, video and collaboration.

It is also possible to add Microsoft Teams certified devices and applications from various of partners, like telephones, contact centers, switchboards and recording solutions.

External calls with Teams

To enable Teams Phone System for external calling with phone numbers, it needs to be integrated via another UC system or directly to the public telephony network.

Operator Connect is a direct integration to Telia's fixed and mobile network. It is based on an IP peering directly between Telia and Microsoft's Cloud to secure QoS, high SLA's and a carrier grade voice quality for Microsoft Teams.

All purchased telephone numbers are automatically uploaded directly to your Microsoft Teams tenant by Telia, so you easily can assign and configure them to features or users with the Microsoft admin tool.

Compared to many other Teams integrations on the market, you don't need any technical skills to get this working for the users.

Fixed numbers and mobile subscriptions

Using Telia for Operator Connect gives you a complete telephony solution for Teams, both for mobile and fixed numbers in one agreement. It gives you as a customer a possible to merge between mobile and fixed phone users as desired. One partner for both fixed and mobile subscriptions make it easier to manage and saves cost for calling.

Pay-As-You-Go offer from Telia

Telia Teams Operator Connect is purchased by the number of assigned Teams users, where the total cost will automatically vary on monthly basis when you add or remove users.



Next Step

If you are interested, please contact your Telia representative, For more information about the service and how to contact Telia:

[Operator Connect \(teliacompany.com\)](https://telia.com/operator-connect)

Fixed Phone numbers

Operator Connect can be used with series of 10, 100 or more phone numbers. It is used for users or call queues (service numbers) can be numbers with local area codes, non-geographical prefixes or combined with Free and Premium rated numbers.

Teams Phone Mobile

Teams Phone Mobile is a native mobile integration provided by Microsoft & Telia. It is an add on to Telia's Mobile subscriptions where only the mobile number is used in Teams. It enables one subscription both for mobile and calling in Teams. Some other the benefits:

- Make and answer mobile calls in Teams
- Uplift the call and enrich it with Teams features
- Move ongoing calls between devices
- Teams presence with mobile line status
- Combined call history
- All messages in Teams Voice Mail
- Record mobile calls in Teams

Switchboard and advanced call queues

Operator Connect can be combined with a certified 3rd party application for more enhanced functionality.

Telia provides *Competella for Teams* that enables a Microsoft Azure cloud-based switchboard and contact center that is purely design for Teams. You buy it as subscriptions depending on your need of functionality.

Telia + Microsoft

Telia has a long experience of delivering IT and telecom services and can secure your Microsoft Teams solution from a security, network and IT workplace perspective as well as from a communication solution with phone numbers and telephony applications.

Telia also offers Microsoft 365 licenses, consulting services in addition to Teams voice and video devices to reduce the number of collaborating partners for your Microsoft Teams solution.

Target Group

Telia Teams Operator Connect is targeting midsize or large business customers with an initial order of at least 10 users. It is currently available in Sweden and planned to be rolled out across the Nordic region.

Prerequisites

- Teams Phone Mobile is an add on the Telia's Mobile Subscriptions.
- Fixed Phone numbers requires Telia's price plan for call charging
- Microsoft license *Teams Phone Standard* is required as an add on for Enterprise E1/E3 or Business users. The license is included in Enterprise E5.
- Teams Phone Mobile and Service Numbers require Microsoft's "free-of charge" licenses in M365/O365

