



Microsoft Teams Voice



Specialist
Calling for Microsoft Teams





What Makes Us Unique

- **2,000 professionals** with thousands of credentials, dedicated to your success
- Our global footprint offers size and scale; our **flexibility** and willingness to be **nimble** sets us apart
- **147 years** of innovation in Communications and Cloud is embedded in our DNA
- Our unmatched expertise and business partnership philosophy sustains longstanding customer **relationships**



Our Mission

To turn your challenges into
successful business outcomes

cbts
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What We Believe

Your success matters to us.



We are an extension of your team.



Your needs come first; our technology follows.

Overview



2,300+
Employees



2,200+
Technology Certifications



\$1B+
in Revenue



3,000+
Enterprise Clients

27 Offices in 4 Countries

United States

- Cleveland, OH
- Columbus, OH
- Cincinnati, OH
- Dayton, OH
- Detroit, MI
- Louisville, KY
- Indianapolis, IN
- Dallas, TX
- Houston, TX
- Tampa, FL
- Manhattan, NY
- Edison, NJ
- Boston, MA
- Phoenix, AZ
- Honolulu, HI

Canada

- Vancouver, BC
- Calgary, AB
- Edmonton AB
- Winnipeg, MB
- Toronto, ON
- Ottawa, ON
- Fredericton, NB
- Saint John, NB
- Halifax, NS
- St. John's, NF

United Kingdom




- Weybridge Surrey, UK

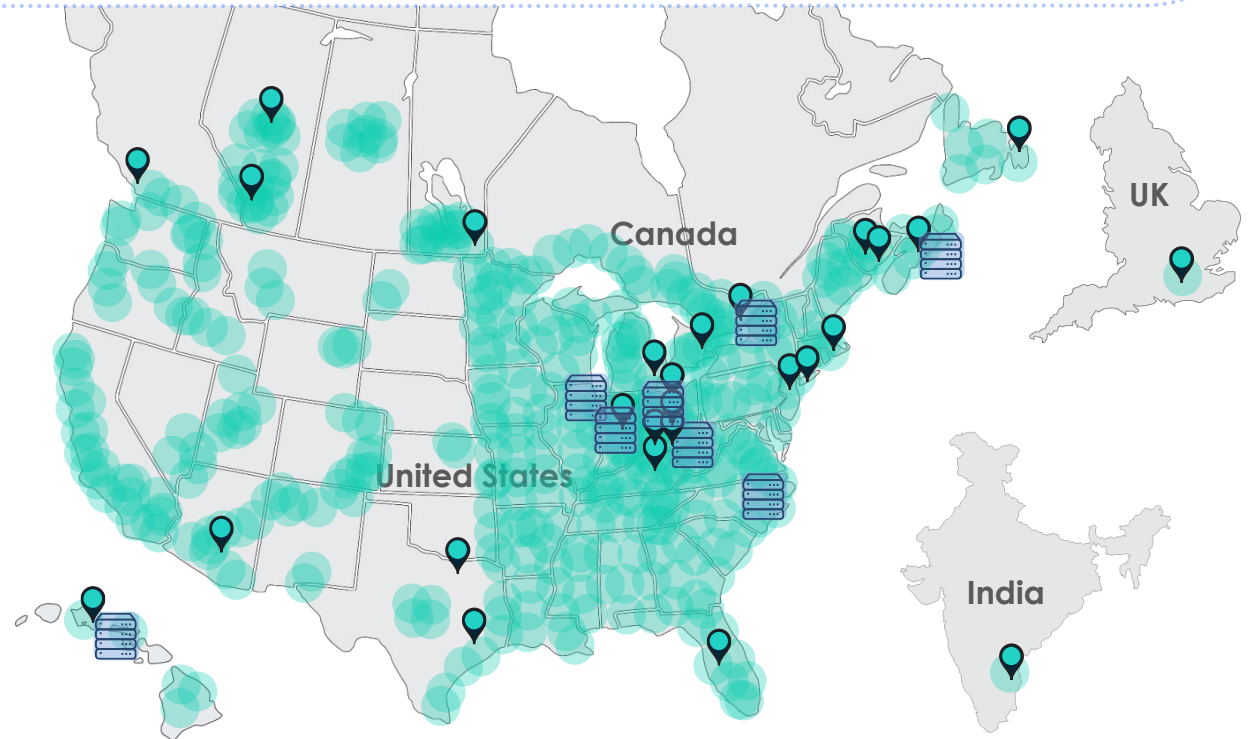
India

- Chennai, India

UCaaS Data Centers

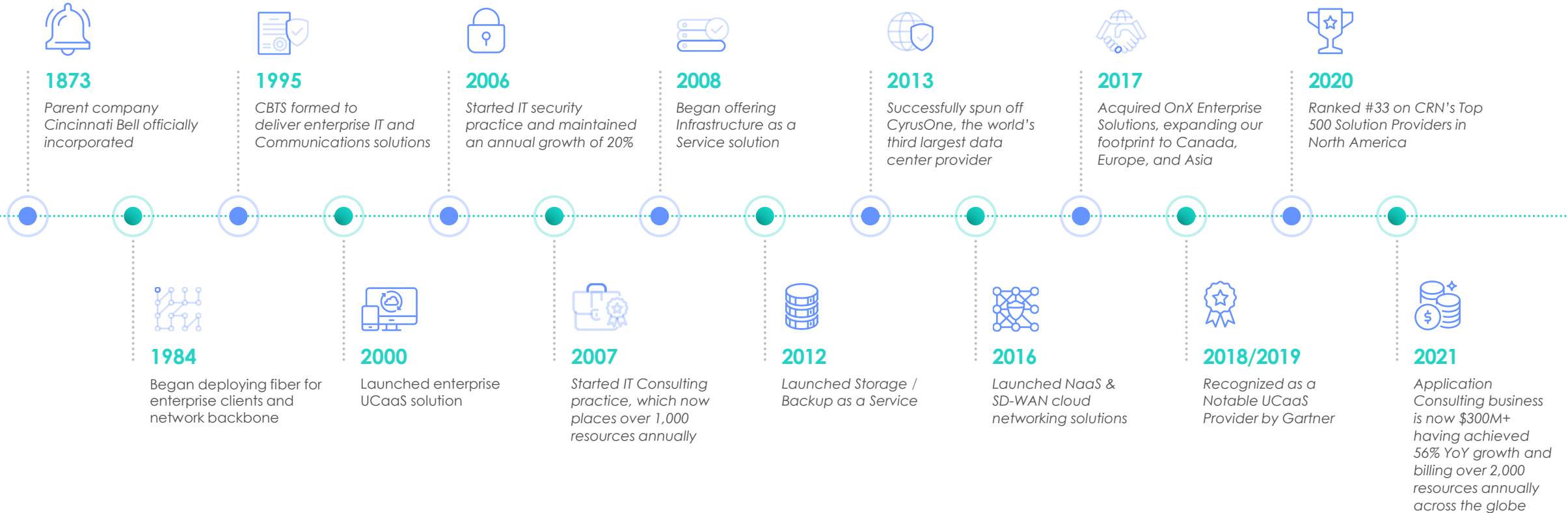
- Ashburn, VA
- Indianapolis, IN
- Cincinnati, OH
- Columbus, OH
- Chicago, IL
- Honolulu, HI
- Toronto, ON
- Halifax, NS

-  CBTS Offices
-  Customer Locations
-  Data Center



The CBTS Story

History of innovating to meet the needs of our clients



Our Methodology



Consult

After performing the appropriate assessments, CBTS advises you on platforms and technology strategies that address your unique business challenges.



Build

CBTS certified experts design and build custom solutions to fit the model that best suits your financial and business objectives.



Transform

CBTS solutions deliver operational efficiency, reduce risk, increase business agility, and improve the overall experience you provide to your customers.



Support

Ongoing support provided by the best and brightest professionals in the industry, who act as an extension of your team and are always dedicated to your success.

Industry Accolades



Notable UCaaS Provider
Magic Quadrant for UCaaS



OnX named 'Major Player'
Canadian IaaS Providers



CBTS – 2020 & 2021 Leading Hosted
IP Telephony & UCaaS provider



CBTS
Americas Partner of the Year



CBTS ranked #70
CRN Solution Provider 500
OnX ranked #45
CRN Solution Provider 500



Rising Star
NA Partner of the Year



CBTS
NA Partner of the Year



CBTS

- SLED Partner of the Year
- Execution Excellence Partner of the Year
- 2022 Cisco Webex Managed Service Partner of the Year

OnX

- Data Center Architectural Excellence Partner of the Year



360 Award
Largest SD-WAN Sale



Best in Class
SD-WAN Providers



OnX ranked #4
Canada Top 100 Solution Providers



OnX

- Pointnext Partner of the Year
- 2017 Canadian Partner of the Year



Awarded by
CIOReview



20 Most Promising
Unified Communications
Providers



Modernized **Applications**

Secure Scalable **Platforms**

Optimized **Operations**

Microsoft Partnership & Accreditations



CBTS is a **Cloud Solution Provider** (CSP) which allows us to provide our customers with an end-to-end Microsoft cloud experience and added value with support, billing, and consulting in the following areas:

- ✓ Application Development
- ✓ Application Integration
- ✓ Cloud Platform
- ✓ Cloud Productivity
- ✓ Collaboration and Content
- ✓ Data Analytics
- ✓ Messaging
- ✓ Security
- ✓ DevOps
- ✓ Small and Midmarket Cloud Solutions
- ✓ Windows and Devices
- ✓ Power Apps Consulting

85+ Microsoft Certified individuals to help design and configure a well-architected framework.

300+ Microsoft certifications across portfolio of solutions.



Unified Collaboration with Microsoft Teams



Calling

Make and receive phone calls through the Teams



Meetings

Collaborate securely and with confidence through high quality video meetings.



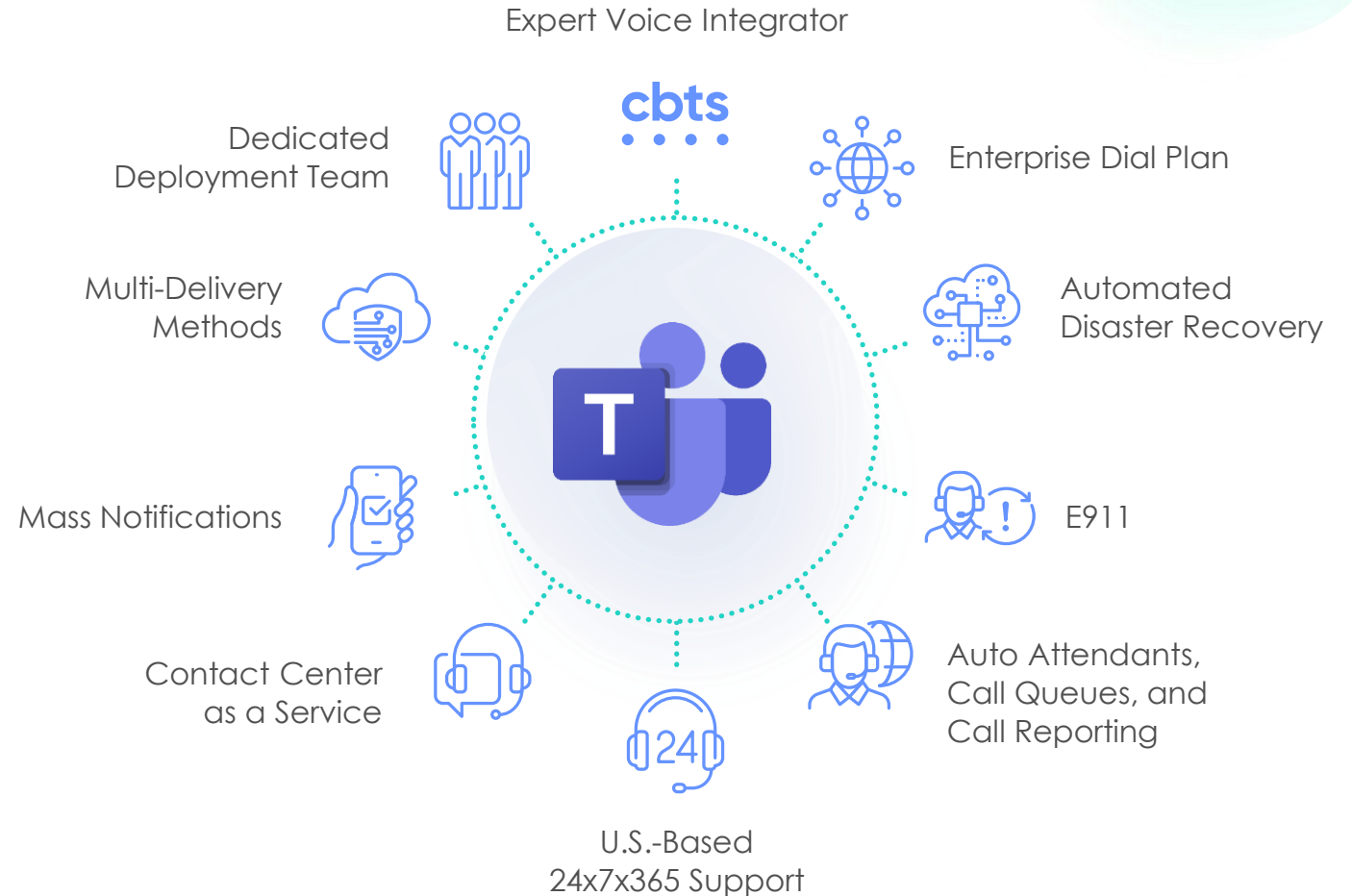
Chat and Collaborate

Stay connected with chat and increase productivity through shared files and Office apps.

Microsoft Teams Voice

Overview

- Provide PSTN Dialing to Microsoft Teams end users
- Includes Direct Inward Dial (DID) number for each end user
- E911 Emergency Location Service
- Predictable Monthly OpEx model
- High availability redundant platform
- World class engineers providing design, deployment, and implementation consultation



Features

Popular Features

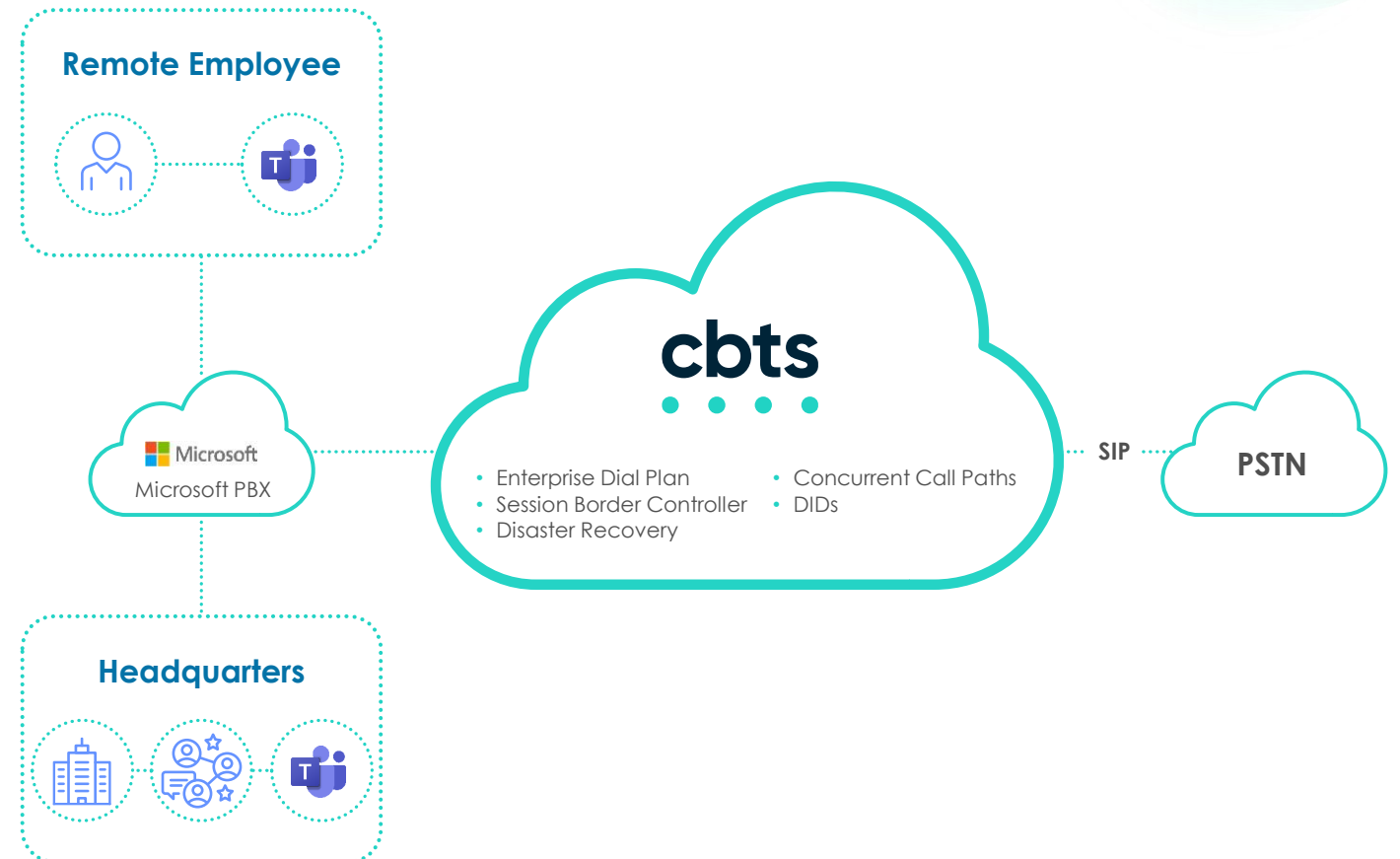
- Softphone within MS Teams desktop and mobile application
- Local and long distance
- Auto attendants
- Call queues
- DIDs
- Emergency dialing (e911)
- Simultaneous ringing
- Call Forwarding
- Call answer/initiation by name or number
- Music on hold
- Call transfer (standard or consultative)
- Call transfer to voicemail
- 3-way conference call
- Cloud voicemail with Transcription
- Call park and retrieve
- Caller ID (inbound)
- Caller ID Masking (outbound)
- Presence-based call routing
- Custom ring tones
- Peer-to-peer video



CBTS is a Microsoft Operator Connect Partner

How is Service Delivered?

- Operator Connect Program allows for secure, streamlined delivery of PSTN connectivity to Customer's Microsoft Environment
- CBTS provides PSTN connectivity to Customer's Microsoft environment
- CBTS provided Session Border Controllers
- Call Routing and TN Management/Assignment available natively in Teams Admin Center
- CBTS securely assists Customers with overall management & support of the Teams Phone System
- International calling available



e911






Enhanced 911 Services

- Dynamically route calls based on location to local Public Safety Answering Point (PSAP) with full detail of caller
- Unknown locations will still route to an emergency services contact center where they will ask for location and connect call with the appropriate PSAP
- Kari's Law & RAY BAUM's Act compliant
- Notify security personnel of emergency calls via Microsoft Teams
- Off-network calls route directly to national 911 call center

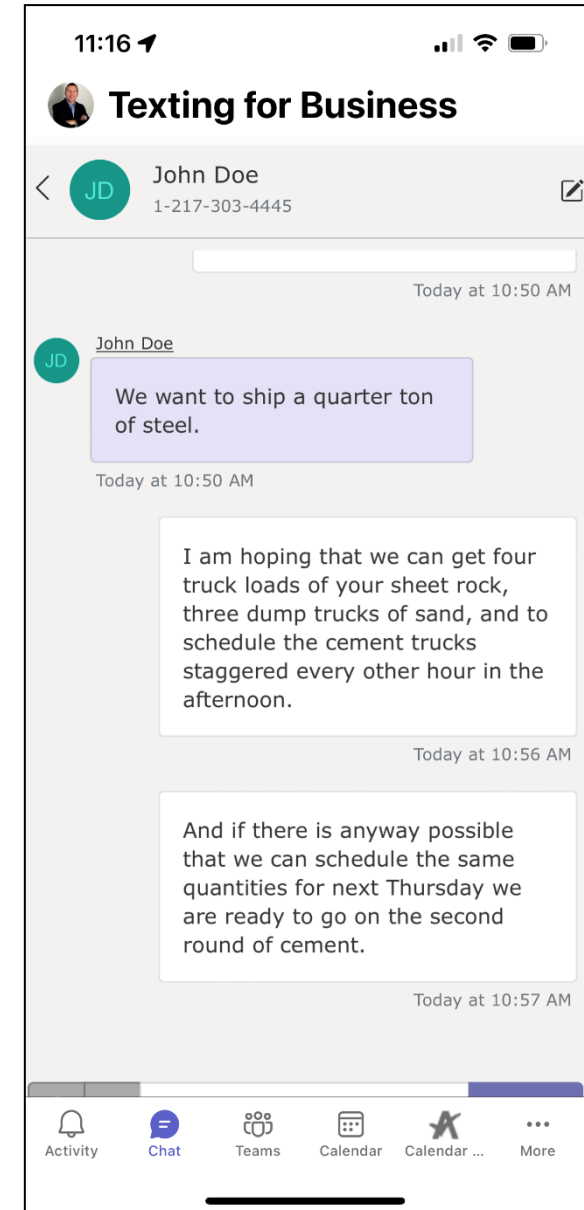
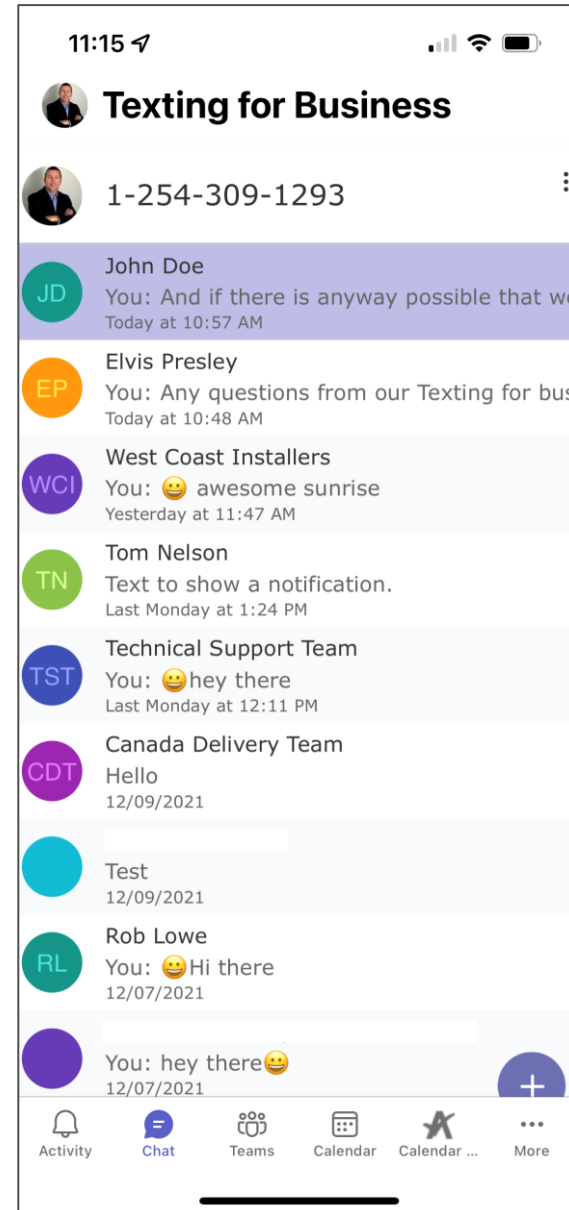


Texting for Business

Enable Texting within Teams

-  Text from business phone numbers, instead of personal mobile phone numbers
-  Company owns the data for text messages through business phone numbers
-  Eliminates need for business mobile phones
-  Use single sign-on for Teams access
-  Teams notifications on inbound messages

Supports 1:1 messaging, Group Messaging and MMS.



Call Recording with Microsoft Teams



With no hardware required, call recordings, insights, beautiful transcriptions, alerts and more – all delivered through your web browser. **It's easy.**

- ✓ Unified call recording native to your services
- ✓ Unlimited scale and storage with full data encryption
- ✓ Record 100% of calls, from any device, on any device
- ✓ AI-driven insights and alerts
- ✓ Data portability – Open API
- ✓ Data retention and management
- ✓ Compliant Call Recording
- ✓ Secure and compliant with global privacy and data sovereignty standards
- ✓ Affordable and deployable with a click
- ✓ Real-time search
- ✓ Advanced notifications, alerts and more



Reduce IT Management

- **Unified Communications and Collaboration**
 - Don't implement and train employees on another application. Integrate calling into any existing or new Microsoft Teams solution.
- **Simplified Management for IT**
 - Ease the burden on your IT staff by integrating voice calling into Microsoft Teams. Your IT staff shouldn't need to worry about rolling out, managing, and supporting another application for your organization.
- **CBTS is Here to Help**
 - Dedicated project manager for implementation
 - 24x7x365 U.S.-based support desk with incident management
 - Moves, adds, changes & disconnects (MACD)



Customer Requirements to Deploy Teams Voice

Current Environment Data & Network Requirements

- Microsoft Licensing
 - E5 or Phone System add-on
- Enabled all users for MS Teams
- Microsoft Tenant Management
- CBTS association as Microsoft Partner of Record
- Site characteristics
- Handsets (if applicable)
- Optimize network for Microsoft Teams
 - [Click Here for Network Optimization Guide](#)



Why Microsoft Teams Voice with CBTS?



CBTS is your technology partner and Microsoft Teams Voice is your next-generation communications and collaboration solution.

- Microsoft Operator Connect partner
- Advanced Specialization from Microsoft in Calling for Teams
- Expert UCaaS provider with 20+ years experience
- Reduce burden on IT and simplify user adoption by integrating Voice into the MS Teams application
- Unlimited local and domestic long distance included
- Concurrent call paths Included
- E911 included
- Session border controllers included
- Automatic disaster recovery
- CBTS Managed Service
 - Implementation including project management
 - Incident management
 - Moves, adds, changes & disconnects (MACD)
- Third Party Add-On Options
- Solutions for Analog and Legacy Voice Platforms
- Contact-Center-as-a-Service options
- Microsoft Licensing reseller
- Predictable OpEx model
- 24x7x365 U.S.-based UC support and business continuity



Client Base



As a trusted advisor and partner, CBTS has a long list of over 2,400 clients including Fortune 500 companies, healthcare organizations, government agencies, financial firms, retailers, manufacturers, K-12, and higher educational institutions.



Government of Canada



CBTS Microsoft Teams Voice Clients





Seamless transition to robust collaboration solution enables work from anywhere

A European company providing energy and automation digital solutions to businesses throughout 100 countries.

Problem:
Limited collaboration tools

- As a longtime Avaya managed services client, Schneider was looking to move from Skype for Business to Microsoft Teams for collaboration.
- They were looking for a holistic voice and collaboration solution that would be seamless for their employees.

Solution:
Strategic planning

- CBTS voice experts put together a strategic plan to move the company to Microsoft Teams for collaboration.
- In addition, the plan called for the delivery of PSTN voice calling to Microsoft Teams via Direct Route.

Result:
Productivity boost

- Company employees are now able to work from any device, at any location, which has dramatically improved productivity and collaboration.

cbts

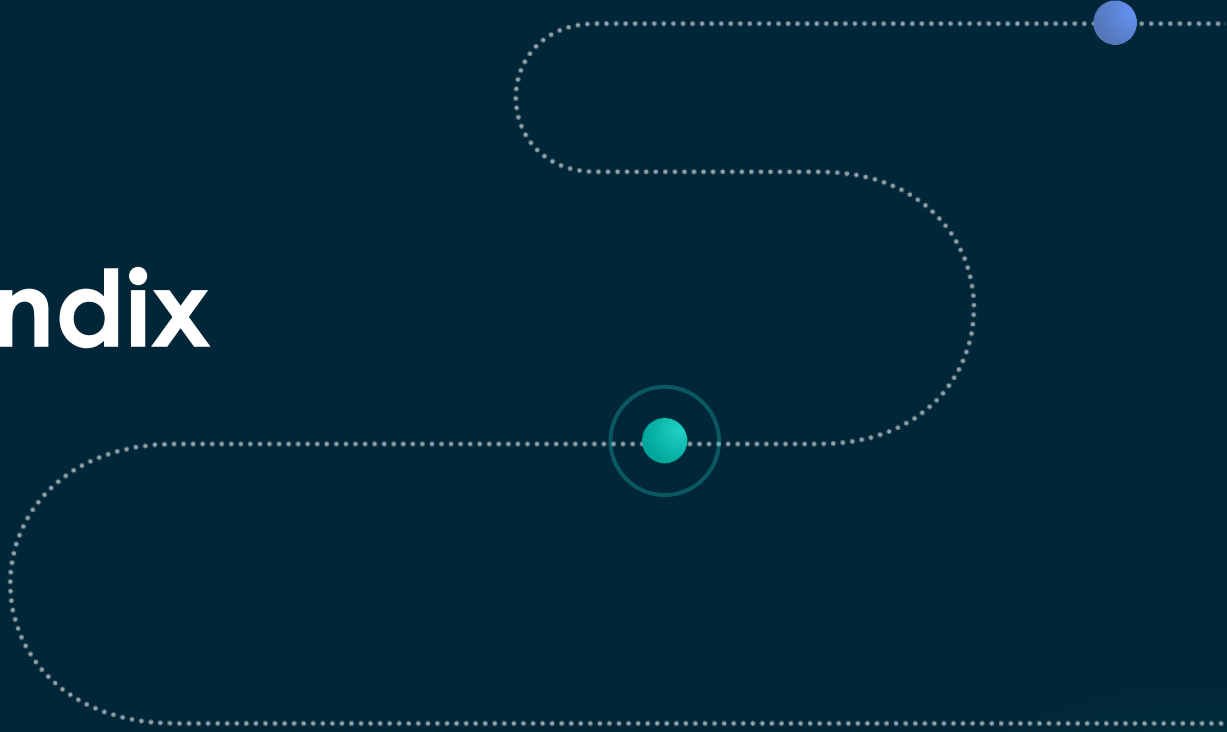
Thank You!

JW MARRIOTT

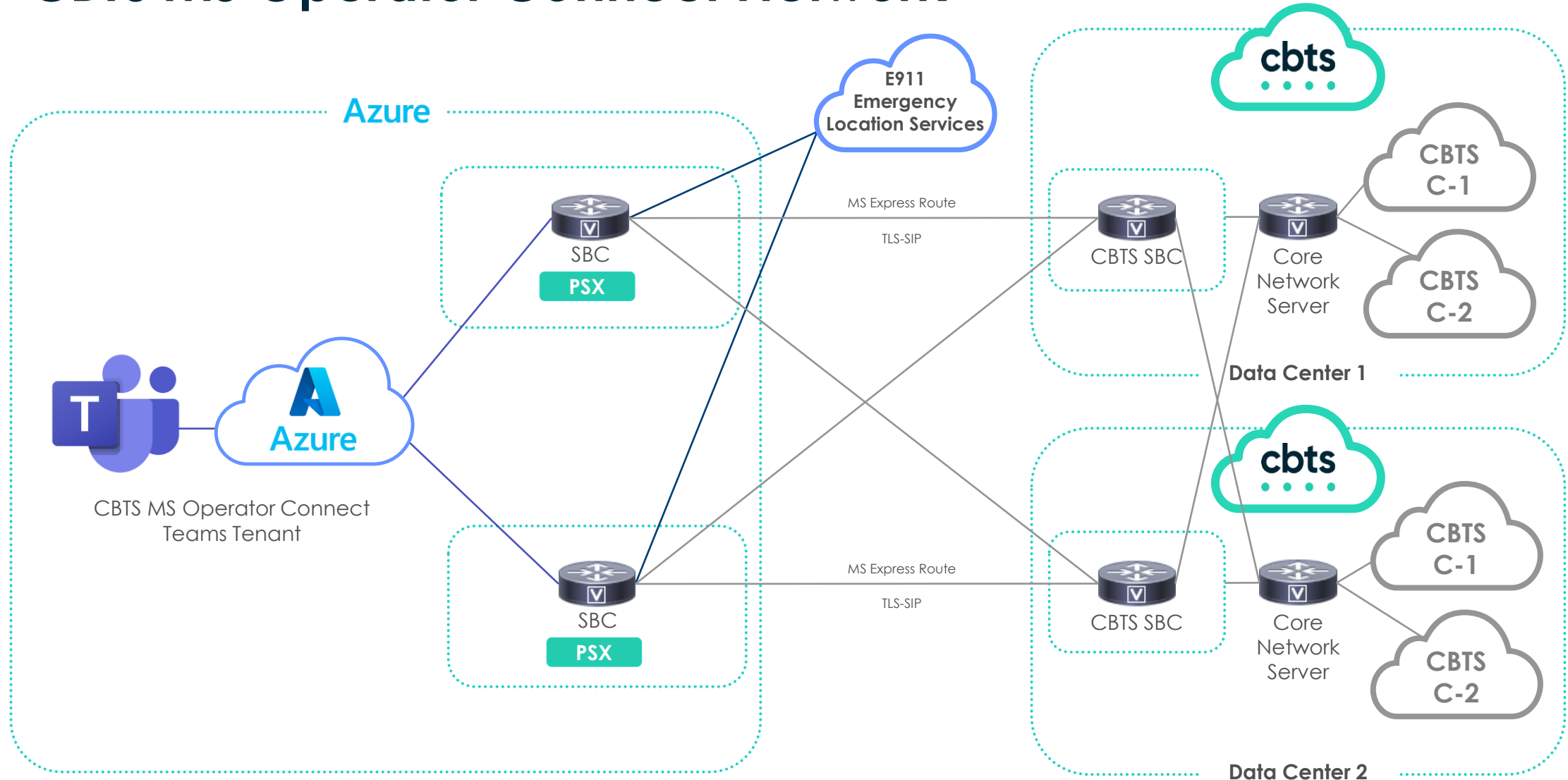




Appendix



CBTS MS Operator Connect Network



Attendant Console Design Vision

Microsoft Teams Attendant



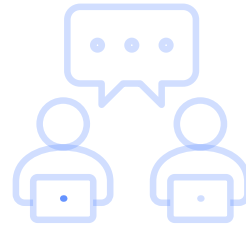
Simple

Simple and fast to purchase, deploy and operate



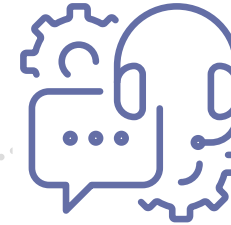
Familiar

Looks and feels like Microsoft Teams and Office 365



Powerful

1 click call transfer, multi-call management, and contact context



Open

Designed to integrate with Teams and Office 365



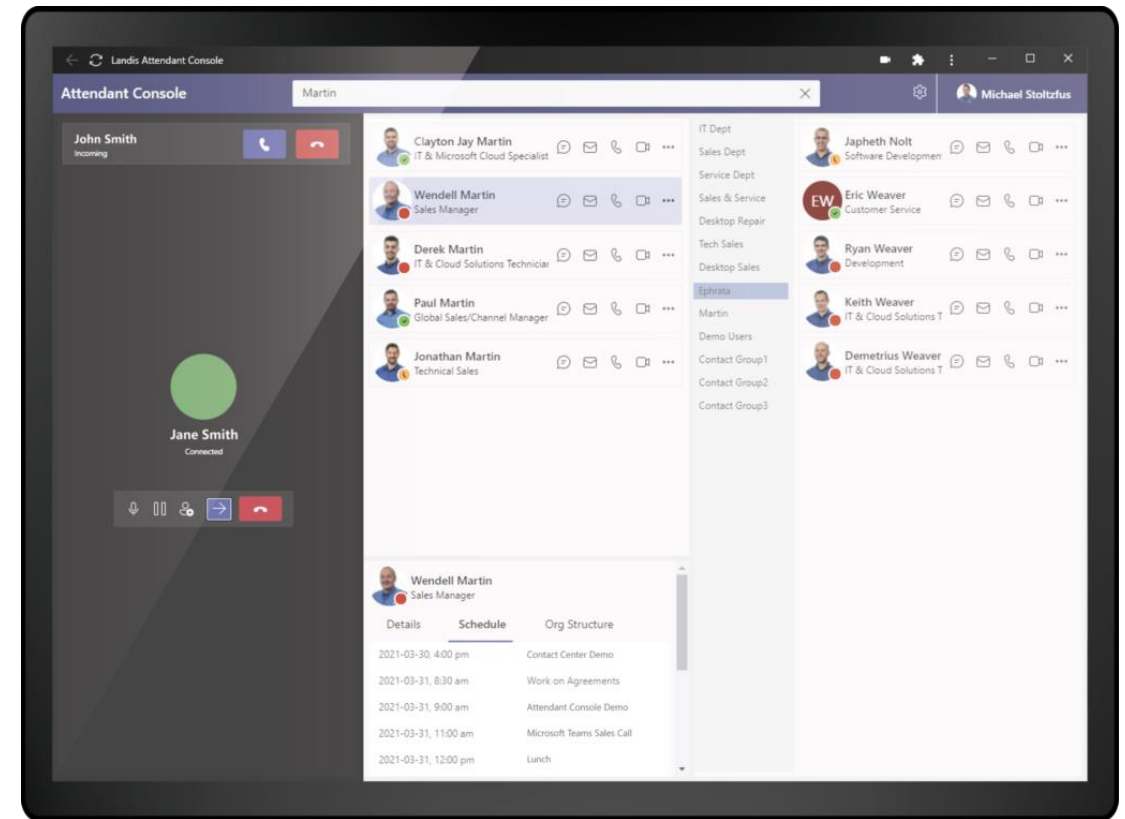
Trusted

A solution that is secure, running on Azure & designed for Teams

CBTS partners with Landis to offer an Attendant Console built for Microsoft Teams



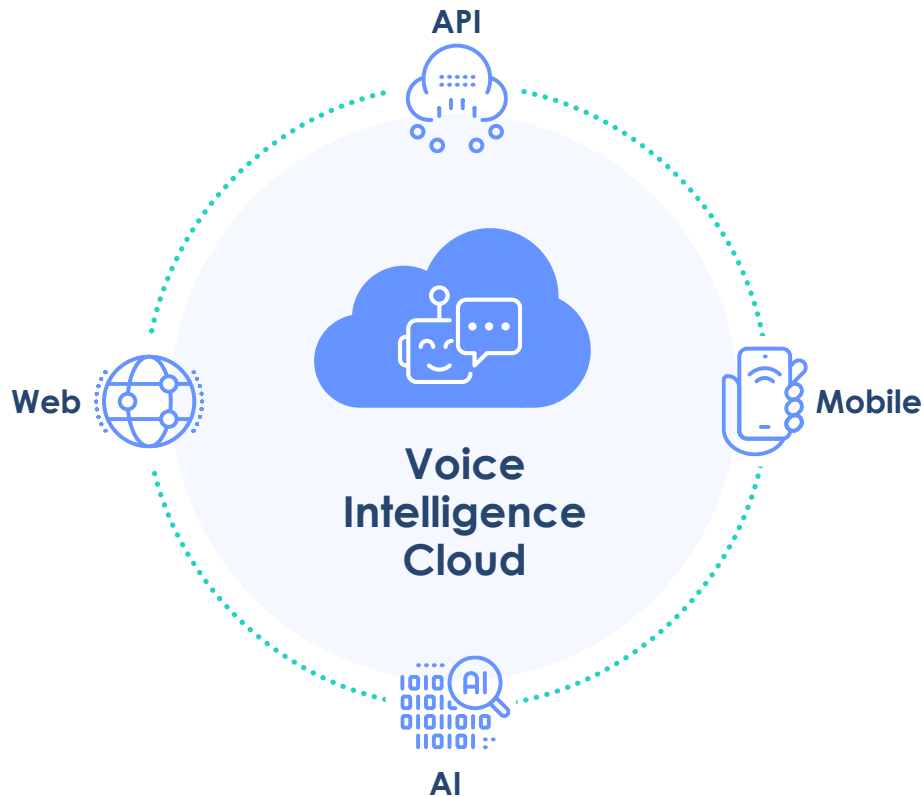
- Built specifically for Microsoft Teams
- Built on Microsoft Teams Platform
- Teams Interface designed from the ground up for more efficient call handling
- Does not require SBC/DR integration, a third-party queue, or a Teams client separate from Attendant Console
- Globally available
- Web App runs on common platforms
- Windows Desktop App available
- Easy Initial Setup



Call Recording — AI & Voice Intelligence Cloud



Every call becomes a rich source of data and analytics through Voice AI and machine learning



Speech into text also gives insight into not only what was said, but how it was said, realizing limitless use cases for all businesses.

Unleashing the potential of voice data



Voice to text transcription:

Locate calls quick and easy with smart search. Listen to or review calls with beautiful transcriptions.



Export your data:

Improve your customer experience by identifying trends and insights from your call data.



Sentiment and tone:

Understand your customer sentiments by categorizing calls on seven emotions.



Custom Notifications:

Actively manage your customers by receiving alerts when keywords are mentioned in a conversation.



Integrated & Integrateable:

API connections to key applications and Big Data sets. Create and automate workflows.



Real-time search

Access data in seconds versus legacy solutions based on SQL queries taking many minutes.



Compliant data management

Secure data, manage access, set retention periods.



Report

Out-of-the-box reporting and easily integrate with dashboards.

Call Recording — Vertical & Business Function



Financial Services

- ✓ Meet regulatory compliance mandates
- ✓ Accelerate discovery & answering regulatory & legal requests and investigations
- ✓ Alert on key risks
- ✓ KYC reporting, records and integration



Legal Services

- ✓ Clearly document meetings and counsel
- ✓ Call history, transcripts for verification, billing disputes and regulatory compliance



Healthcare

- ✓ Accurate and automated patient record keeping
- ✓ Maintaining accurate patient notes
- ✓ Analyzing trends in 999 and 111 calls



Contactless commerce & service

- ✓ Evidence customer conversations and actions
- ✓ Accurate order capture & easy dispute resolution
- ✓ eCommerce & eService



Hospitality

- ✓ Staff adjustments based on call sentiment trends
- ✓ Accurate customer satisfaction data for business KPIs
- ✓ Details of order confirmation or dispute resolution



Sales & Retail

- ✓ Customer, supplier and competitor dispute resolution
- ✓ Detailed notes of customer and supplier orders
- ✓ Coaching, training, compliance



Consulting

- ✓ Realtime client meeting notes and actions
- ✓ Easy collaboration with team members
- ✓ Improve action capture



Household Services

- ✓ Realtime customer meeting notes and actions
- ✓ Easily resolve disputes + document commitments
- ✓ Share job orders with teams



Travel & Tourism

- ✓ Realtime customer call notes and actions
- ✓ Easily resolve disputes + document commitments
- ✓ Share job orders with teams

Run Engaging and Productive Meetings

Effective, real-time communication

Communicate easily in online meetings with VoIP and dial-in audio conferencing.

Keep your team engaged with HD video.

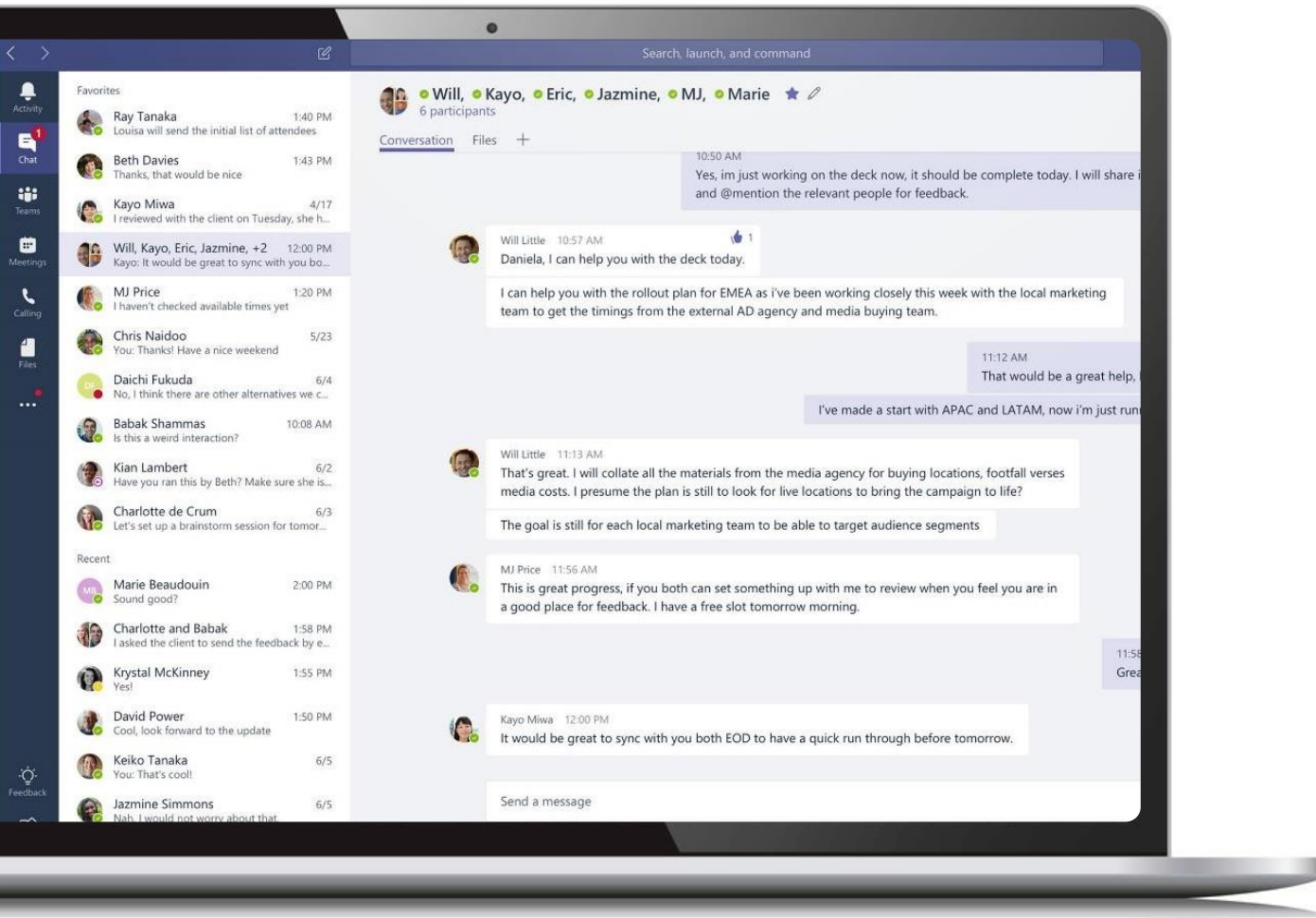
Collaborate in real-time with screenshare and integrated apps.

Join on mobile, desktop, or in a web browser.

Start meetings instantly with a single click.



Communicate Through Chat



Communicate easily and keep your team in the know

Threaded, persistent, and contextual chat.

Private chats for 1:1 or group conversations.

Share information in an open and transparent way.

Communicate across geographies.

Humanize the workplace with gifs, stickers, and emojis.

Customize and Extend Collaboration

Tailor your workspace to include apps and services your team needs

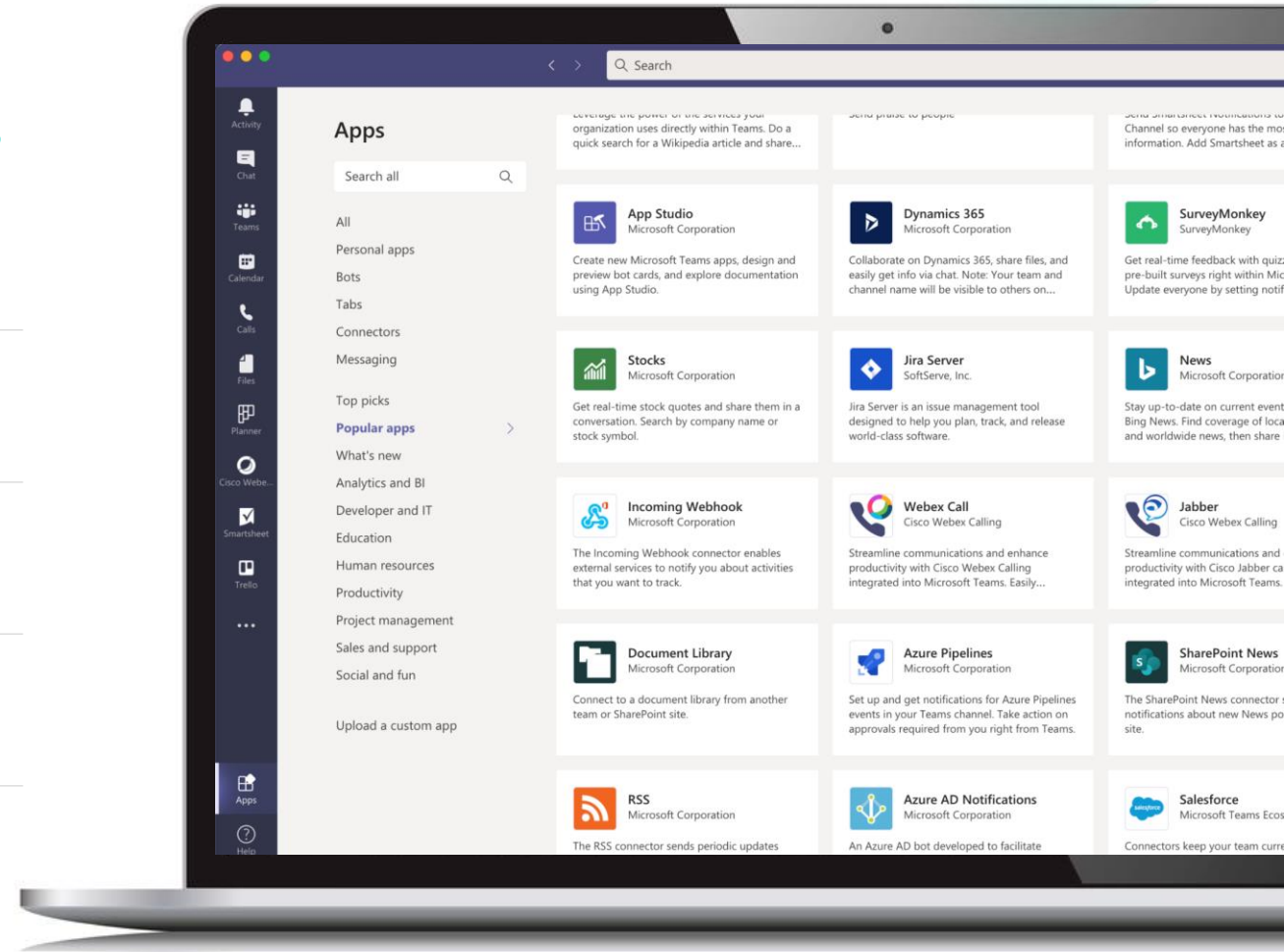
Pin important files for easy reference in the workspace.

Add bots that work on your team's behalf.

Integrate third-party services your team uses daily.

Build integrations into existing business processes.

Manage trusted apps for employees and your organization.



Microsoft Teams Voice and E911 Compliancy

Customers must be aware of recent 911 legislation when considering a Voice Solution

Kari's Law

- Telephone systems must allow direct dialing to 911 without needing to enter a prefix to dial out (example: dialing a 9 before dialing 911)
- Telephone systems must provide a notification to a central location that a 911 call has been made
- Went into effect 2/16/2020

Ray Baum's Act

- A dispatchable location (street address of the caller) must be conveyed with 911 calls, regardless of the technological platform
- This ensures 911 operators can dispatch emergency services to the correct location
- Went into effect 1/6/2022



How Microsoft Teams Voice from CBTS Enables Customers to be Compliant

Kari's Law Requirements

- Telephone systems must allow direct dialing to 911 without needing to enter a prefix to dial out (example: dialing a 9 before dialing 911)
- Telephone systems must provide a notification to a central location that a 911 call has been made
- Went into effect 2/16/2020

Microsoft Teams Voice Solution

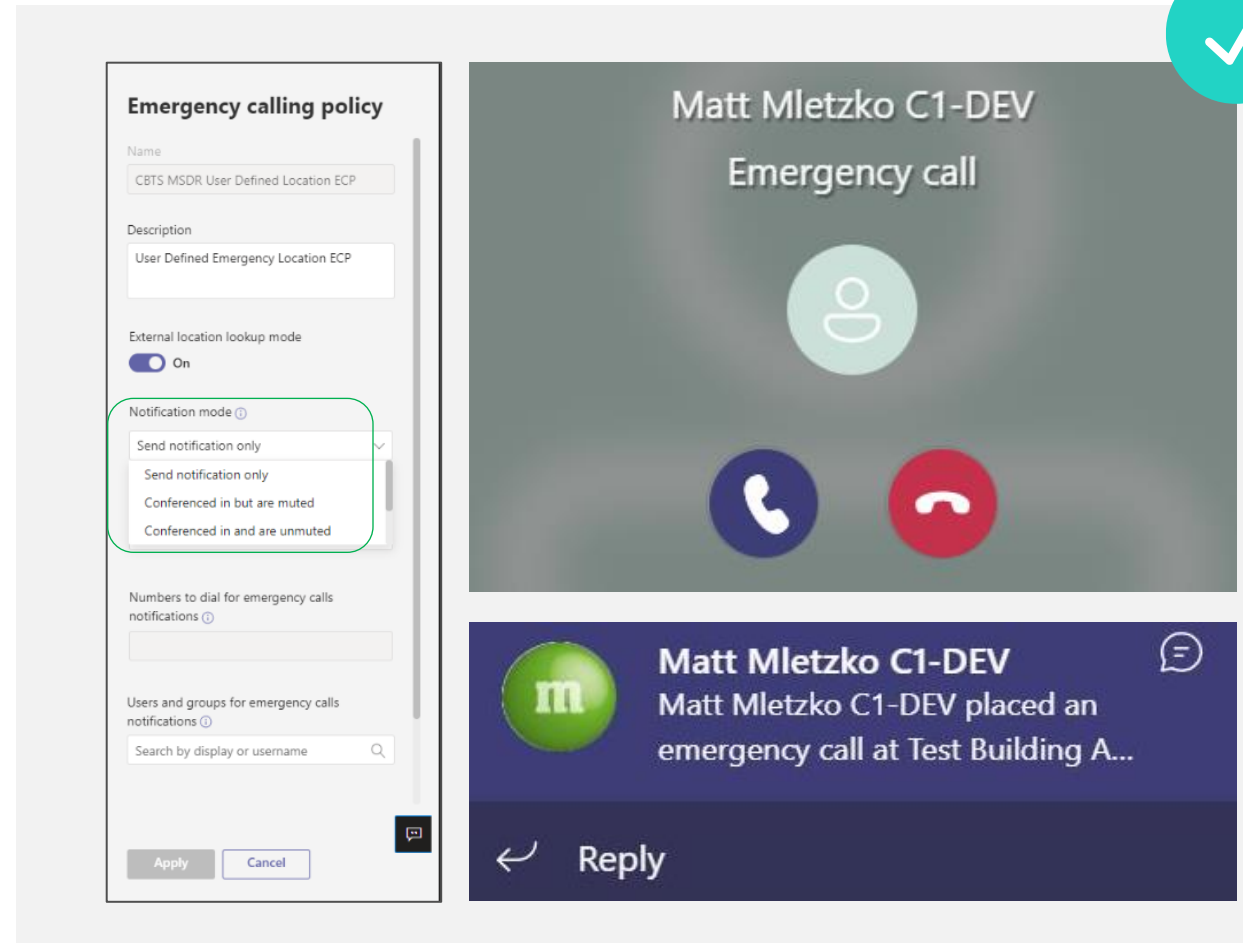
- Whether calling from a Teams application or physical handset, callers will never need to dial a prefix to reach 911.
- CBTS will help Customers set their emergency calling policy for notifications directly through Teams Admin Center. No other portals needed.



How Microsoft Teams Voice from CBTS Enables Customers to be Compliant

(Cont.)

- Customers define via Teams Admin Center to whom and how notifications occur.
 - **Notification Only** – On-Site resource is notified via Microsoft Teams alert that a 911 call has been made
 - **Conference in muted** – Designated resource is automatically conferenced into the 911 but remains muted.
 - **Conference in unmuted** – Designated resource is automatically conferenced into the 911 call and can engage live with caller and 911 operator to assist.



The image displays two screenshots from the Microsoft Teams Admin Center. The left screenshot shows the 'Emergency calling policy' configuration page. The 'Notification mode' dropdown menu is highlighted with a green box, showing four options: 'Send notification only', 'Send notification only', 'Conferenced in but are muted', and 'Conferenced in and are unmuted'. The right screenshot shows a Teams notification for an emergency call from 'Matt Mletzko C1-DEV'. The notification includes a profile picture, a 'Reply' button, and a 'Checkmark' icon in the top right corner.

How Microsoft Teams Voice from CBTS Enables Customers to be Compliant

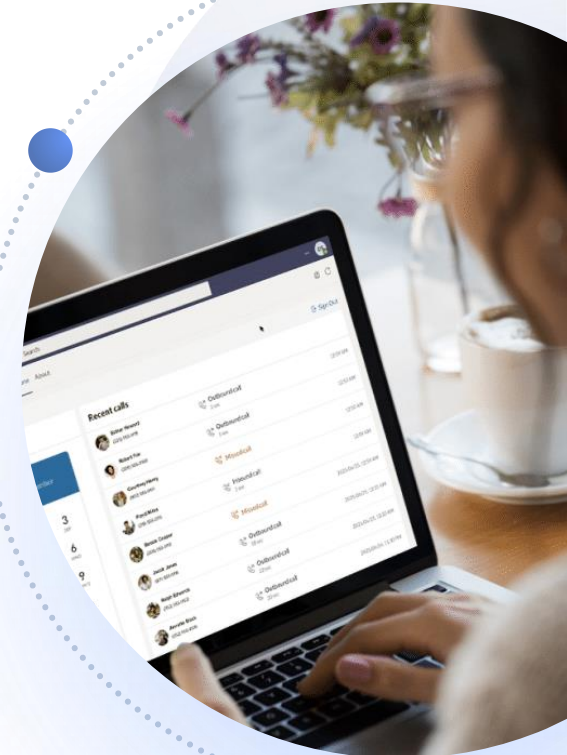
(Cont.)

Ray Baum's Act

- A dispatchable location (street address of the caller) must be conveyed with 911 calls, regardless of the technological platform.
- Dispatchable location should include floor number and/or room number.
- This ensures 911 operators can dispatch emergency services to the correct location.

Microsoft Teams Voice

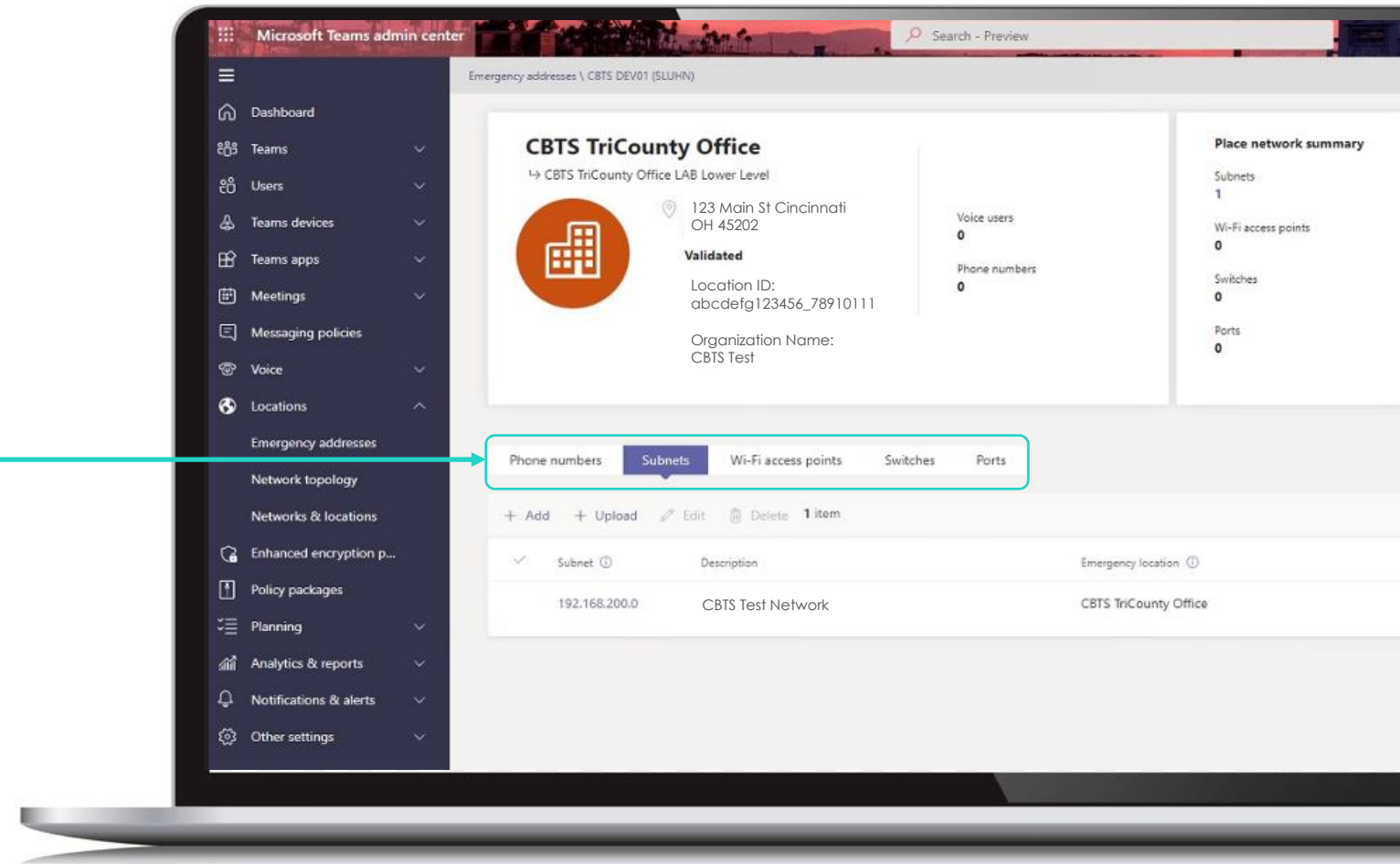
- Customers define their Emergency Addresses directly in Teams Admin Center.
- Address information is then sent to CBTS E911 partner when 911 is dialed.
- CBTS E911 Partner ensures the calls are routed to the correct Public Safety Answering Point (PSAP).
- Multiple Methods for Off-Site Remote employee addresses to be provided to Emergency Services during a 911 Call from Teams Apps or Handsets.



Defining your Network Topology in Teams Admin Center

How it impacts 911 Calling

- On-Site Networks can be fully outlined in Teams Admin Center and associated to specific addresses for 911.
- Define emergency address by
 - Phone Numbers
 - Subnets
 - Wi-Fi Access Points
 - Switches
 - Ports



What about Microsoft Teams Voice and Remote Workers?

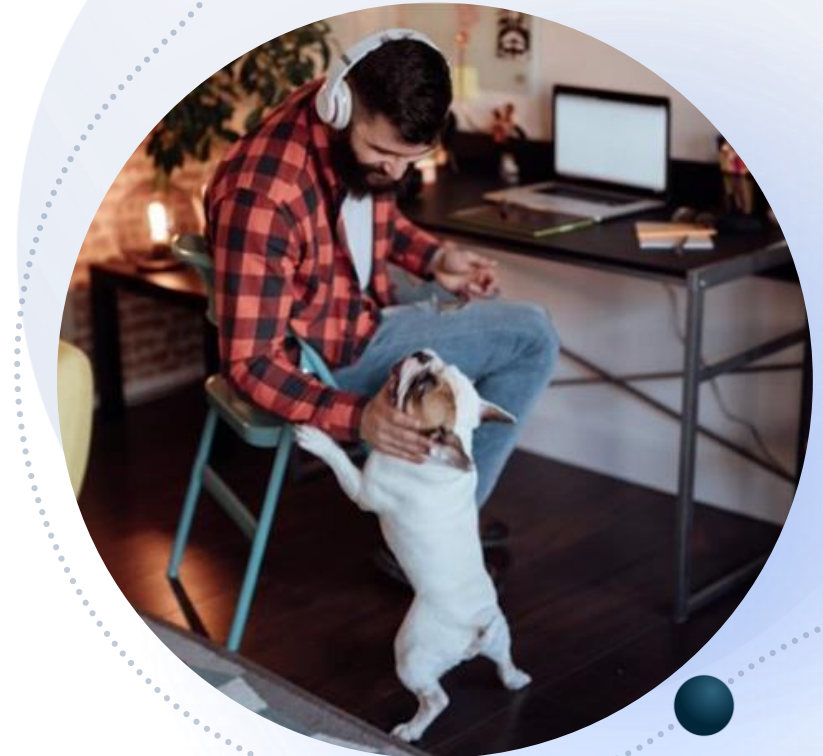
- **Ray Baum's Act applies to Remote Workers who are using company-provided communications tools.**
 - Hard Phones being used off-site
 - Softphones being used on a desktop, laptop, or mobile device
- **Companies must provide their employees with safe Communication Tools that recognize where an employee is working and dynamically adjust the emergency service location provided to 911.**
 - Working From Home
 - Working from a public Wi-Fi hotspot (Restaurant, Coffee Shop)
 - Working while traveling



What about Microsoft Teams Voice and Remote Workers?

(Cont.)

- When users are off corporate network, Teams can recognize their physical location through their device's **Location Services**.
 - Critical location info can be shared to assist with Emergency Routing to the correct PSAP.
 - Wi-Fi Access Point Info
 - Cellular Tower Info
- If **Location Services** have been disabled by the user, an **Emergency Call** would be routed to a **National Emergency Call Relay Center (ECRC)**.
 - ECRC will manually verify the caller's location through interaction and route the call to their nearest PSAP



Managed Services for International Users

CBTS Partnership with Pure IP

- Provide Moves, Adds, Changes and Disconnect support for all MS Teams Voice users, including international users
- Streamline support process: CBTS will open trouble tickets on behalf of customer
- Leverages MS Operator Connect to provide centralized telephone number management
- Over 40 countries supported

