



DATAAC

competence in communication

Microsoft Teams & Telephony

Azure SBC as a managed Service

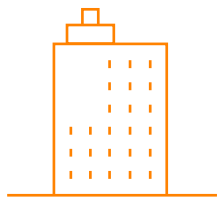
The way from fixed network telephony to an integrated collaboration solution with Microsoft Teams

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DATAc

datac GmbH



DATAc COMMUNICATION
SYSTEMS GMBH

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FOUNDED IN 1981 IN
AACHEN

approx. 60 employees

Aachen, Augsburg, Bielefeld,
Düsseldorf, Nuremberg, Stuttgart,
Freiburg

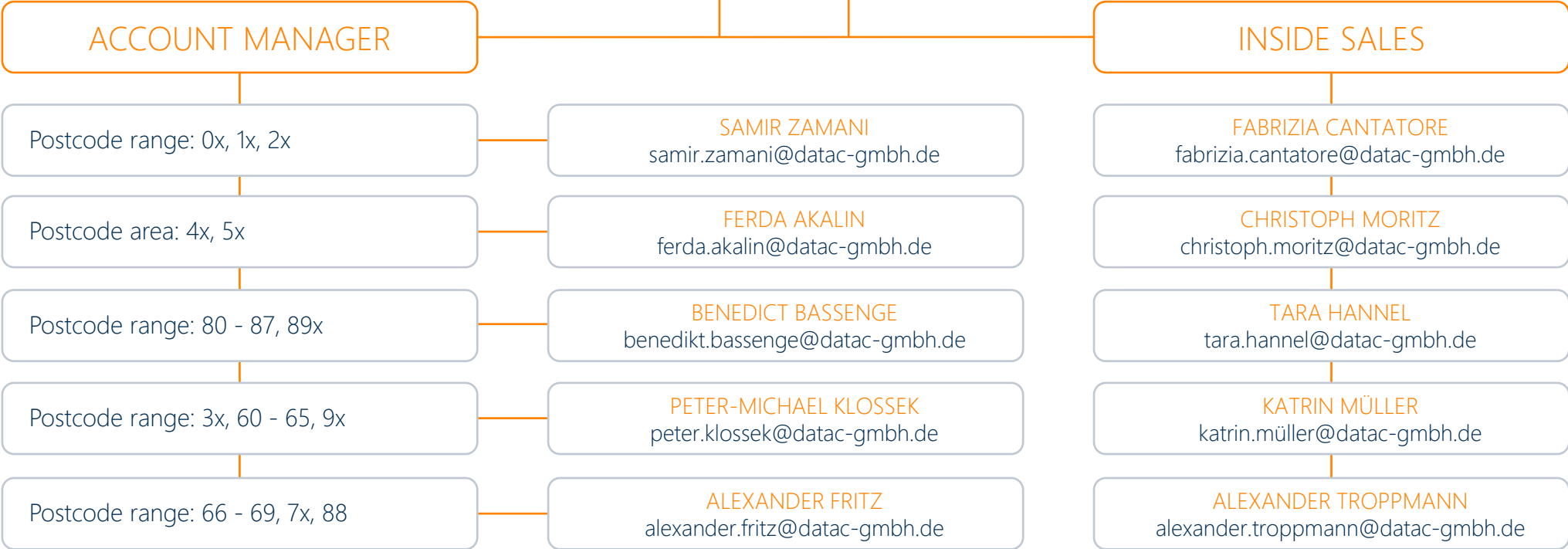
Contact

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Innovative solutions for the modern workplace

**Microsoft
Partner**



- Gold Messaging
- Gold Communications
- Gold Collaboration and Content
- Gold Datacenter
- Gold Cloud Productivity
- Gold Windows and Devices
- Gold Small and Midmarket Cloud Solutions
- Silver Cloud Platform
- Silver Enterprise Mobility Management



datac communication systems

Services



Microsoft Teams a

Is the central place for team



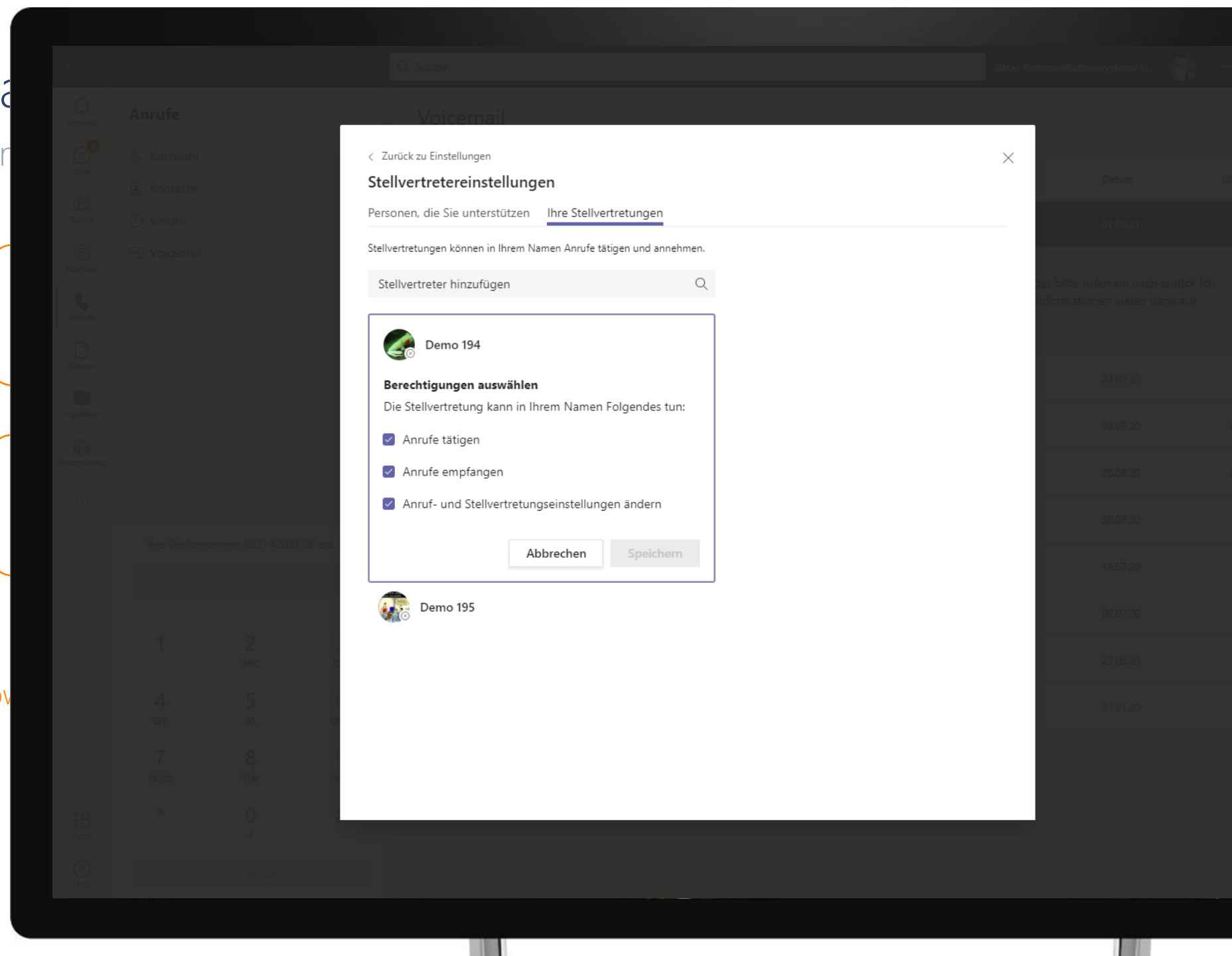
Meetings



Chats



Apps and workflow



Simple and intelligent telephony

Communication with more flexibility, simplicity and intelligence to keep everyone connected to everyone else



Phone calls from virtually any location, with any device

Stay connected - with just one phone number that works on your computers, mobile devices and classic phones.



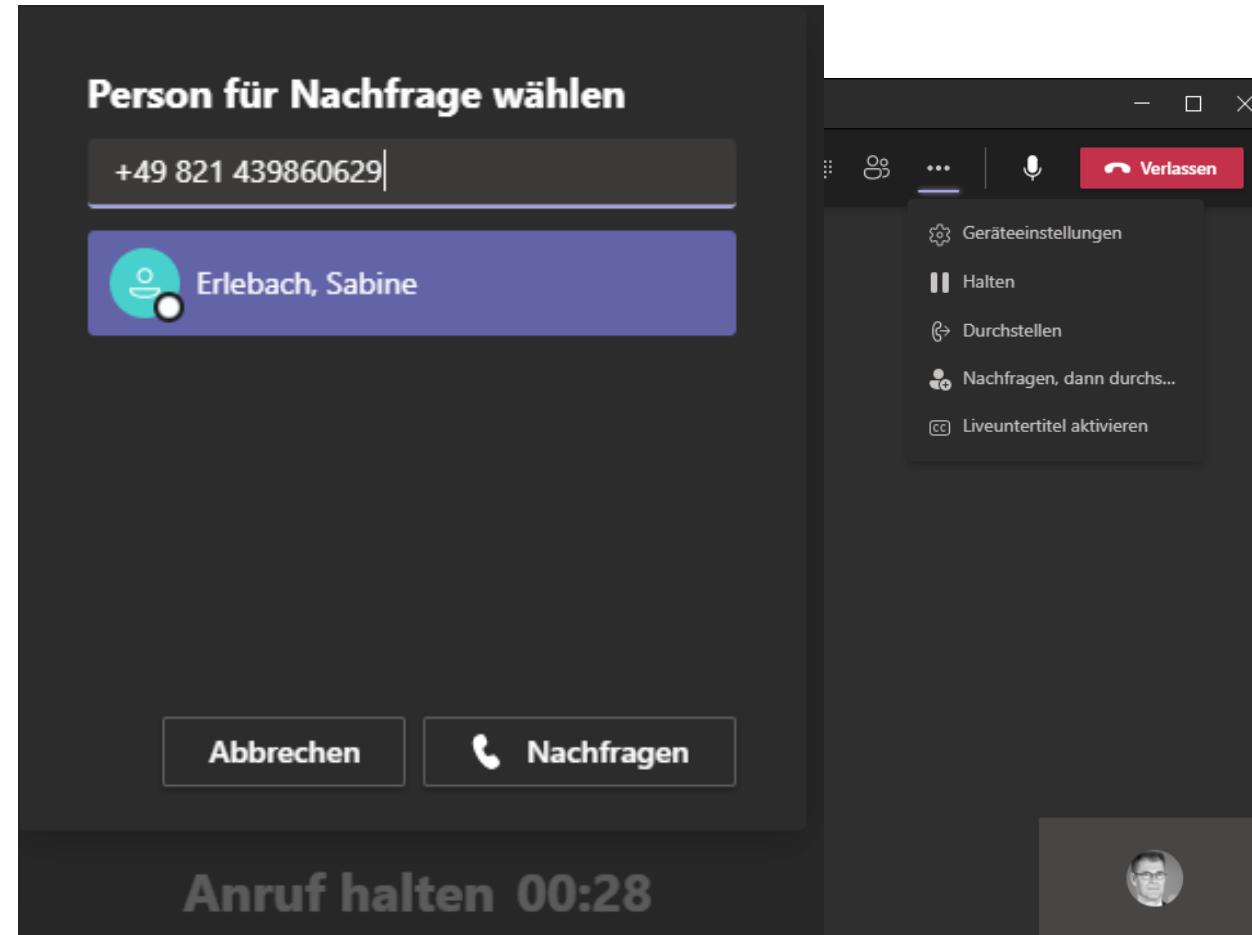
Quick phone calls and meetings - with just one click

Call other numbers without restrictions, join meetings and start a phone call directly from a chat.



AI-supported functions

Use automatic transcription for voice messages, inline translation for chats and real-time subtitling for meetings.



Neue Calling Experience - Transcription in 1:1 Calls

The screenshot displays the Microsoft Teams calling interface. At the top, there is a search bar with the text "Search or type a command". The user's name "Northwind Traders" and profile picture are visible in the top right corner. The main interface is divided into three sections: a left sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, and Files; a central "Calls" section with a numeric keypad and a "Call" button; and a right "History" section showing a list of recent calls. The "History" section includes call details such as the caller's name, contact type, duration, and time. A "Summary" panel on the far right provides details for the selected call, including the caller's name and title, and offers options for "Transcript" and "Recording".

Navigation Sidebar: Activity, Chat, Teams, Calendar, Calls, Files, ...

Calls Section: Calls | Phone | Contacts

Type a name or number

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call

Work number: +1 (509) 670-0594

Call Park

Forwarding off

Jabra Biz 2400

History | All | Missed | Voicemail

Caller	Contact Type	Duration	Time
Hillary Reyes	Mobile	07:52	9:20 PM
Hillary Reyes	Mobile		
Will, Kayo ERic, Iva, +2	Modality	07:52	9:20 PM
Keiko Tanaka	Modality	07:52	9:20 PM
Eric Ishida	Modality	07:52	9:20 PM
Name	Mobile	07:52	9:20 PM
+1 (425) 919-9555	Modality	07:52	9:20 PM
Design sync	Conf rm Inc sq 13067	07:52	9:20 PM
Hillary Reyes	Mobile	07:52	9:20 PM
Hillary Reyes	Mobile	07:52	9:20 PM
Will, Kayo ERic, Iva, +2	Modality	07:52	9:20 PM
Keiko Tanaka	Modality	07:52	9:20 PM
+1 (425) 919-9555	Modality	07:52	9:20 PM

Summary | Feb 21 9:52 PM 07:52

Hillary Reyes
SENIOR DESIGNER
Microsoft Teams - Design

Transcript >

Transcript

Recording
Daniela Madera
32s

Content / Apps >

Recent calls >

Transcript	3/22
Notes:	3/22
2020 Sale Projections	3/20

New Calling Experience - Group Calls and Journal Filter

Teams

Search or type a command

Team Confidential ... Meet

Support Posts Files Wiki Analytics Calls +

History All calls My calls Missed Voicemail

Caller	Phone Number	Location	Time
Erika Fuller	Mobile		07:52 - 9:20 PM
+1 (206) 234-3456	Birmingham, AL	Hillary Reyes	07:52 - 9:20 PM
Aadi Kapoor	Mobile		07:52 - 9:20 PM
+1 (509) 670-0594	Birmingham, AL	Brian Wright	07:52 - 9:20 PM
Serina Davis	Leavenworth, WA	Keiko Tanaka	07:52 - 9:20 PM
+1 (509) 670-0594	Birmingham, AL	Keiko Tanaka	07:52 - 9:20 PM
+1 (509) 670-0594	Birmingham, AL	Cassandra Dunn	07:52 - 9:20 PM
+1 (509) 670-0594	Leavenworth, WA	Daniela Mandera	07:52 - 9:20 PM
+1 (509) 670-0594	Birmingham, AL	Will Little	07:52 - 9:20 PM
Erika Fuller	Mobile		07:52 - 9:20 PM
+1 (509) 670-0594	Birmingham, AL	Cassandra Dunn	07:52 - 9:20 PM
+1 (509) 670-0594	Leavenworth, WA	Daniela Mandera	07:52 - 9:20 PM

Agents

- Daniela Mandera Available to take calls
- Cassandra Dunn On call
- Keiko Tanaka On call
- Will Little On call
- Sarah Roach Available
- Bryan Wright Available
- Bruno Zhao Available

Call for Northwind Traders, Support

+1 (509) 670-0594

Calling Experience - Collaborative Calling - Call Queue

The screenshot displays the Microsoft Teams interface for a 'Help desk' team. The left sidebar shows navigation options: Activity, Chat, Teams, Calendar, Calls (with a notification badge), Files, and Apps. The main area is divided into three sections:

- Teams:** Lists 'Marketing Northwind Traders' (pinned) and 'Northwind Traders' (your teams). Under 'Northwind Traders', there are channels for 'General', 'Overview', 'Reporting', 'Help desk', 'Support', 'Telemetry', and 'Northwind Traders' (with 32 hidden channels). Other teams listed include 'Tailspin Traders' and 'Account Team'.
- Recent:** A list of recent calls with columns for Name, Location, Agent, and Time. The list includes calls from mobile numbers and specific agents like Hillary Reyes, Aadi Kapoor, Brian Wright, Keiko Tanaka, Daniela Mandera, and Will Little.
- Right Sidebar:** Shows team members' availability to take calls. Daniela Mandera is 'Available to take calls' (toggle on). Others are 'On call' (Daniela Mandera, Keiko Tanaka, Will Little) or 'Available' (Casandra Dunn, Kadji Bell, Sarah Roach, Bryan Wright, Bruno Zhao).

A call notification is shown in the bottom right corner:

Call for Northwind Traders, Help desk

From: +1 (509) 670-0594

I have Brakes that are making all sorts of noise

Buttons: Decline, Answer, Other

Provided from the Microsoft Cloud

A secure working environment - with a cloud-based solution that ensures reliability and protection



Telephony for businesses of all sizes

Keep your business running smoothly business operations - thanks to integrated redundancy and load balancing.



Management in Office 365

Control the setup and administration centrally in the familiar administrator console of Office 365.



Everything from one source

Save time and money - with just one solution, one invoice and low costs per month.

Microsoft Office Home | Microsoft 365 admin center | Anrufwarteschleifen - Microsoft

https://admin.teams.microsoft.com/call-queues

my.datac | Microsoft Teams Admin Center | Admin Stender

Anrufwarteschleifen

Anrufwarteschleifen bieten eine Methode zum Weiterleiten von Anrufern an Personen in Ihrer Organisation, die bei einem bestimmten Problem oder einer bestimmten Frage helfen können. Anrufe werden einzeln an die Personen in der Warteschleife (die als Agenten bezeichnet werden) verteilt. Während Anrufer auf einen Agenten warten, kann ihnen eine Begrüßungsnachricht und Musik vorgespielt werden. [Weitere Informationen](#)

Name	Ressourcenkonten	Anruf-Agenten	Maximale Anrufe	Maximale Wartezeit
CQ_AAP	1	5	4	1 Min., 0 S
CQ_ASC	1	1	5	1 Min., 0 S
CQ_DEV_1	1	4	5	0 Min., 30 S
CQ_Internet_Callback	1	9	3	0 Min., 30 S
CQ_Sales_1	1	4	5	1 Min., 0 S
CQ_Service	1	17	5	3 Min., 0 S
CQ_Zentrale	1	8	8	0 Min., 15 S
CQ_microsoft_lead	1	5	4	1 Min., 0 S

Benötigen Sie Hilfe? | Feedback senden

Business Voice: List of services

Telephony



Call control	Visual mailbox
Park calls	Voice message in e-mail
Forward calls	Caller ID
Putting calls through: monitored & blind	One-touch calls
Delegate calls	Dial name or number
Screen calls	Add participant to 1:1 conversation
Hold calls	Presence status
Block calls	Outlook integration
Call logs	Telephony integrated in Microsoft Teams
Do not disturb/still put through	Teams desktop and mobile apps
Individual ringtones	Equipment optimised for teams
Group call acceptance	Integrated telephone conferencing
Team circuit	Individual dial-in data for conferences
	Meetings with up to 250 participants

Administration



Cloud PBX	Local telephone numbers
Number porting	Company and user telephone numbers
Multi-level automatic switchboard	Extensions (end digits)
Multilingual IVR (interactive voice response)	Integration of external call plans (direct routing)
Call queue	Performance reports
Music on hold	Quality of service reports
Global call forwarding	Call logs
Local forwarding	Call monitoring
Location-dependent forwarding for emergency calls	Call analysis
Call forwarding with Exchange calendar	Call quality dashboard
Support for multiple locations	Device management
5x8h-datac customer support on working days	Support for media bypass
Single sign-on	

References

Successfully implemented customer projects



– Steinbeis University



– Doctors without Borders



– Steinbeis Foundation



– Recaro E-Gaming



– Save the Children



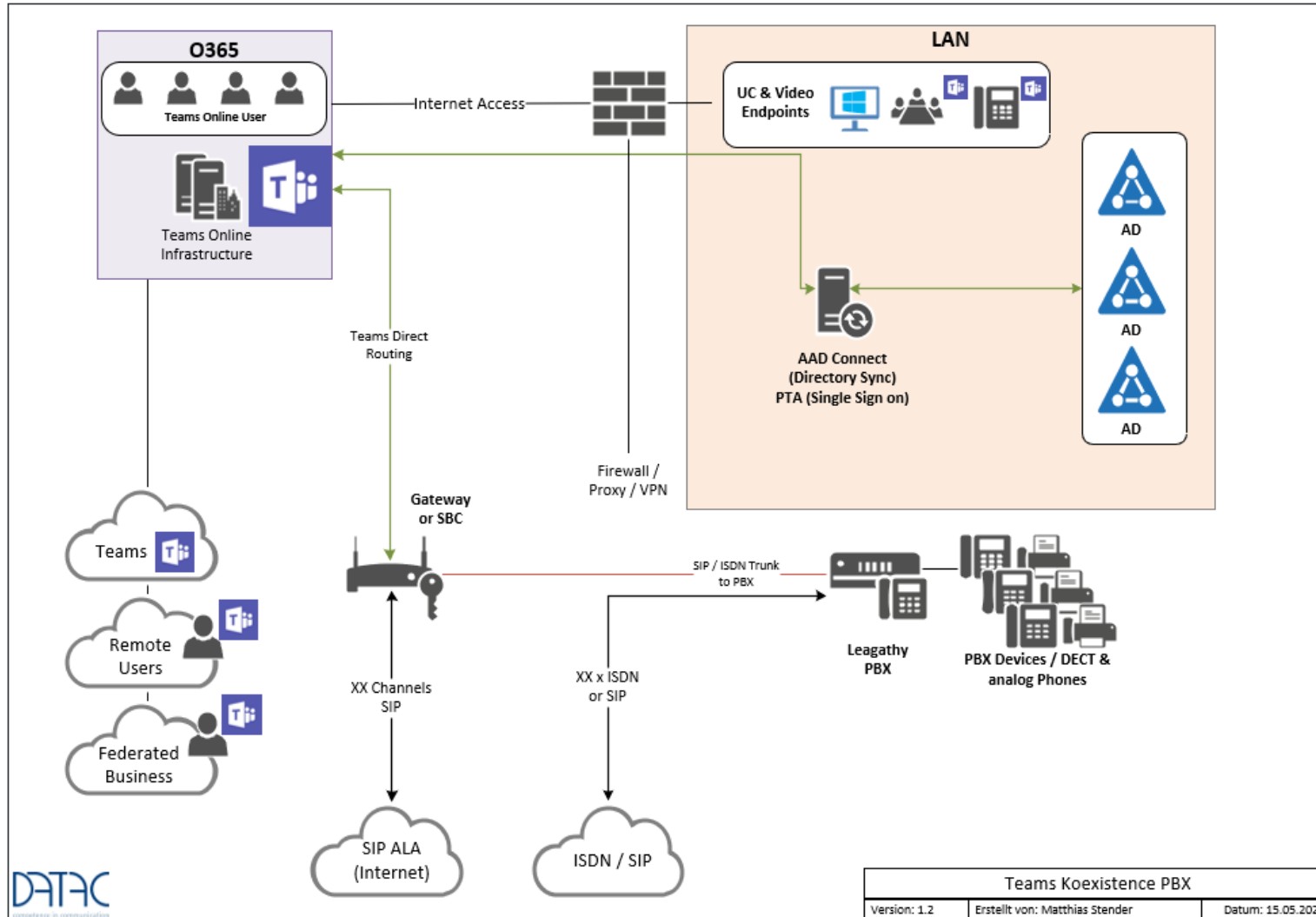
– Dria

The Teams Coexistence and Migration Pathway



Microsoft Phone System & Teams for TC Migration

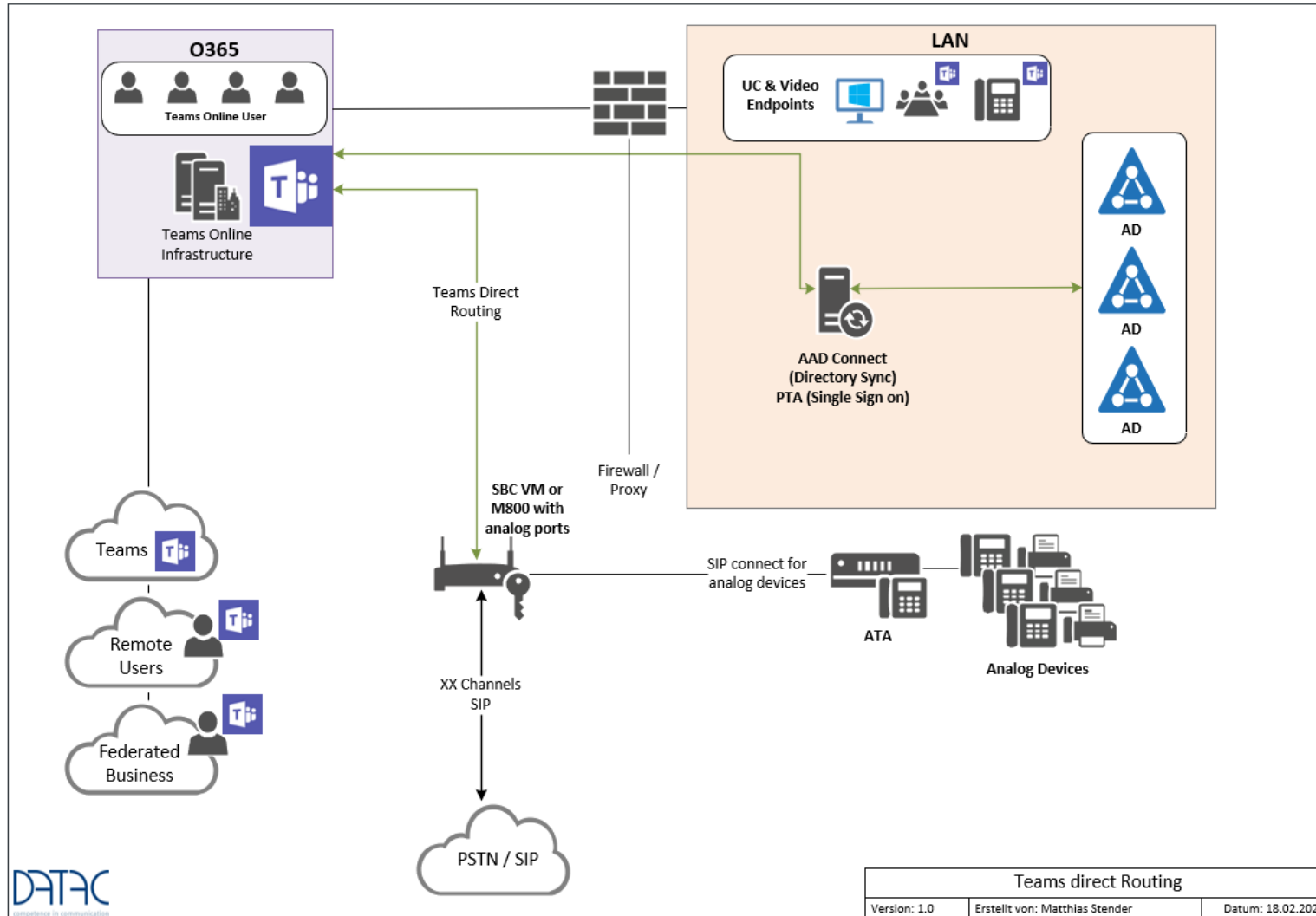
SBC coupling with TC and SIP Trunk



- Coexistence with existing TC until office porting
- Incoming numbers are routed via internal SIP Trunk to teams
- Outgoing team calls go to the office via SIP and Direct Routing
- Conferences are now only possible via Microsoft dial-in numbers

Microsoft Phone System & Microsoft Teams direct Routing

Final expansion without TC components



- The ISDN exchange is ported to IP
- Outgoing team calls go to the office via SIP and Direct Routing
- Analogue ports are directly coupled to the SBC via ATAs
- Conferences are now only possible via Microsoft dial-in numbers
- SIP and H.323 video systems are linked to teams via 3rd party provider bridge



Teams Telephony and Managed Service Models



Managed Service Module Teams Telephony

Different offerings to suit customer requirements

Bezeichnung	Basic Service und Hardware Service	Managed Service Standard	Managed Service Premium	Bezeichnung	Basic Service und Hardware Service	Managed Service Standard	Managed Service Premium
Störungsbeseitigung (L3 Support)	Reaktionszeit 4h	Reaktionszeit 4h	Reaktionszeit 4h	Betriebsleistungen	per Remote	per Remote	per Remote
L3 Störungsbeseitigung an allen zentralen Microsoft Skype Server Rollen und Modulen	enthalten	enthalten	enthalten	Applikations Patch Management (innerhalb des Releases) und regelmäßiges Einspielen von cumulativen Updates je Quartal	---	enthalten	enthalten
L3 Incident und Problem Management im User Umfeld (Admin Support)	enthalten	enthalten	enthalten	Windows Server Patch Management (innerhalb des Releases) und regelmäßiges Einspielen von Security und Cumulativen Updates je Quartal	---	optional	enthalten
L3 Störungsbeseitigung Addon Produkte (Gateways / 3rd Party Applikationen)	enthalten	enthalten	enthalten	Management und Erneuerung externer Zertifikate inkl. externer CA Kosten	optional	optional	optional
3rd Party Applikationen Software Assurance (ohne Fax Server)	enthalten	enthalten	enthalten	Neuanlage und Änderung von User/Ports und Policies als Managed Service	---	optional	optional
Zentrale Hardware Komponenten (Gateways / ATAs / DECT Server / Sender)	enthalten	enthalten	enthalten	Minor/Major Change Paket 10 Minor und 1 Major Change pro Monat	---	optional	optional
Patch Management (innerhalb des Releases) im Fehlerfall ohne Upgrades	enthalten	enthalten	enthalten				
Proaktives Qualitäts Monitoring	per Remote	per Remote	per Remote	Störungsbeseitigung (L3 Support)	per Remote	per Remote	per Remote
Monitoring der Plattform über einen Service Agenten (Services, RAM, Disk)	---	---	enthalten	Erhöhte Reaktionszeit: 2h anstatt 4h	---	optional	optional
PSTN/IP Gateway Monitoring	---	---	enthalten	Rufbereitschaft 3, 4h Reaktionszeit	---	optional	optional
Qualitätsmonitoring der Gespräche (erfordert Monitoring Server)	---	---	enthalten	Rufbereitschaft 24/5, 4h Reaktionszeit	optional	optional	optional
Reminder zu ablaufenden Zertifikaten *	enthalten	enthalten	enthalten	Rufbereitschaft 24/7, 4h Reaktionszeit	optional	optional	optional

Endpoints and extensions for Microsoft Teams



Telephony for O365



Analogue connections



Video devices for Microsoft Teams for every use case



Business Voice / Teams certified IP-Phones



CCX 400



CCX 500



CCX 600



Trio C60



MP50/54



MP56



MP58



VP59



CP960

Manufacturer overview of relevant standard telephones



Model	Yealink MP50	Yealink MP56	Poly CCX500	AudioCodes C450HD
Screen	4" 480 X800	7" 800 X 480	5" 720 X 1280	5" 1280 X 720
Android OS		9.0	9.0	7.0
Teams Button	×	√	√	×
Dial Pad	√	√	×	√
USB	3 Type A	1 Type A	1 Type A+1 Type C	2 Type A
Bluetooth	Built-in	Built-in BT4.2	Built-in BT4.0	Built-in BT4.0
Wi-Fi	×	Built-in Wi-Fi	Dongle	Built-in WiFi
Hold Button	×	√	×	√
Transfer Button	×	√	×	√
Pricing	119,-€	339,-€	378,-€	320,-€

Device Management

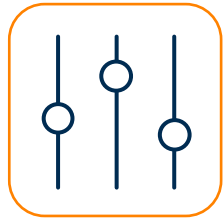
Central administration of all telephone and video systems



Ecosystem Focused
Smart management for the device ecosystem



Consistent
Uniform operation across all terminal types



Insightful
Statistics for data-driven troubleshooting



Complete
Complete administration via the existing management portals



Policies & Compliance
CA Policies and Compliance Policies



Low Friction
Easy scaling for SMB and Enterprise customers

Geräteübersicht

6	1	0	4
Geräte	Kritisch	Nicht dringend	Offline

Anzeigename	Benutzername	Gerätename	Integritätsstatus	Hersteller
Leihstellung A Surface Hub 2S	Leihstellung-SH-A@datac-...	yealink-mvc BTDN928005...	Offline	Yealini
K.A.	--	yealink-core2kit 806046C...	Offline	Yealini
K.A.	--	yealink-core2kit 806046C...	Offline	Yealini
Düsseldorf Besprechungsraum	dbr@datac-gmbh.de	yealink-core2kit 806046C...	Kritisch	Yealini
K.A.	--	yealink-mvc DW17541107...	Fehlerfrei	Yealini
Kleiner Besprechungsraum	kbr@datac-gmbh.de	logitech-smartdock 01980...	Offline	Logite

Analogue Terminal Adapter for Fax & Co.

2-24 (128) ports - Audiocodes MP 112 - MP 124



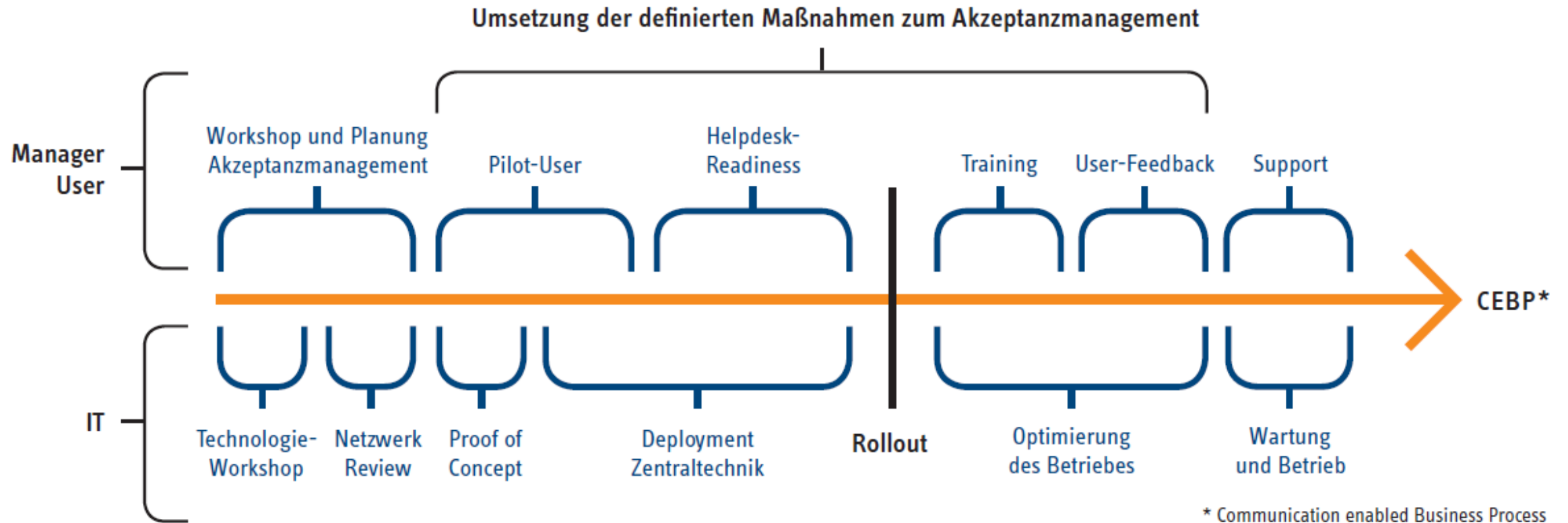


Microsoft 365

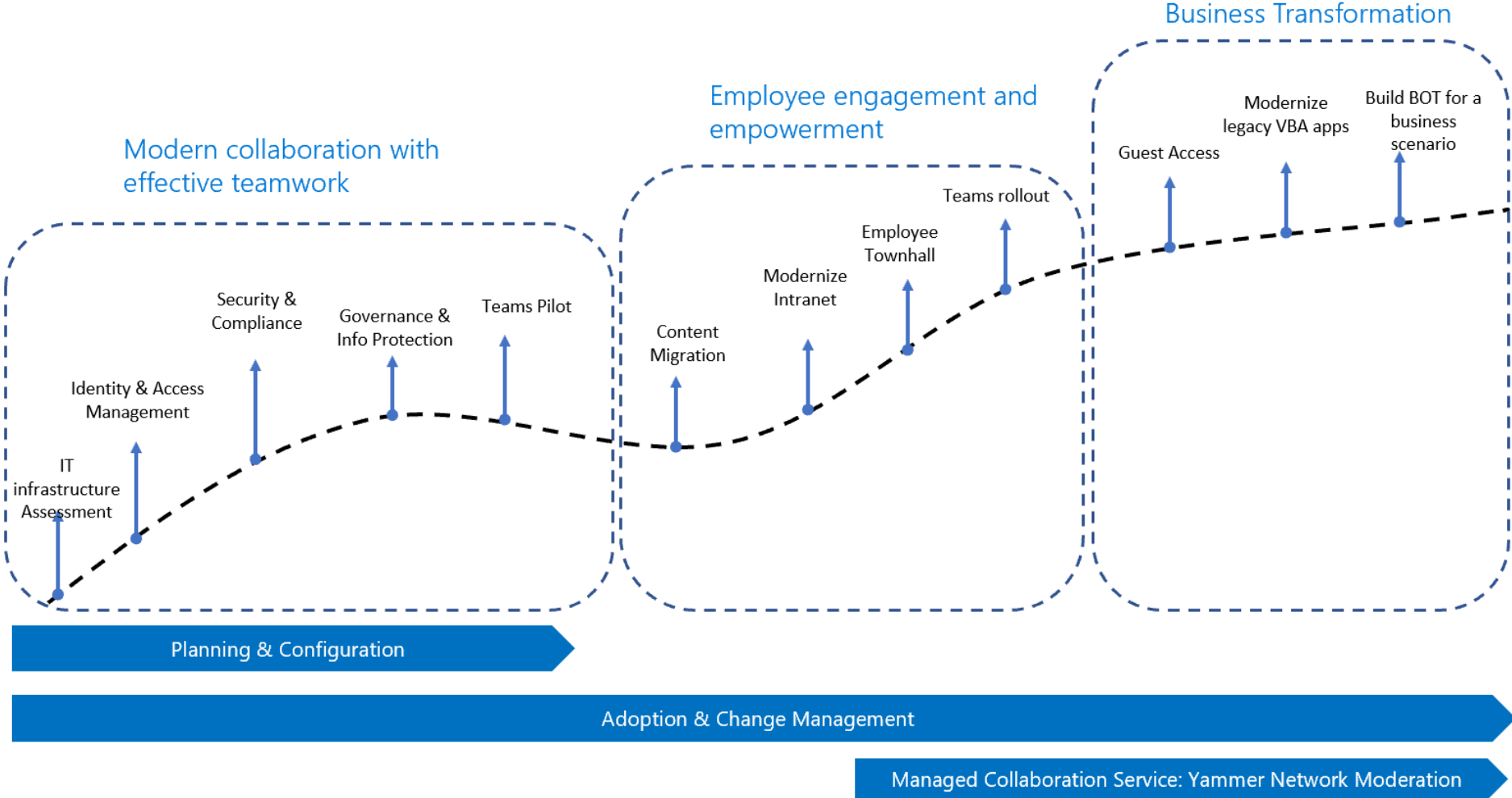
The introduction of Microsoft 365 and Teams requires comprehensive acceptance and change management as well as agile project management

Skype for Business/Teams/Office 365 Projects

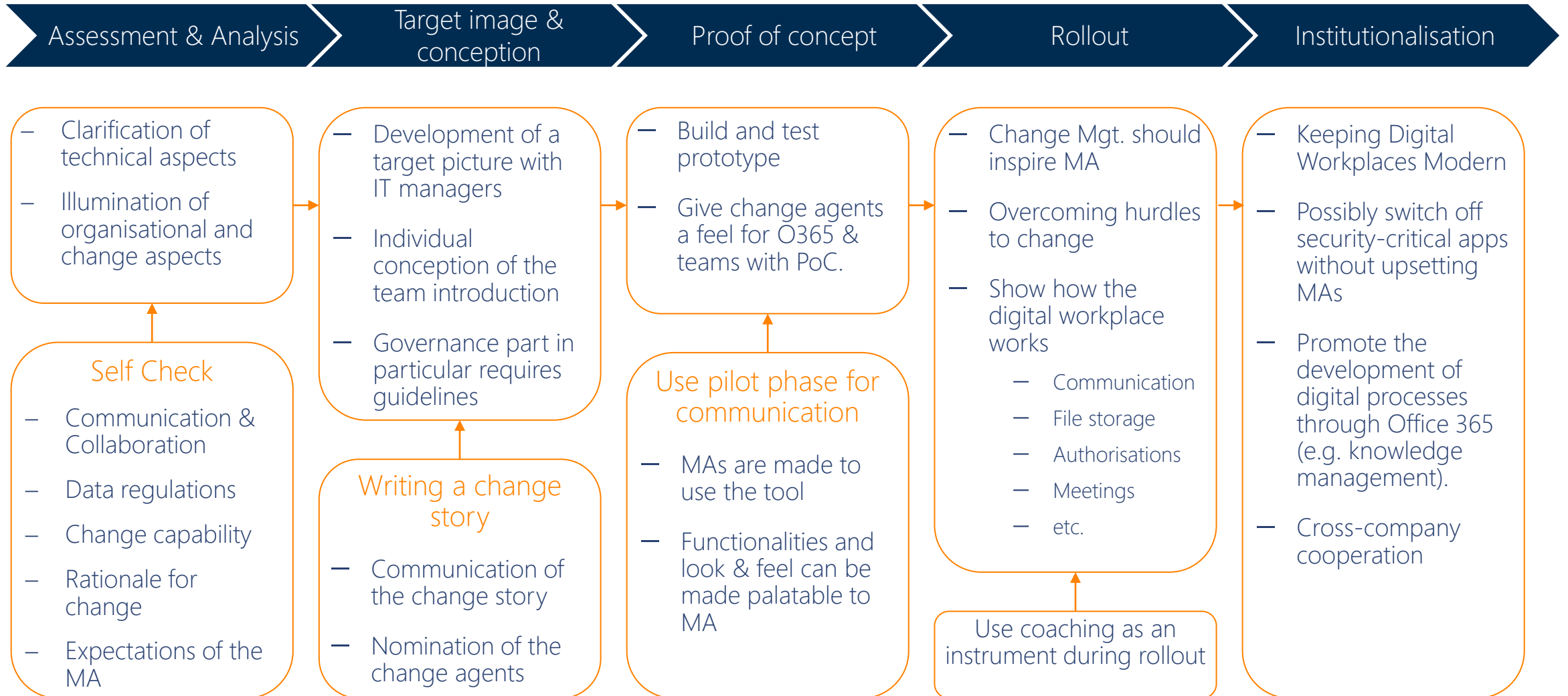
Project approach for technology and users



Teamwork - Digital Transformation Journey



The change phases at a glance



Governance - Management und Lifecycle in Teams

Who can create groups?

Rules of naming?

Meeting possibilities?

In Phase 1, make these decisions for the POC of your deployment

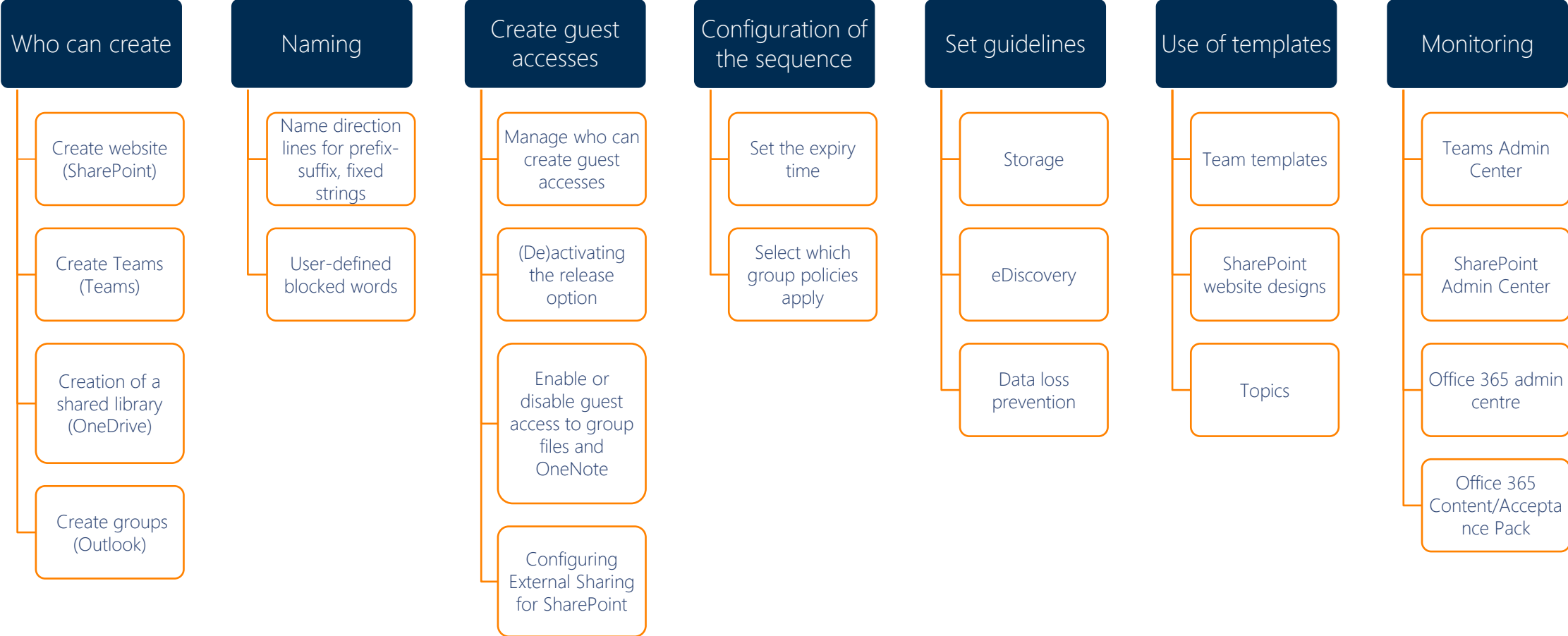
Guest access?

Approved apps?

Data security?

[Further information](#)

Governance - Control before the first day!



If you have any questions
at your disposal!
Thank you very much.

