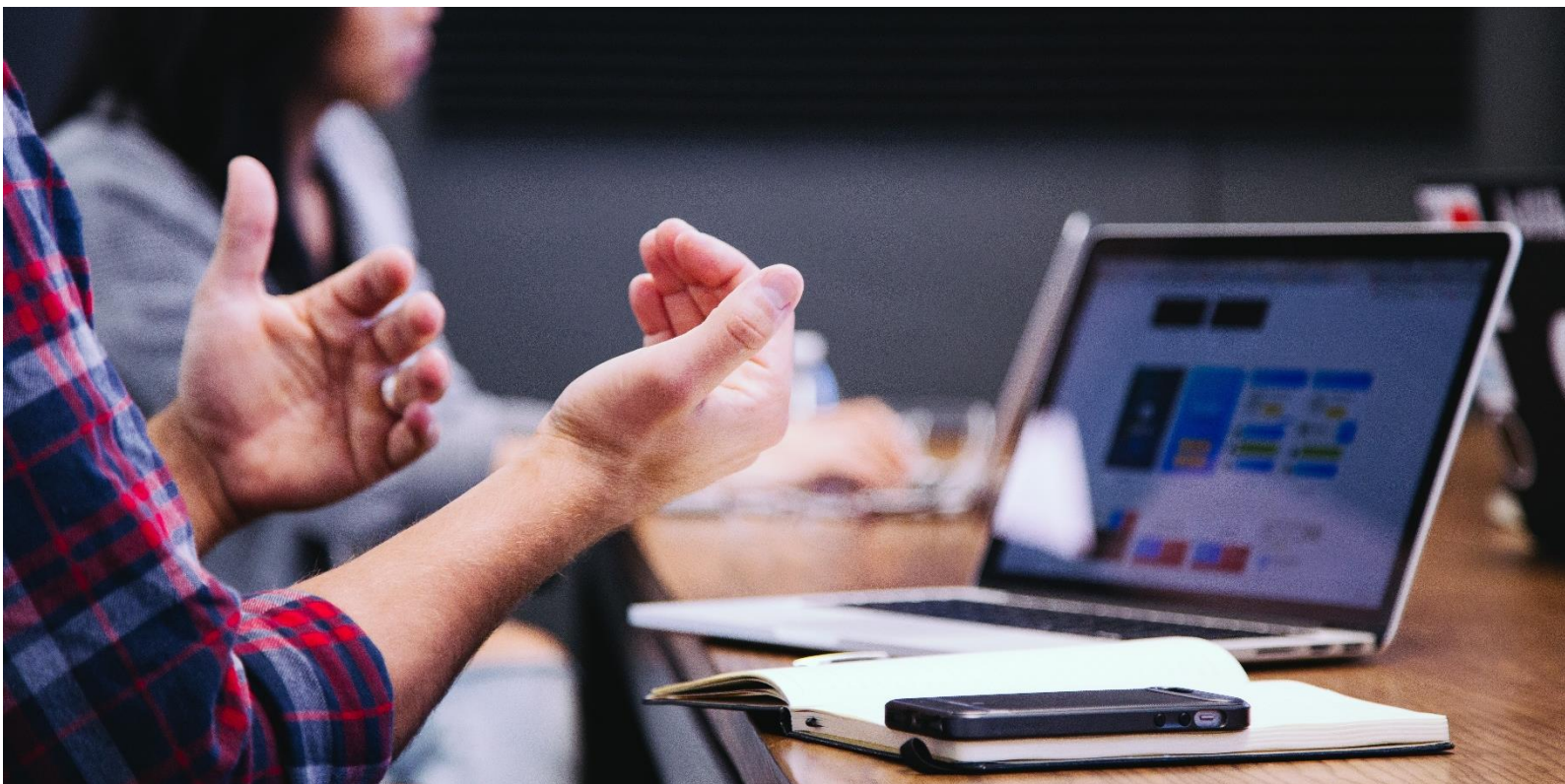


# TELIA TEAMS OPERATOR CONNECT

## INTEGRATE TELEPHONY IN MICROSOFT TEAMS!



Operator Connect gives you as a business customer an easy way to integrate telephone numbers and calling in Microsoft Teams.

Users can easily make and receive external calls from their Teams PC-client or from their Teams mobile app. It provides the flexibility to work seamlessly whether you're at the office, home or traveling. It is also possible to attach fixed telephones, switchboard and contact center applications via Teams to complement or replace your existing telephony system.

All administration is directly 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.

### BENEFITS FOR TEAMS OPERATOR CONNECT WITH TELIA

<b>EASY ADMINISTRATION</b>	In Teams Admin Center you will automatically find your numbers from Telia and can easily assign the numbers to the corresponding users for calling.
<b>CARRIER GRADE VOICE QUALITY</b>	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
<b>RELIABLE SUPPORT</b>	For help with quality and incident issues you will get the help you need with combined resources from Telia and Microsoft.
<b>PHONE NUMBERS FROM TELIA</b>	The service supports all Telia numbering services, which means local area codes, nongeographical and free & premium rated numbers. Port-in your existing numbers, or get new ones from Telia
<b>FLEXIBLE CALL RATES</b>	The service will be combined with Telia's calling agreements with fixed or flexible rates depending on your consumption.

## Microsoft Teams Phone System

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.

User's 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.

## Microsoft Office 365 licenses

Teams Phone System is included in the Office365 E5 from Microsoft, and is an add-on for Office365 E3 or Microsoft 365 Business license subscriptions. There are also functional licenses for common area phones or conference video rooms available.

## 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 PSTN (Public Switched Telephony Network).

Telia Teams Operator Connect is an integration to PSTN with an IP peering directly between Telia and Microsoft's Cloud. This secures QoS, SLA and a carrier grade voice quality for Microsoft Teams.

## Flexible offer from Telia

Telia Teams Operator Connect is purchased by the number of assigned Teams users, where you can easily add or remove users depending on your need.

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

## Easy and smooth delivery

Your journey for Telia's service starts within your Microsoft tool, Teams Admin Center.

1. In the section Operators, you'll find Telia. Here you follow the steps to connect to Telia.
2. Telia will contact you, to start the dialogue about the service, which phone numbers you want to use and desired call rate options.
3. Telia will upload the numbers with the necessary settings directly into your Teams Admin Center, where you as an administrator just need to assign the numbers to the users to be able to call.

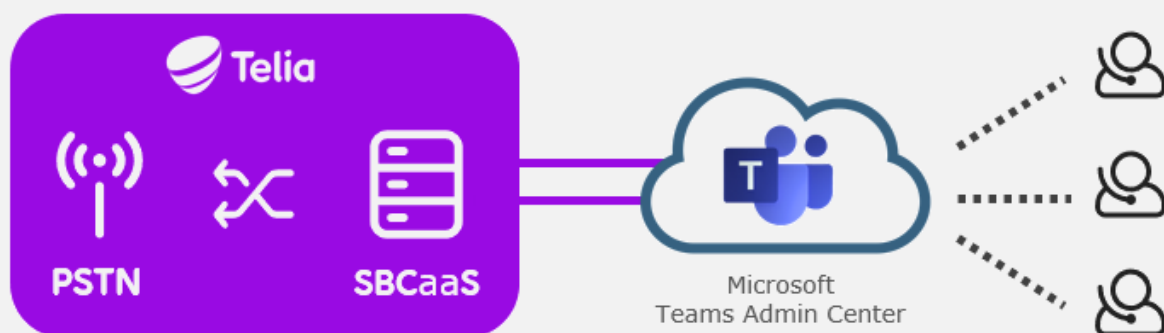
Compared to many other Teams integrations on the market, you don't need any technical skills to get this working for the users.

If you have any challenges with the service, Telia's delivery or support team will assist you.

## 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.



## Next step

For more information about the service and how to contact Telia:

<https://business.teliacompany.com/global-solutions/end-user-services/operator-connect>

