

Microsoft Teams Calling

Microsoft has set the end of Skype for Business by July 2021.
Microsoft Teams Calling is the Skype for business replacement.

Now your teams can communicate via chat, video calls, voice calls and conferencing to people inside and outside your workplace using a single system - rather than using different tools for different calls.

- ✓ A single communications platform to run your business
- ✓ Retire the office PBX
- ✓ Flexible licensing options
- ✓ An amazing customer experience, every time
- ✓ Round the clock expertise
- ✓ Big ideas are better together

What is Teams Calling?

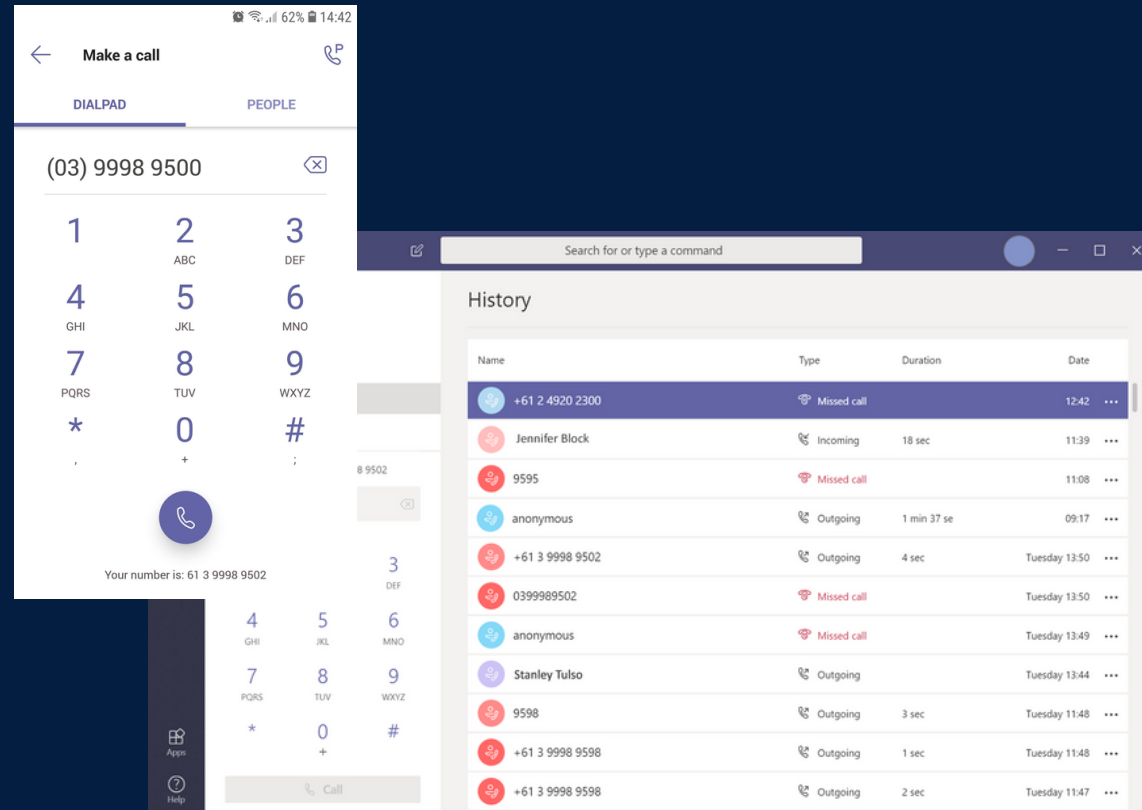
You can now make and receive phone calls using Microsoft's chat platform, Teams. This means your internal chat, and collaboration tool is now ready to communicate with external parties. Your workforce has everything they need for communication, internal and external, within the one application.

Transform the way you connect by combining direct routing for Microsoft Teams global voice and the best of Microsoft's cloud collaboration tools.

Communicate through chat, meetings, video and voice calls to anyone inside and outside your organisation.

Host audio and web conferences. Make calls to landlines, mobiles or international destinations from a single, dedicated geographic number from 6000 cities globally.

Collaborate with ease, managing your business communications from a single, integrated platform, regardless of your disparate locations.



Teams Calling Plans

Basic

Starting at: \$30/user/month
Setup \$20 per user

Basic Teams Calling Features with dedicated channels for each user

- Microsoft Teams Calling User
- Microsoft 365 Business Voice
- License Teams Auto Attendant
- Teams Call Queues Teams
- Voicemail Hold Music Call Park and Retrieve Direct in Dial (DID) Number
- Options Unlimited or PAYG Call
- Options Easy login via Microsoft 365
- Credentials Number Porting
- Options Fast Deployment Service
- Desk - User Add/Remove/Changes
- Service Desk – Cloud issue resolution Multi-monitor support (Up to four monitors)
- Shared Call Channels
- Call Centre Voicemail User
- Call Centre Virtual Park User
- Call Centre IVRs Call Centre Features
- Basic Call Recording
- Unlimited Call Recording
- CRM Integration
- Call Centre Reception Console
- Call Centre Agent Console
- Call Centre Supervisor Console
- Call Centre Wall Dashboard
- Call Centre Reporting

Shared

Starting at: \$20/user/month
Setup \$20 per user

Basic Teams Calling Features with shared channels

- Microsoft Teams Calling User
- Microsoft 365 Business Voice
- License Teams Auto Attendant
- Teams Call Queues Teams
- Voicemail Hold Music Call Park and Retrieve Direct in Dial (DID) Number Options
- Unlimited or PAYG Call
- Options Easy login via Microsoft 365 Credentials
- Number Porting Options Fast
- Deployment Service Desk - User Add/Remove/Changes
- Service Desk – Cloud issue resolution Multi-monitor support (Up to four monitors)
- Shared Call Channels
- Call Centre Voicemail User (Optional)
- Call Centre Virtual Park User (Optional)
- Call Centre IVRs (Optional)
- Centre Features (Optional)
- Basic Call Recording (Optional)
- Unlimited Call Recording (Optional)
- CRM Integration (Optional)
- Call Centre Reception Console (Optional)
- Call Centre Agent Console (Optional)
- Call Centre Supervisor Console (Optional)
- Call Centre Wall Dashboard (Optional)
- Call Centre Reporting (Optional)

Enhanced

Starting at: \$34/user/month
Setup \$25 per user

Basic Teams Calling features with advanced telephony add-in features

- Microsoft Teams Calling User
- Microsoft 365 Business Voice
- License Teams Auto Attendant
- Teams Call Queues Teams
- Voicemail Hold Music Call Park and Retrieve Direct in Dial (DID) Number Options
- Unlimited or PAYG Call
- Options Easy login via Microsoft 365 Credentials
- Number Porting Options Fast
- Deployment Service Desk - User Add/Remove/Changes
- Service Desk – Cloud issue resolution Multi-monitor support (Up to four monitors)
- Shared Call Channels
- Call Centre Voicemail User (Optional)
- Call Centre Virtual Park User (Optional)
- Call Centre IVRs (Optional)
- Call Centre Features (Optional)
- Basic Call Recording (Optional)
- Unlimited Call Recording (Optional)
- CRM Integration (Optional)
- Call Centre Reception Console (Optional)
- Call Centre Agent Console (Optional)
- Call Centre Supervisor Console (Optional)
- Call Centre Wall Dashboard (Optional)
- Call Centre Reporting (Optional)

Enhanced Bundle

Starting at: \$54/user/month
Setup \$30 per user

Basic Teams Calling features with bundled advanced telephony features

- Microsoft Teams Calling User
- Microsoft 365 Business Voice
- License Teams Auto Attendant
- Teams Call Queues Teams
- Voicemail Hold Music Call Park and Retrieve Direct in Dial (DID) Number Options
- Unlimited or PAYG Call
- Options Easy login via Microsoft 365 Credentials
- Number Porting Options Fast
- Deployment Service Desk - User Add/Remove/Changes
- Service Desk – Cloud issue resolution Multi-monitor support (Up to four monitors)
- Call Centre Voicemail User
- Call Centre Virtual Park User
- Call Centre IVRs
- Call Centre Features Basic Call Recording
- Unlimited Call Recording (Optional)
- CRM Integration (Optional)
- Call Centre Reception Console (Optional)
- Call Centre Agent Console (Optional)
- Call Centre Supervisor Console (Optional)
- Call Centre Wall Dashboard (Optional)
- Call Centre Reporting (Optional)