

The field guide to adding Voice to Microsoft Teams

The next step in your digital
transformation journey





Introduction

When Microsoft Teams came on the scene in 2019, organizations began to transform their communications by unifying their calling, chat, meetings, calendar and email through Microsoft 365, for a multitude of benefits, including enabling secure, remote working and leveraging their investment in the Microsoft 365 platform. These companies were well-positioned when the global pandemic hit in 2020 as they had solutions in place which not only allowed their employees to work from wherever they were, but be as productive as they were in their typical office environments.

Whether your organization methodically rolled out Microsoft Teams prior to the pandemic or did so quickly in response to it, your company has undoubtedly realized its potential as a communications game-changer.

It's now time to take the next step: integrating cloud voice into Microsoft Teams.

As with any major technology change an organization implements, migrating your calling to Teams requires significant forethought and planning with a trusted partner to educate you and guide you through the challenges. This field guide is designed to help you understand the journey and find the perfect partner to help you realize your collaboration vision.

Doesn't Microsoft Teams come with calling functionality? Why do I need to add Voice to Teams?

As shipped, Teams allows users to make VoIP calls to other internal users but it is not a rich telephony solution on its own. Because it doesn't allow for calls outside your organization — or location-based call routing, integrated voice response (IVR) or call center functionalities — it does not fully replace an organization's telephony landscape or reduce the workload of an IT team on its own. However, given the right choices and a great partner, it can easily do so. Microsoft Teams with Cloud Voice brings everything together.

What are the benefits of Microsoft Teams with Cloud Voice?

There are a myriad of benefits for your users as well as your IT organization:

- **Calling, chat and meetings in a single app.** Simplify your communications by unifying calling with chat and meetings in Microsoft Teams. Call any number, schedule and join meetings, and transform chats into a calls with a single click.
- **Built-in audio conferencing.** Add flexibility to your meetings with a dial-in number, integrated into every online meeting.
- **A familiar, consistent interface.** Take advantage of unified contacts and calendars across Teams and Outlook, as well as easy collaboration in the Office apps during calls and meetings.
- **Call from anywhere, on any device.** Stay connected with a single phone number across computers, mobile devices and desk phones. Easily transfer a call from your desktop to mobile device or conference room.
- **AI-powered intelligence.** Enjoy automatic voicemail transcription as well as inline chat translation and real-time captioning in meetings.
- **Enterprise-grade calling.** Keep your business running smoothly with built-in redundancy and load-balancing.
- **Manage in Microsoft 365.** Setup and management are centralized in the familiar Microsoft 365 Admin Center.
- **Leverage your investments.** Capitalize on your Microsoft 365 investment and existing conference room solutions.
- **Simplify your IT landscape.** Break free from maintaining legacy equipment and varied solutions across multiple locations, with a single cloud-based solution across all locations.





Can Microsoft Teams with Cloud Voice really meet all of my telephony needs?

Absolutely! The right partner and strategy will ensure a Microsoft Teams with Cloud Voice solution meets all of your telephony needs.

On the administrator side, Microsoft Teams with Cloud Voice offers much more functionality and customization than legacy systems.

User features:

- Call park
- Call forward
- Call hold
- Call transfer (supervised or blind)
- Call delegation
- Shared line appearance
- Call flip
- Call logs
- Call blocking
- Do not disturb / breakthrough
- Distinctive ringtones
- Add participants to a 1:1 call
- Visual voicemail
- Voicemail to email
- Call history
- Caller ID
- Caller ID masking
- Click to call out from Outlook, Office apps and webpages
- Presence status
- Contact integration with Exchange
- Teams desktop, web and mobile apps
- Teams-certified devices
- Integrated audio conferencing
- Conferencing up to 300 participants

Administrator functionality:

- Cloud PBX
- Number porting
- Multi-level auto attendant
- Multilingual IVR
- Call queue: group, serial, round robin
- Music on hold
- Global call routing
- Location-based routing
- Emergency location-based routing
- Exchange calendar call routing
- Dynamic E911
- Multi-site support
- 24/7 customer support
- Single sign-on
- Local numbers
- Toll-free numbers
- Company and user phone numbers
- Extensions
- Integrated calling plans
- Bring-your-own calling plan (with direct routing)
- Performance reports
- Quality of service reports
- Call logs
- Call monitoring
- Call analytics
- Call quality dashboard
- Device management
- Media bypass support
- Expanded SBC support

What should I look for in a partner to provide Cloud Voice for Microsoft Teams?

Find a partner that suits the specific needs of your organization. Many companies offer calling plans or say they can extend Microsoft Teams' calling capabilities to allow external domestic and international calling. However, it is very important to select a partner with a rich history of telephony expertise and deployment and support experience relative to your business's unique situation.

Areas to consider that should impact your choice of partner:

Global reach:



- Does the partner provide global services for a consistent experience in all locations (the same experience everywhere, on one invoice)? Do each of their global locations offer local support?
- Do the partner's calling plans include countries in which you operate?
- Does the partner offer a unified billing option across all locations? Will you have a global account manager or single point of contact?

Network capacity and robustness:



- What is the partner's network capacity? What redundancies exist?
- Does the partner own or operate on a Tier 1 network? What is the partner's peering policy?
- What relationships does the partner have in place to deal with outages?
- What is their service-level agreement (SLA) rate?

Advanced services:



- What pre-installation services does the partner offer?
- Will the partner conduct assessments on your current telephony environment?
- Does the partner offer consulting to help develop and assign user personas?
- Can the partner help select and order the devices required to maximize the solution?
- Will the partner port your existing numbers for you?
- When it's time to roll out your solution, can the partner integrate Microsoft Teams with other systems your teams use?
- Does the partner provide user adoption training and support?
- Does the partner offer ongoing maintenance, support and managed services?

In addition to the universal considerations above, it's important to select a provider whose expertise meets any needs specific to your organization, including:

Do you need a contact center solution?

- If the partner offers a contact center solution, is it natively built for Microsoft Teams or retrofit from another platform?
- If the partner does not offer a contact center solution, are you satisfied with continuing to outsource that portion of your telephony?

Do you have existing conference room systems that you'd like to integrate into your Teams calling solution?

- Does your partner offer solutions or gateways that serve your existing conferencing investments such as those by Cisco, Audiocodes or Oracle?
- If your partner cannot connect your room systems to Microsoft Teams, are you prepared to either replace that equipment or maintain multiple calling systems and experiences?

The final consideration when it comes to selecting a partner to bring voice functionality to Teams is to look closely at their Calling Plans.

Aren't all calling plans the same?

No, all calling plans are not the same. Not only can the price vary widely, but so do the features they offer. When evaluating a partner's calling plans, look at the following:



Pricing

- Do they offer a 'one user fits all' plan or are there different plans and price points for different user types?
- What's included in the price of a monthly plan?
- What extra fees are required for emergency calling (E911) and Caller ID services?
- Are service numbers and individual user numbers included in the pricing?



Interconnectivity

- Do they offer options for hybrid environments that cover Microsoft Teams users as well as Cisco Webex users, analog phones, fax machines and any paging equipment?
- Do they have the partnerships and gateways to connect your existing conference room systems to your chosen telephony solution?



User management

- How easy is it to switch users from one plan to another?
- How often can you change a user from one plan to another?
- What fraud protections exist in the solution?



Network

- On which networks do they operate?
- What redundancies do they offer?
- What are the SLAs offered to ensure uptime?



Global reach

- In how many countries do they offer calling plans?
- Do they provide calling plans in countries where you have employees?
- Are they regularly adding countries to their calling plans?
- In which languages do they provide support?

As you can see, there's much to consider when transforming Microsoft Teams from an internal calling tool to a fully realized, highly capable enterprise telephony solution. The choice of partner is essential, both from the plans and services they offer and to the strength, capability and experience they offer your team during your digital transformation.

“ The Cloud Communications division of NTT is the right partner, with the right offering and strengths to meet your needs.

What makes NTT the perfect partner for my Microsoft Teams with Cloud Voice project?

While every client is unique and has different and often complex requirements, we are likely the right partner to choose to deliver your Microsoft Teams with Cloud Voice solution.

Why are we the ideal partner for your business?

We have a trusted network

- We own our own Tier-1 global network.
- We offer 99.99% service-level agreements on our network.
- We provide complete PSTN replacement services in 30 countries and serve internet traffic to more than 190 countries.

We're a truly global organization

- Our global offers include multi-language local support and nearby redundancies.
- We're part of NTT Group, a USD 11 billion, Fortune 50 company.

We're rich in telephony expertise

- We have more than 100 years as a telephone service provider.
- We provide more than 11.9 billion minutes of Cloud Voice per year.
- Our services are based on long-standing global carrier relationships.

We offer on-going support services to keep users connected and productive after deployment:

- Advisory and Adoption Services
- Service Desk Capabilities
- Voice Service Management
- Voice Network to User Device Support
- Move, Add, Change and Delete services
- Escalation to Microsoft
- Advisory services to help you continually do more with Microsoft 365

We have rich experience and a deep partnership with Microsoft

- We are a Microsoft Gold Partner in communications, cloud productivity and small and midmarket cloud solutions.
- We were named the 2019 Microsoft Intelligent Communications Global Partner of the Year.
- As a preferred Microsoft partner, we have greater levels of priority and access which we pass on to our clients.



“

In addition, we offer a **multitude of managed services** including security and global data centers across the world. It's possible you're already working with NTT elsewhere in your business, which can simplify procurement and billing, as well as **speed up your Microsoft Teams with Cloud Voice roll-out.**

We offer advanced services to ensure success during planning and migration:

- Adoption and change management
- Contact Center integration with Anywhere365, which is natively built for Microsoft Teams
- Devices
- Migration services
- Number porting
- Video Interoperability

Our Universal Calling Plans set you up for success

A Cloud Voice partner is only as good as their calling plans, and our universal calling plans provide maximum flexibility and incredible savings while setting you up for success. We offer four plans to choose from, which suit all user types and vary from simple domestic plans to unlimited, international options.



Our four Universal Calling Plans currently serve 30 countries with more planned for 2021. The feature-rich plans provide great services at a fixed monthly price. Highlights of these plans include:

Flexibility

Our calling plans adjust to meet your needs as the needs of your business and end users evolve. Your IT administrators can easily make changes and assign plans at the individual level, as needed, simply changing plans when required.

Emergency services

We ensure call routing using emergency calling policies in Microsoft Teams to define what happens when a Teams user in your organization makes an emergency call.

Number porting

Our dedicated Telecom Operations team will painstakingly manage the porting of numbers from your existing carrier to our global carrier network.

Proactive fraud prevention

We will protect your business and users from theft or misuse through proactive services including DoS prevention, virus scanning and NOC monitoring.



Domestic per minute

- Domestic outbound calling charged per minute
- International outbound calling charged per minute



Domestic unlimited

- Unlimited calls to domestic fixed and mobile destinations
- International outbound calling charged per minute



Domestic 180

- 180 pooled minutes of domestic calls to landline and mobile destinations
- Overage domestic calling charged per minute
- International outbound calling charged per minute



Domestic and international

- Unlimited calls to domestic fixed and mobile destinations
- 250 pooled minutes to 51 international destinations included (landline and mobile)
- Overage and other international locations outbound calling charged per minute

Countries included in our Universal Calling Plans

Americas

Brazil
Canada
Mexico
Puerto Rico
United States

Asia Pacific

Australia
Hong Kong
Japan
New Zealand
Singapore

EMEA

Austria
Belgium
Czech Republic
Denmark
Finland
France
Germany
Italy
Ireland
Luxembourg
Netherlands
Norway
Poland
Portugal
Romania
South Africa
Spain
Sweden
Switzerland
United Kingdom

Further setting us apart:

In addition to the myriad of services and expertise we offer our clients, we have two specific offerings unique amongst other Cloud Voice partners that provide extraordinary value.

Cloud Contact Center for Microsoft Teams

Built specifically for Microsoft Teams, Anywhere365 Dialogue Cloud is an omnichannel solution allowing your customers to engage over the communications channel of their choice. Anywhere365 manages and reports on customer dialogues from initial contact to final resolution across the entire enterprise, resolving customer issues the first time they reach out.

Both fast and easy to deploy, Anywhere365 increases productivity of your workforce due to its integrations with more than 30 CRM applications, including Salesforce and ServiceNow. With smart routing, IVR,

call and chat recording, chat bots, agent management tools and more, Anywhere365 is the best possible way to transition your contact center functions to the cloud, and it's only available from NTT.

Event Production Services

Even those organizations who use Microsoft Teams for meetings are unaware of a feature within Teams called Microsoft Teams Live Events. But there's more to a great event than just a great technology platform, which is where we step in. Our experienced event production teams offer the services to elevate the quality of your events from a typical meeting to a white-glove, C-level experience.

After managing and delivering up to 200 events per day around the world — in 16 languages — for the last 18 years, our event production experts have the experience, best practices, Microsoft Teams Live Events knowledge, and technological expertise to build and produce your event.

Don't just take our word for it; hear from our clients

We work closely with our clients to understand their businesses and deliver a solution that best meets their needs. Here are three clients who are doing more every day with Microsoft Teams Cloud Voice provided by NTT:

Jensen Hughes case study

Faced with outdated equipment, legacy PBXs and employees using disparate cloud telephony solutions, our client turned to a Teams Calling solution and is saving 50%.

Florida Crystals case study

The world's largest sugar cane refining company chose Teams to achieve effortless collaboration, and NTT as the perfect partner to bring their vision to life.

Paradigm case study

US-based Paradigm wanted to modernize their calling but lacked the necessary experience to do so, so they turned to NTT.



Summary

Now more than ever, businesses need a modern voice solution and phone system capabilities that combine Unified Communications and teamwork, enables seamless communication between teams wherever employees are working, and offers a myriad of customer support options. Choosing Microsoft Teams with Cloud Voice as your telephony solution is an easy decision, but it's crucial you select the right partner to bring your vision to life.

With our global reach, advanced services and feature-rich calling plans, we are the partner best positioned to assist you on your digital transformation journey. As Microsoft's 2019 Intelligent Communications Partner of the Year, we have the experience and expertise to help you on the complex journey to Microsoft Teams with Voice. We're by your side from start to finish to ensure a successful deployment and outcome.

