

MS Teams Telefonie: Migration und Ignite-Update

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Vorstellung Referent

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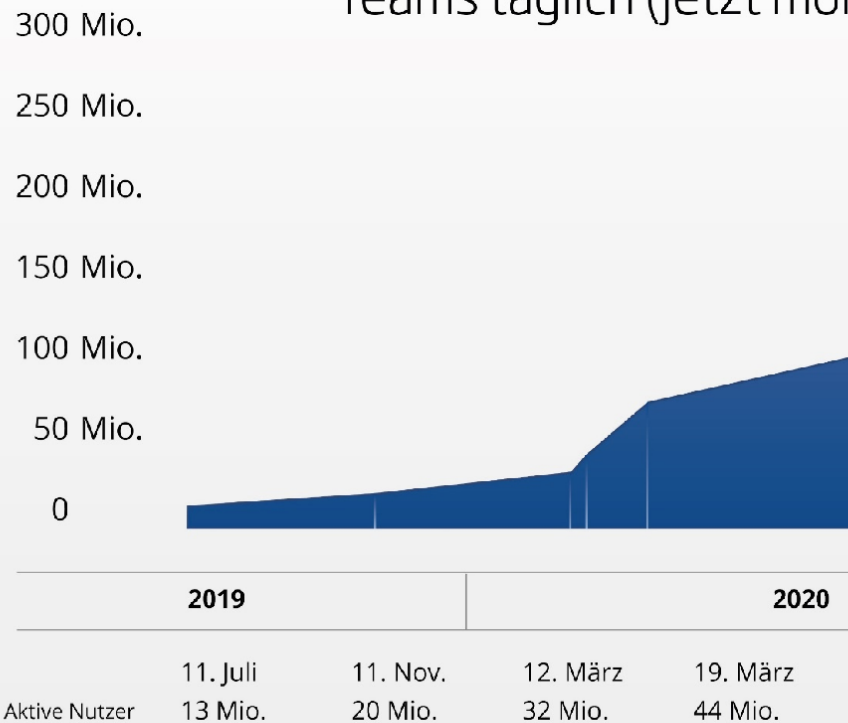
Teams-Telefonie-Experte



Agenda

- Die neusten Kennzahlen zu MS Teams
 - Telefonie Features
 - Anbindungsvarianten
 - Pricing
 - Migrationsschritte
-
- Ignite-Update von Microsoft

Teams täglich (jetzt monatlich) aktive Nutzer.





**MICROSOFT
TEAMS PHONE**

**12 MILLION PSTN
USERS**



Quelle: Angaben von Microsoft

Telefonie-Features

- Anrufweiterleitung und gleichzeitiges Anrufen
- Anrufe makeln
- Warteschleifen
- Auto Attendants für Öffnungszeiten und Feiertage
- Voicemail
- Presence
- Videotelefonie
- Music on hold
- Zahlreiche third party-Anwendungen verfügbar für noch mehr Funktionen (Beispielsweise Luware)

Anforderungen

- Office/Microsoft 365 Lizenz
 - Microsoft 365 Business Basic/Standard/Premium mit Add-On «Telefonssystem»
 - Office 365 E1/E3 mit Add-On «Telefonssystem»
 - Office 365 E5
- sipcall business-Konto
- Rufnummern mit der aktivierten Option «Microsoft Teams»

Teams Phone Overview

Core call control & infrastructure

Microsoft Teams Phone

Cloud-based enterprise-grade call control.



PSTN service & phone numbers

Microsoft Teams Calling Plans

Microsoft is your operator.



Operator calling plans

Operator Connect

Seamless integration of qualified operators.



Direct Routing

Bring your own operator & on-prem infrastructure.



Operator Connect Mobile

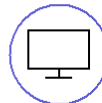
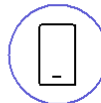
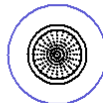
Seamless integration of mobile identities with Teams



Hardware/softphone calling endpoints

Devices and endpoints

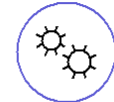
Phones, peripherals, and softphone.



Partners & integrations



ISV integrations/APIs



System Integrators



Operators



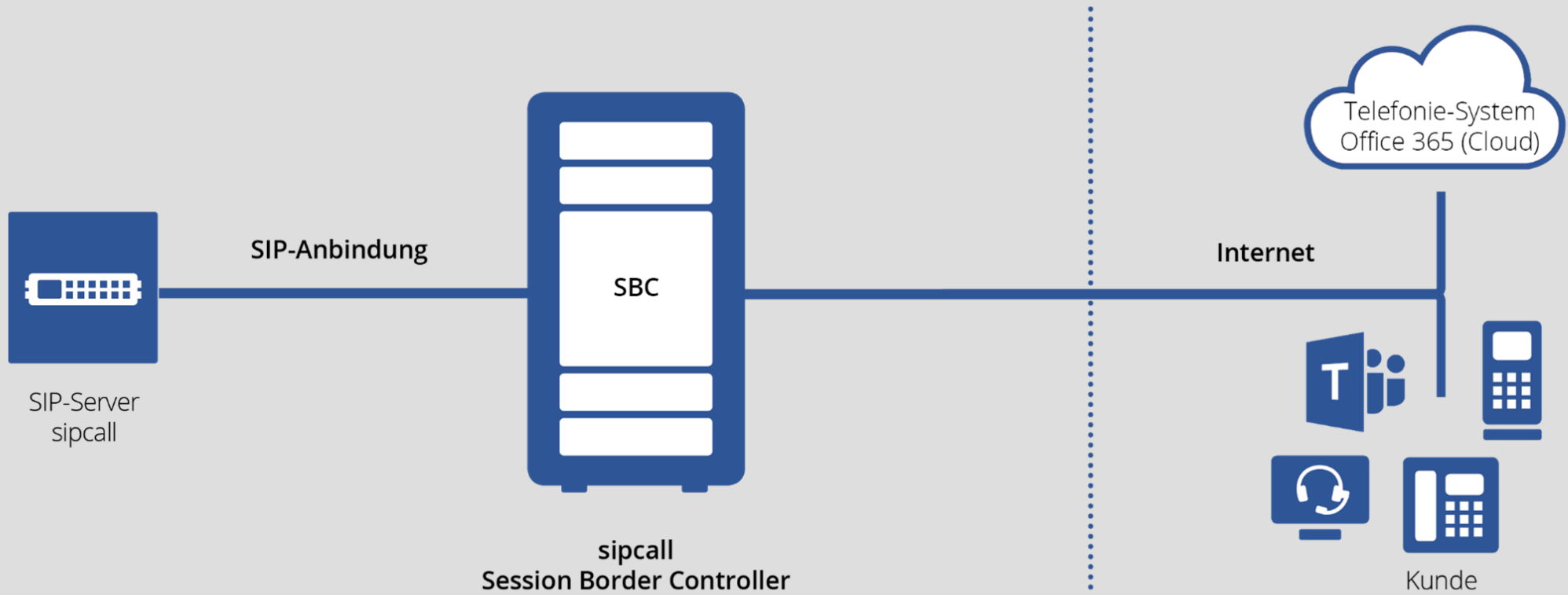
OEMs

Feedbacks betreffend Calling Plans (externe Telefonie via Microsoft)

- Sehr schnell und einfach aktiviert
- Nur noch eine Abrechnung
- Kein freies auswählen der Rufnummern möglich
- Wegportierung aufwendig
- Zusätzliche Lizenzen für Rufnummern notwendig
- In den meisten Fällen höhere Kosten
- Support
- Keine Kombinationen mit vPBX möglich

Operator Connect vs. Direct Routing

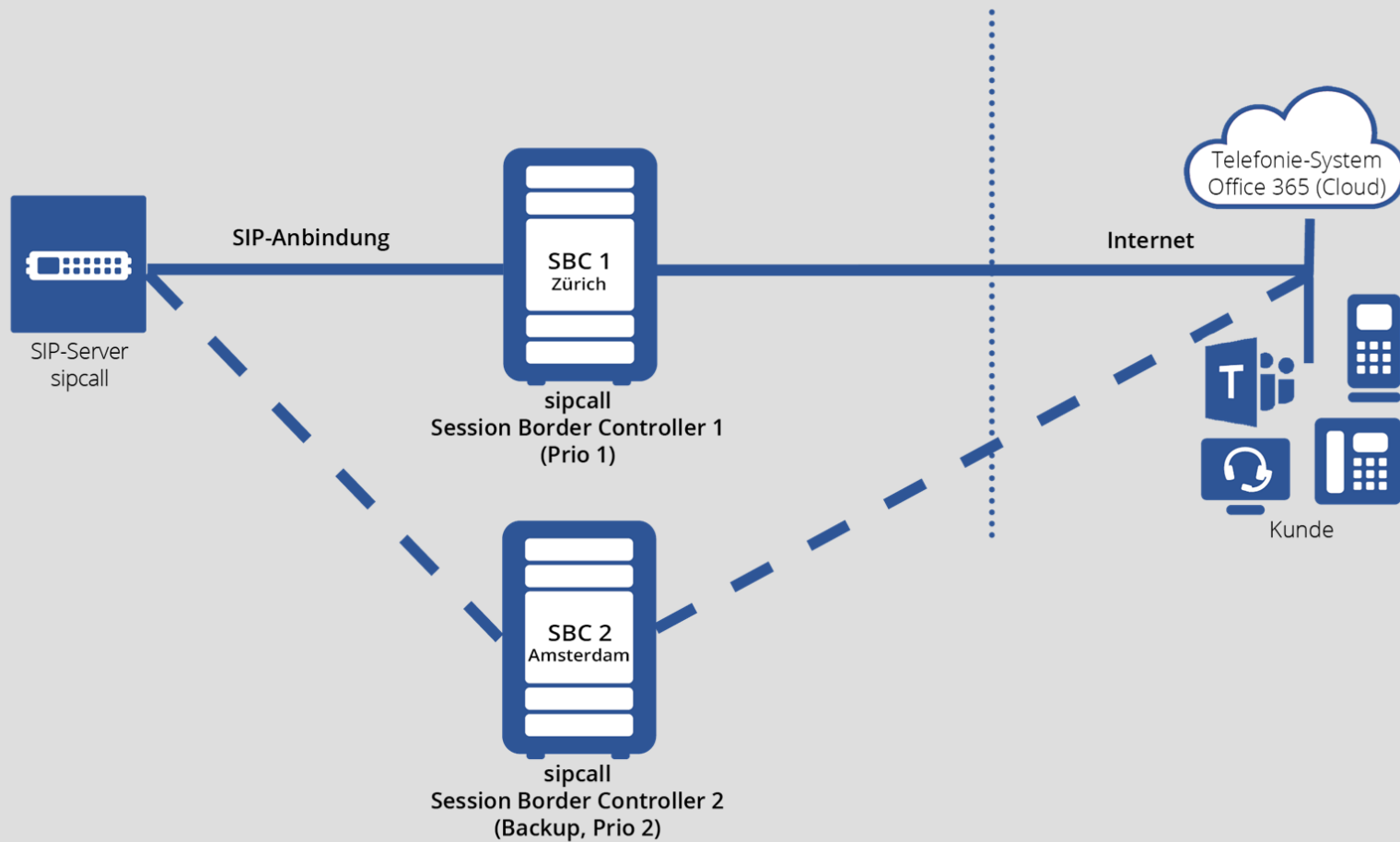
	Operator Connect	Direct Routing
Program type	Programmatic approach to operator provided calling	Not a program. Core functionality.
Interconnection	Microsoft Azure Peering Service (MAPS) for voice Dedicated portal/APIs for trunk setup and validation	TLS/SRTP over internet Carrier tenant for setting up super trunk Some customer configuration required or delegated specifically
Number provisioning	Provisioning through API's to facilitate automation	None, need customer account or "admin on behalf" for executing PowerShell commands
Teams admin center	Presence in the portal, customer can select the operator for number provisioning / management, or assignment	None
Customer experience	Number visualized in the portal as operator numbers IT admin can assign numbers to users directly from the portal	IT admin or operator needs to assign number through PowerShell IT admin or operator needs to create/assign voice policies
Data sharing	CDR/CQD (QoS)/SLA data provided to operators through API's Joint CDR for customers reporting	CDR/CQD data can be retrieved tenant by tenant using delegated access
Support / SLA	Operator Tier 1 support; operator-Microsoft model in place Product change management and updates channel Back-to-back SLA in place between Microsoft and operator	Operator Tier 1 support Escalations through Microsoft 365 support or premier support No SLA in place
Management	Dedicated management capabilities in operator portal/API (at GA)	Delegated admin or Teams RBAC access required from customer
Total cost of ownership	"As a service" model delivered by the operator	SBC owned and operated by the customer or hosted/managed by operator



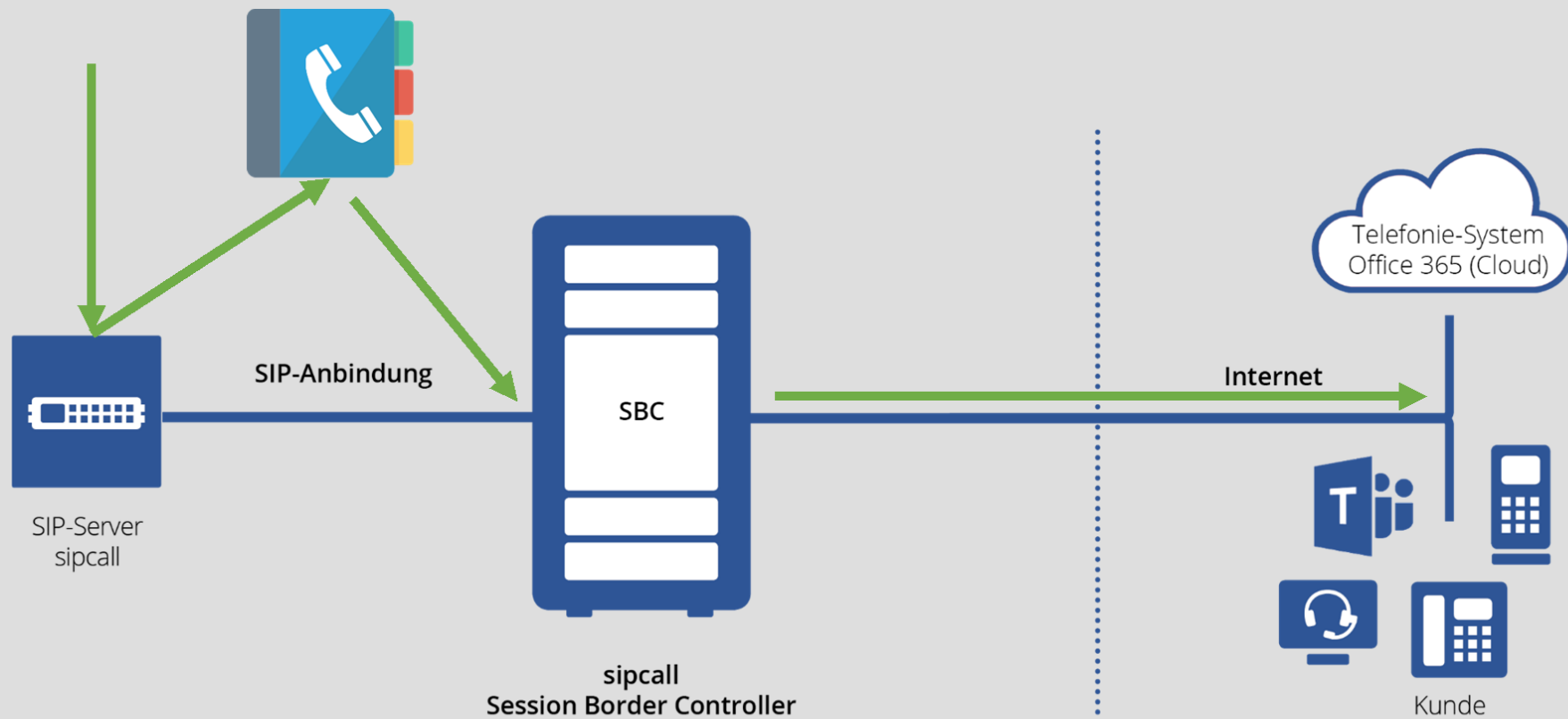
Vorteile: hosted SBC von sipcall

- Attraktive Konditionen
- Keinen Kosten für den SBC
- Keinen Know-How-Bedarf
- Unlimitierte Gesprächskanäle
- Hohe Flexibilität
- Kombinerungsmöglichkeiten mit sipcall vPBX
- Vollautomatisierter Bestellprozess
- Sehr schnelle Aufschaltung
- Kompetenter Support

Neu: Geo-Redundanz in Amsterdam



Neu: CNAM-Lookup



Preise

- sipcall business-Abo: CHF 18.90 pro Monat
- Monatliche Rufnummerngebühren:
 - CHF 1.90 pro Einzelrufnummer
 - CHF 12.90 pro 10er-Block
 - CHF 56.80 pro 100er-Block
 - CHF 290.- pro 1'000er-Block
- Anbindung «Microsoft Teams»: CHF 150.-
(einmalige Einrichtungskosten)
- Option «Microsoft Teams»: CHF 1.- pro Rufnummer / Benutzer
pro Monat

Preise

Berechnungsbeispiel für ein KMU mit 20 Mitarbeitenden:

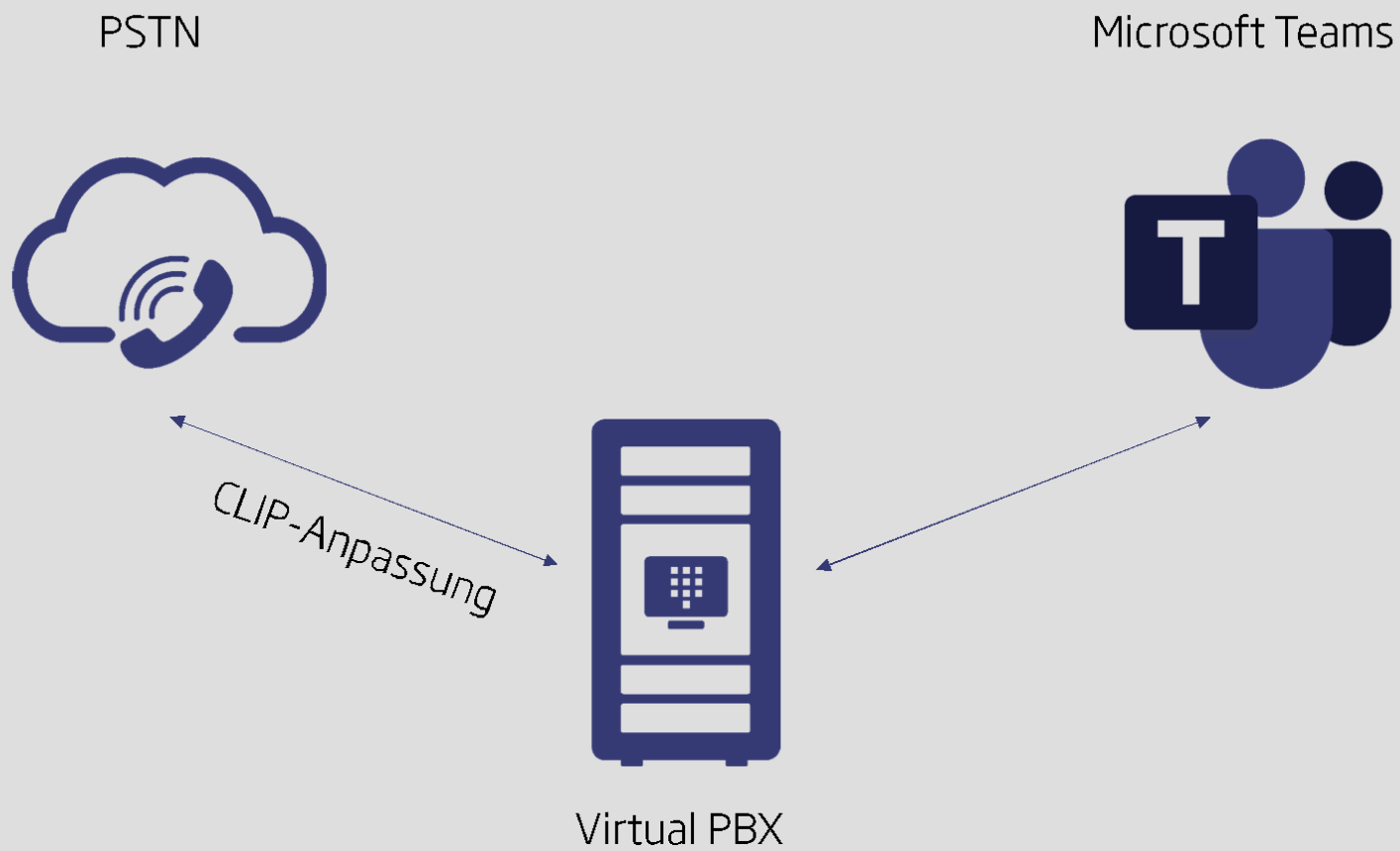
Add-On «Telefonsystem»:	CHF 158.-
sipcall business-Konto:	CHF 18.90
2 x 10er-Block Rufnummern:	CHF 25.80
Option «Microsoft Teams»:	CHF 20.-
 Total pro Monat:	 CHF 222.70

Migration – Schritt 1: Microsoft Teams als Collaboration-Tool

- Microsoft 365 Basis-Lizenz kaufen
- Microsoft Tennant/Kundenumgebung einrichten
- Microsoft Teams aktiv als Collaboration-Tool einsetzen
- Interne Telefonie über Microsoft Teams

Migration – Schritt 2: Teams-Telefonie mit neuen Rufnummern

- sipcall Business-Abo bestellen
- Temporäre Festnetz-Rufnummern hinzufügen
- Teams-Option bestellen
- Direct Routing konfigurieren
- Call queues und Auto Attendants einrichten
- Gegebenenfalls SIP-Telefone an vPBX anschliessen
- Testphase



Migration – Schritt 3: Rufnummern zu sipcall portieren

- Vollportierung bestellen
- Teams-Option bestellen für vorerfasste Rufnummern
- Rufnummernzuweisung via Powershell-Befehl
- Migration beendet

Fragen? Nehmen Sie Kontakt mit uns auf

Kunden

Hotline: 044 200 50 00

E-Mail: info@sipcall.ch

Partner

Hotline: 044 200 50 40

E-Mail: partner@sipcall.ch



Microsoft Teams

Teams Phone



Innovating with Teams Phone

- Mobility is a must have
- Calling and productivity are intertwined
- Customers expect more from telephony
- Flexible workstyles require flexible endpoints

Integrate calling into everyday work simply with Microsoft Teams Phone

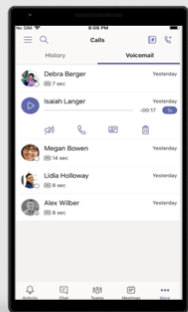
A new calling experience in Teams



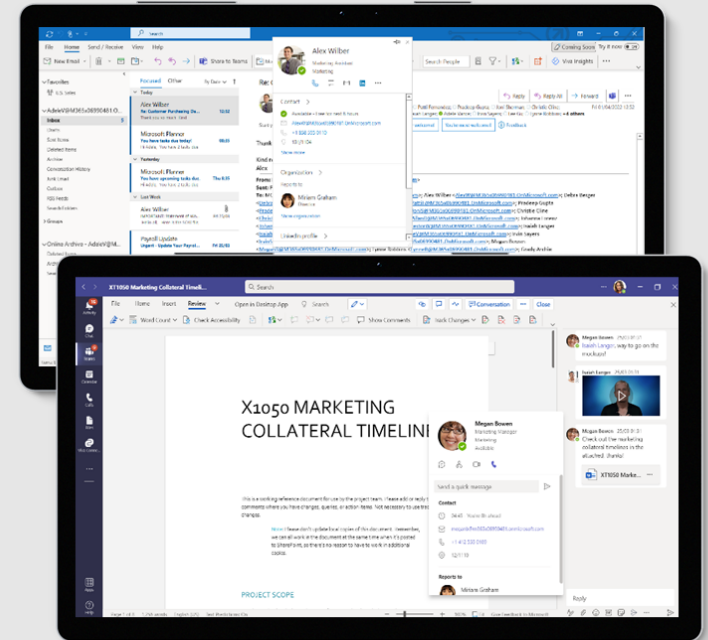
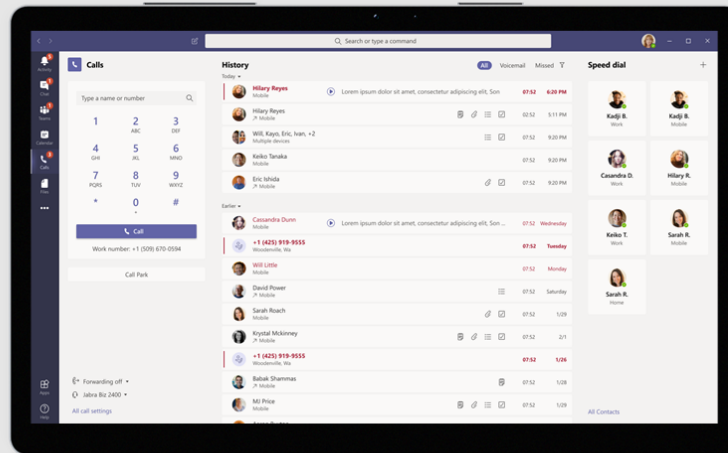
Teams display



Teams phones



Teams mobile app

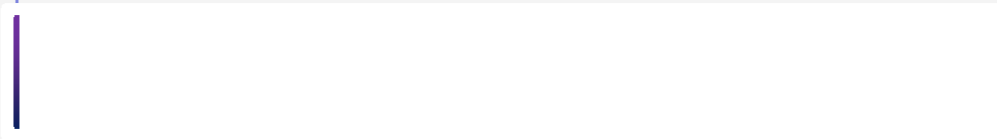


Call from
Microsoft 365 apps

Connect naturally

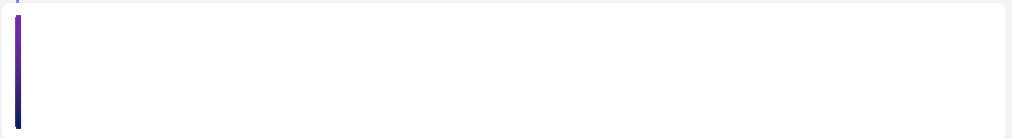
Full phone capabilities in Teams

Call in context



Create contact groups in call history

Detailed call history



Custom on-hold music

1:1 PSTN and VoIP Call Transcription

Teams Phone improvements

New capabilities for deeper integration of calling and productivity

- Management of busy-on-busy settings
- Detailed call history
- Federated group calling

Enterprise-grade quality and reliability

- Top marks in competitive reliability study
- New survivable branch appliance (SBA) capabilities

Solutions for enhanced customer service

- Microsoft Digital Contact Center Platform
- Azure Communications Services support for Teams Users
- CRM Integration

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: +1 858-555-4540

Parked calls

Shared lines

Alex Wilber
(Supports you)

History

All Missed Incoming Voicemail

- Adele Vance

Voicemail

Hi Megan, I just got the updated sales numb...

10s Yesterday 2:36 PM
- Adele Vance

Yesterday 2:35 PM
- +1 206-555-9871

Yesterday 2:34 PM
- Lynne Robbins

Voicemail

Hi Megan, can you give me a callback when ...

9s Yesterday 2:34 PM
- Lynne Robbins

Yesterday 2:33 PM
- Pradeep Gupta

Yesterday 2:32 PM
- Miriam Graham

23s Yesterday 2:27 PM
- +1 425-555-1239

Yesterday 2:27 PM
- Grady Archie

20s Yesterday 2:26 PM
- Alex Wilber

14s Yesterday 2:25 PM
- Megan Bowen

4s Yesterday 1:12 PM

Speed dial

Alex W.

Lynne R.

Adele V.

Grady A.

Other Contacts

Busy on busy

Activity

Chat

Teams

Calendar

Calls

Files

Search

Calls

Phone

Contacts

Type a name or number

1

2

3

4

5

6

7

8

9

*

0

#

Call

Work number: +1 858-284-4540

Parked calls

Rich call history

Shared lines

Alex Wilber

(Supports you)

History

All

Missed

Incoming

Voicemail

Lynne, Grady, Lidia

Incoming from Lynne Robbins

58s

8:06 PM

Miriam Graham

Voice

Voice

Hey, I'm just returning your call. Let me kno...

7s

4:49 PM

Miriam Graham

Incoming

4:49 PM

Lidia, Grady

Forwarded by Alex Wilber

3m 20s

8:10 PM

Lynne, Grady

Incoming from Lynne Robbins

29s

8:09 PM

Alex Wilber

Voice

Voice

Hi, Megan. I just got off the call with the pa...

14s

4:43 PM

Alex Wilber

Incoming

4:42 PM

Lynne Robbins

Outgoing

34s

4:40 PM

Adele Vance

Incoming

40s

4:38 PM

EL CAJON CA

Incoming

34s

12:16 PM

Grady Archie

Missed

11:24 AM

Speed dial

Alex W.

Lynne R.

Adele V.

Grady A.

Other Contacts

 Megan Bowen (You)

 Lidia Holloway, +2 3:27 PM
Lidia Holloway: Happy to help. Let's jump o... External

Pradeep Gupta 8/21
Pradeep: You are killing it in editorial design! Tha...

 Patti Fernandez 8/21
Patti: Good work Megan! Excited for online yoga!...

 Irvin Sayers 8/21
You: Thanks Bianca! Chat tomorrow.

Grady Archie 8/21
You: Thank you so much for setting this up. I app...

 Adele and Johanna 8/21
Adele: Thanks for coordinating. Let's set aside at l...

Christie and Johanna 8/21
Johanna: Thanks Megan! Christie Cline, let's jump...

Diego Siciliani
Diego: Thanks Megs!

Joni, Lynne, and Miriam 8/21
You: I'm excited as well. I've sent you all meeting ...

Alex, Christie, Irvin, +3 8/21
Johanna: Christie, I have bandwidth this week. Sh...

Diego, Isaiah, Joni, +3 8/21
Diego Perfect. I just sent meeting request.

L L  **Lidia Holloway,**  **Lynne Robbins** 






Some people in this chat are outside your org. It's possible they have message-related policies that will apply to the chat. [Learn more](#)

 Megan Bowen added Lidia Holloway (External) and Lynne Robbins (External) to the chat.

3:26 PM

Do you think the two of you could help me review the document I'm working on for the Mark 8?

LR Lynne Robbins (External) 3:26 PM
Sure thing. What do you need help with?

LH Lidia Holloway (External) 3:27 PM
Happy to help. Let's jump on a quick call together.

3:27 PM

Can you look at this with me?

Mark 8 Performance Overview.docx

 **Mark 8 Performance Overview.docx**
Mark8ProjectTeam > Research and Development

Federated group calling

Type a new message



Microsoft Teams Phone SLAs updates

SLA updates from 99.9% to 99.99%

Updates across following services:

- Microsoft Teams Calling Plans
- Phone System
- Audio Conferencing

Service credits if any of these metrics fall below 99.99%

Monthly Uptime Percentage*	Service Credit
< 99.99%	10%
< 99.9%	25%
< 99%	50%
< 95%	100%

$$\frac{* \text{ User Minutes - Downtime}}{\text{User Minutes}} \times 100$$

aka.ms/TeamsPhoneReliability

Survivable Branch Appliance

Support call activity even when connections are down.

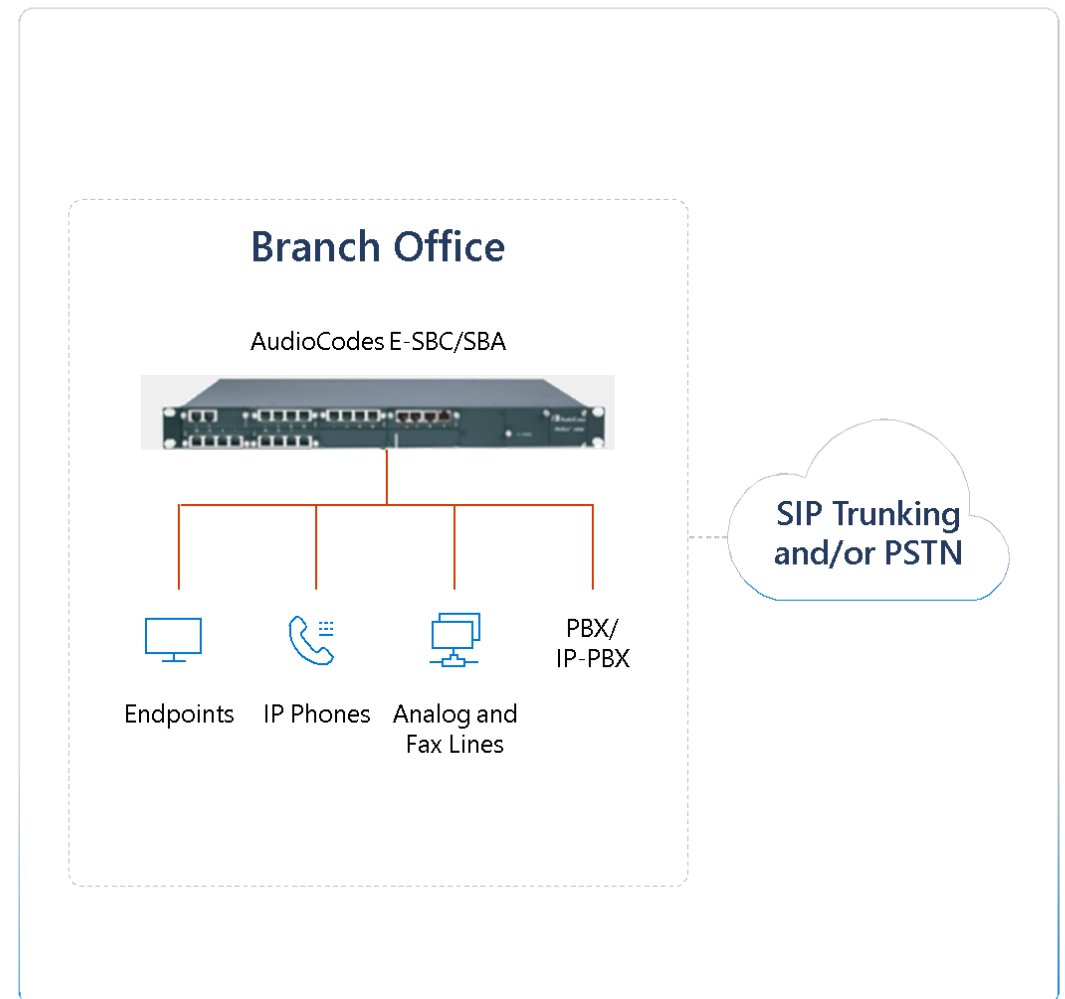
Works with Teams Offline Mode.

Virtual Machine runs Microsoft software on partner Session Border Controllers.

WAN outage is survivable – Calls can be made and received.

Future – Enable P2P calling so Teams users at affected site can make VoIP calls to each other.

For more information about current and future Compliance recording solutions, please visit aka.ms/TeamsComplianceRecording



Enhanced customer experience

Microsoft Digital Contact Center Platform



Dynamics 365



NUANCE



Power Platform



Teams



Azure

UCaaS + CCaaS + CCAI + CRM

Swarm and add subject matter expert

Dynamics 365 | Customer Service workspace

5 CX100 coffee ma... | **New Swarm** | Save and send invitation

Swarm
Draft

Chris Green
Owner

Swarm request

CX100 sensors not coming on. 5 machines out of batch (25) showing behavior. Issue faced by GDI (VIP)

Steps already tried

B I U [List Icon] [Table Icon]

- Triaged via video call with customer, no obvious issues noted
- Checked telemetry logs - nothing stands out
- Did multiple hard reboot, sensors blinking not stable
- No relevant KB articles found. Seems like issue is new

Maximum 500 characters

What skills do you need?

We'll invite people who have the skills you request

Coffee machine hardware X Coffee machine software X CX100 diagnostics X CX100 sensors X Enter more skills

Up to 10 skills

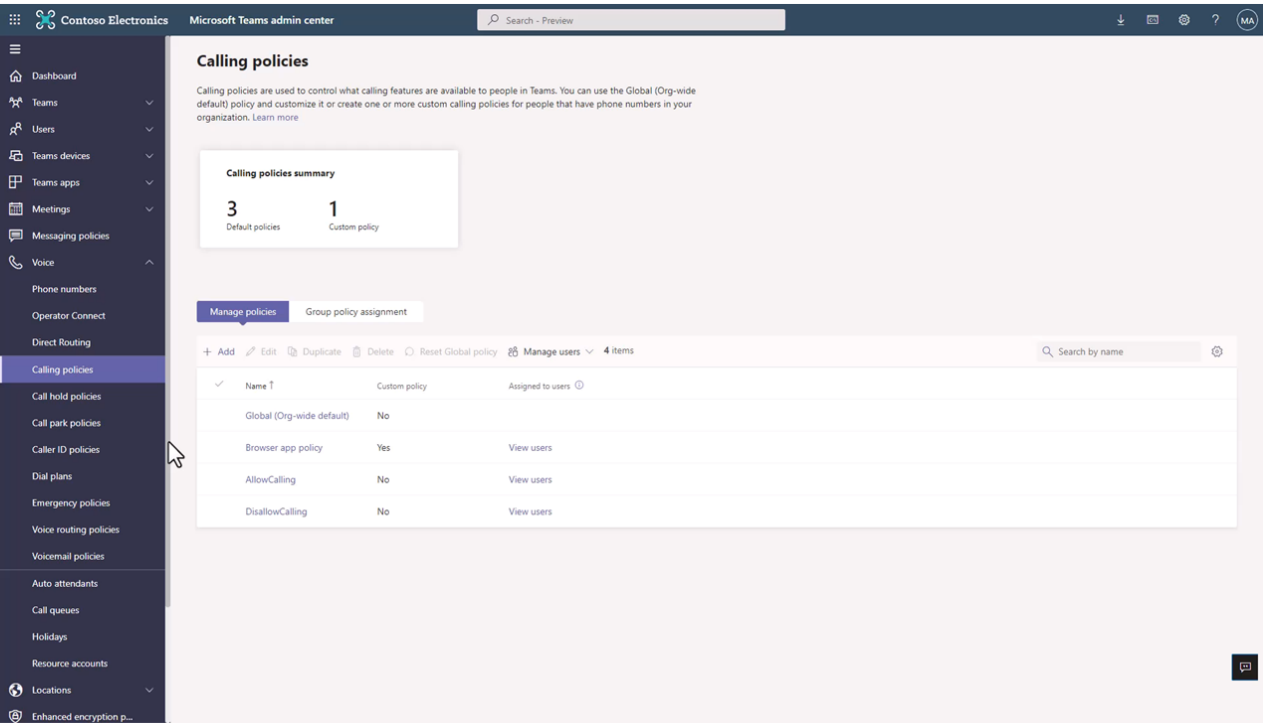
Swarming for success

- Make sure you include the machine model and specific issue in your request
- Share as much as possible steps you have tried and any findings you observed
- Document the resolution when you close the swarm

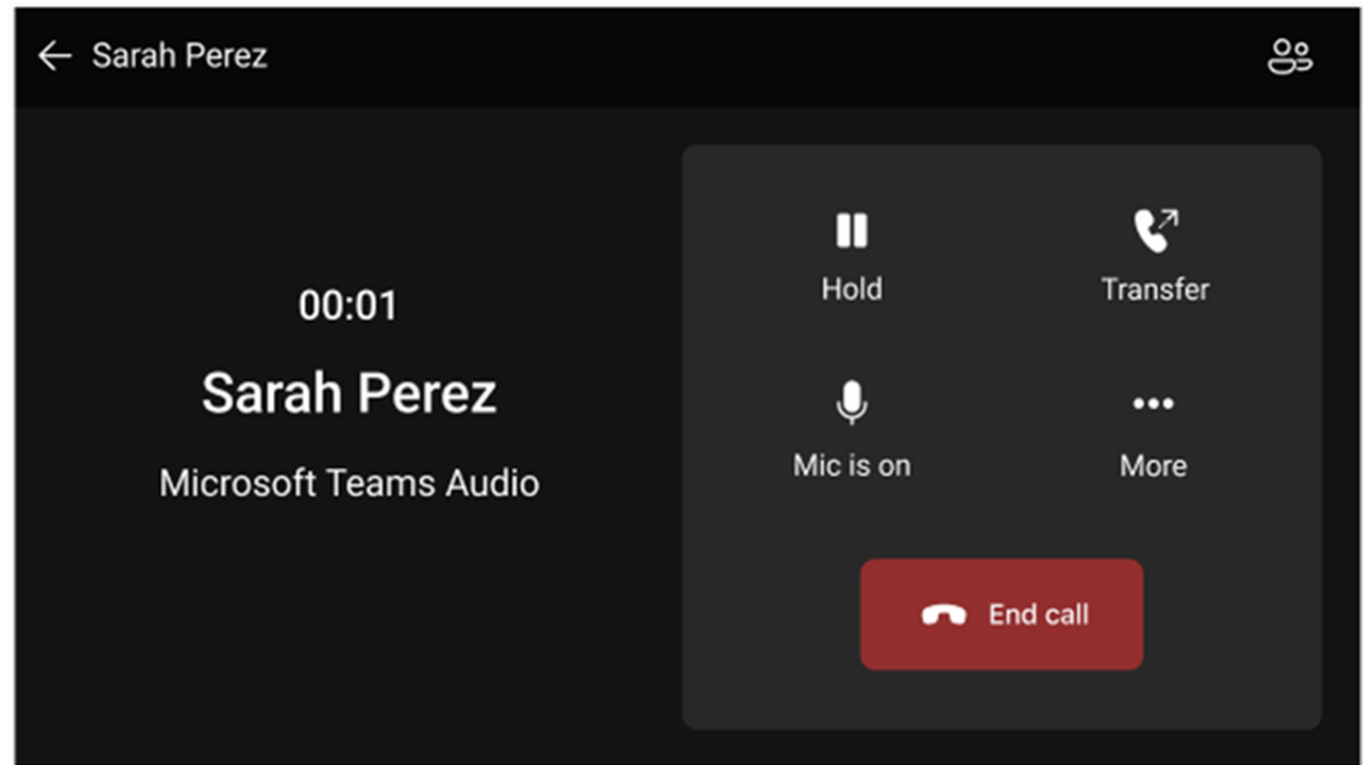
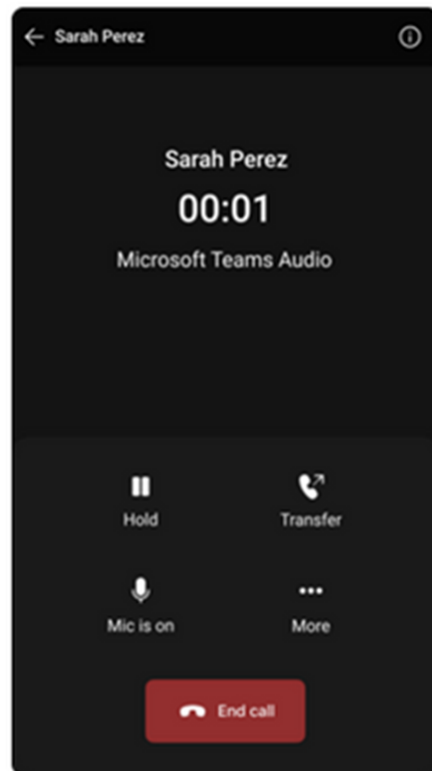
Contact Center solutions certified for Teams



CRM integration



Teams Phone devices updates and improvements



SIP Gateway – DECT devices



SIP Gateway – analog telephones



SIP Gateway – overhead paging



Teams phones

Audio Touch phones



AudioCodes
C448HD



AudioCodes
C470HD



Crestron UC-P8-T/
Crestron UC-P10-T



Poly
CCX400/500



Yealink
MP54



Yealink
MP58



AudioCodes
C450HD/C455HD



Crestron
UC-P8-T-C



Crestron
UC-P10-T-C



Poly
CCX600



Yealink
MP56



Yealink
VP59

Non-touch phones



AudioCodes C435HD



Yealink MP52

Conference phones



Crestron UC-2



Poly Trio C60



Yealink CP965

Microsoft Teams Phone Device Management Features

	Inventory Management	Single portal for managing all Teams devices.
	CA Policy Enforcement	User-based and device-based policy enforcement.
	Configuration Management	Reusable configuration profiles.
	Zero-touch Enrollment	Enrollment without user intervention.
	Software Update Framework	Comprehensive pipeline for updating firmware and applications.
	Health Monitoring & Management	Heartbeat, ping, log collection, restart.

Next steps



Learn more about Teams Phone

[Microsoft Teams Phone](#)



See what customers are saying about Teams Phone

[Teams Phone Customers](#)



Try Teams Phone today

[Teams Phone Standard trial](#)



Work with FastTrack on planning and deployment

[FastTrack Voice](#)

- Overview
- Preparation
- Setup
- Finish

Deploy your Microsoft 365 Phone System solution

This guide will help you set up Phone System and select which Teams voice solution is best for your organization. It will then guide you through the implementation of your chosen solution.

What to expect?

You'll learn about the different components that Microsoft 365 Phone System is composed of and receive guidance on the following topics depending on your selections:

- **Public switched Telephone Network (PSTN) connectivity options:** Calling plans, Operator Connect, and Direct Routing
- **Phone System features:** Caller ID, auto attendants, and call queues.
- **Additional features:** Audio conferencing and live events.

If you haven't already set up Teams, check out our [Microsoft Teams setup guide](#). Then come back here to set up the Phone System options.

Do you have an on-premises Skype telephony solution that you want to migrate to Teams?

- ☐ Yes
- ☐ No

Next

Cancel

Teams Phone set up guide

