



MAKE AND RECEIVE CALLS

from anywhere,
in Microsoft Teams



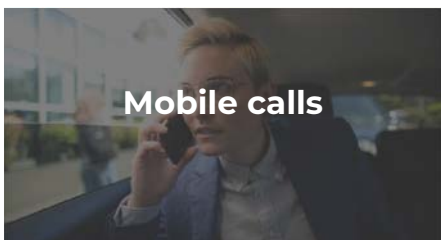
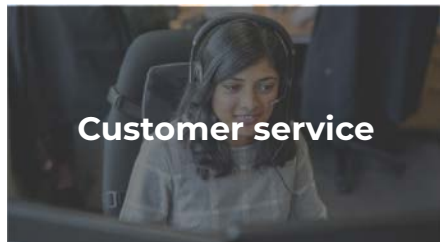
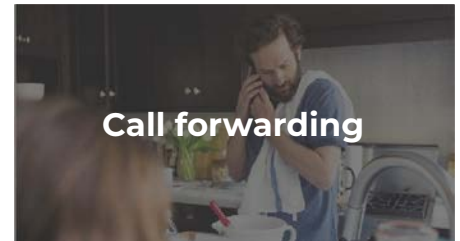
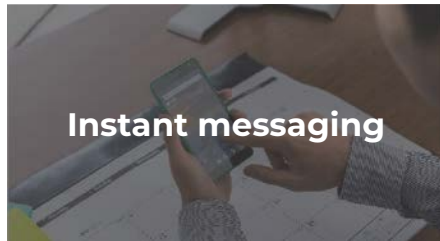
A FRESH APPROACH TO IT SUPPORT AND EXPERTISE ►

STAYING CONNECTED

in real-time is essential

Microsoft Teams

brings it all together



MAKING COMMUNICATION SEAMLESS

For many businesses, Teams is something that is already used internally for collaboration, helped hugely by Microsoft including it for free in almost every Microsoft 365 subscription.



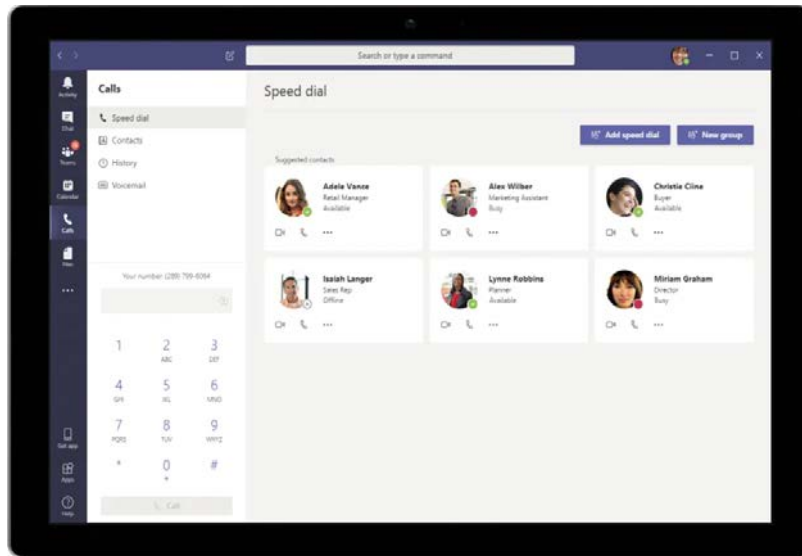
What is far less known is that Teams can be transformed into a modern cloud-based telephony solution that combines calling, chat, meetings and collaboration into a single application that works on virtually any device.

Microsoft 365 Business Voice is a cloud-based phone solution, enabling users to make, receive and transfer calls to and from landlines and mobile phones, from anywhere.

By adding a Microsoft 365 Business Voice licence to an existing base licence, which includes Teams and a little backend magic, Teams provides you with a phone number and dialling pad, allowing you to stay connected with a single phone number across all of your devices. You can easily bring over telephone numbers from existing phone systems or choose from new local numbers or national numbers.

CALLING, CHAT, AND MEETINGS IN A SINGLE APP

Make collaboration simple by bringing together, calling with chat and meetings with Teams. Your contacts and calendar connect across Outlook and Teams and by bringing in the use of applications such as Word, Excel and PowerPoint it is simple to take collaboration to the next level.



HANDLE CALLS FROM ANYWHERE, AT ANY TIME AND ON ANY DEVICE.

With teams as your single application for everything collaboration, you can work seamlessly from any device and any location to provide the flexibility a modern workplace needs.

Created for small and medium sized businesses with up to 300 users, Microsoft 365 Business Voice can be added onto your current 365 subscription from just

£12 per user per month

There is no lengthy tie in; it is a monthly commitment with a monthly payment which can be scaled up or down to suit the needs of your business.

From £12 per month per user, you get:

- ✓ A cloud-based phone system with advanced features including call transfer, multi-level auto attendants, and call queues.
- ✓ Includes a domestic calling plan with 1,200 minutes per user, per month within UK.
- ✓ Dial-in audio conferencing for up to 250 people per meeting.
- ✓ Call from anywhere, on any device through the Microsoft Teams app on desktop, mobile, web, and desk phones.
- ✓ Use devices such as Headsets, Speaker Phones, Phones, Teams Rooms, Collaboration Bars.
- ✓ **Click here** to see detailed phone system features.
([https://www.blog.it-champion.co.uk/hubfs/Microsoft Phone System Key Features.pdf](https://www.blog.it-champion.co.uk/hubfs/Microsoft%20Phone%20System%20Key%20Features.pdf))
- ✓ Unlimited support desk option provided by IT Champion.

If you are looking for a full collaboration solution to improve or enhance your organisations communication with a trusted partner, please get in touch.

We are happy to talk through all the details, how to set up and what the right option for you might be.



Schedule your live Teams Demo today

(<https://www.blog.it-champion.co.uk/microsoft-teams>)



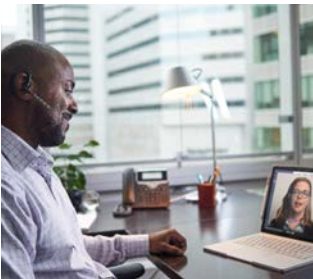

Click here



What a local third sector company says about Microsoft Teams Voice

A well-known third sector client needed to drastically re-think their existing communications following the closure of their shops and loss of access to one of their service delivery sites as a result of COVID-19. They had multiple traditional phone systems which had no ability to be accessed remotely. Here's how Teams helped them:

“When looking to upgrade our phone system, we spoke to many of the traditional telephone companies and have a huge range of options and prices presented to us. It wasn't until we sought some help from the team at IT Champion did we even consider Microsoft Teams as a phone system. In the current climate, we were really reluctant to be tied into a 3-5 year contract and as we are already using Teams, it made complete sense. The finance team loved the idea of no more call charges, no contract to sign and the ability to amend the number of phone users we have on a month by month basis”.

			
<p>Simplify communications with an all-in-one solution</p>	<p>Call from anywhere, on any device</p>	<p>Secure, reliable and feature rich calling</p>	<p>Streamline setup and management</p>

Microsoft Phone System - key features to meet your business needs

Feature	Notes
Busy on Busy	New or incoming calls can be rejected with a busy signal
Call escalation	Easily go from a 1:1 to group calling with screen sharing, video and more
Call Park	Park a phone call and others can answer by entering the code
Call Quality Dashboard	Monitor and trouble your calling deployment
Caller ID Masking	
Calling Transfers and Handling	Consultative transfers, Forwarding, Safe, Hold, block, and transfer to PSTN
Click to call	One click or touch to call
Cloud Auto Attendants	
Cloud Call Queues	
Cloud Voicemail with Transcription	Voicemail with transcription that is stored in your Exchange mailbox
Custom Contact Groups	Group your contacts in Teams
Custom Ring Tones	Makes it easy to know when it is your phone ringing
Dial Plans	
Direct Routing	Bring your own telco and use with Teams Calling
Direct Routing dashboard	Monitor connections between Session Border Controllers and Direct Routing
Do not Disturb and Breakthrough	Block unwanted calls while allowing important callers to ring you
Dynamic Emergency Calling	Support for requirements such as e911
Extension Dialing	
Full Delegation Support	allowing other to answer calls on behalf of others
Group Call Pick up	Easily answer your teams calls and configure from Teams Settings
Location-Based Routing	Configure how PSTN calls are handled based on the regulatory environment
Media Bypass (Direct Routing)	Shorten the media traffic path and hops for better performance
Microsoft Calling Plans	Easy and fast setup with Microsoft as your dial tone provider
Number Porting for Calling Plans	Port your existing numbers into Microsoft Calling Plans
Out of Office support	
Routing Rules	
Screen Sharing from chat	
Secure Calling between Tenants	Easily make calls with other companies who also use the Microsoft Cloud
Shared Line Appearance	
Simultaneous Ringing	Have your choice of devices ring for incoming calls
Speed Dial	Configure the Teams client with your important numbers to save time
Teams admin center	Centralized management for your calling deployment in Microsoft Teams
Teams and SfB Calling	Use VOIP between these products and avoid unnecessary PSTN charges
Three-way PSTN calls	No special conference licenses needed
TTY Support	

Please visit <https://aka.ms/MicrosoftCloudVoice> to learn about more about these and other Phone System features in Microsoft 365