

Voice for Microsoft Teams

Make investment go further:
delight users and turbocharge
your business processes

Powering home workers with elegant collaboration

Unless you've been living in a cave you'll probably already be using or thinking about adopting Microsoft Teams. And why not? It's one of the most elegant, high-quality collaboration platforms around. And since COVID-19 and lockdown, organisations have used it to great effect to create high-performing remote workforces.

From professionally run webinars and training sessions to insightful recruitment interviews and private 1:1 conversations, Teams offers a secure, flexible way to communicate – from anywhere, on virtually any operating system (iOS, Android, Windows) and any device (PC, tablet, mobile).

What you don't get with Teams

While the average user can easily run a point-and-click Teams session, setting up the telephony side of things takes more technical knowhow. Microsoft can act as a service provider, although call plans are only available in 10 countries and can be expensive. Outside those areas PSTN break-out will be required. Charges can be costly too. Once you use your modest allowance for international and mobile, for example.

One way to get around this is to enlist the services of a carrier, but that lands you with yet another relationship to manage. While they may take care of your outbound calls, your inbound calls may be routed over another provider's network, increasing complexity and the chance of something going wrong. Also, should you suffer telephony problems, there's a good chance you'll get stuck in the middle with your carrier and Microsoft pointing the finger at each other.

There are other hidden Microsoft Teams shortcomings. Essential telephony features such as call queuing and auto attendant are basic and inflexible. Without native CRM and contact centre integration it's hard to capture and share customer information. So, first call resolution and employee experience suffer. Meanwhile, major feature gaps, like artificial intelligence, limit the opportunity to leverage reporting and analytics.

So, while Microsoft Teams is good, it could be much better.





Solution

Choosing Voice for Microsoft Teams from CW Squared means you'll make the most of the investment. And by resolving service issues quickly, first time, we'll make sure you're never pushed from pillar to post.

Direct Routing

This is an easy quick win. The functionality's already there, just not enabled. We'll get Direct Routing up and running so you can retire your old expensive PBX systems and move to the cloud, making and receiving calls through your preferred Microsoft Teams interface. Users get exactly the same experience, whether on their desktop, browser or mobile app. So there's no need for any special retraining.

Global PSTN connectivity

With a solid reputation built on technical expertise and voice service delivery, CW Squared will handle your SIP implementation. Our voice services can be fully integrated into MS Teams with full PSTN breakout, enabling you to extend coverage and maximise call savings. We'll also deal with number porting, plus other requirements like global toll/toll-free audio conferencing.



Never miss a call

Tailored business continuity with enterprise-grade network and resilience to keep your business working.



Lower spend

Significant cost saving per user when compared to Microsoft calling plans, while also allowing you to extend the value of your existing 365 licence fees.



Number porting

Keep the same geographical number wherever you are.



Advanced call statistics

Online access to business insights such as call handling efficiencies, productivity, call patterns and caller behaviour. Statistics include time to answer, call waiting time, call outcome and caller details.



Extra value-added services

We have some of the industry's best voice, cloud, and AI experts. Here are other ways we'll help you unlock even more value.



No on-premise SBC equipment or expertise required

Taking full advantage of Teams Calling and Phone System means getting to grips with Microsoft Teams Calling and licencing, certified session border controllers (SBCs) and SIP trunks. Eight levels of complexity compared to four with our managed service as illustrated in Figure 1 below. The crucial piece of kit is the SBC: on-prem or in the cloud, correctly setup with dual redundancy. All areas we're familiar with and skilled in.



Seamless CRM and contact centre system integration

We're especially good at interconnecting Microsoft Teams with other business applications like CRM, PCI DSS, IVR and screen and call recording systems. With over 35 pre-built integrations, we'll extend benefits to your contact centre, sales, digital marketing teams, and more.



AI-powered reporting and analytics

Utilising our Microsoft Power BI templates, we'll provide full end-to-end insight into call details, performance metrics and activity history. We can also help with advanced reporting for call recordings and speech analytics.



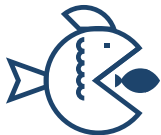
Robust quality of service and service level agreements

We'll proactively monitor your Microsoft Teams environment for performance and user experience, ensuring service meets our minimum target of 99.95% availability.



Fully managed service with a single dedicated contact

Change management (moves, adds and changes), new user provisioning and a 24/7 helpdesk and central escalation point are all part of the service.



Financial support

If you've already invested in SBC hardware, we may be able to offer an attractive buy-back option to assist with migration.

Customer Managed Direct Routing

Office E1 - E4 Licence	Phone System Licence	Audio Conference Licence	Calling Plans	Premise SBC	SIP Trunks + Minutes	Premise PBX for Contact Centre	Contact Centre Solution + 3rd Party Contact Centre Apps
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3rd Party Managed Direct Routing

Office E1 - E4 Licence	Phone System Licence	Audio Conference Licence	Calling Plans	Hosted SBC	SIP Trunks + Minutes	Contact Centre Solution + 3rd Party Contact Centre Apps
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Microsoft Teams Cloud Telephony

Office E1 - E4 Licence	Phone System Licence	Audio Conference Licence	Calling Plans	Premise PBX for Contact Centre	Contact Centre Solution + 3rd Party Contact Centre Apps
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Teams Managed Service from CW Squared

Office E1 - E4 Licence	Phone System Licence	X1 - XB X Series Licence	Voice for MS Teams Licence
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- Microsoft
- 3rd Party Services
- 3rd Party Contact Centre
- CW Squared

Figure 1. How CW Squared Voice for Microsoft Teams reduces cost and complexity

COSTS





Benefits

Voice for Microsoft Teams gives you:

- A smooth transition to cloud telephony with less risk and hassle
- Enhanced user experience without leaving the Teams interface
- Smarter voice capabilities, enhancing collaboration and user experience
- A stronger digital transformation roadmap
- More integration possibilities, reducing IT effort and boosting employee productivity
- Greater insight into inbound and outbound customer communications
- Potential savings on calls and retiring expensive legacy phone systems

Get more from your Microsoft Teams.

CW² CW Squared

Get in touch today

Let's take your organisation to where you want to go.

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