

Microsoft 365 Business Voice

Calling made easy in Microsoft Teams



Buyers

Owner
IT Director
Sales Leader
Marketing Leader

Key customer concerns

- Obsolete hardware and support
- Limited capacity & scalability
- Inadequate features & functionality
- High costs & management
- Employee flexibility to work from anywhere
- Too many applications and systems to communicate from



Solution value

Business Voice is a cloud-based phone system in Microsoft Teams. Together, they deliver the most productive all-in-one communication solution that brings together calling, chat, and meetings into a single app.

All-in-one communication

- Bring together calling, chat and meetings in an all-in-one app.
- Quickly start a call from Teams, Outlook or your mobile device
- Collaborate in the Office apps within calls and meetings

Call from anywhere, on any device

- One phone number across your computer, mobile & desk phone.
- Turn a call into a group meeting without hanging up or re-dialing.
- Add flexibility to meetings with a dial-in conferencing number

Secure, reliable, & rich calling

- Cloud calling features like consultative transfer, music-on-hold, cloud voicemail, & more.
- Use built-in auto attendants & call queues or connect your contact center software.
- Improve uptime with built-in redundancy & load balancing

Streamline management

- Easily add phone numbers with the familiar Teams Admin Center
- Monitor & resolve performance issues with call analytics & quality dashboard
- Get dial tone your way with a calling plan from Microsoft or a third-party provider.

Customer value scenarios



- **High-quality, reliable calling.** Keep your business running smoothly with built-in redundancy and active load balancing for a 99.9% uptime guaranteed by Microsoft 365.
- **Security, privacy, and compliance.** Protect your business communications, no matter where they take place with built-in security, privacy, and compliance from Microsoft 365.
- **Scalable.** Scale your phone system by getting new numbers and adding users as your business grows with Microsoft's global cloud.
- **Intelligent call routing & management.** Work together to handle calls and voicemails, so no requests fall through the cracks with multi-level auto attendants and call queues.
- **AI-powered translation & transcription.** Easily listen to or read your transcribed voicemails from any computer, smart phone, desk phone, or your inbox.
- **A single application for calling, meeting, and messaging.** Integrating calling and conferencing with meetings and messaging simplifies and streamlines communication for your business.
- **Transform your phone into a collaboration tool.** Work together with colleagues and customers in files, group chat, meetings, and calling. Make your phone an extension of your work not a separate experience. Your fellow employees can see your presence, so they do not disturb you when you are on a call or in a meeting.
- **One platform for all your business contacts.** Your most important customers and colleagues are always at your fingertips wherever you are in Microsoft 365. A single contact can be edited and will show up in email, calendar, chat, meetings, and calling because of the Microsoft 365 contact platform.

Customer benefits

- **Save time and money.** Reduce complexity, training, and multiple logins by consolidating your apps to a single provider for your communications.
- **Connect faster and easier.** Start a call, and schedule and join meetings more easily, right from Outlook.
- **Simplify IT.** Manage from the same admin console as the rest of your Microsoft 365 services.
- **Easy setup.** Get started in minutes without any hardware to install or manage.



Choosing your offer

Offer Possibility

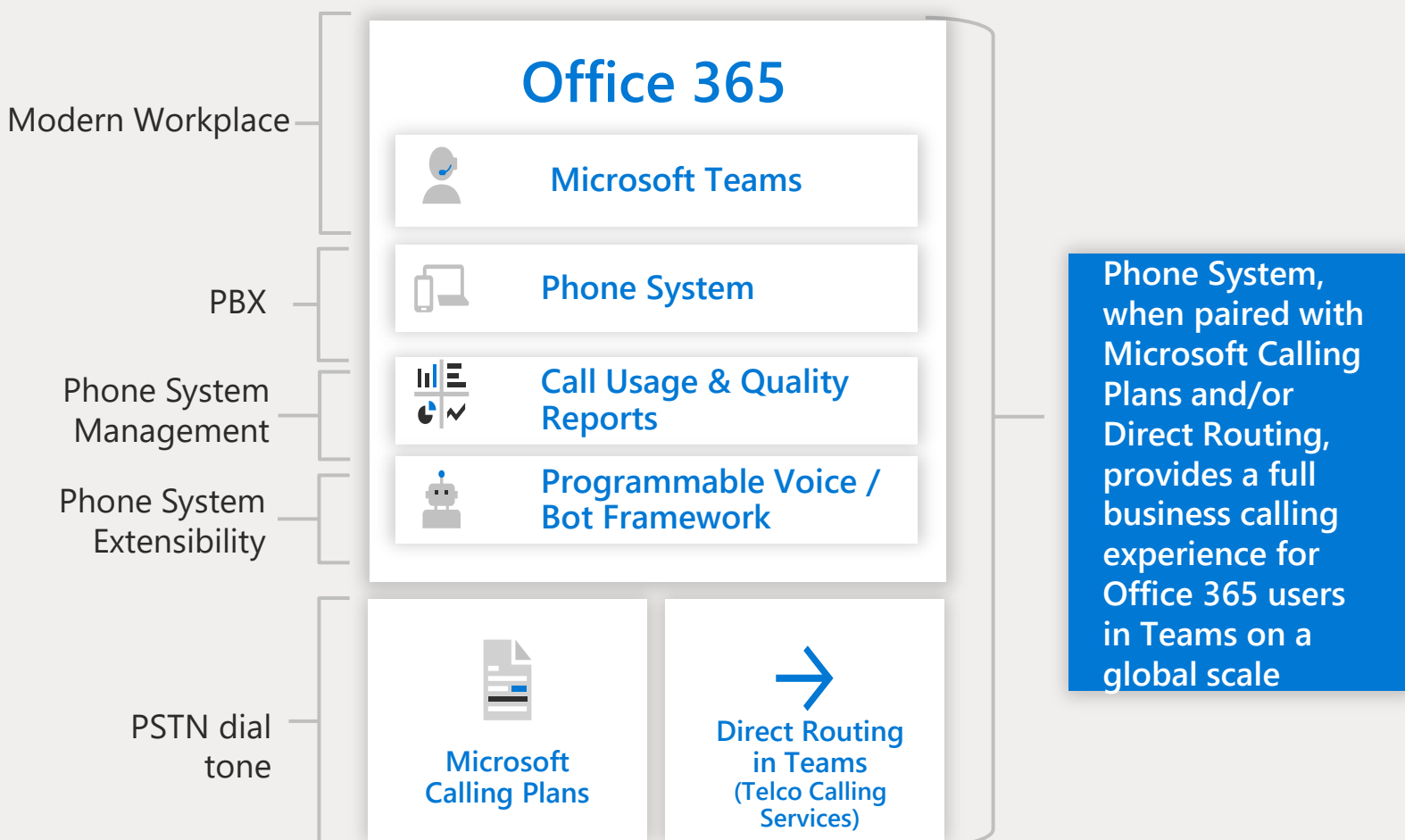
- **Microsoft 365 Business Voice**
- **Microsoft 365 Business Voice without calling plan**
- **Integration with PSTN**

Description

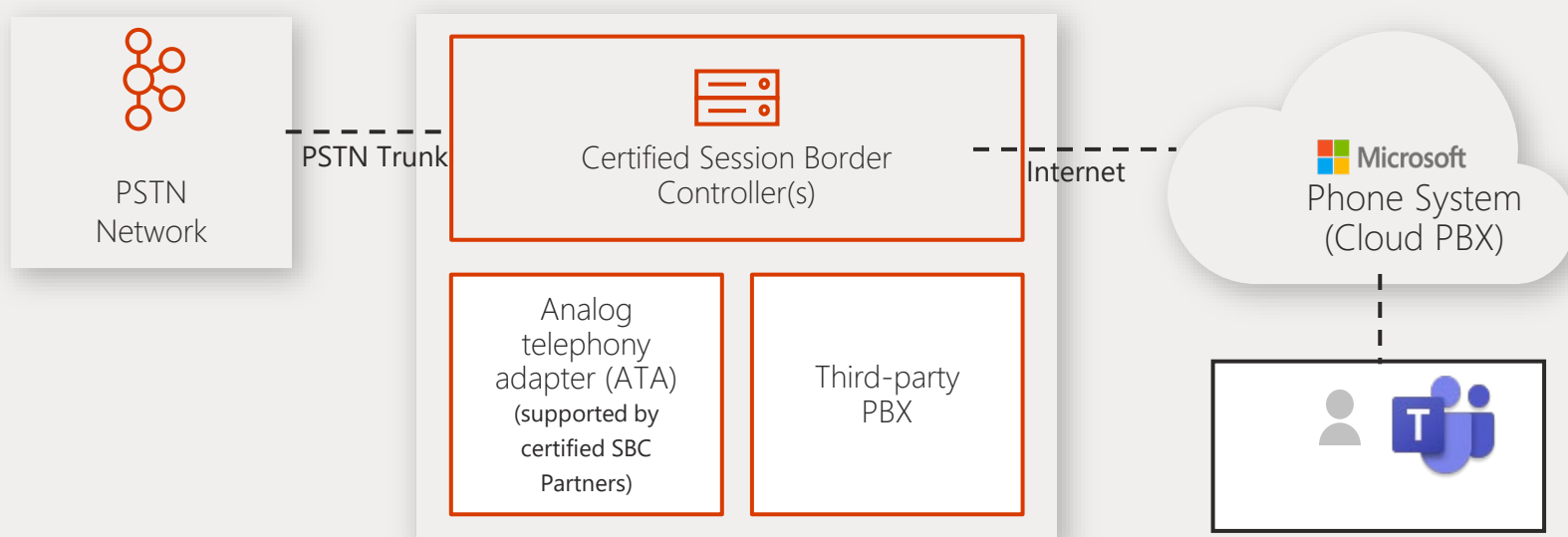
Microsoft 365 Business Voice is a cloud-based phone system in Microsoft Teams. Together, they deliver the most productive all-in-one communication solution that brings together calling, chat, and meetings into a single app. Integration with the PSTN will be done via Systems Integrators



MS 365 Voice used for Cloud based calling



Overview of Systems Architecture



Connect own PSTN trunk

For countries where Microsoft Calling plans are not available

Customers will want to keep existing telco contract