



inetum 
realdolmen
Positive digital flow

Modern Workplace

**Schakel uw organisatie in een hogere
versnelling met Teams calling**

 **Microsoft**

Agenda

8.30

Verwelkoming

8.35

Teams – Telephony in Teams (Microsoft : Patrick Viaene)

8.50

Teams calling en contactcenter (Inetum-Realdolmen : Tom Vanderstraeten)

11.00

Verwelkoming

11.05

Hybrid work, what we've learned (Microsoft : Patrick Viane)

11.20

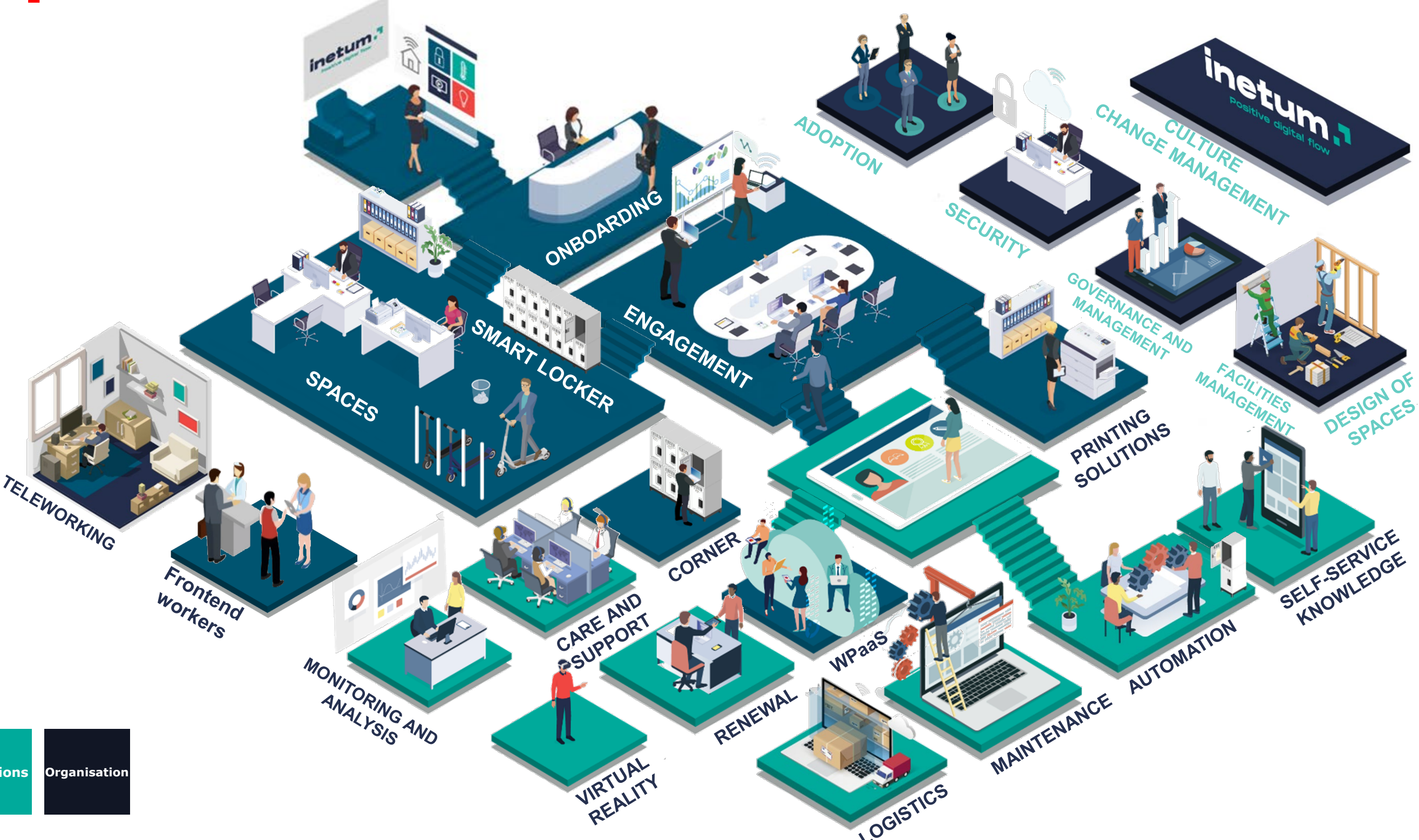
Empower employees with Microsoft VIVA (Inetum-Realdolmen : Hans De Donder)



Praktisch

- Slides worden na het event doorgestuurd
- Evaluatieformulier
- Iedereen op mute
- Vragen via chat
- Q&A na elke presentatie

And... What does an Intelligent Workplace include?





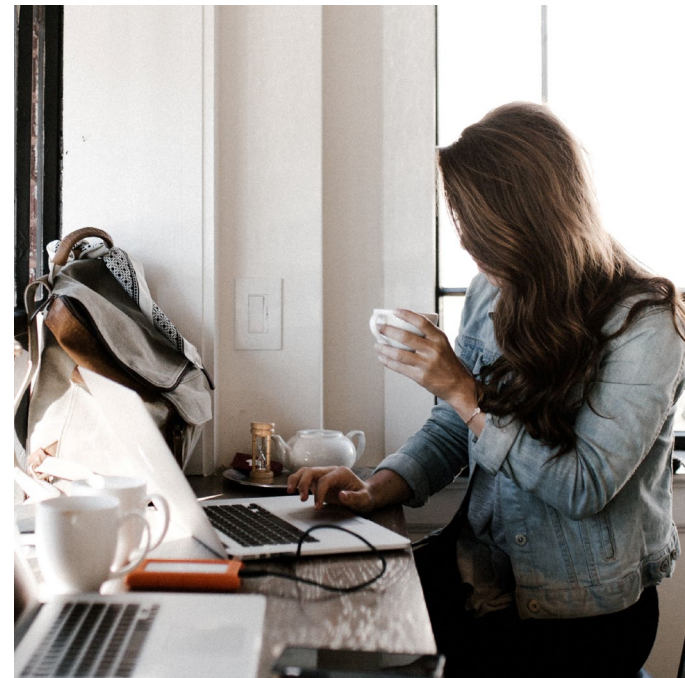
Do more in today's hybrid work: telephony in Teams

Patrick Viaene

Modern Workplace Lead



Hybrid work is here to stay



73%
of employees want flexible remote work options to stay.



67%
of employees want more in-person work or collaboration post-pandemic.



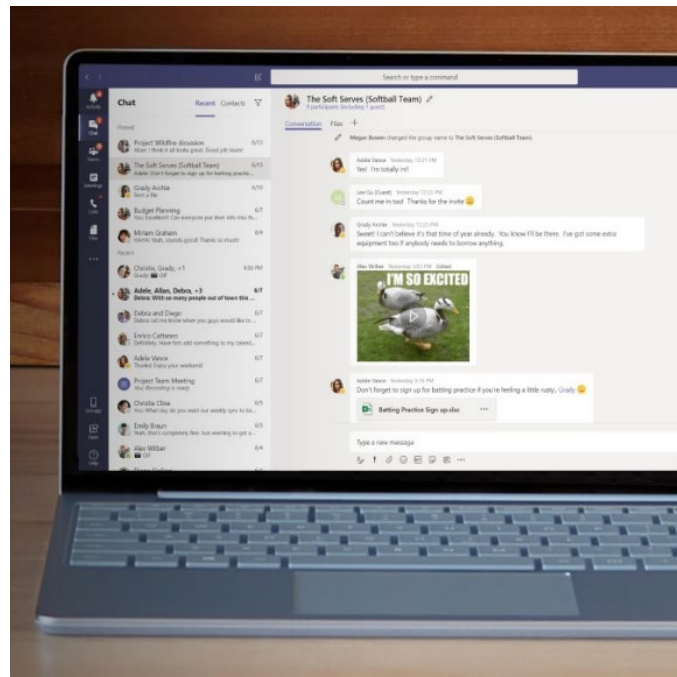
66%
of leaders say their company is considering redesigning office space for hybrid work.



Microsoft Teams



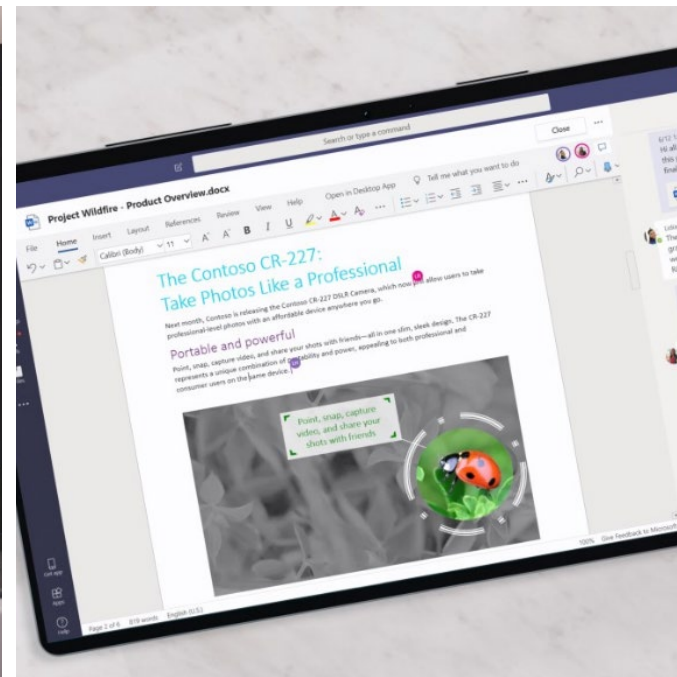
Meet



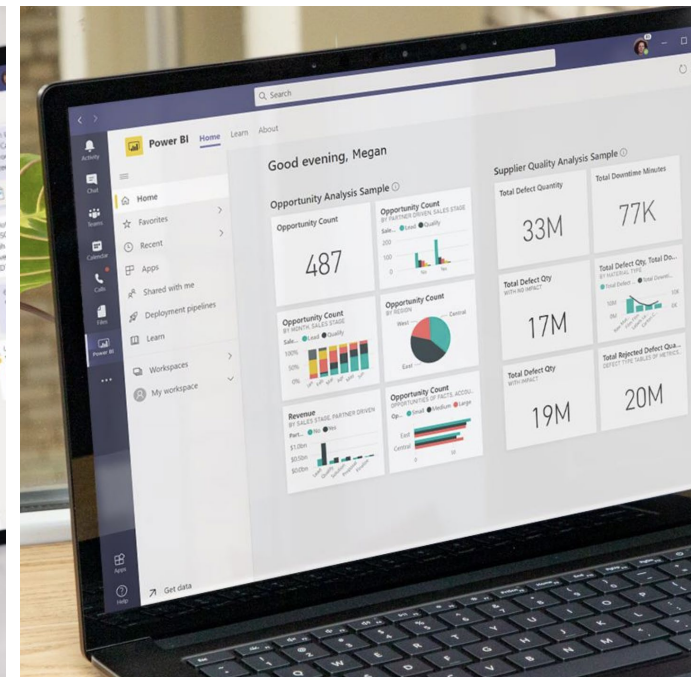
Chat



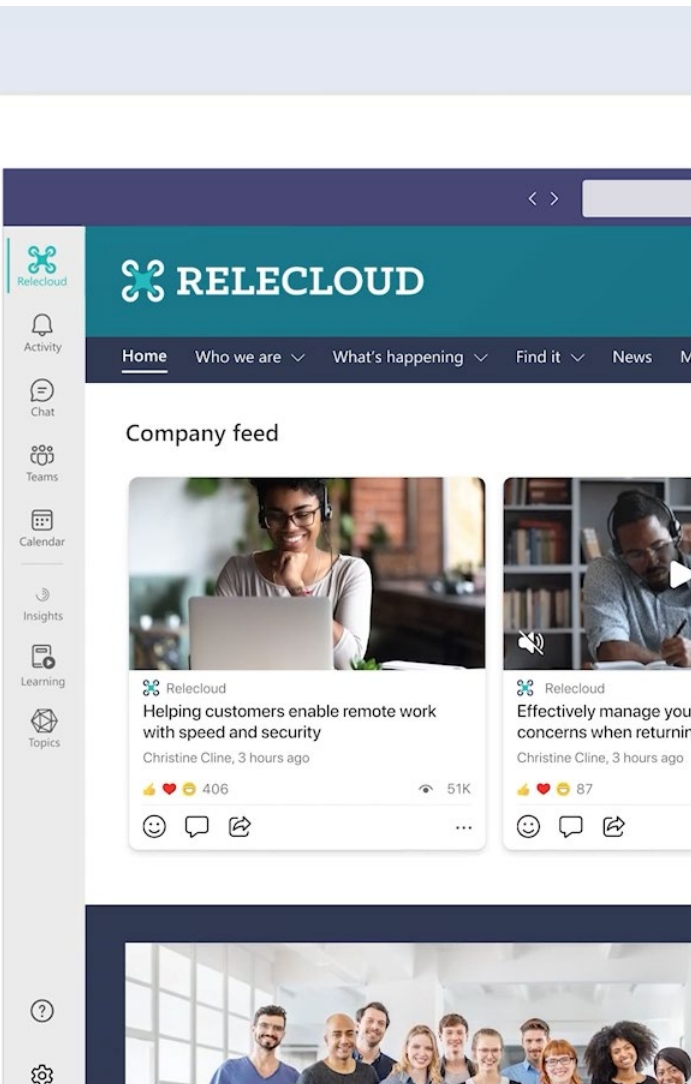
Call



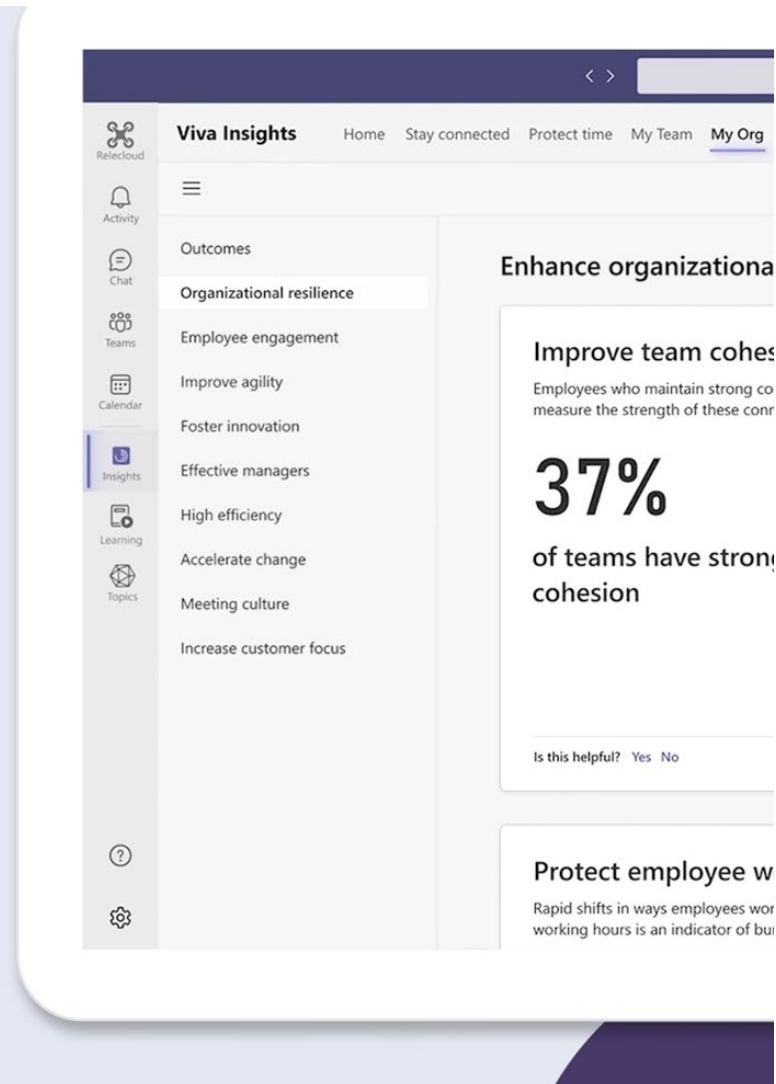
Collaborate



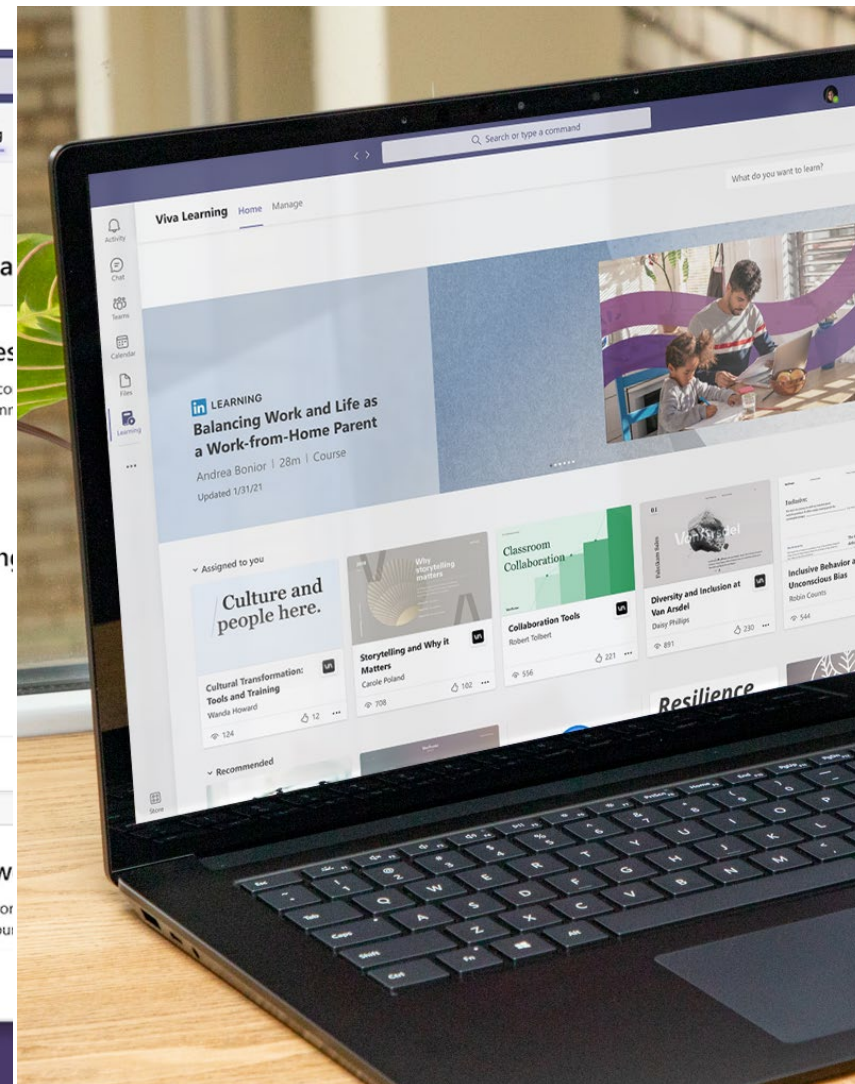
Automate



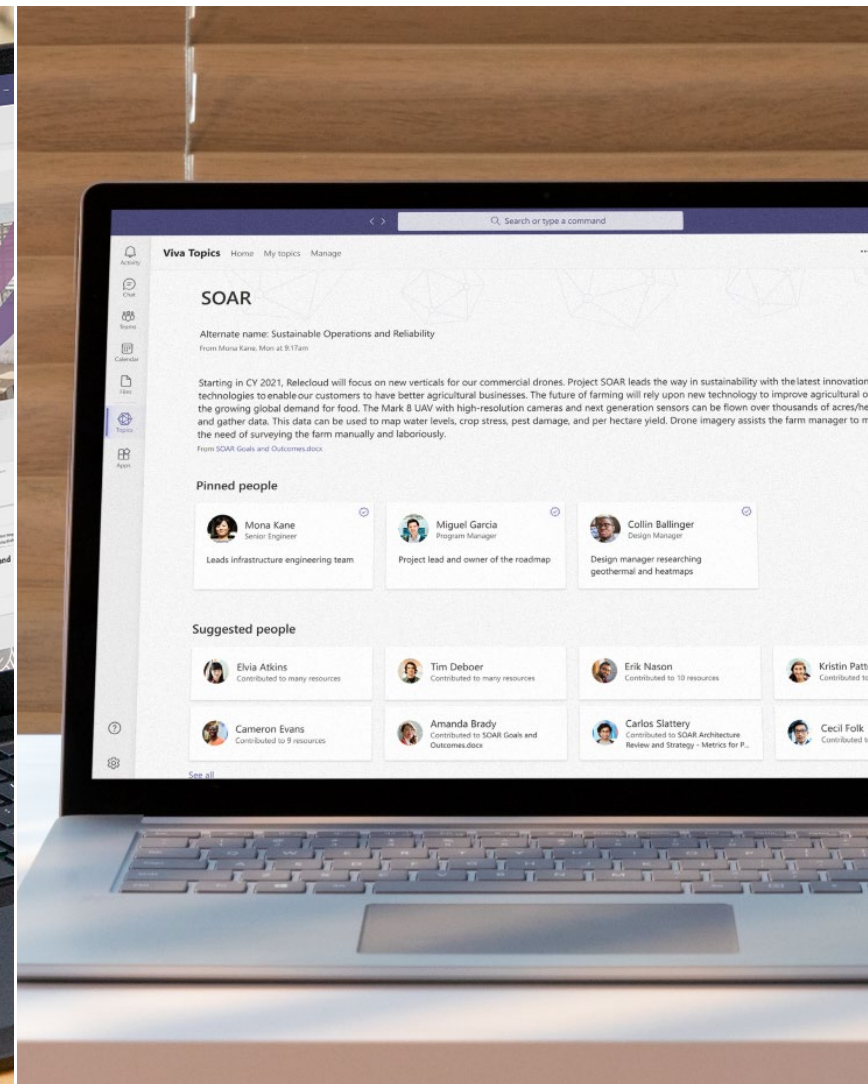
Connections



Insights



Learning



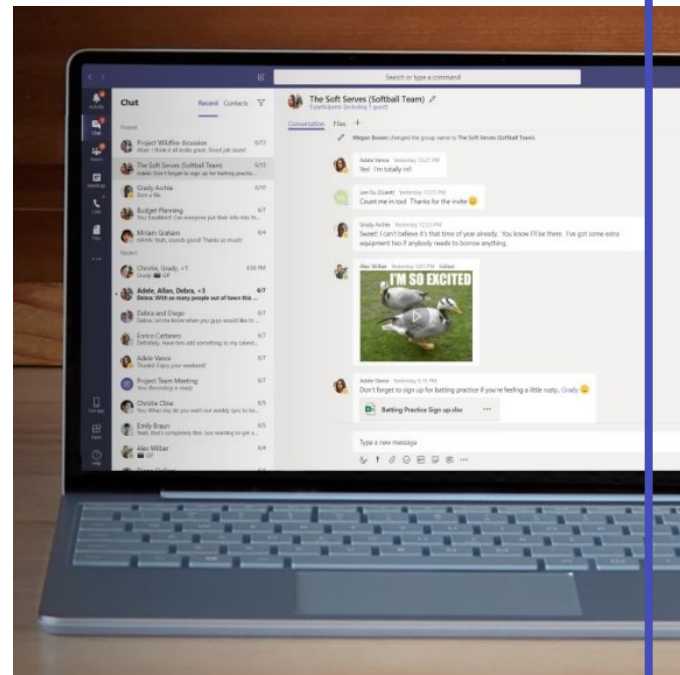
Topics



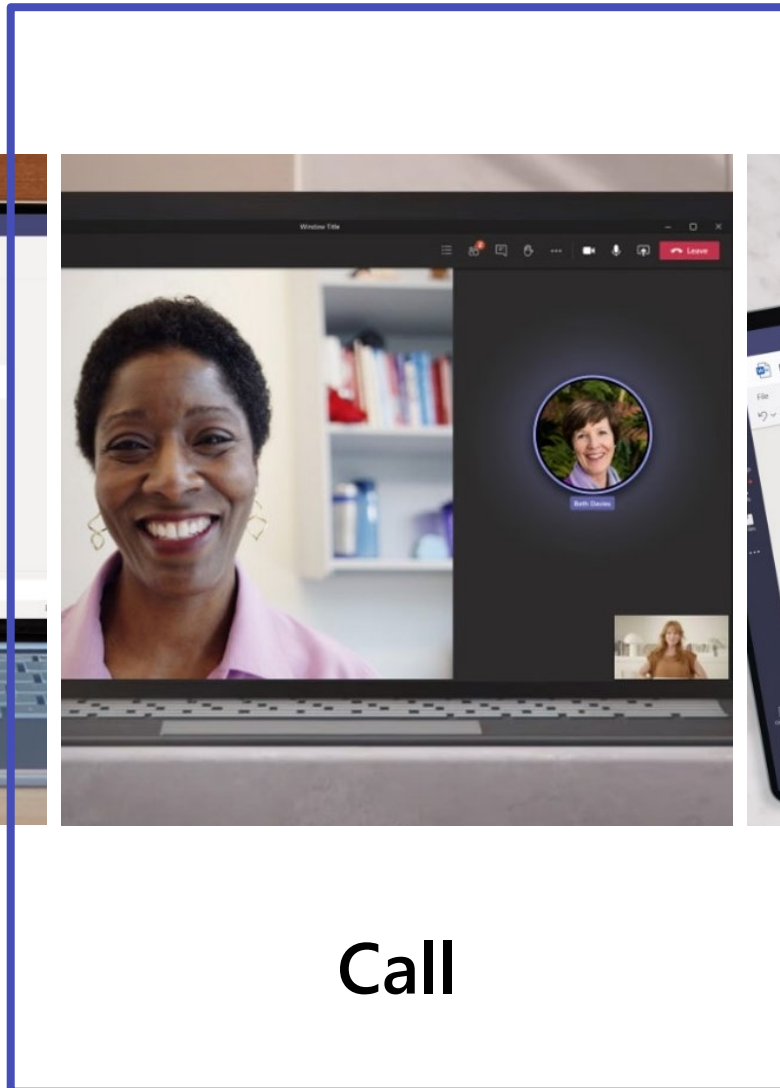
Microsoft Teams



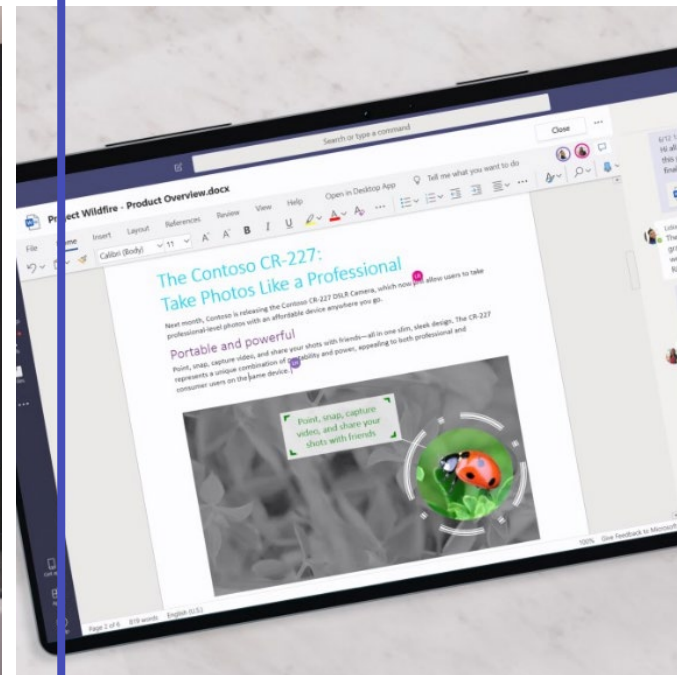
Meet



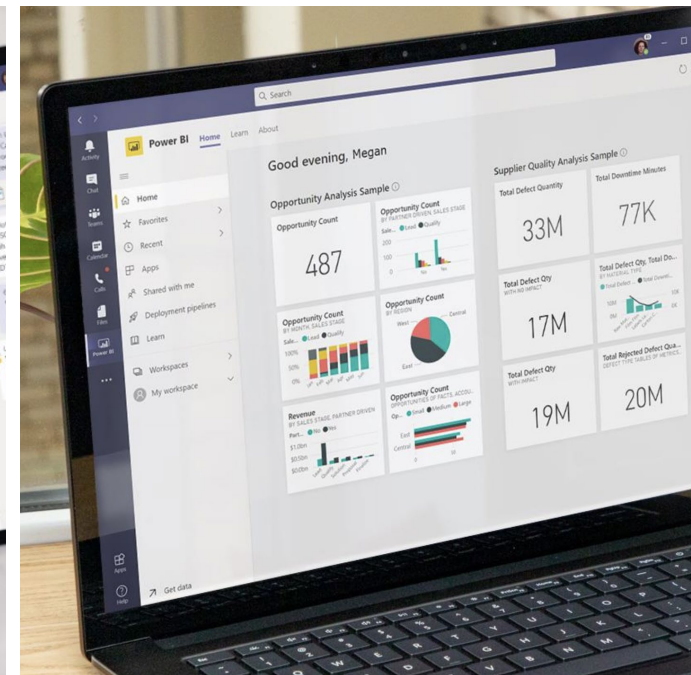
Chat



Call



Collaborate



Automate

Microsoft is a trusted leader in UCaaS

Microsoft positioned highest for “Ability to Execute” in the 2020 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft’s second consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Microsoft is also a leader in the Meeting Solutions Magic Quadrant.

Read the reports at:

UCaaS: <https://aka.ms/2020GartnerUCaaS MQ>

Meeting Solutions: [Gartner Reprint](#)

Gartner 2020 UCaaS Magic Quadrant



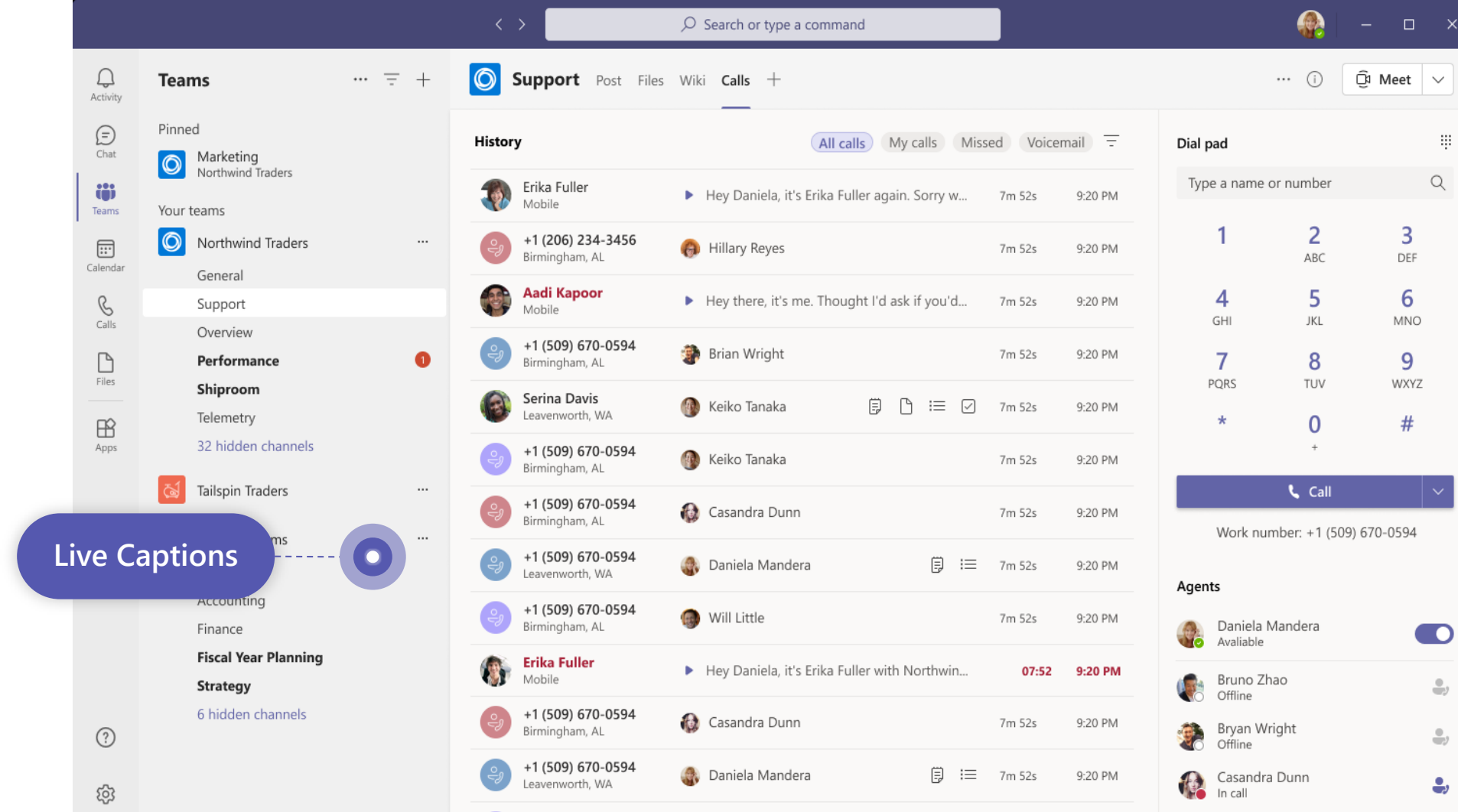
Source: Gartner (November 2020)

Meet business needs with unified classic + modern calling features

Optimize the customer experience with cloud calling features—including consultative transfers, music on hold, call park, and voicemail transcription

Empower employees with group call pickup, delegation, and shared line appearance

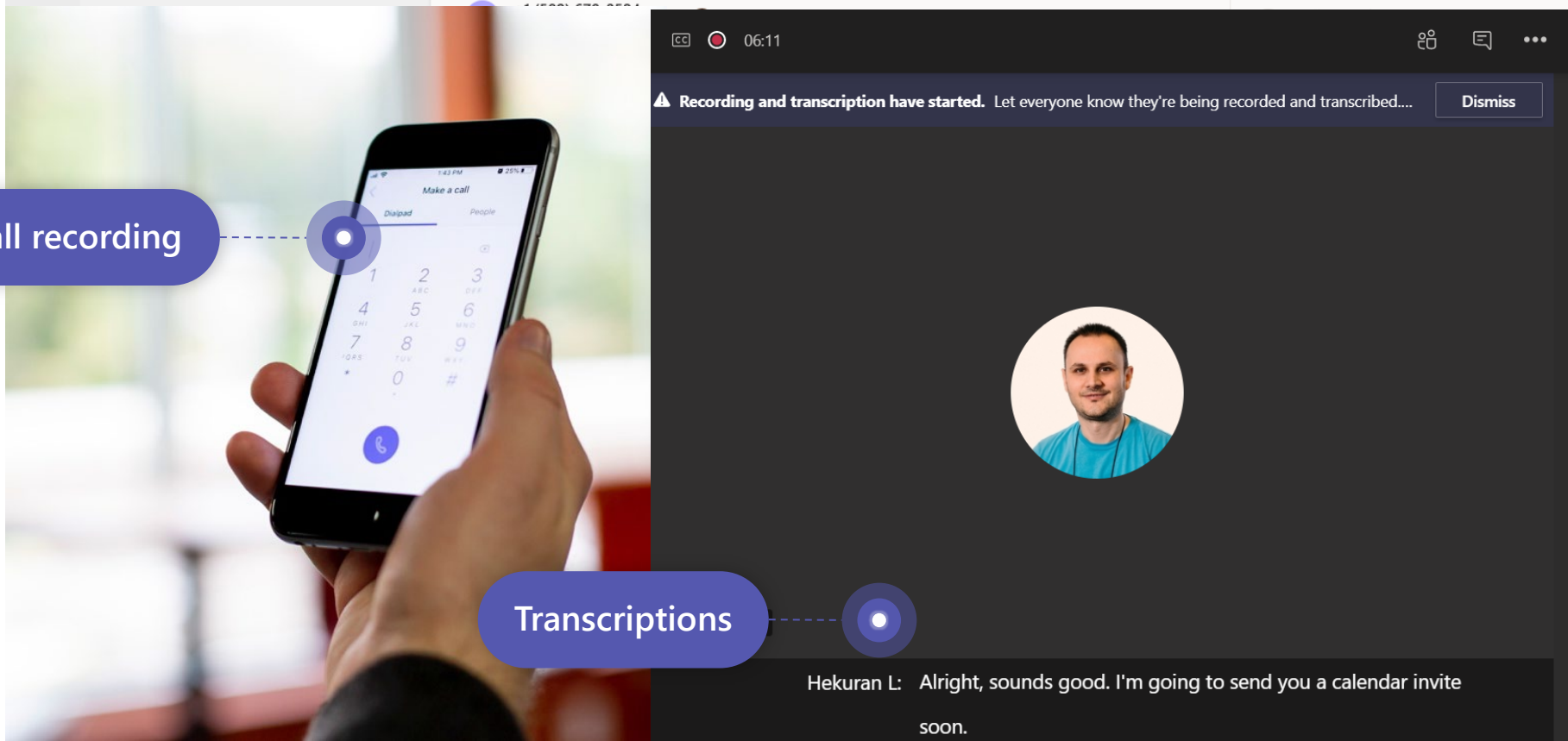
Streamline operations with built-in auto attendants and call queues, or easily connect to your favorite contact center software



Live Captions

Call recording

Transcriptions



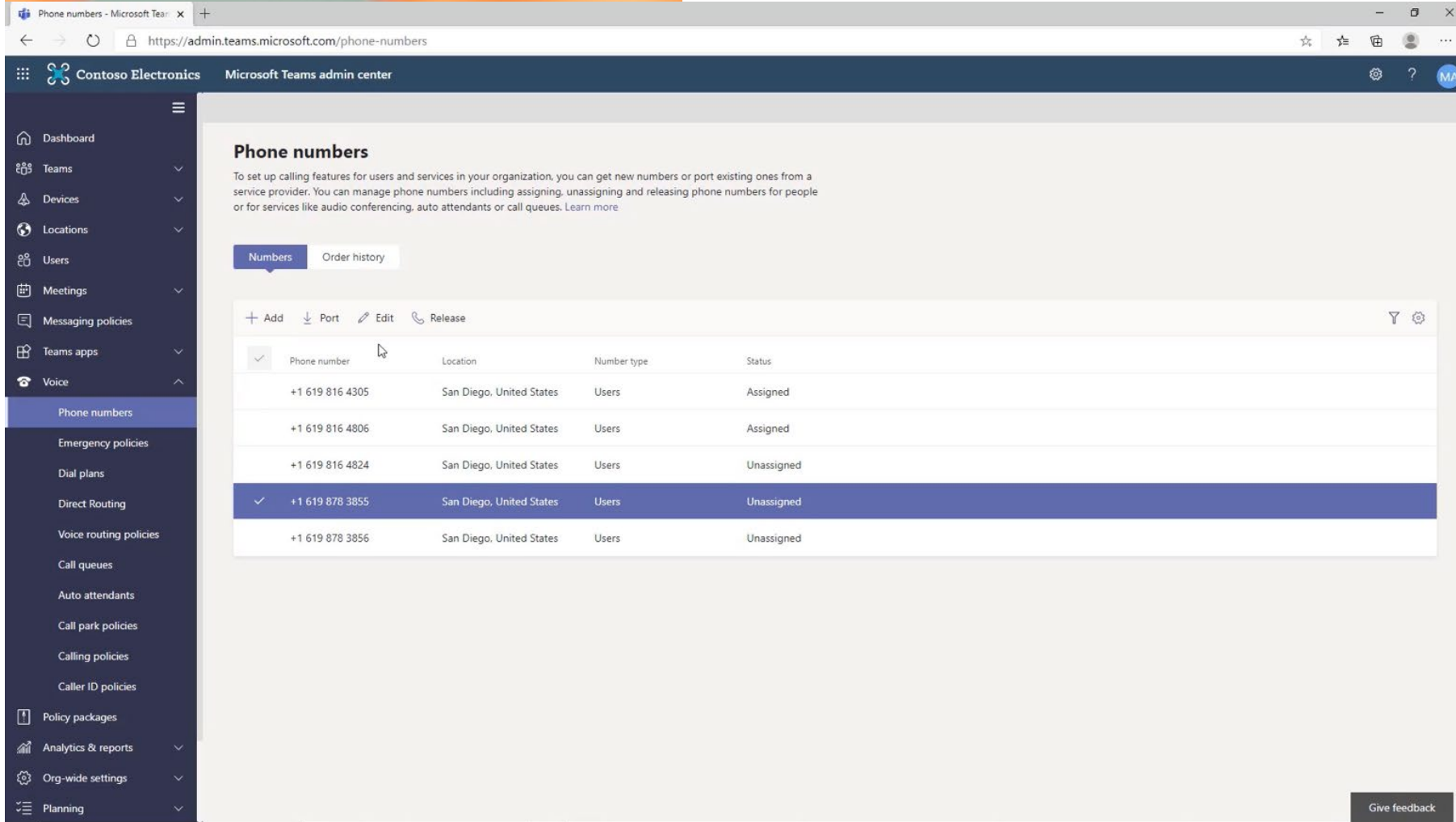
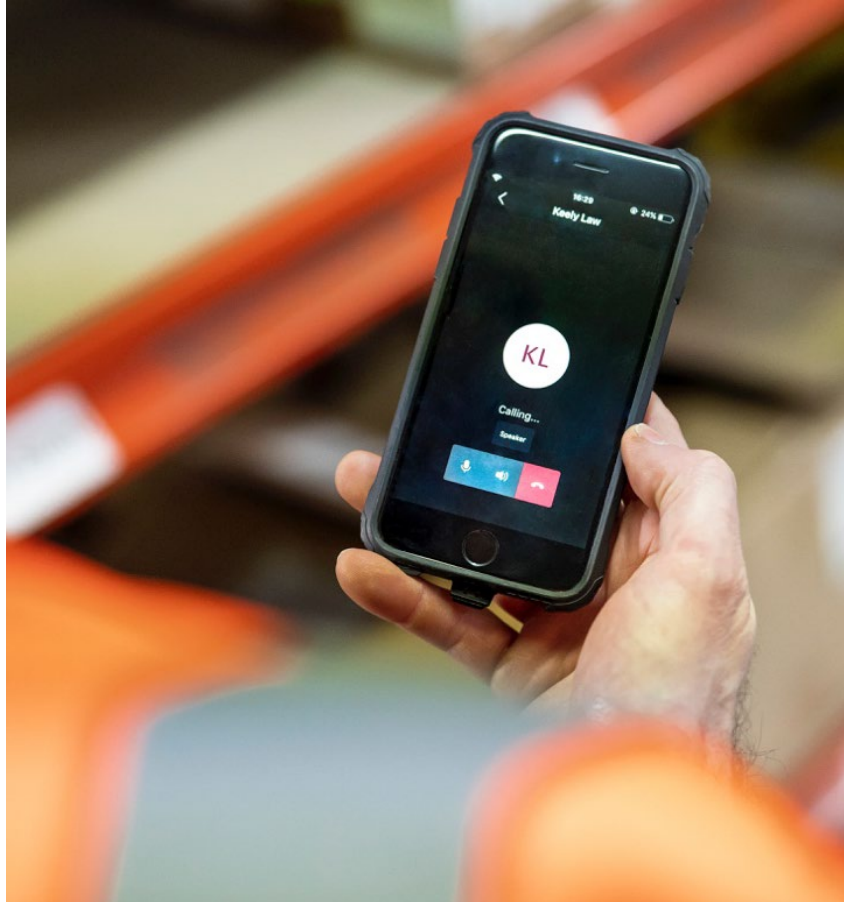
Hekuran L: Alright, sounds good. I'm going to send you a calendar invite soon.

Optimize IT resources with streamlined setup and management

Easily add phone numbers and manage your entire phone system through the Teams Admin Center

Monitor and resolve issues with Call Analytics and the Call Quality Dashboard

Enhance reliability for critical calls with capabilities like Survivable Branch Appliance



Wired	Wired	Conferences	Conferences
Poor %	Volume	Poor %	Volume
1.71%	3,666	0.78%	3,504

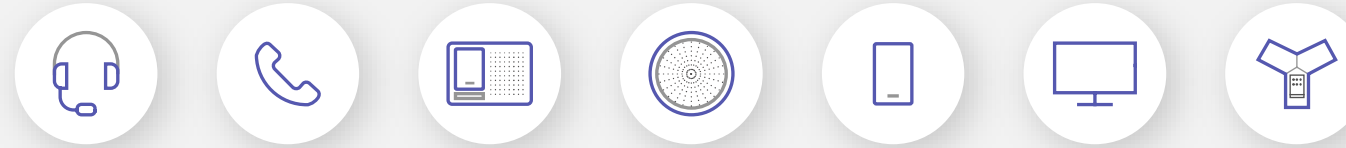
User Feedback	User Feedback	PSTN	PSTN
Poor %	Avg Rating	Poor %	Volume
(No Data)	(No Data)	6.06%	132

Phone number	Location	Number type	Status
+1 619 816 4305	San Diego, United States	Users	Assigned
+1 619 816 4806	San Diego, United States	Users	Assigned
+1 619 816 4824	San Diego, United States	Users	Unassigned
+1 619 878 3855	San Diego, United States	Users	Unassigned
+1 619 878 3856	San Diego, United States	Users	Unassigned

Microsoft Teams: A complete and modern voice platform

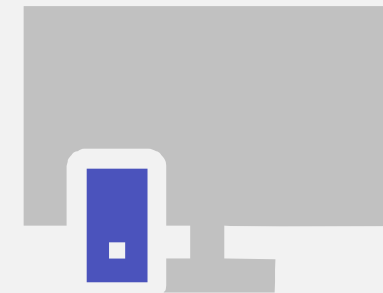
Calling endpoints

Teams client, phones, devices, and peripherals



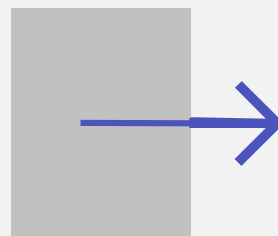
Microsoft Phone System

Enterprise-grade voice capabilities



Direct Routing or Operator Connect

Keep your existing Carrier



Calling Plans

Microsoft as your Carrier

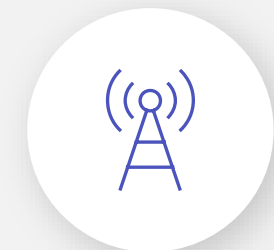


Partners & integrations

System Integrators



Telco partnerships

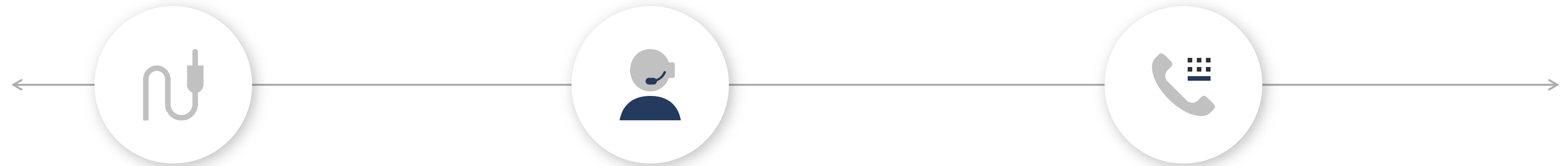


ISV integrations /
APIs



3 options for Teams Calling connectivity to PSTN

Microsoft flexible and simple options to bring calling to Teams. There are now three options for enabling phone system.



Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Available globally through partners.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of direct routing.

Available through select operator partners, and continually adding new operators.

Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in 26 markets, continue expanding.

Provide users with flexible devices for any budget

Give employees a single primary phone number across their computer, mobile device, and desk phone

Enable consistent calling, meeting, and chat experiences across devices

Adopt the right devices to meet your business needs, from basic phones to premium Teams displays

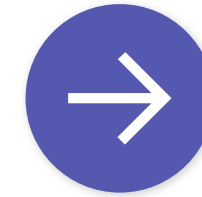
Take advantage of flexible monthly payment plans with the new Teams Device as a Service program*



*Currently available in US (additional markets planned in FY22)



Next steps



Register for a [Modern communications workshop](#) with your partner

Get [FastTrack](#) guidance & Support

Download the Hybrid Work Guide ([FR](#) / [NL](#) / [ENG](#))

FastTrack for Microsoft 365

Your advisor to help you modernize communications

FastTrack provides remote guidance to help you enable a modern voice platform built on the Microsoft cloud. FastTrack provides technical, remote deployment assistance to help as you:



Configure core feature requirements in Microsoft 365 to support Teams Phone



Enable security and compliance capabilities within your Teams environment

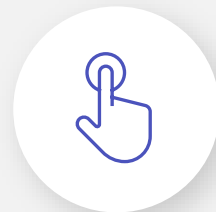


Enable key workloads, including:

- Phone System with Direct Routing and/or Calling Plans
- Dial-in Audio Conferencing



Upgrade from on-premises Skype for Business server to Microsoft Teams



Get started today! Visit www.microsoft.com/FastTrack for guidance, resources, and to submit a Request for Assistance.

Delivered by Microsoft or approved FastTrack Ready Partners. Included in your eligible subscription of 150+ licenses at no additional cost. For more information, go to aka.ms/FastTrackEligiblePlans.



Customers worldwide have achieved results with FastTrack

+70K Customers enabled

36PB Data migrated to date

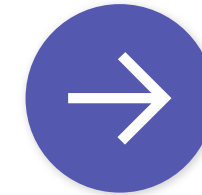
71M Devices unblocked

+300 Approved FastTrack Ready Partners

12 Languages supported



Resources



Hybrid Work Guide ([FR](#) / [NL](#) / [ENG](#))

Your partner

Learn more about [Microsoft Teams apps and workflows](#)

Read about platform developments from our [recent post on Microsoft 365 blog](#) and through your Microsoft account team

Visit the [Teams Phone Webpage](#)

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Teams Calling & Contact Center



About Me



Tom Vanderstraeten

- @Inetum-Realdolmen since 2015
- Technology Expert Modern Workplace - Teams
- Teamlead Collaboration – Mobility – Deployment



Microsoft 365 Certified: Teams Administrator Associate
Advanced specialization Calling
Advance specialization Meeting Rooms



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Agenda

1 What is Teams Calling?

2 Call Queue and Auto Attendants

3 Contact Center

4 Customer Cases

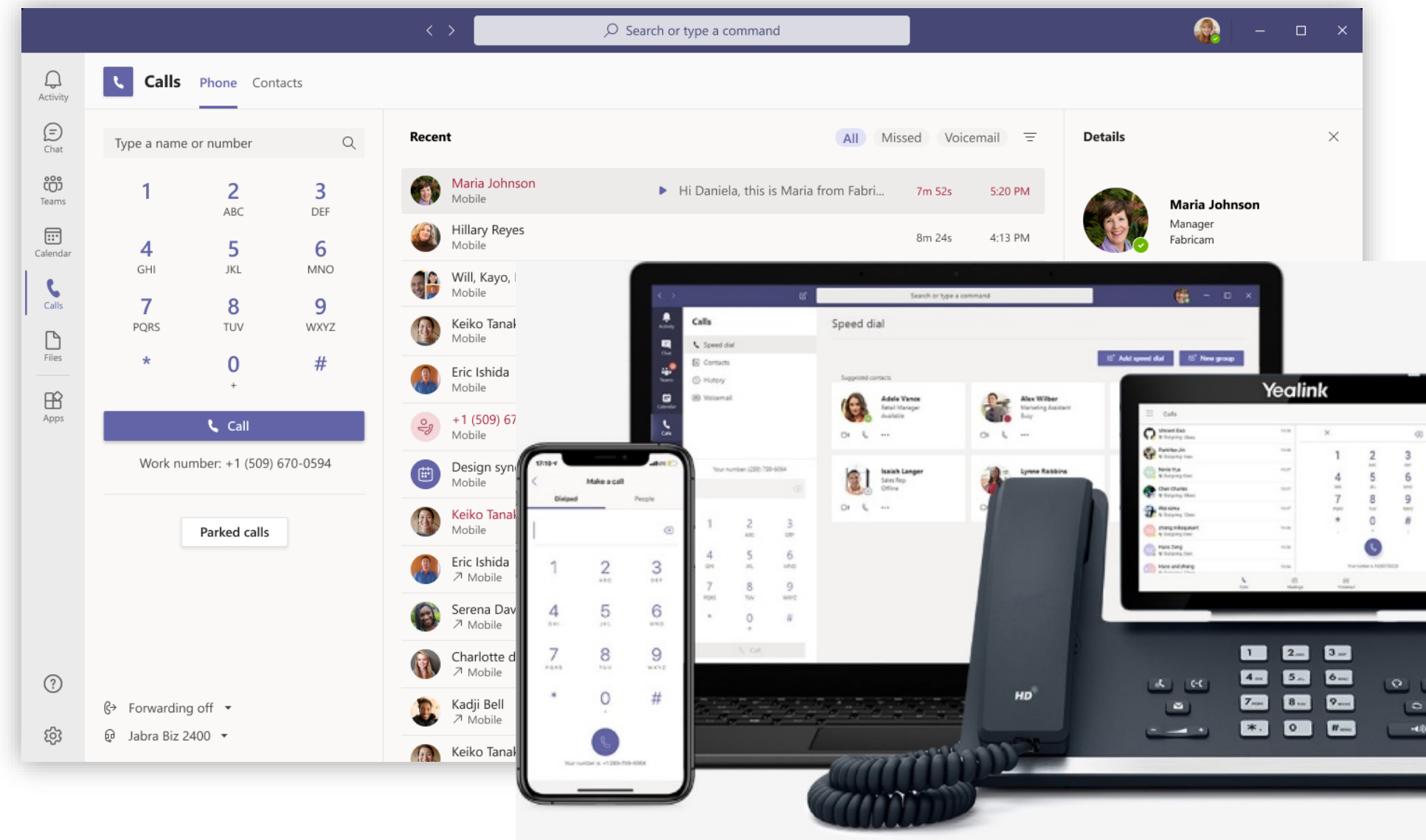
5 Q&A

1

What is Teams Calling?

Microsoft Teams Phone System

- Teams as replacement for your legacy PBX or Skype for Business
- Teams becomes your phone for external calling
- Offer great flexibility to the end users



Calling for everyone

Microsoft Teams Phone makes it easier to make calls with the Calling app

Simple call experience built on a single pane

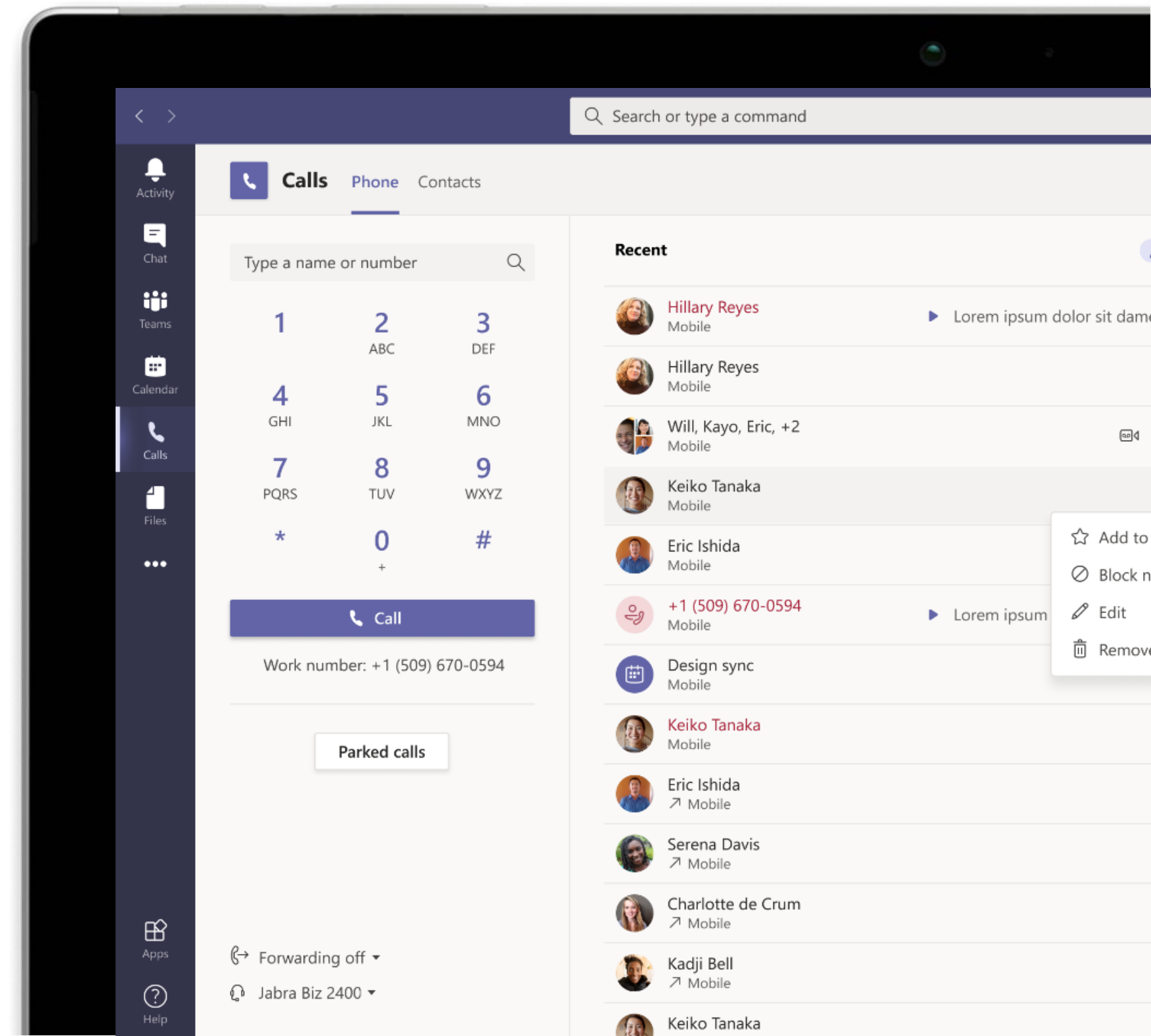
Dial by name or number

Calling history with filters – see the info you want

Start a VoIP audio/video 1:1 or group call

View Contacts list for quick dial

At-a-glance important call settings for items such as device connected and forwarding status



Microsoft Teams as your phone

Access your contacts

Make a call with a phone number or name

Menu in client for calling functionality

Dial pad to dial phone numbers

Your phone number displayed here

Manage call and device settings

Access and filter your call history and voicemail

Access your speed dial, contacts, and voicemail summaries in one place

The screenshot displays the Microsoft Teams phone interface. At the top, there is a search bar with the text "Search or type a command". Below this, the "Calls" tab is active, showing a "Recent" list of calls. The list includes entries for Hillary Reyes, Will, Kayo, Eric, Keiko Tanaka, Eric Ishida, +1 (509) 670-0594, Design sync, Keiko Tanaka, Eric Ishida, Serena Davis, Charlotte de Crum, Kadji Bell, and Keiko Tanaka. Each entry shows the contact name, duration, and time. A context menu is open over the +1 (509) 670-0594 entry, showing options: "Add to speed dial", "Block number", "Edit", and "Remove".

On the left side, there is a vertical navigation bar with icons for Activity, Chat, Teams, Calendar, Calls, Files, and a menu icon. Below the navigation bar, a dial pad is visible with numbers 1-9, *, 0, and #. Below the dial pad, the work number "+1 (509) 670-0594" is displayed. At the bottom, there is a "Parked calls" section and a settings area with "Forwarding off" and "Jabra Biz 2400".

On the right side, there is a "Speed dial" section showing a grid of contact avatars and names: Hillary R., Reta T., Edwin S., Miguel S., Marie B., Bruno Z., and Erika F.

Basic calling features

Place, receive and hold calls

Initiate by name or number
Call answer
Call hold / retrieve

DID numbers

Direct inward dialing phone numbers

Device switching

Change active device

Distinctive ringing

Different ring tones based on call type

Federated calling

Call other companies on Teams

Call history

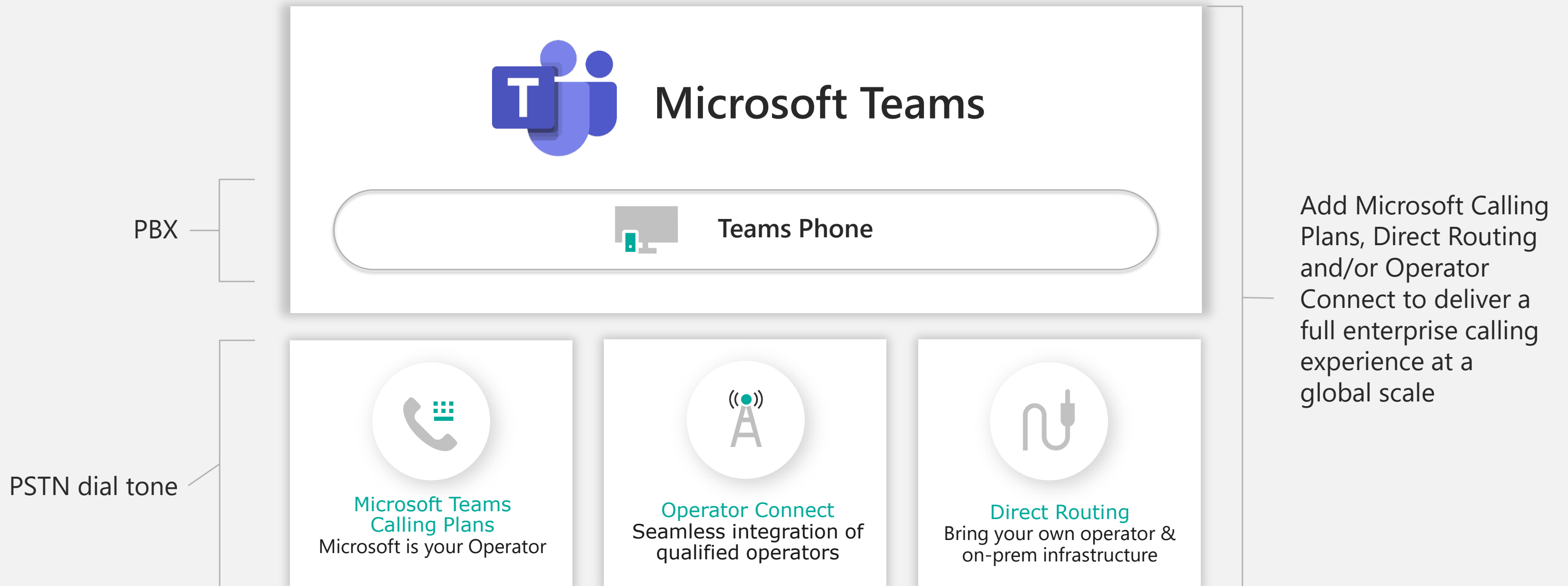
User-facing call history
Call detail records – administrator reports: who, when, how long
Add additional participants to 1:1 calls

Busy on busy
Call escalation
Call park
Call quality dashboard
Caller ID masking
Calling transfers and handling
Click to call
Cloud auto attendants
Cloud call queues
Cloud voicemail with transcription
Custom contact groups
Custom ring tones
Dial plans
Direct Routing
Direct Routing dashboard
Do not disturb and breakthrough
Dynamic emergency calling
Extension dialing
Full delegation support
Group call pick-up
Location-based routing
Media bypass (Direct Routing)

Microsoft Calling Plans
Number porting for Calling Plans
Out of office support
Routing rules
Screen sharing from chat
Secure calling between tenants
Shared line appearance
Simultaneous ringing
Speed dial
Teams admin center
Teams and SfB calling
Three-way PSTN calls
TTY support

...and more


Simplify calling with Microsoft Teams






Microsoft Calling Plans

LEGEND:

 Calling Plans available today

 New Calling Plan markets

Rapid provisioning

Procure and assign phone numbers to users in minutes with no on-premises equipment.

Number porting and enhanced 911

Use your existing phone numbers with Microsoft Teams Calling Plans and meet E911 and other legal obligations.

Local, long distance and international calling

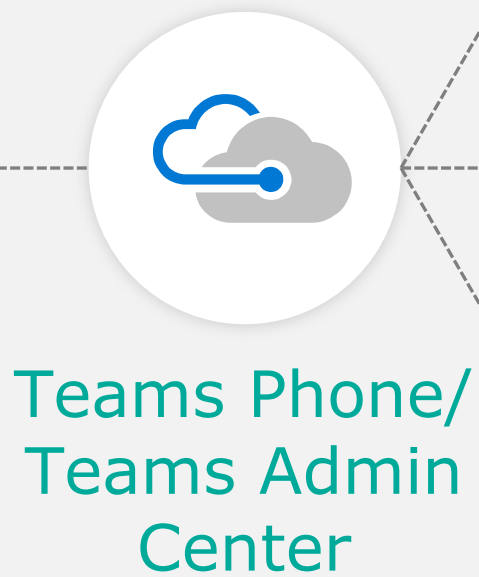
Reach the people important to your business with a choice of Calling Plans.





Operator Connect for Microsoft Teams

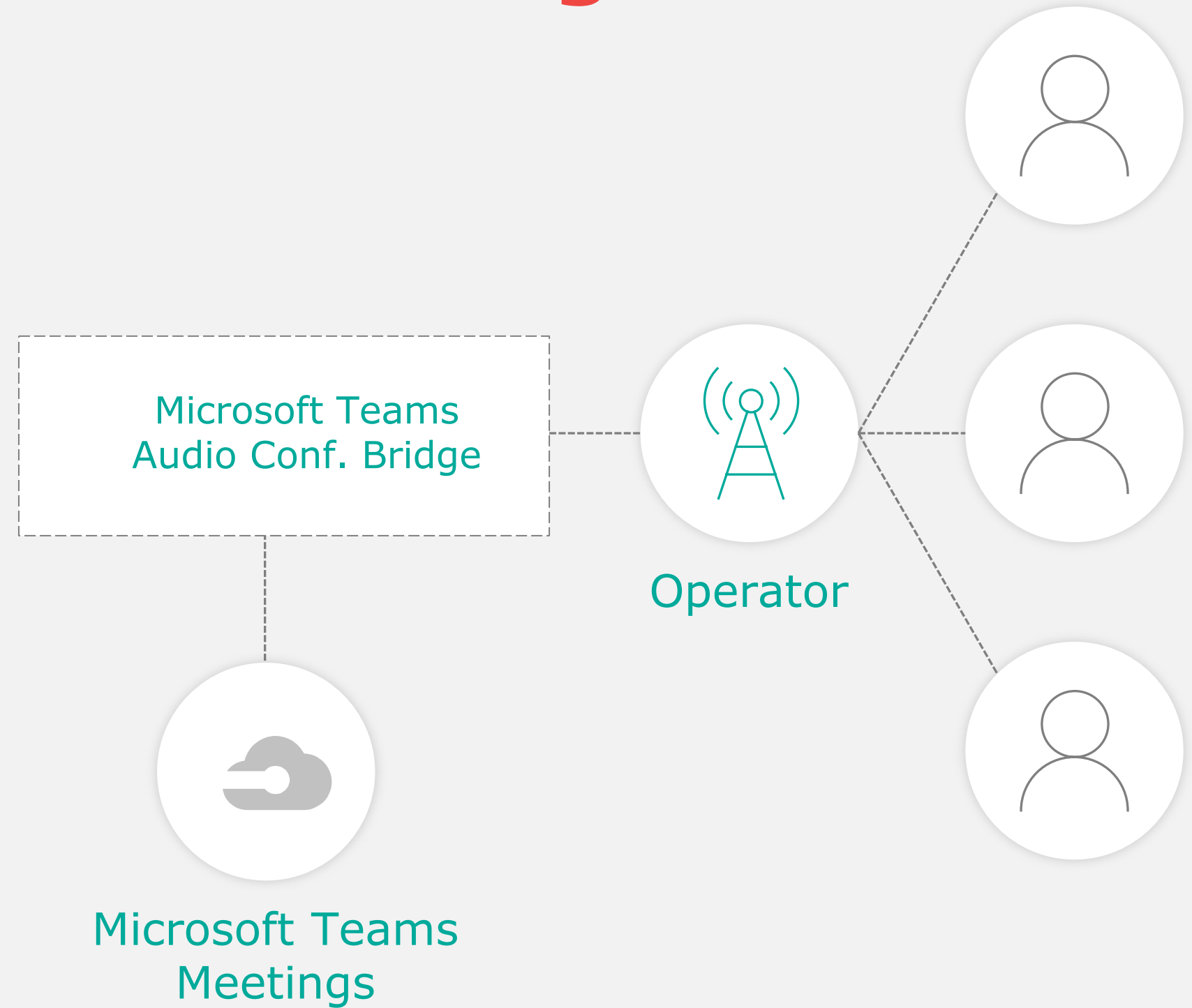
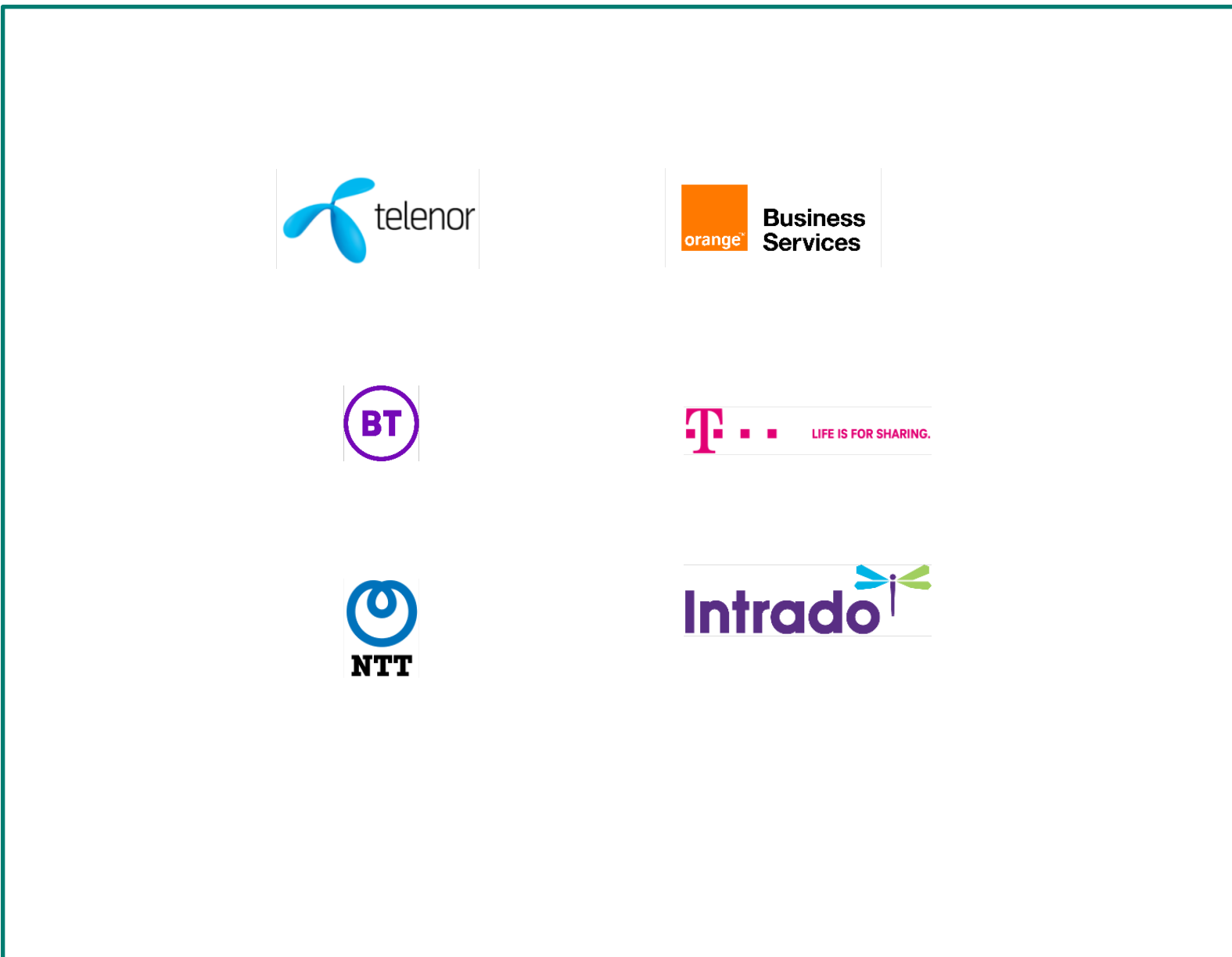
Simply and seamlessly enable calling in Microsoft Teams using your existing telecom operator





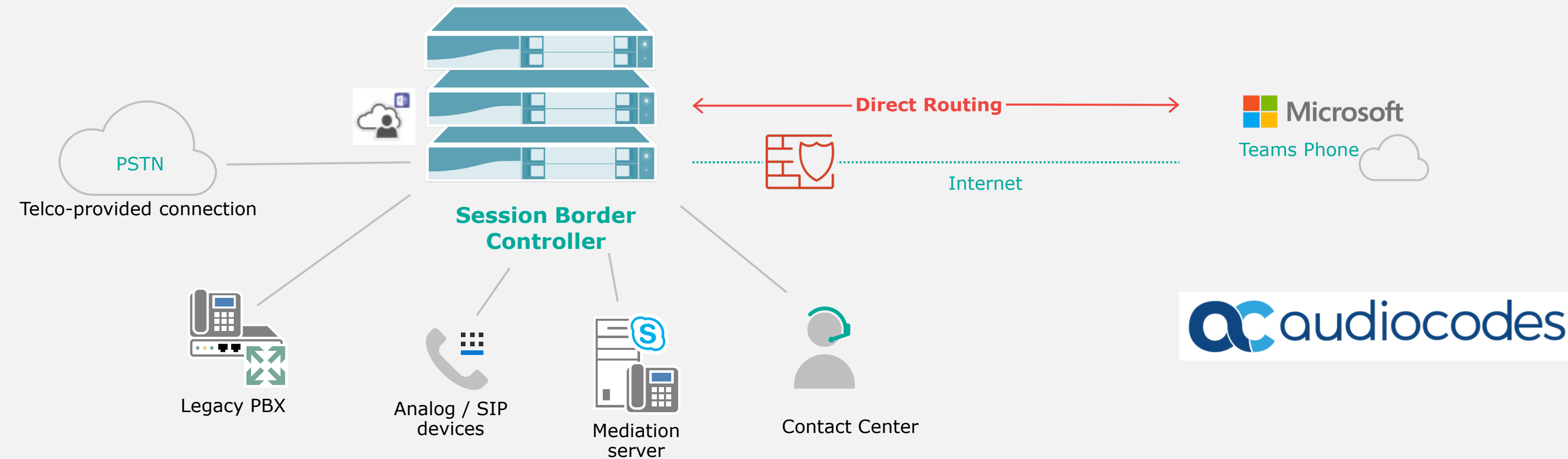
Operator Connect for Conferencing

Bring your own operator for audio conferencing in Microsoft Teams with Operator Connect Conferencing





Direct Routing



Directly route dial tone to Microsoft Teams users

Direct Routing in Microsoft 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – keep your numbers.

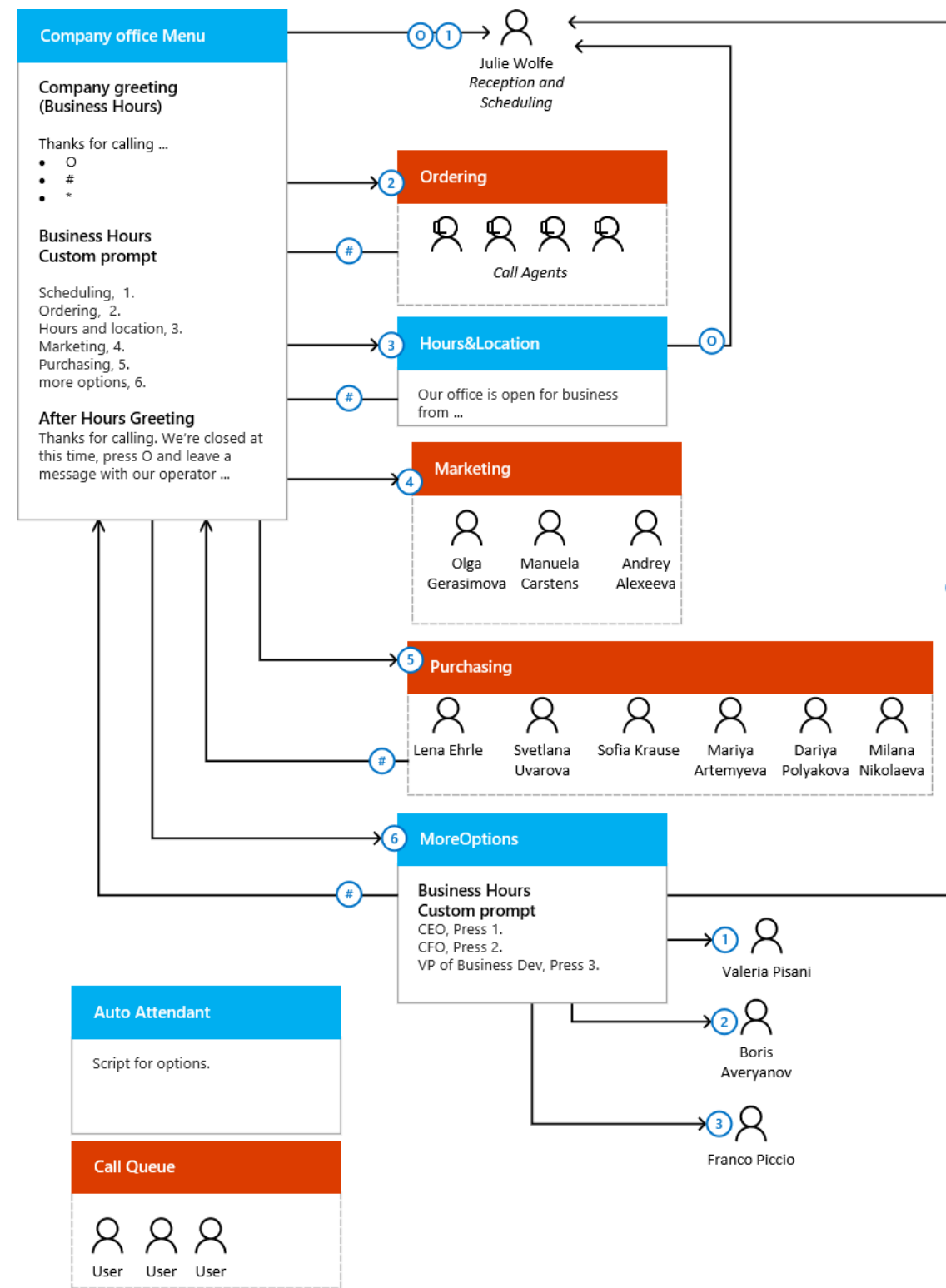
Interoperability with third-party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using third-party systems such as PBXs, call center, and analog telephony adaptors (ATA) helping preserve key investments.

2

Call Queue and Auto Attendants

Auto attendant and call queues



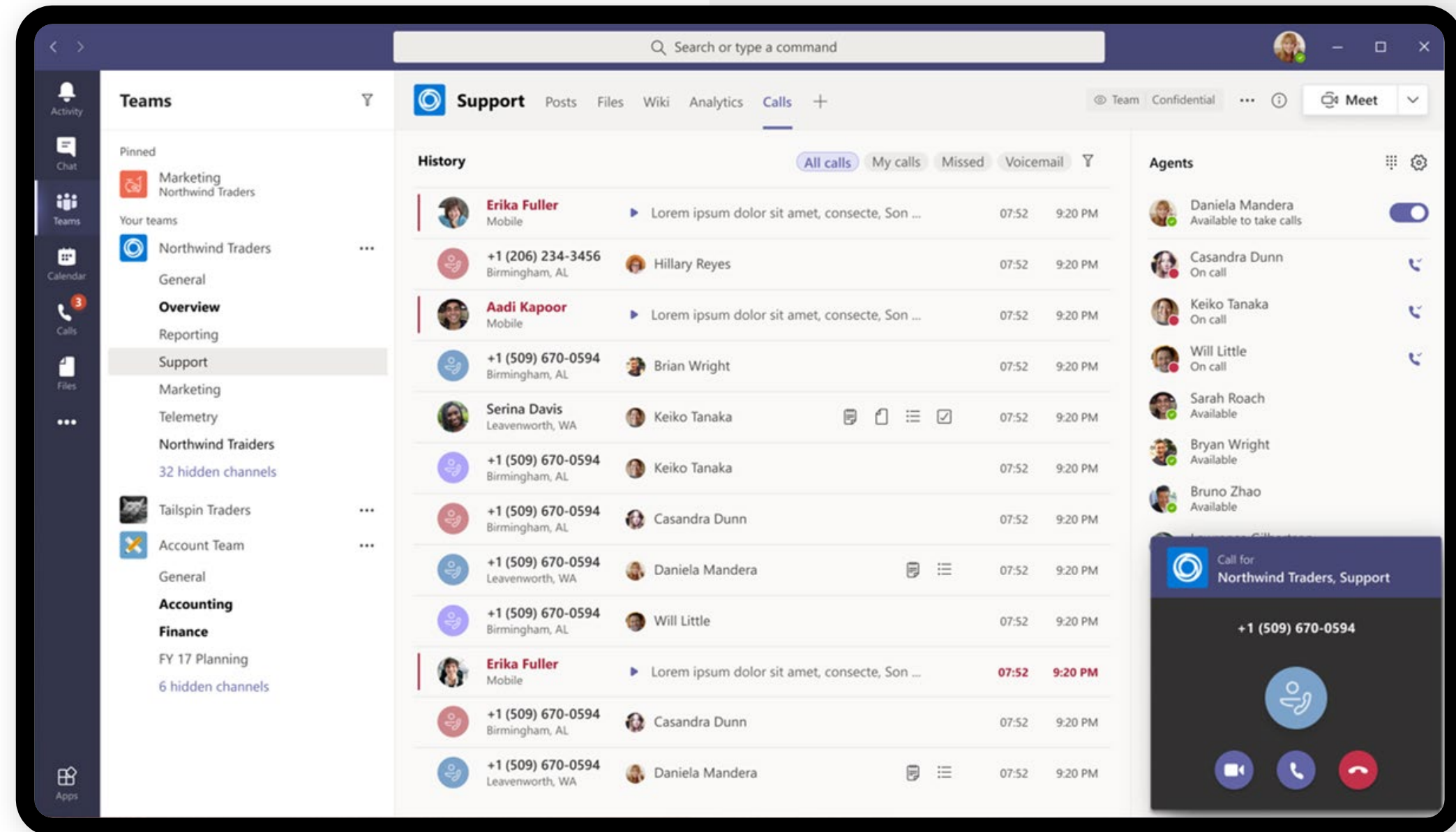
Collaborative calling

Collaborative calling enables customers to connect a call queue to a channel in Microsoft Teams

Users can collaborate and share information in the channel while taking calls in the queue

This feature is ideal for scenarios such as IT help desk or HR hotline

IT admins can quickly connect call queues to specific channels and team owners can manage the settings

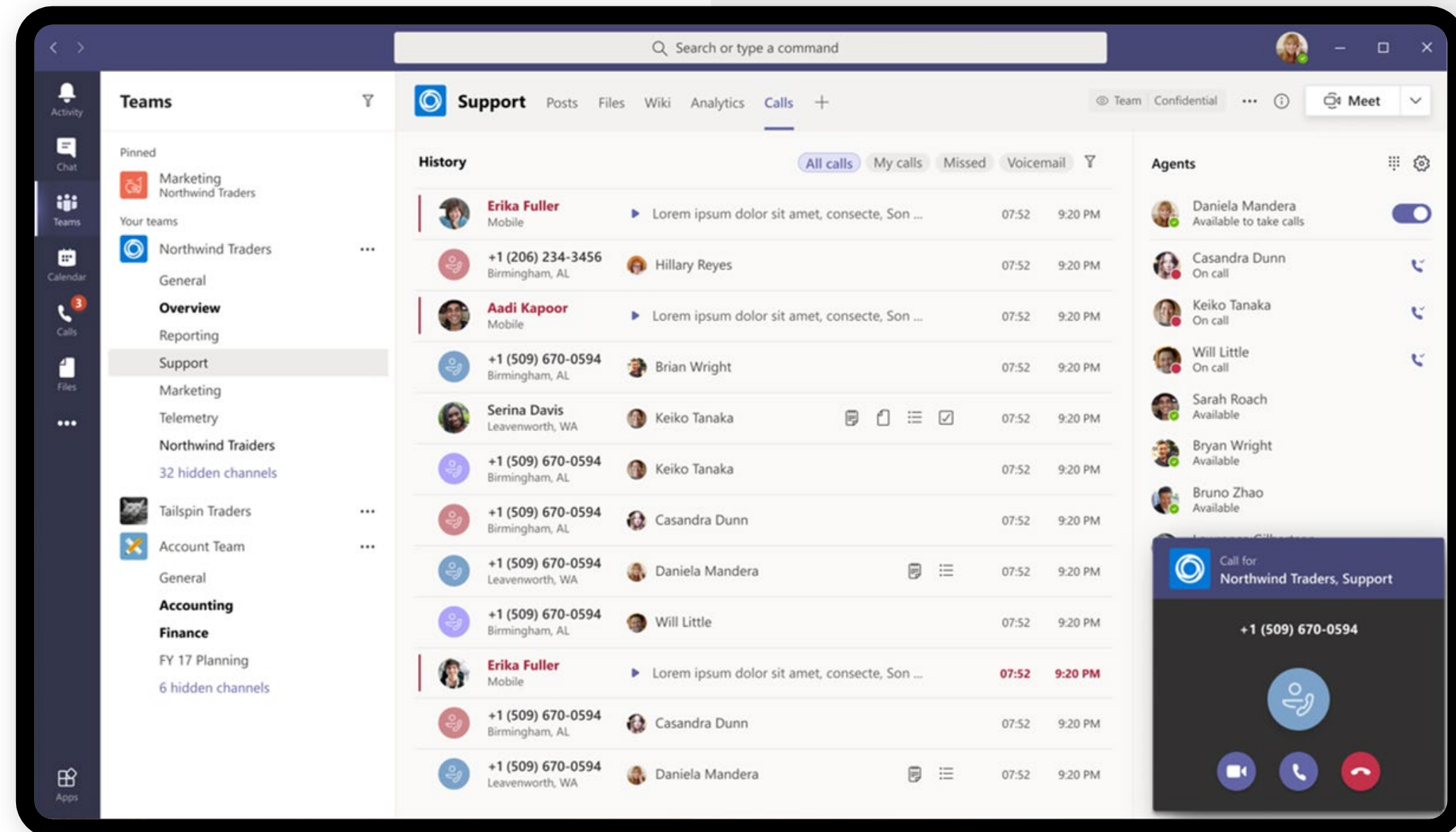


Collaborative calling: highlights

Shared call queue history and voicemail accessible within a channel

Contextualize and democratize information about a call queue and its agents

Rich history and voicemail experience parallels the Modern Calls app



Teams

- Pinned: Marketing Northwind Traders
Your teams: Northwind Traders (General, Overview, Reporting, Shiproom, Marketing, Telemetry), Tailspin Traders, Account Team (General, Accounting, Finance)

Northwind Traders

- Posts, Files, Wiki, Analytics, Calls

Recent

All calls, My calls, Filters

Table of call records with columns for contact name, phone number, location, call duration, and time. Includes entries for Hillary Reyes, Aadi Kapoor, and others.

Details

+1 (206) 234-3456, Birmingham, AL, Today 10:00 PM 03:20

Northwind Traders, Support, Hillary Reyes

Channel conversation > Start conversation with the channel

Notes / Action items > Start taking Items

Apps / Content >

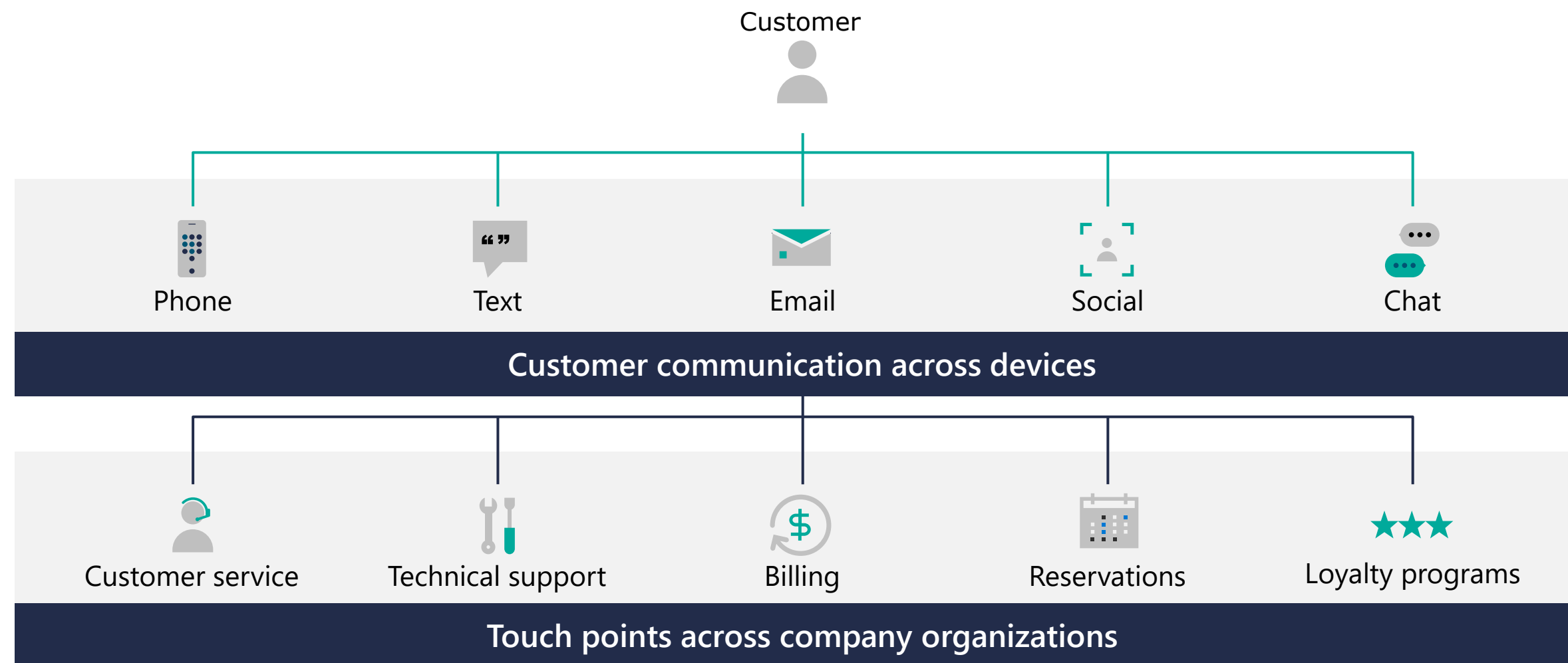
- History > Agent: Steve Keneko FEB 23 10:00 PM 03:22 Calipers; Agent: Russel Willson FEB 17 9:22 AM 01:22 Smoke on wheels

3

Contact Center

Contact centers are no longer siloed call rooms

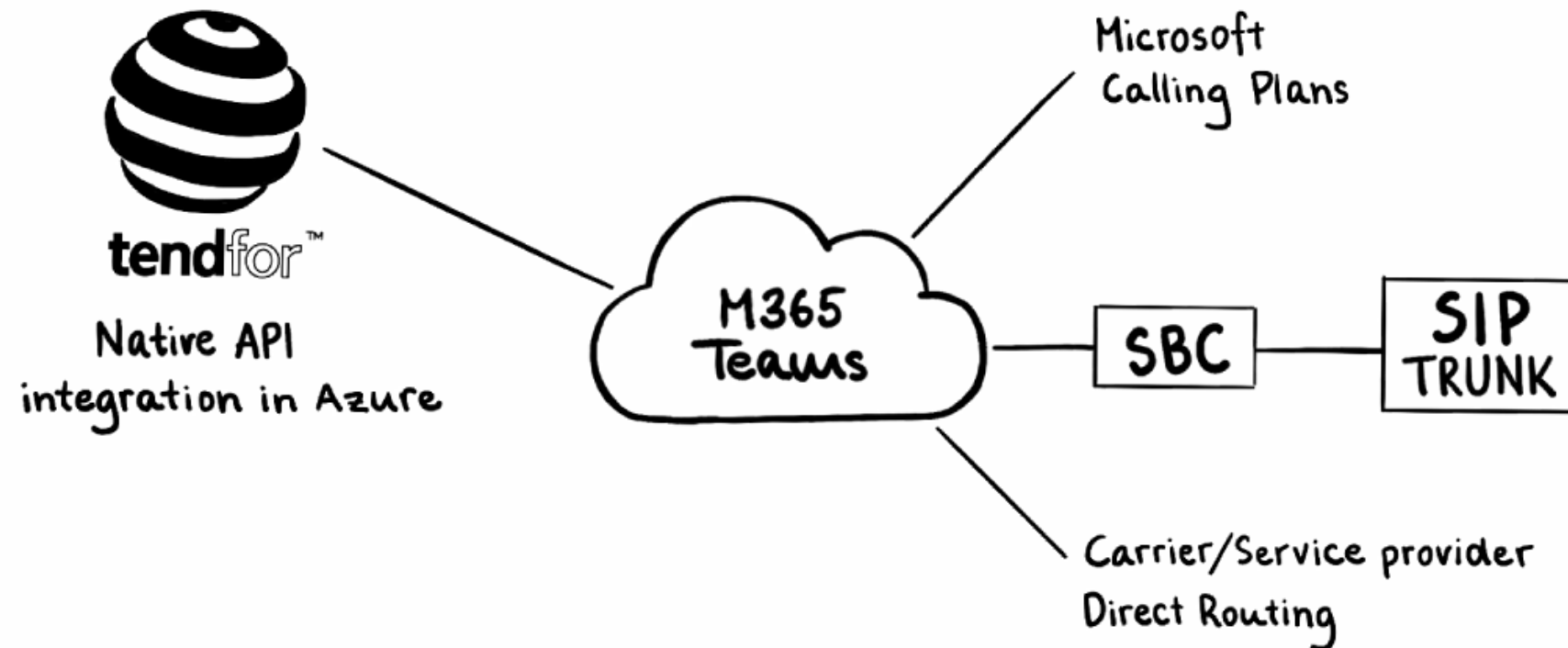
The best organizations get the whole company involved in customer support



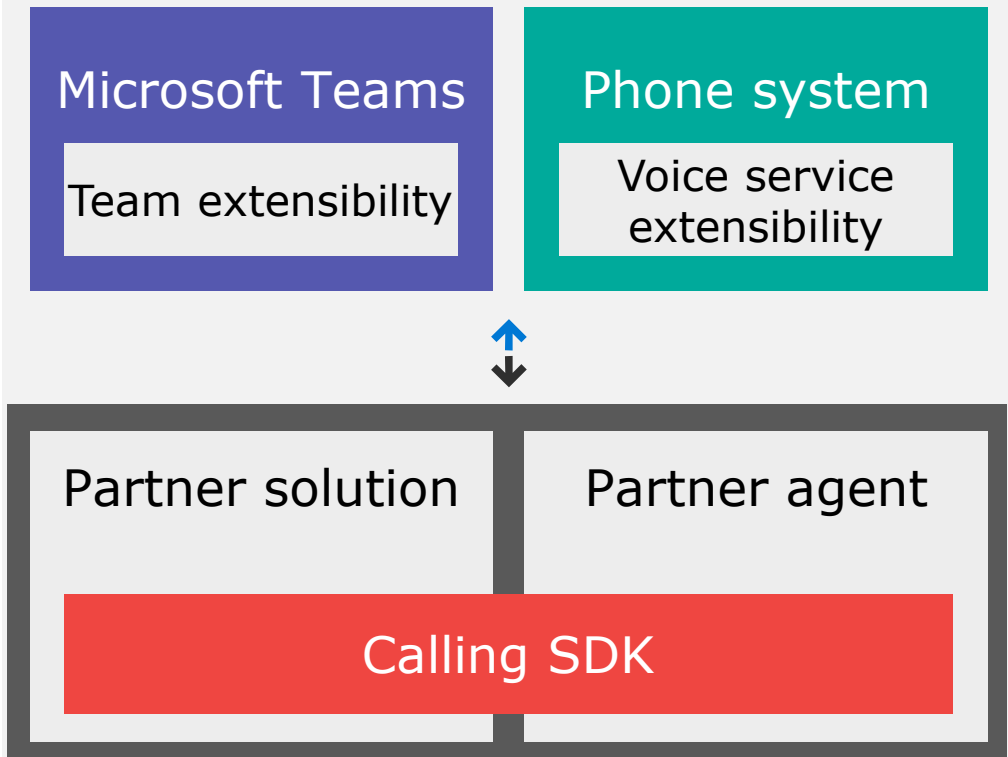
Blending Microsoft Teams and Contact Center



Tendfor natively API integrated



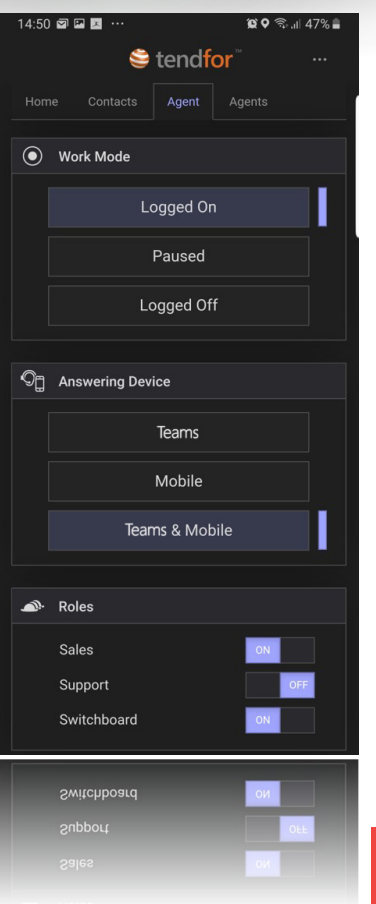
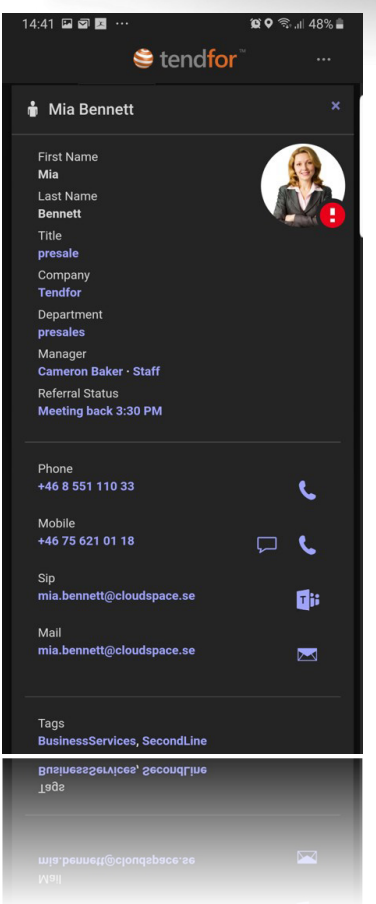
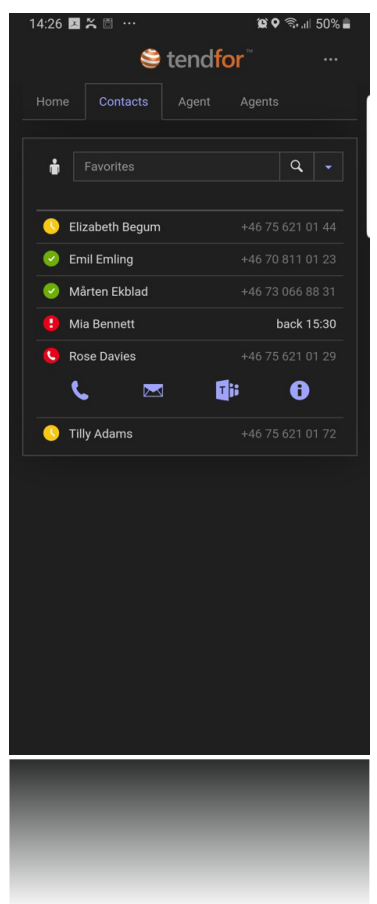
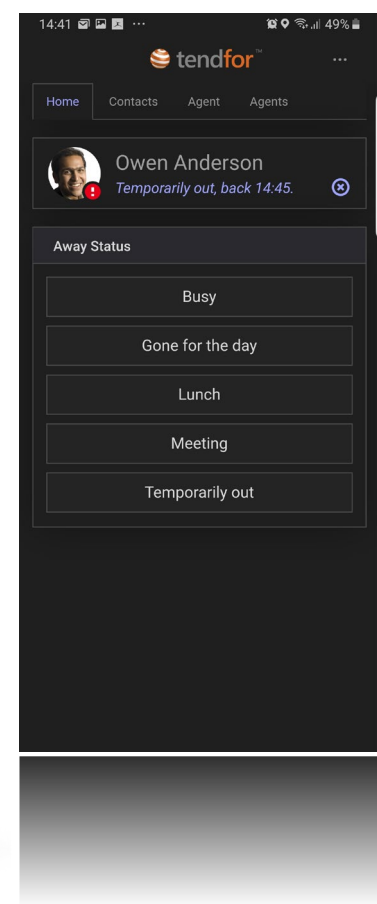
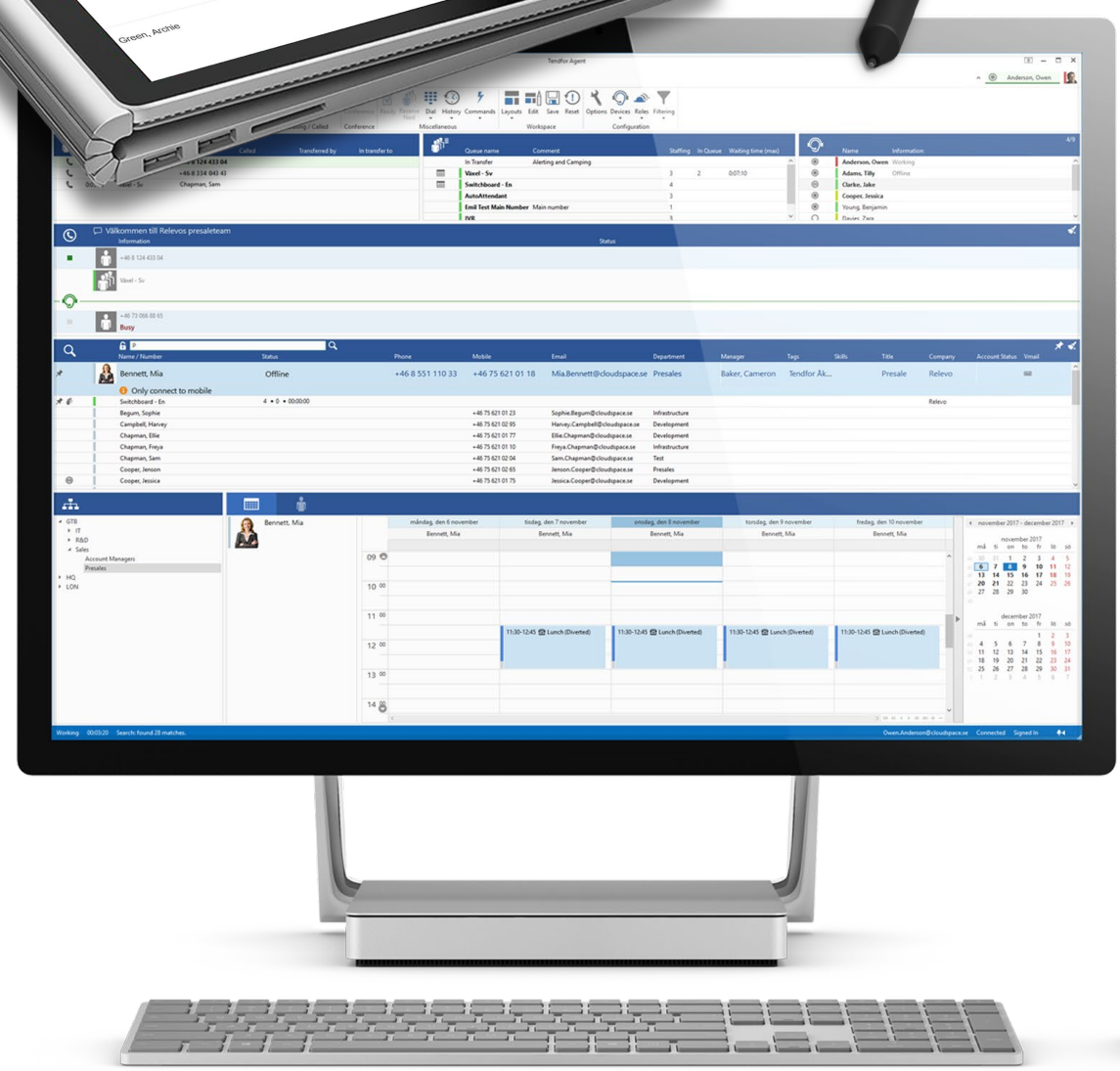
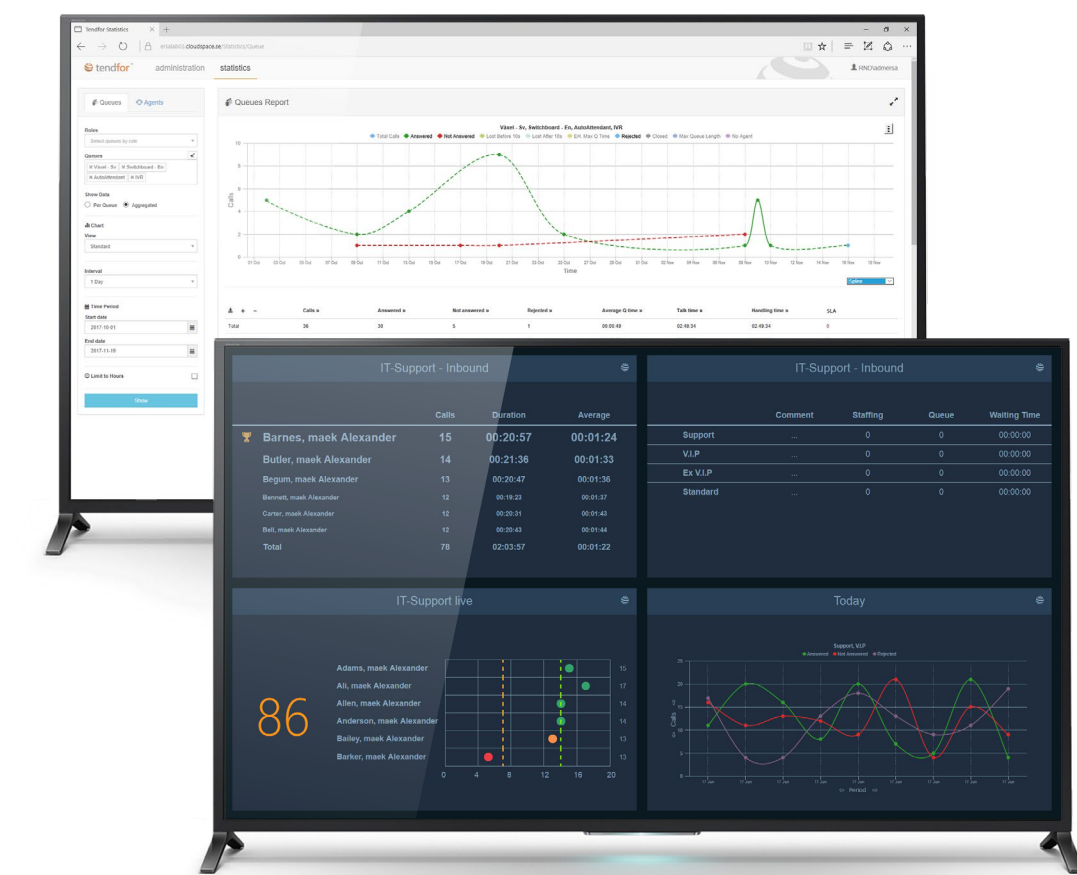
Power



Tendfor



- First API based “native” Teams contact center & attendant solution
- Multi-tenant carrier grade Azure hosted for global organizations
- Microsoft 365 logon in all interfaces
- Super fast onboarding and modern ergonomic UIs
- Microsoft based in everything – AD, Exchange integration, absence and overall infrastructure
- Teams “soft phone”, users can work from anywhere – the COVID-19 factor
- Makes for fast, easy deployment and low TCO



4

Customer cases

Customer Cases



B R U
G G E

5

Q&A

Next steps



Inetum-Realdolmen & Microsoft

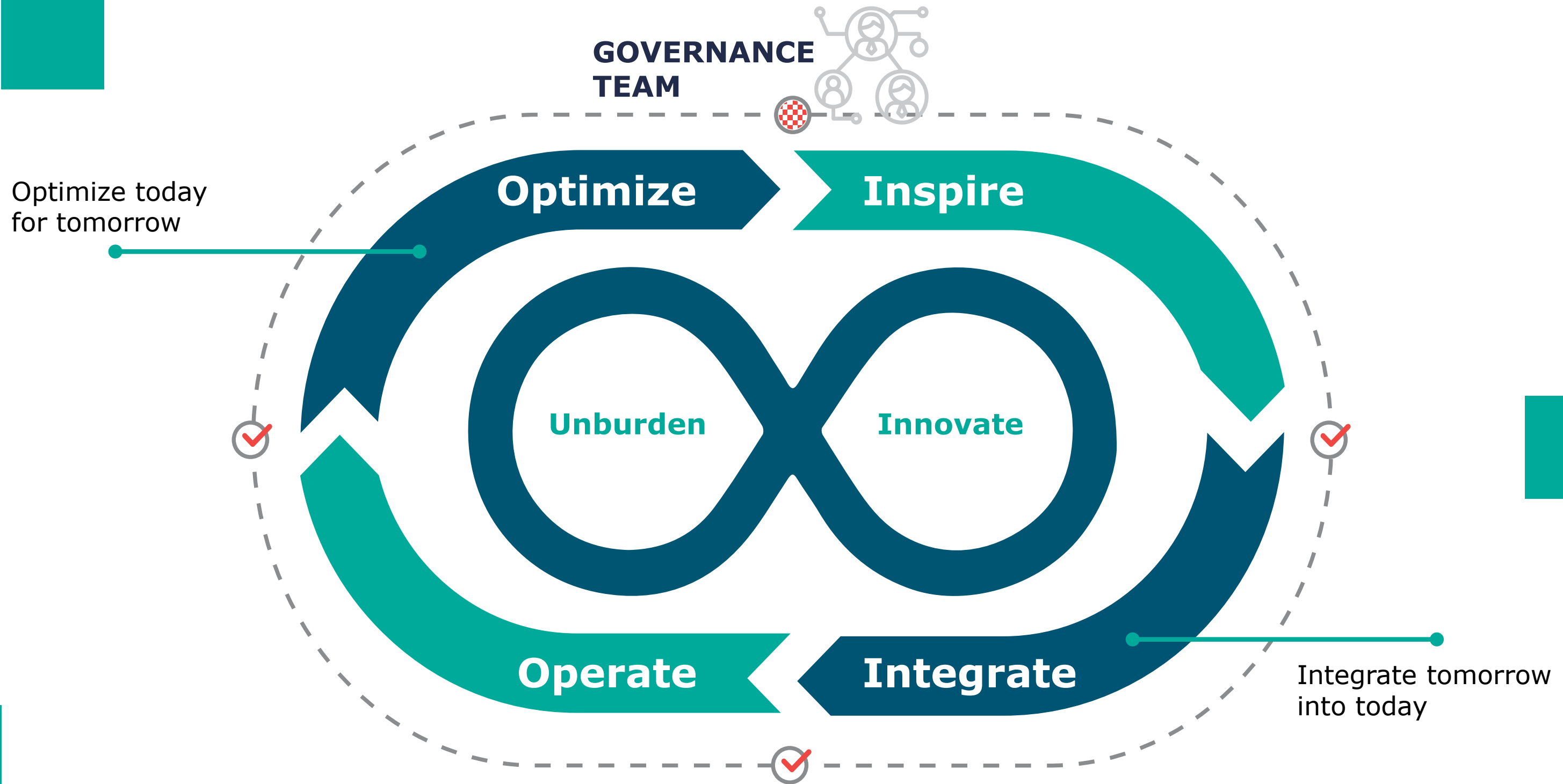


Gold Messaging
Gold Application Integration
Gold DevOps
Gold Data Analytics
Gold Data Platform
Gold Enterprise Resource Planning
Gold Project and Portfolio Management
Gold Communications
Gold Application Development
Gold Collaboration and Content
Gold Cloud Platform
Gold Datacenter
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Enterprise Mobility Management
Gold Windows and Devices
Gold Security
Silver Communications
Silver Cloud Business Applications
Surface PC Authorized Reseller

- Advanced specializations
 - Windows Server & SQL Server Migration to Azure
 - Modernization of Web Applications to Azure
 - Azure Virtual Desktop (vroeger: Windows Virtual Desktop)
 - Kubernetes on Azure
 - Teams calling
 - Teams Meetings and Meeting Rooms
 - Microsoft Adoption & Change Management
 - Teamwork Deployment



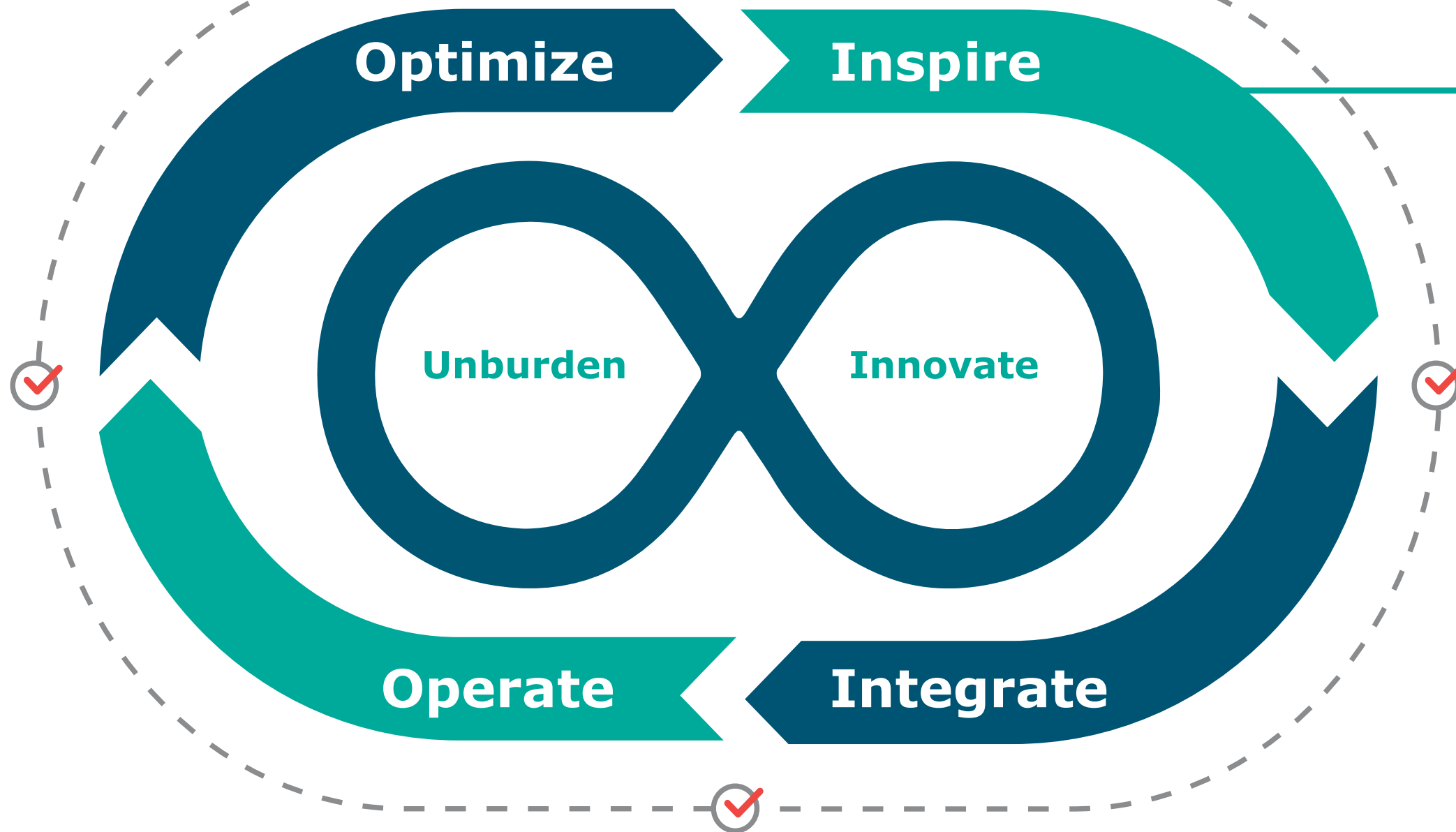
In order to **keep your balance**, you must **keep moving**



**GOVERNANCE
TEAM**



- [Teams Calling Assessment](#)
- [Security Priority Assessment](#)



[Customer case | Sint-Trudo Ziekenhuis](#)



Contacteer ons via:

- info@inetum-realdolmen.world
- Uw vertrouwde contactpersoon bij Inetum-Realdolmen
- Evaluatieformulier

www.realdolmen.com/nl/cloudevents