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Positive digital flow

Microsoft Teams

L’outil de communication dans un environnement de travail moderne

01 Introduction

02 La définition d’un environnement de travail moderne.

03 Travailler de manière moderne avec Teams

04 Les outils qui ‘parlent’ avec Teams.

05 L’architecture de Teams

06 Comment franchir le pas vers Teams avec WPaaS.

01

Introduction

Tour de table / Qui est qui?

Dario Galasso

Consultant Technique UC&C – Teams & SFB

@Inetum-Realdolmen depuis 01/2015

+8 ans d'expérience dans des solutions voip

Fait partie d'une équipe de 13 professionnels

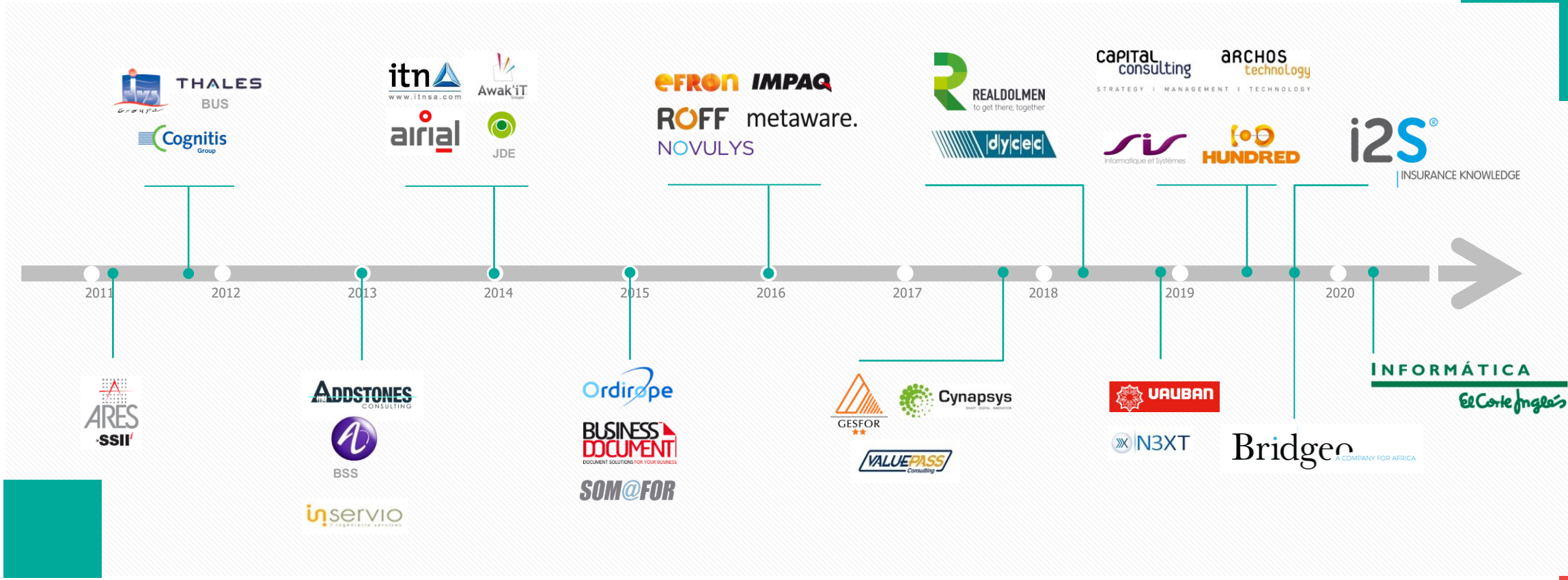
E-Mail : dario.galasso@realdolmen.com

Nicolas Bouillon

Directeur Solutions & Partenaires (Marché francophone)

E-mail : Nicolas.Bouillon@realdolmen.com

Une forte dynamique d'acquisitions stratégiques et tactiques *complétant notre proposition de valeur*



PLUS DE

27 000

CONSULTANTS

2019 (Pro Forma)

2,3

MILLIARDS D'EUROS
DE CHIFFRE D'AFFAIRES

26 PAYS

FRANCE, ESPAGNE, PORTUGAL, BELGIQUE, MEXIQUE, LUXEMBOURG, POLOGNE, MAROC, ROUMANIE, SUISSE, BRÉSIL, TUNISIE, COLOMBIE, CÔTE D'IVOIRE, PÉROU, USA, ANGOLA, CAMEROUN, SINGAPOUR, ANGLETERRE, E.A.U, RÉPUBLIQUE DU PANAMA, CHILI, COSTA RICA, RÉPUBLIQUE DOMINICAINE, ARGENTINE

6

ACTIVITÉS

+ **CONSEIL**
+ **SERVICES APPLICATIFS ET D'INFRASTRUCTURES**
+ **INTÉGRATION SYSTÈMES** (Business Solutions, ERP, CRM, PLM...)
+ **OUTSOURCING**
+ **VALUE ADDED RESELLING**
+ **SOFTWARE :**
  - 4 solutions verticales : *Collectivités, Assurances, Santé sociale, Retail*
  - Solutions Transverses *Gestion des Temps (Chronotime) DDM (Business Document)*

PLUS DE

+ Proximité-Intimité-Agilité
+ Industrialisation-Automatisation
+ Innovation-Solutions Métier

5

VALEURS
& PRINCIPES
D'ACTION

SOLIDARITÉ
Nous avons un esprit entrepreneurial solidaire.

AMBITION
Notre puissance locale crée notre réussite globale.

EXCELLENCE
Notre culture de l'excellence naît de notre audace.

ENGAGEMENT
Nous évoluons en restant proche de nos clients et de nos équipes.

INNOVATION
Nous co-inventons en permanence l'activité technologique de nos clients.

gfi becomes **inetum**

Positive digital flow

6 CENTRES
D'INNOVATION

PARIS, NANTES, LYON,
GAND, LISBONNE, MADRID

Casablanca & Varsovie en 2021

ALLIANCES GROUPE

SAP, Microsoft, Oracle, Salesforce

AWS, IBM, Sage, HRAccess

PTC, Siemens, Dassault

21 CENTRES DE SERVICES

APAC (*Macau*) ▪ **BRÉSIL** (*São Paulo*) ▪
COLOMBIE (*Bogota*) ▪
FRANCE (*Lille, Lyon, Meudon, Nantes, Toulouse*) ▪
INDE (*Pune*) ▪ **MAROC** (*Casablanca*) ▪
POLOGNE (*Varsovie-Poznan-Lublin*) ▪
PORTUGAL (*Lisbonne-Covilha-Bragança*) ▪
ROUMANIE (*Bucarest-Constanza*) ▪
ESPAGNE (*Alicante-Bilbao*) ▪ **TUNISIE** (*Tunis*)

10 PRACTICES
GROUPE

DIGITAL BANKING ▪
DIGITAL ASSURANCE ▪ DIGITAL RETAIL ▪
DIGITAL UTILITIES ▪ E-SANTÉ ▪
INDUSTRIE 4.0 ▪ SMART CITIES ▪
DIGITAL TÉLÉCOM ▪
DIGITAL TRANSPORT ▪
SMART DATA & AI ▪

7

SECTEURS D'ACTIVITÉS

- SERVICES FINANCIERS
- INDUSTRIES
- PUBLIC-SANTÉ
- TÉLÉCOM-MEDIA-TECHNOLOGIES
- ÉNERGIE-UTILITIES-CHIMIE
- DISTRIB.-PRODUITS DE CONSOMMATION
- TRANSPORT-VOYAGE-SERVICES

PARIS SAINT-GERMAIN HANDBALL

PARTENARIAT

Inetum est partenaire majeur du Paris Saint-Germain Handball

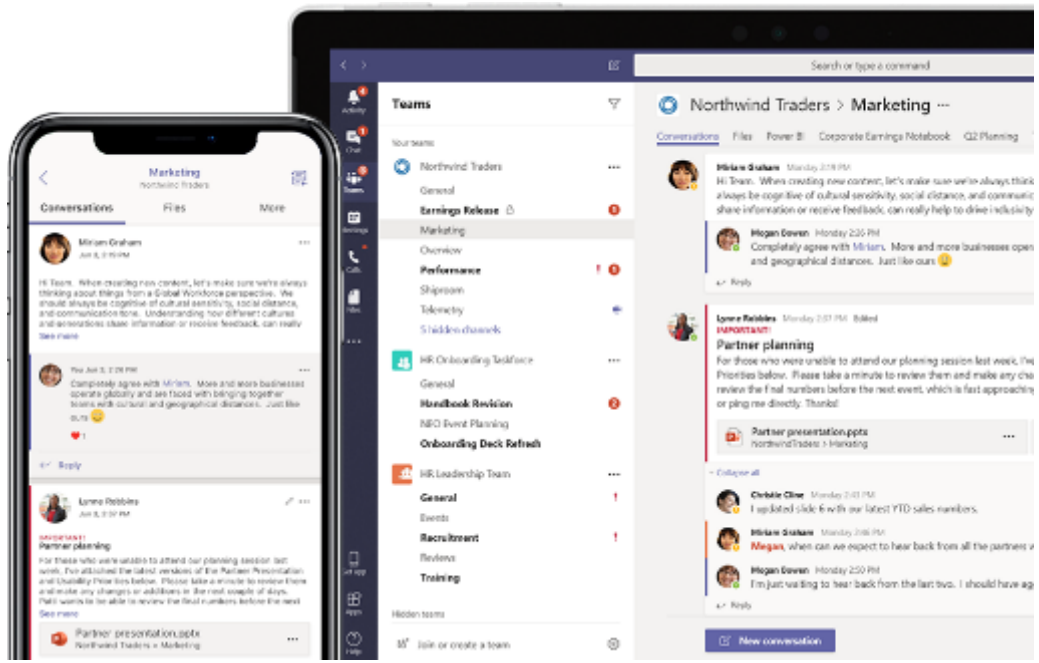
Plus d'informations sur : **inetum.world**

Octobre 2020
@2020 Inetum
V. 14/10/2020

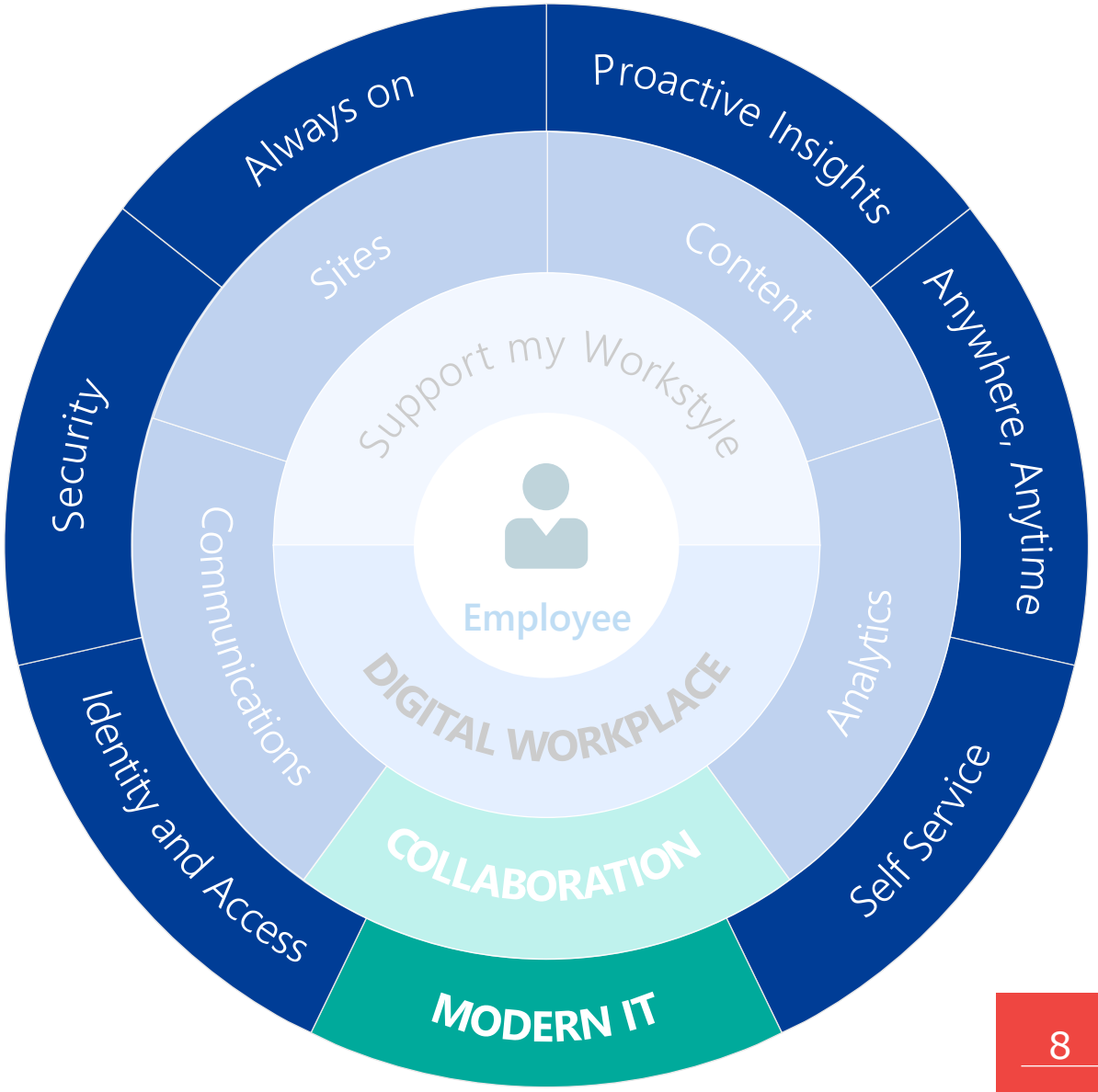
02

La définition d’un environnement de travail moderne.

Microsoft Teams



Autonomisez vos employés avec un environnement de travail numérique et des services modernes (cloud) pour la collaboration via une solution informatique sécurisée et moderne



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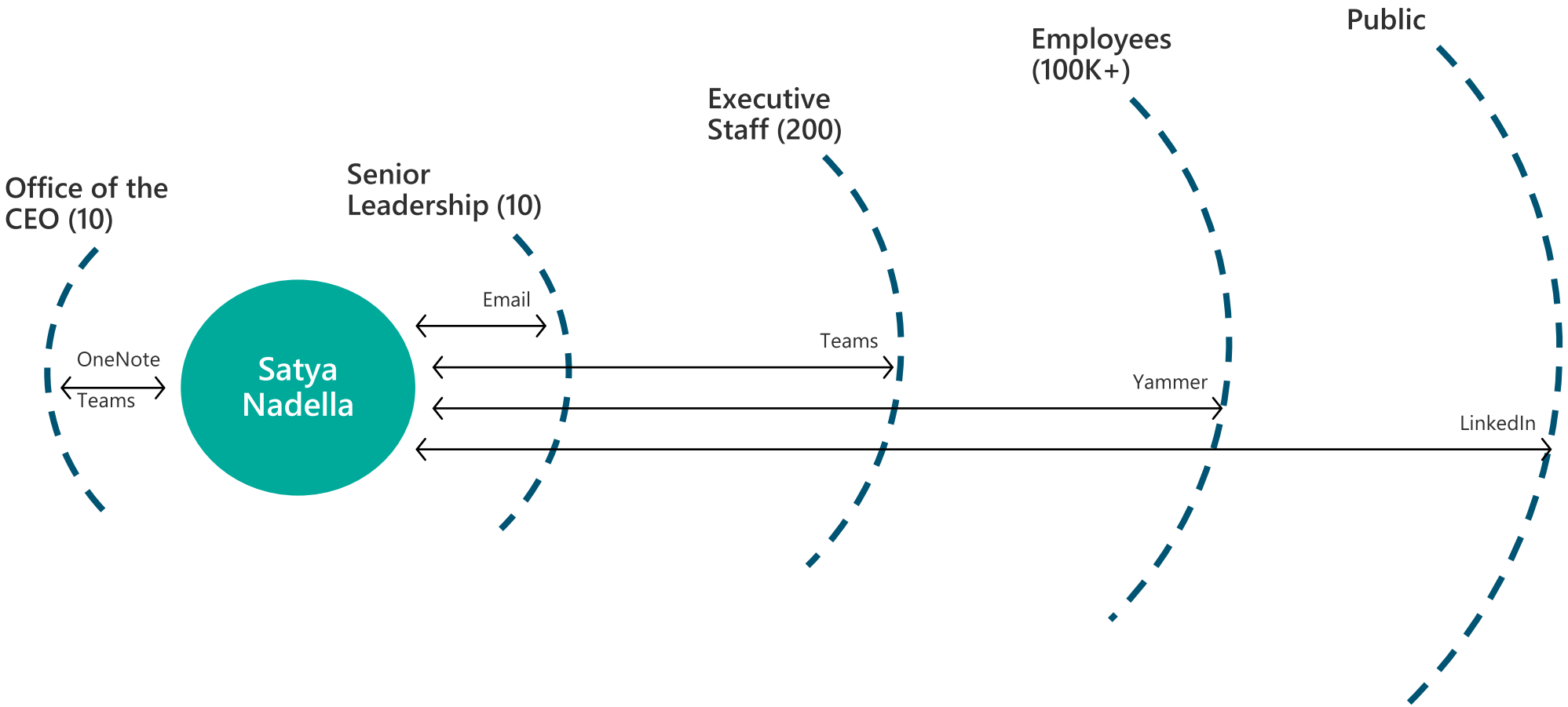
03

Travailler de manière moderne avec Teams.

What is Teams // What does Satya Nadella use



Microsoft Teams building blocks

Shared mailbox

Calendar
Email address

SharePoint site

Files
OneDrive for chat files
Meeting recordings

Skype for Business

Chat
Online meetings

Microsoft Teams

Microsoft Teams

The hub for teamwork in Microsoft 365

Collaborate

With deeply integrated Office 365 apps

Communicate

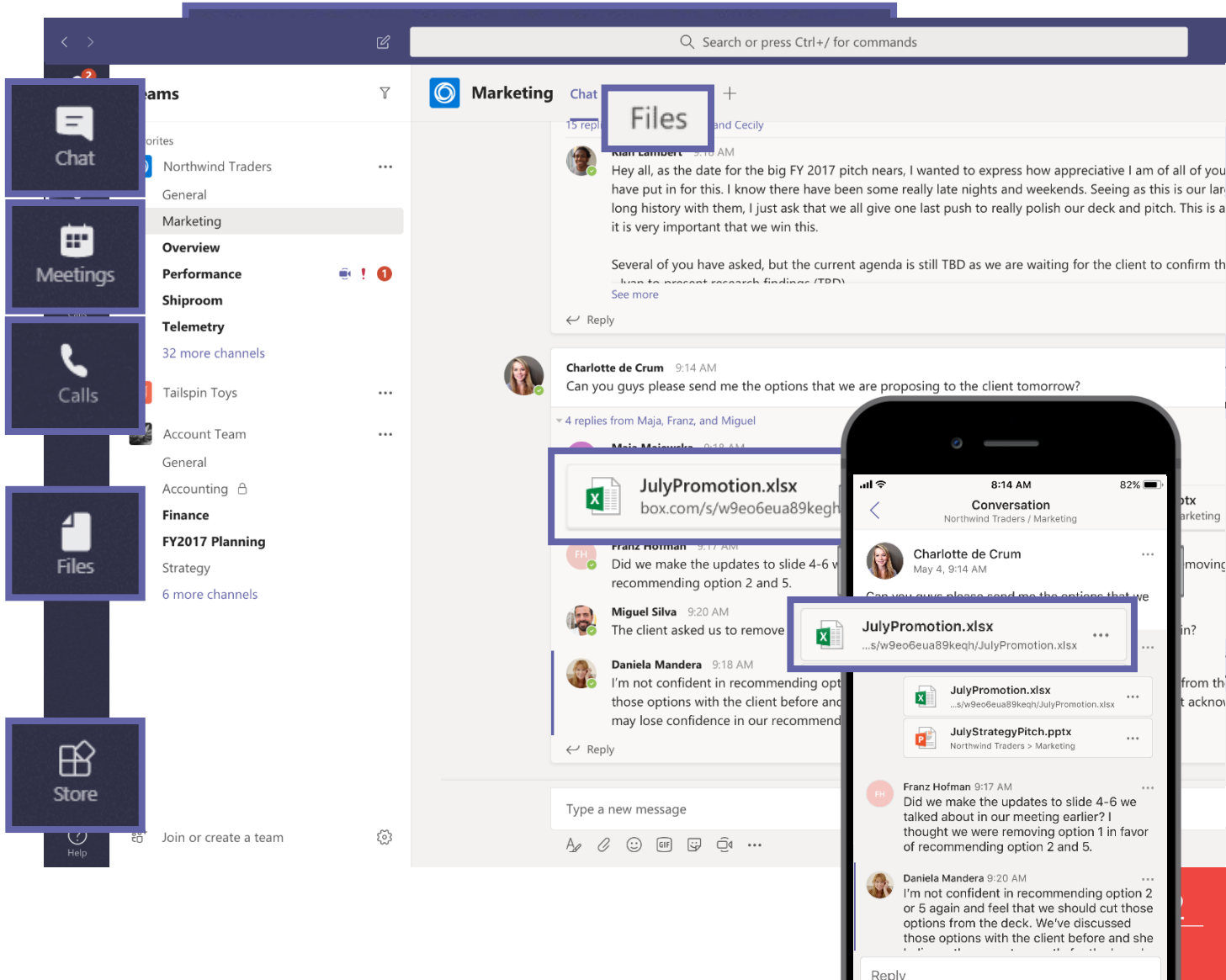
Through chat, meetings, and calls

Customize and extend

with third-party apps, processes, and devices

Work with confidence

Enterprise-level security, compliance, and manageability



Communicate through chat

Communicate across geographies, languages and organizations

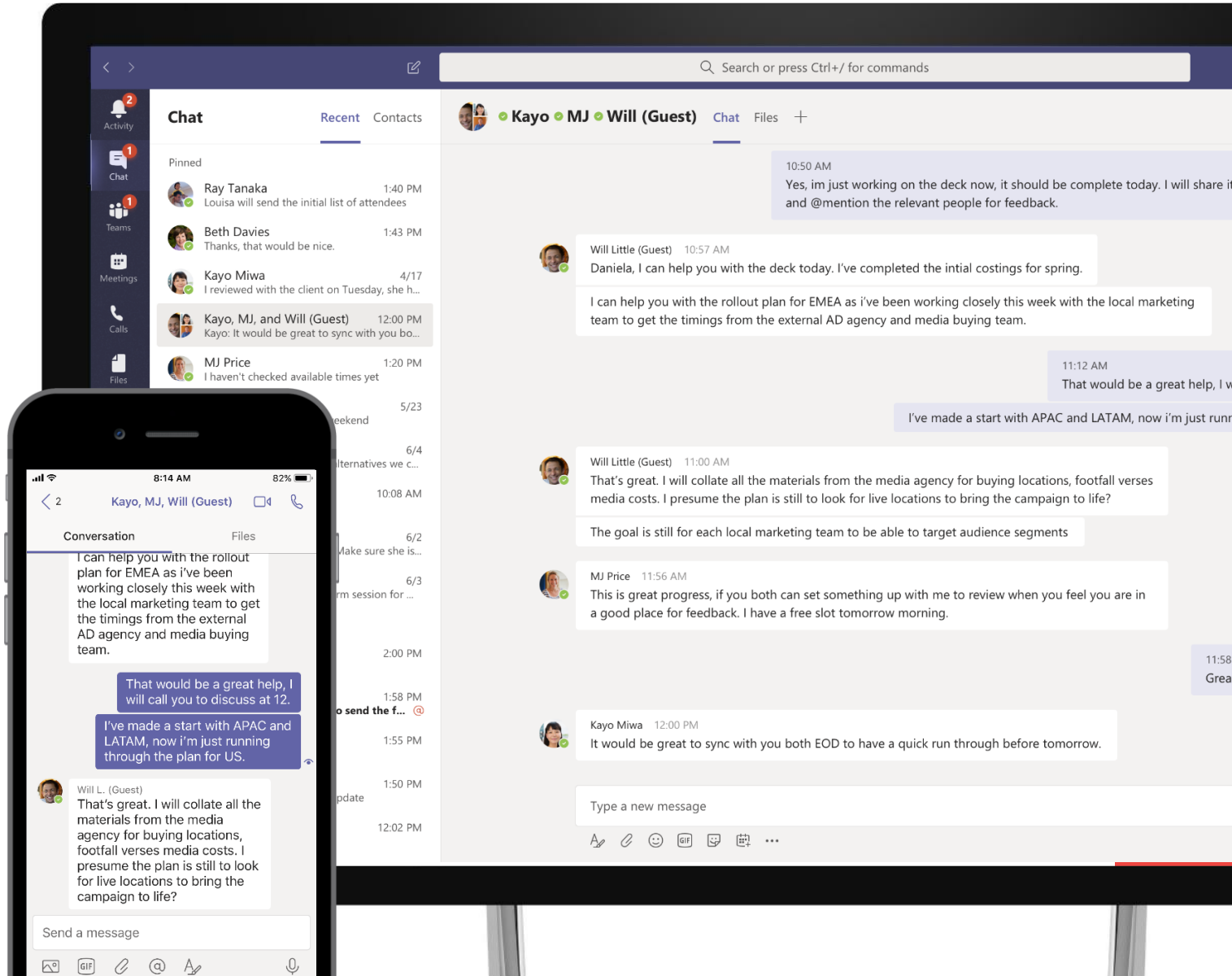
Share information in an open and transparent way with threaded, persistent channel discussions

Stay in sync with one-to-one or group chats

Communicate across geographies, languages,
and organizations with guest access, federation,
and translation

Humanize the workplace with GIFs, stickers, and emojis

Available across mobile, desktop, browser, and a wide range of devices, from headsets to Surface Hub to meeting room devices



Communicate through meetings

Communicate from anywhere with a complete meeting solution

Stay connected with a complete meeting solution supporting sharing, video, and audio conferencing

Engage in all types of meetings – spontaneous, scheduled, external, and large one-to-many

Get work done faster by having context and content at your fingertips

Stay in the know with meeting recordings with transcription and translation, indexed for searching

Join from a range of platforms and devices, including desktop, browser, mobile, and meeting room devices

La téléphonie dans Teams

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

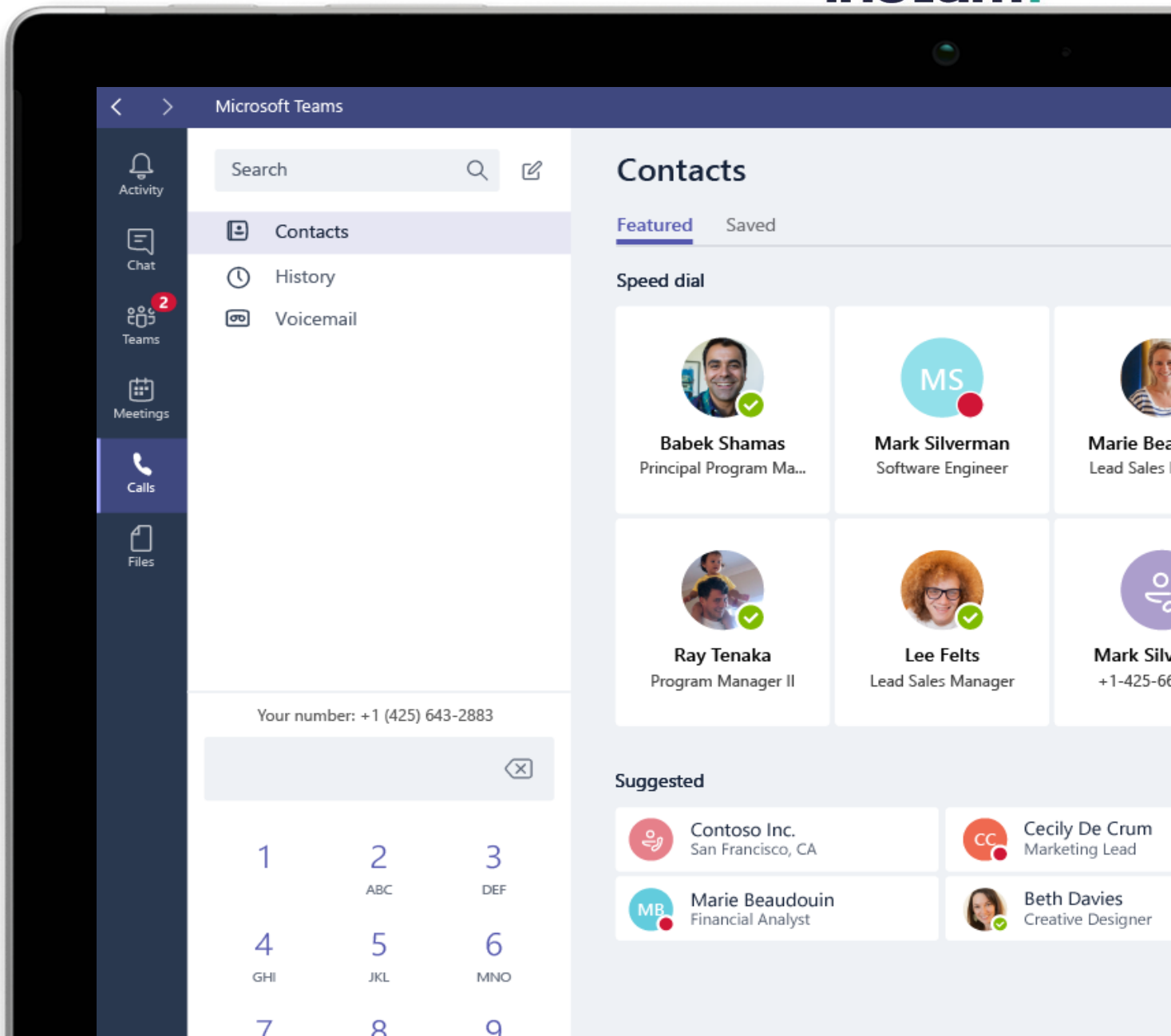
Change active device

Distinctive ringing

Different ring tones based on call type

Federated calling

Call other companies on Teams



ADDITIONAL TELEPHONY FEATURES

Transfer calls

Blind, consult and mobile transfers

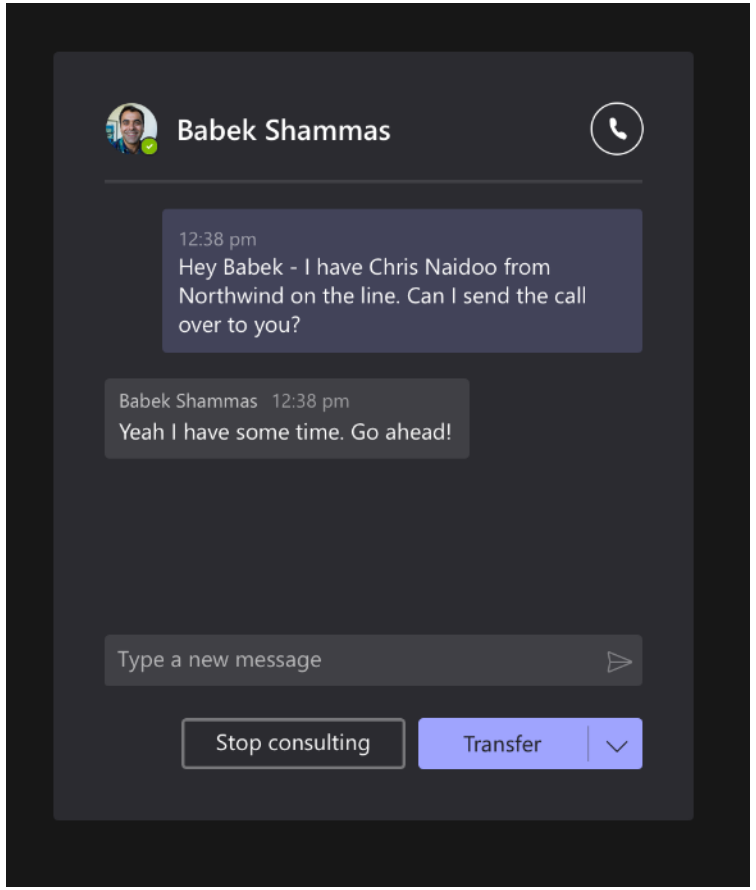
Caller ID

Reverse Number Lookup will show you contact information if available*

Otherwise, phone number will be shown

Call history

Have all incoming and outgoing calls documented in Teams



*feature currently in validation

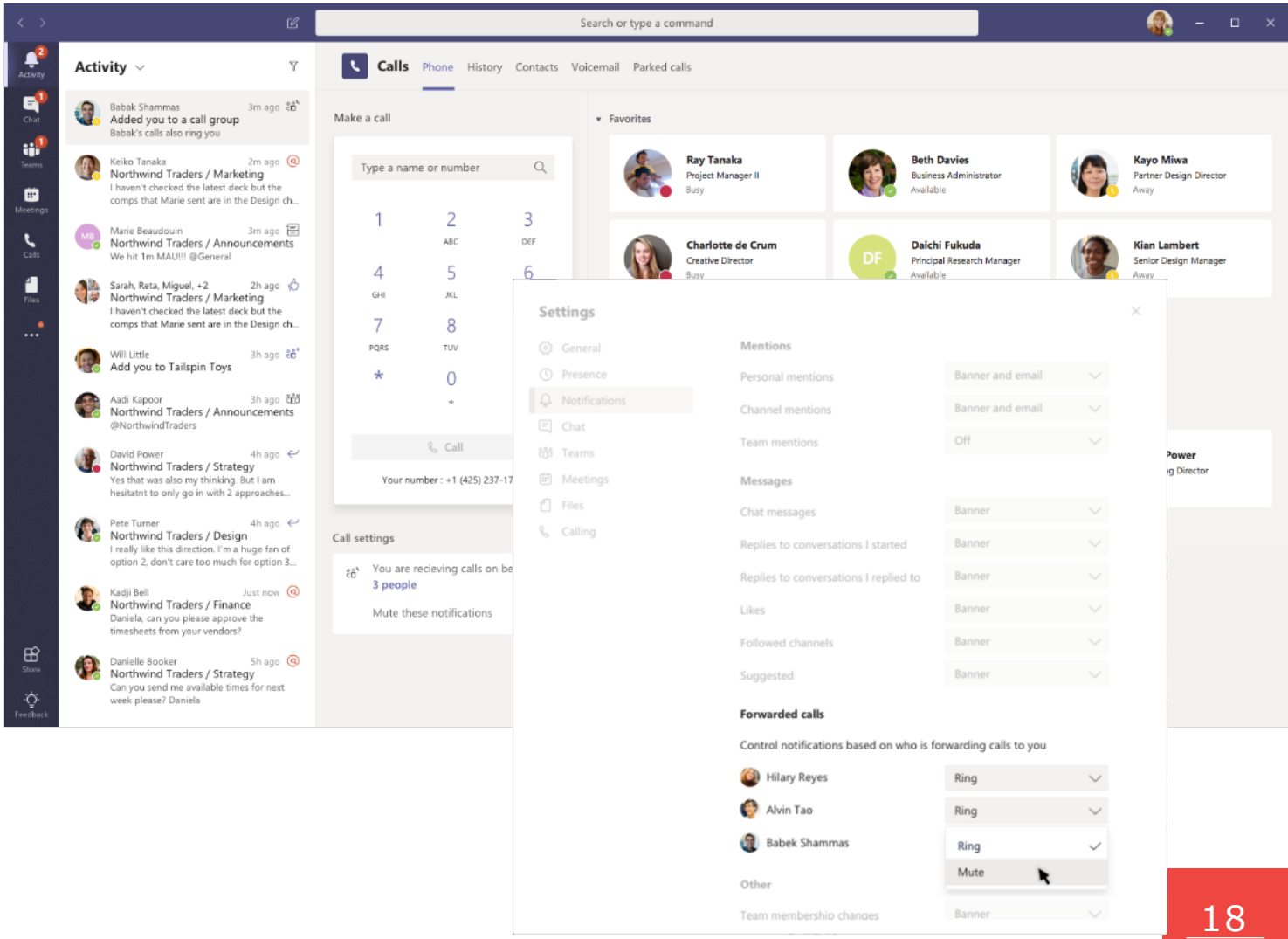
Teams as your phone – Advanced

Group Call Pickup

Teams will allow recipients to change the relationship from push (SimRing) to pull (GCP) by changing how they want to be alerted

Full Invite Flow & Call Management

- User can setup a call group
- Group members get notified
- Full control of the notifications
- Answer calls on behalf of each other
- IT Pro experience to create GCP on behalf of users



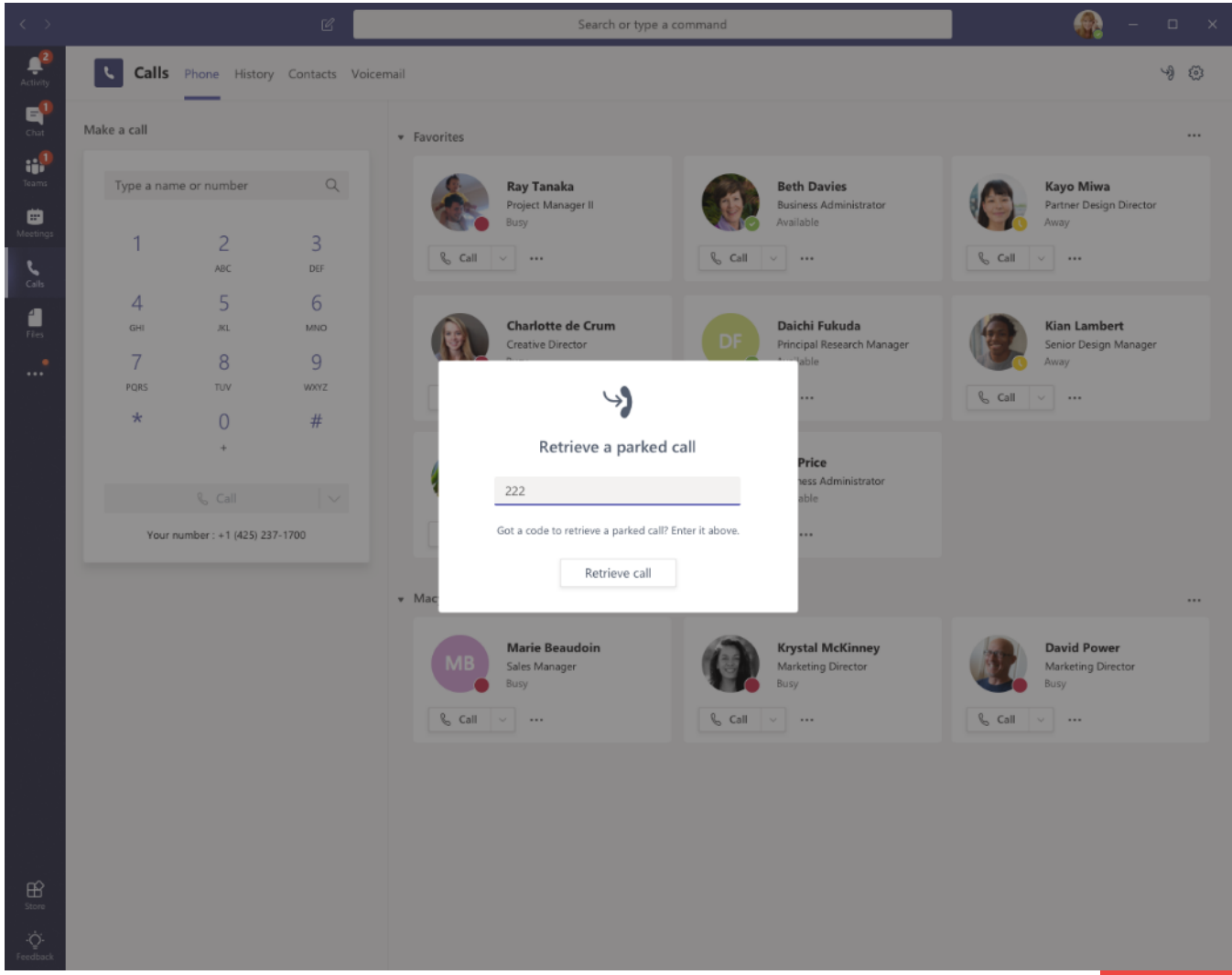
Teams as your phone – Advanced

Call Park

Teams will allow people to park and retrieve calls

Park and Retrieve Calls

- Park a call and get a code
- See all parked calls from Teams Apps
- Use Teams phone or Team's app to retrieve the call



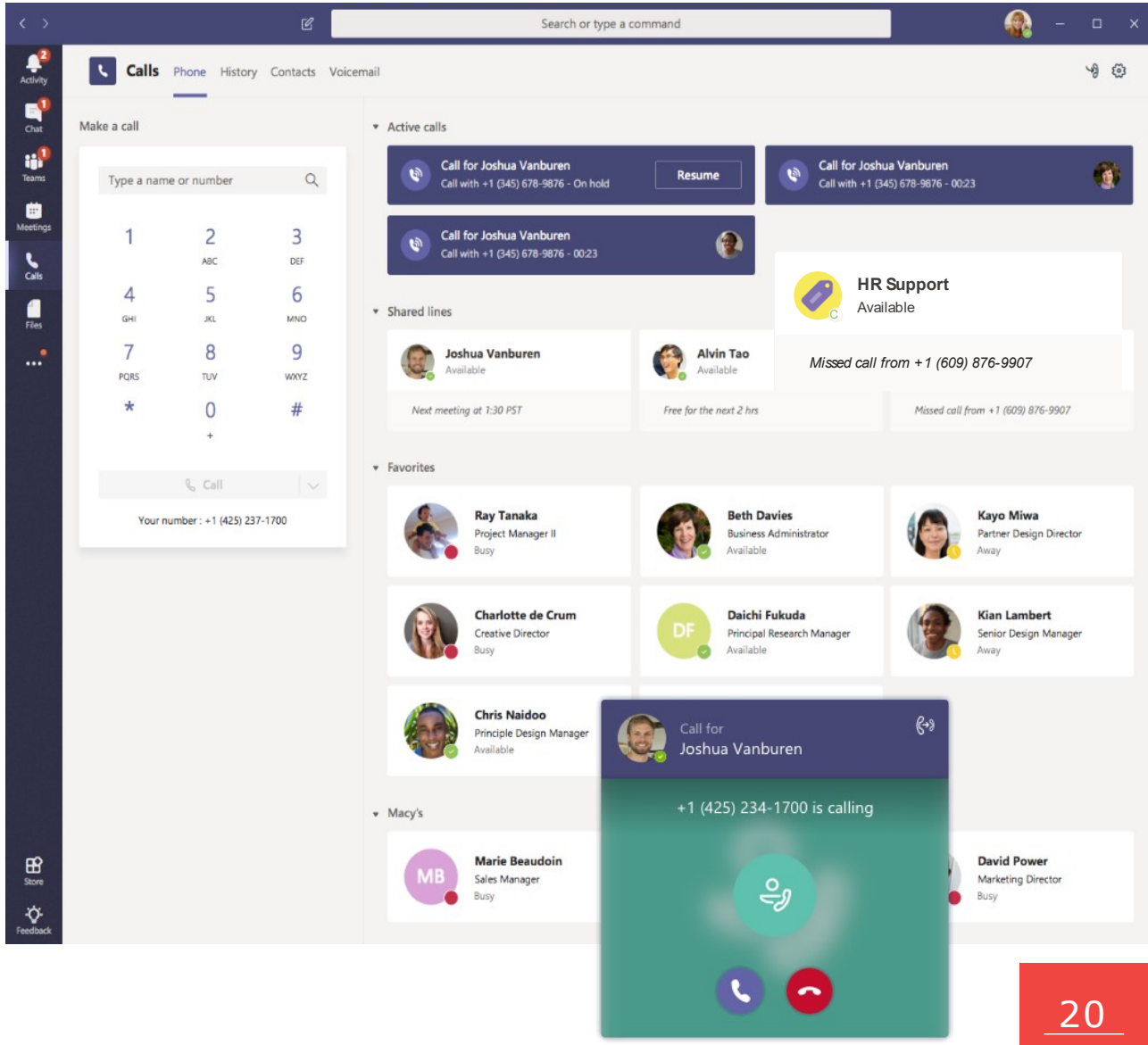
Teams as your phone – Advanced

Shared Line Appearance - Delegates

Teams will enable people to share their phone line with their delegates

Full Invite Flow & Call Management

- Manager Initiated
- Delegate Managed or Initiated
- See line busy status and active call information
- Resume a call on hold by manager or admin
- Make/receive shared line calls
- IT Pro experience to create on behalf of users

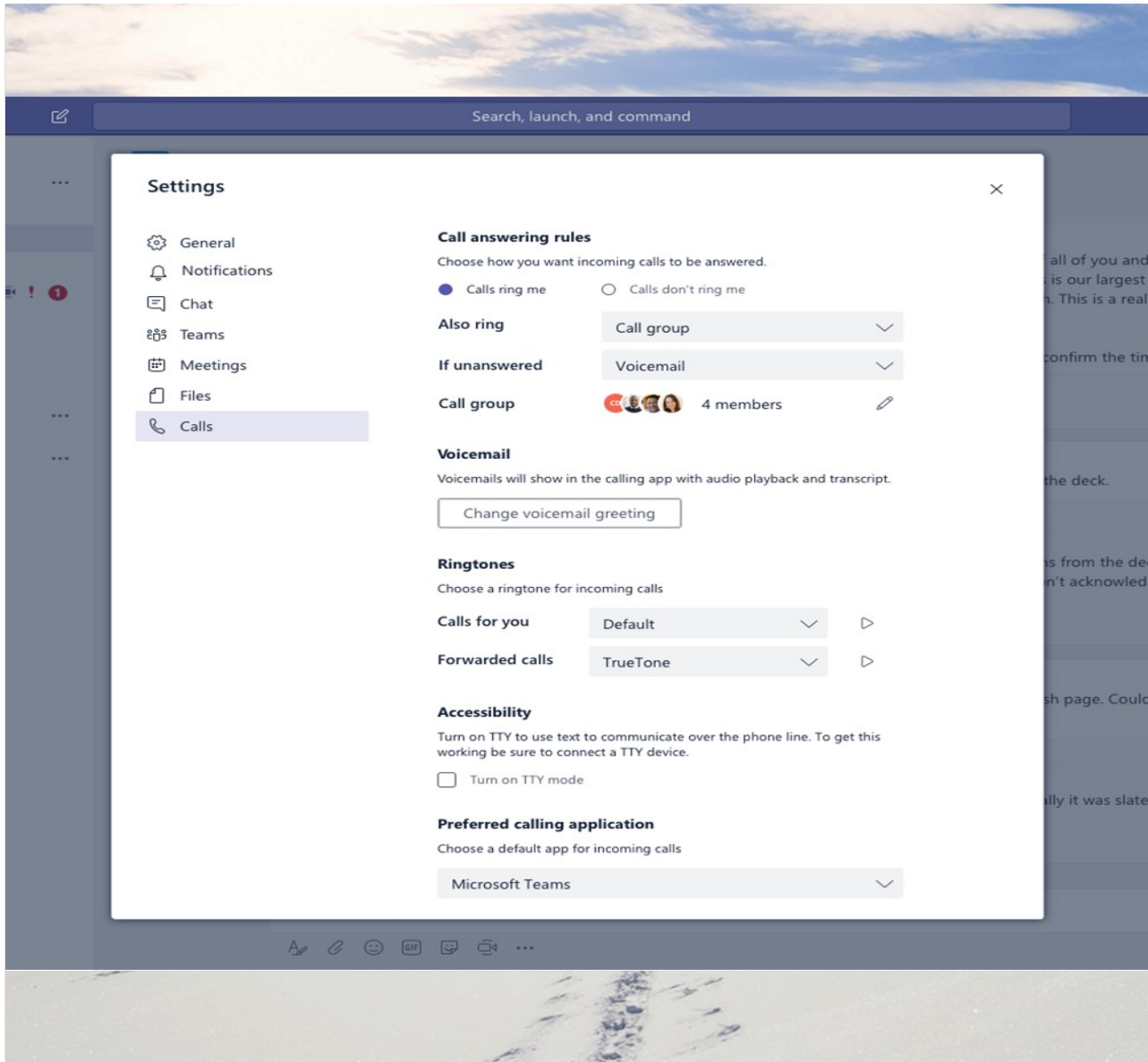


Teams as your phone – Advanced

Forward to Group

Users may opt to forward their calls to one or more people, enabling a group to cover for them when they are unavailable.

- Forward to one or more people
- Ring in sequence or simultaneously
- First to pick up takes call
- Settings UX for easy configuration
- Simultaneous ring
- Forward to Voicemail



Teams as your phone – Advanced

VOICEMAIL

Voice Mail for all Phone System users

Delivers Voice Mails to Exchange mailbox

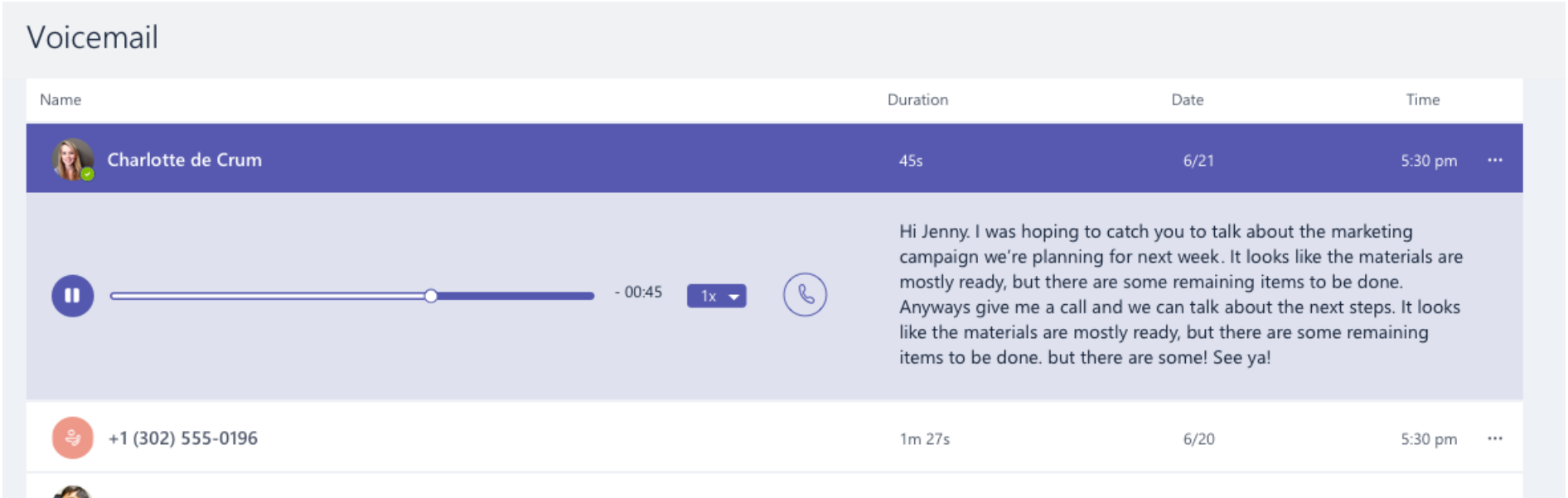
Transcript created for voicemail (can be disabled) including optional profanity masking

Voice mails can be played from Outlook or Teams

Exchange for deposit, compliance & archiving

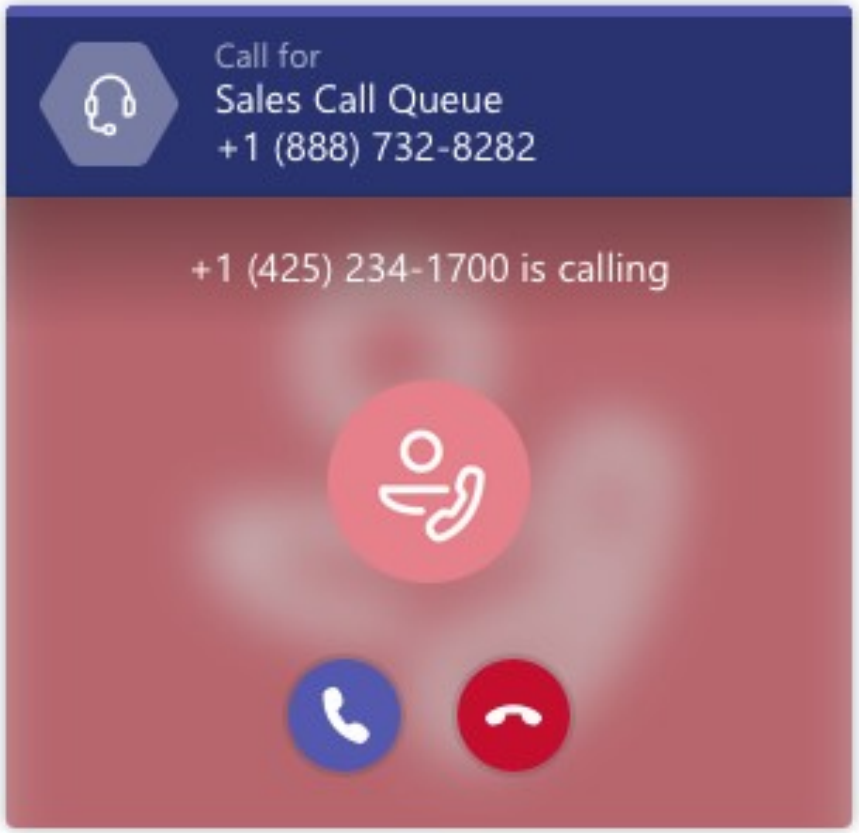
Only users with Exchange Online mailbox will see voicemail in Teams client

For Exchange on-premises Exchange Server 2013 CU12 or higher required



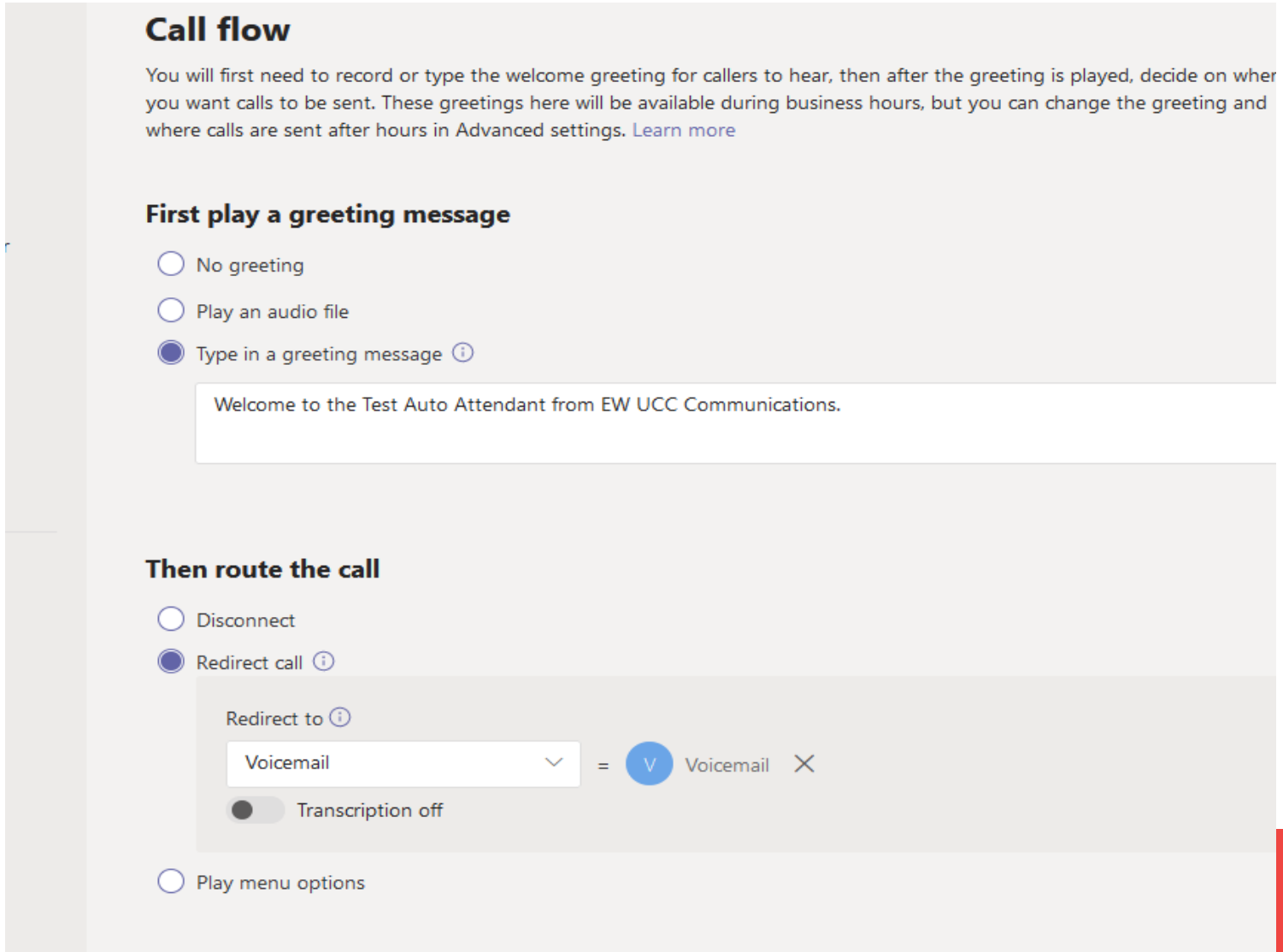
Call Queues and Auto Attendants

- Enable companies to automatically route calls to specific Departments, Teams, or people in a company
- Attendant & Serial Distribution
- Setting Time Availability
- Music on hold
- Custom Messaging



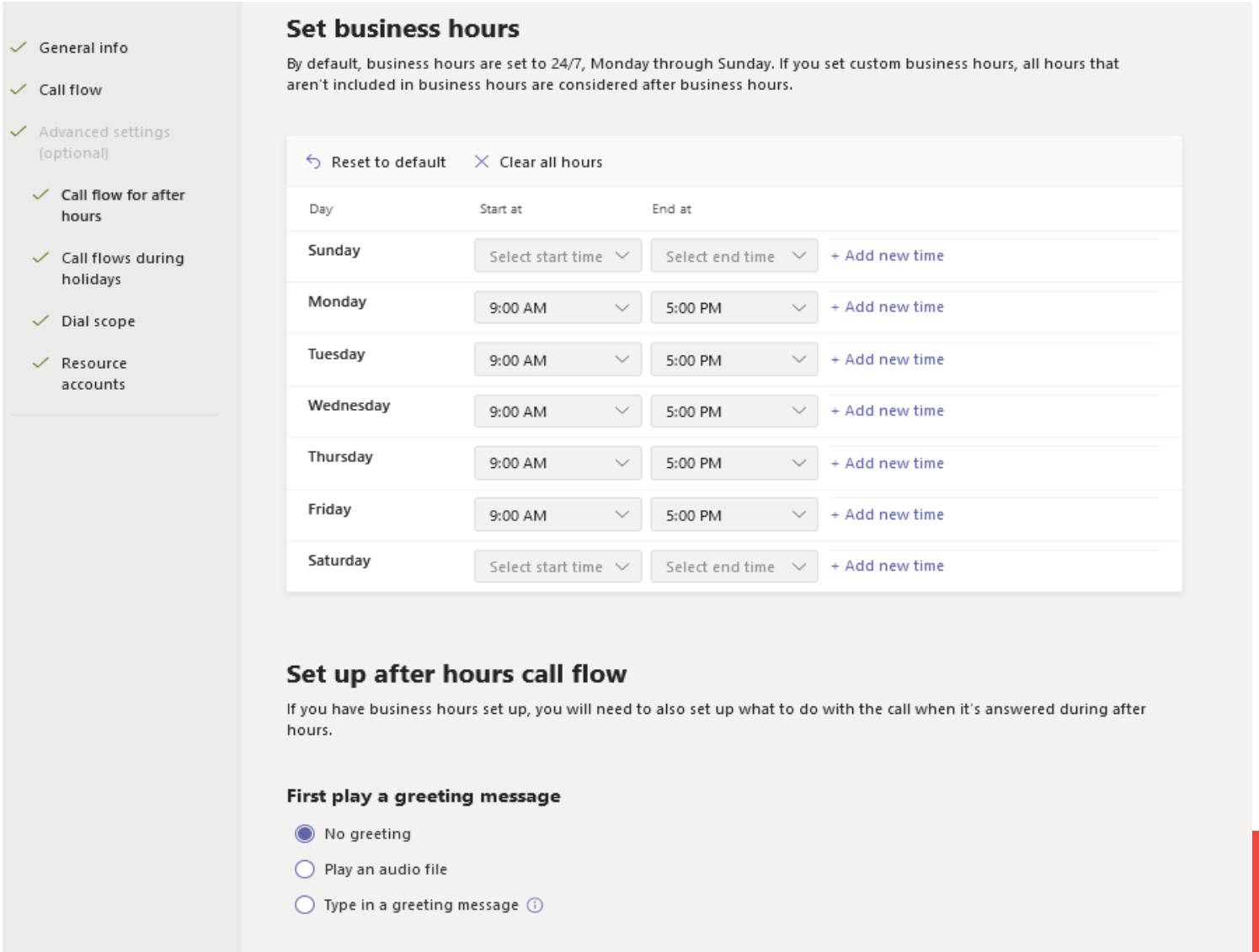
Call Queues and Auto Attendants

Structure d'accueil



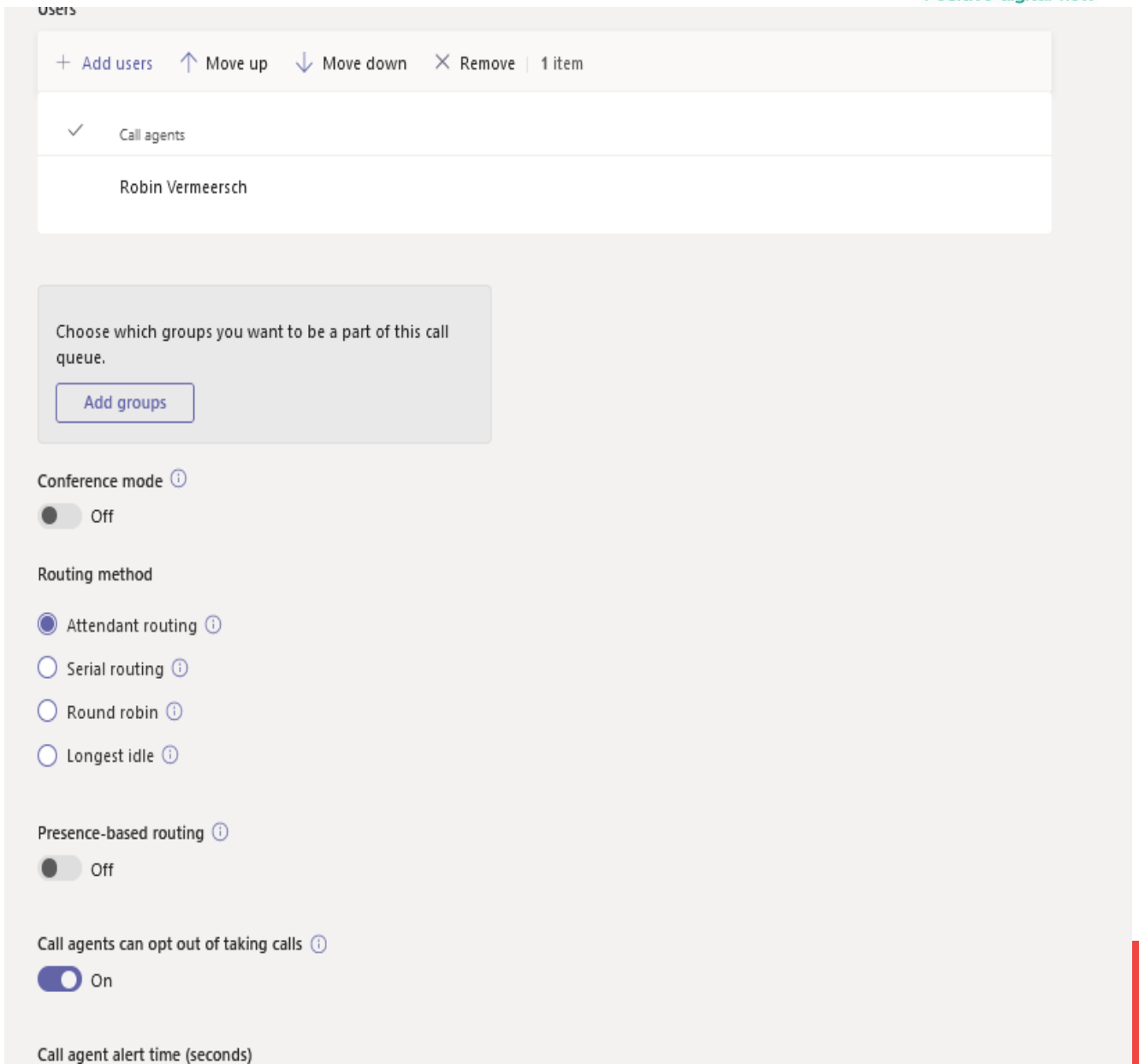
Call Queues and Auto Attendants

Heures d’ouvertures



Call Queues and Auto Attendants

Traitement de l’appel



Anywhere365®
CLOUD CONTACTCENTER SOLUTION
Anywhere365
The Omni-channel
Communications platform
Rethink what's possible for your business communications
and workstream collaboration.
PHILIPS
sdworx
Rabobank
SWAROVSKI
DHL
QPARK
UNIVERSITY of HOUSTON
GfK
Emirates
BOMBARDIER
Anywhere365.io

Roadmap

Anywhere365®
Route Dialogues with Intelligence

Anywhere365 WebAgent for Reception

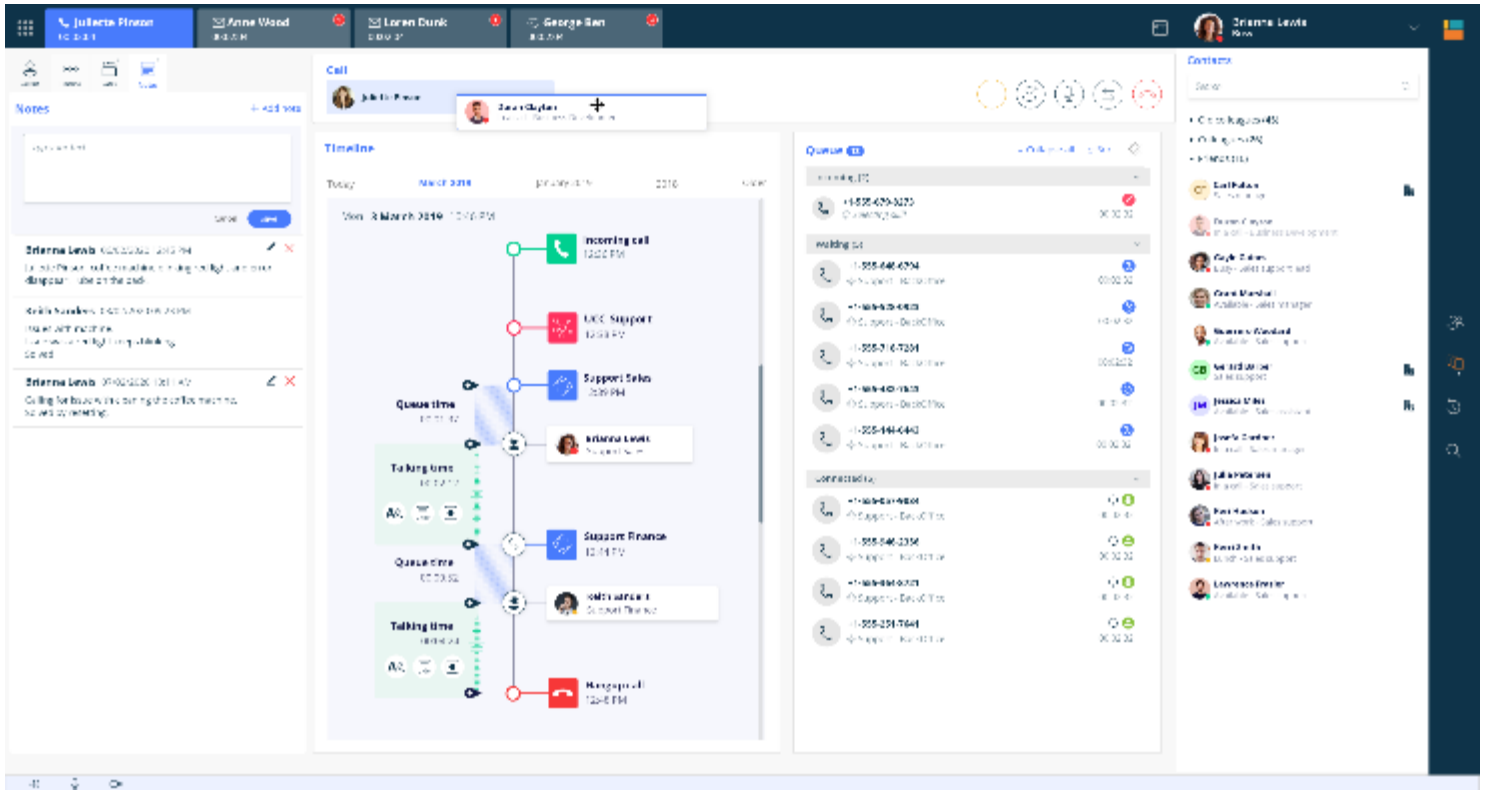
Currently in development; functions and design may vary on GoLive!
Releasedate is not yet available.

Advanced timeline

See (all) previous customer journey's from accepting to forwarding and closing the call.

Easy Call Transfer

Easy call transfer, drag and drop within the application.



Contacts

See all contacts within your organization and see if they are available to take the call.

Queue information

Overview of all callers in the queue.

Meet our bright, smart and Colorful
WebAgent for Reception, for **Microsoft Teams**

Teams en constante evolution

Teams as your phone – New features

New Calling Experiences

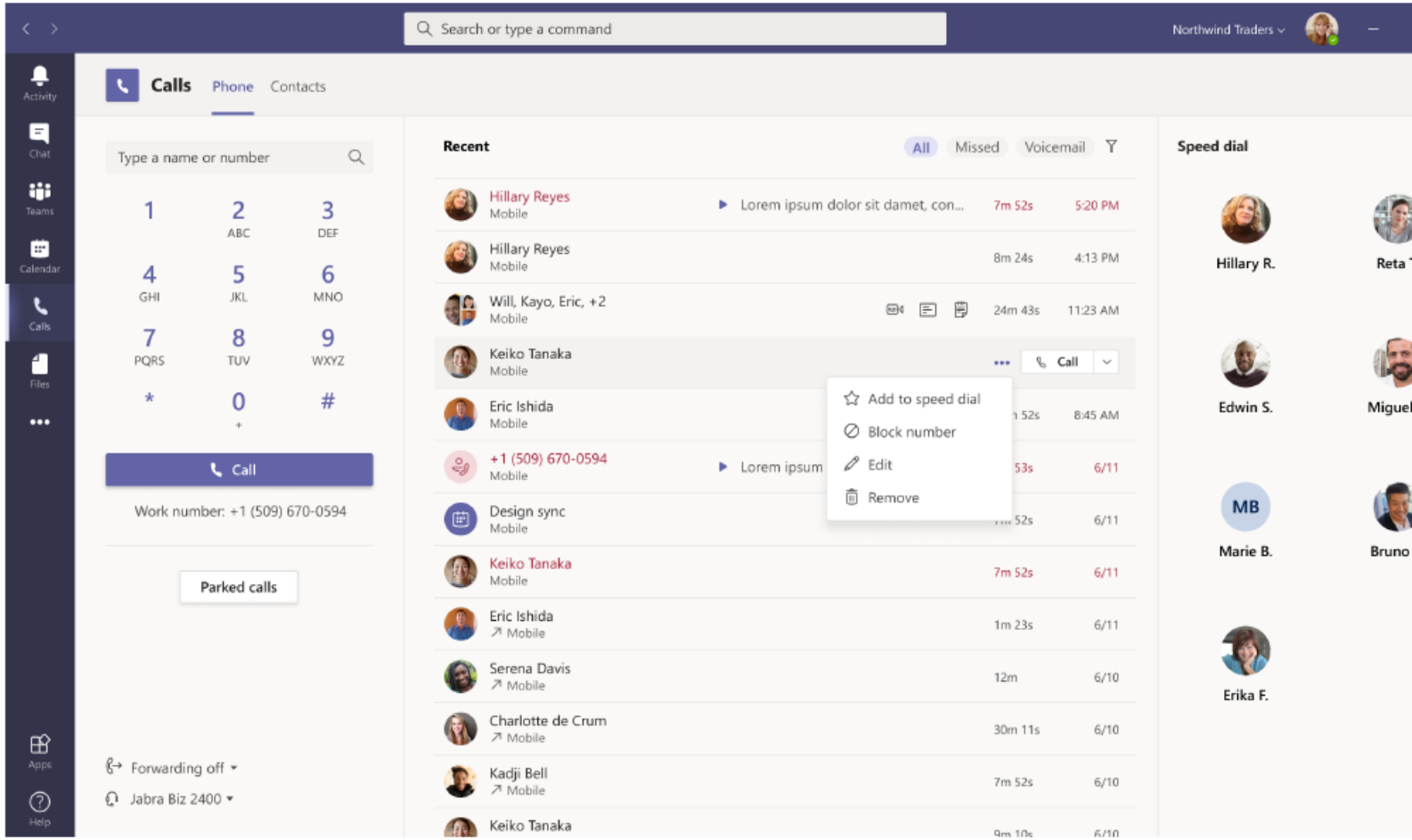
Simple call experience built on a single pane

Dial by name or number

Calling history with filters – see the info you want

Right canvas supports Speed dial today. In the future we will enable this canvas for a variety of custom treatments

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



Teams as your phone – New features

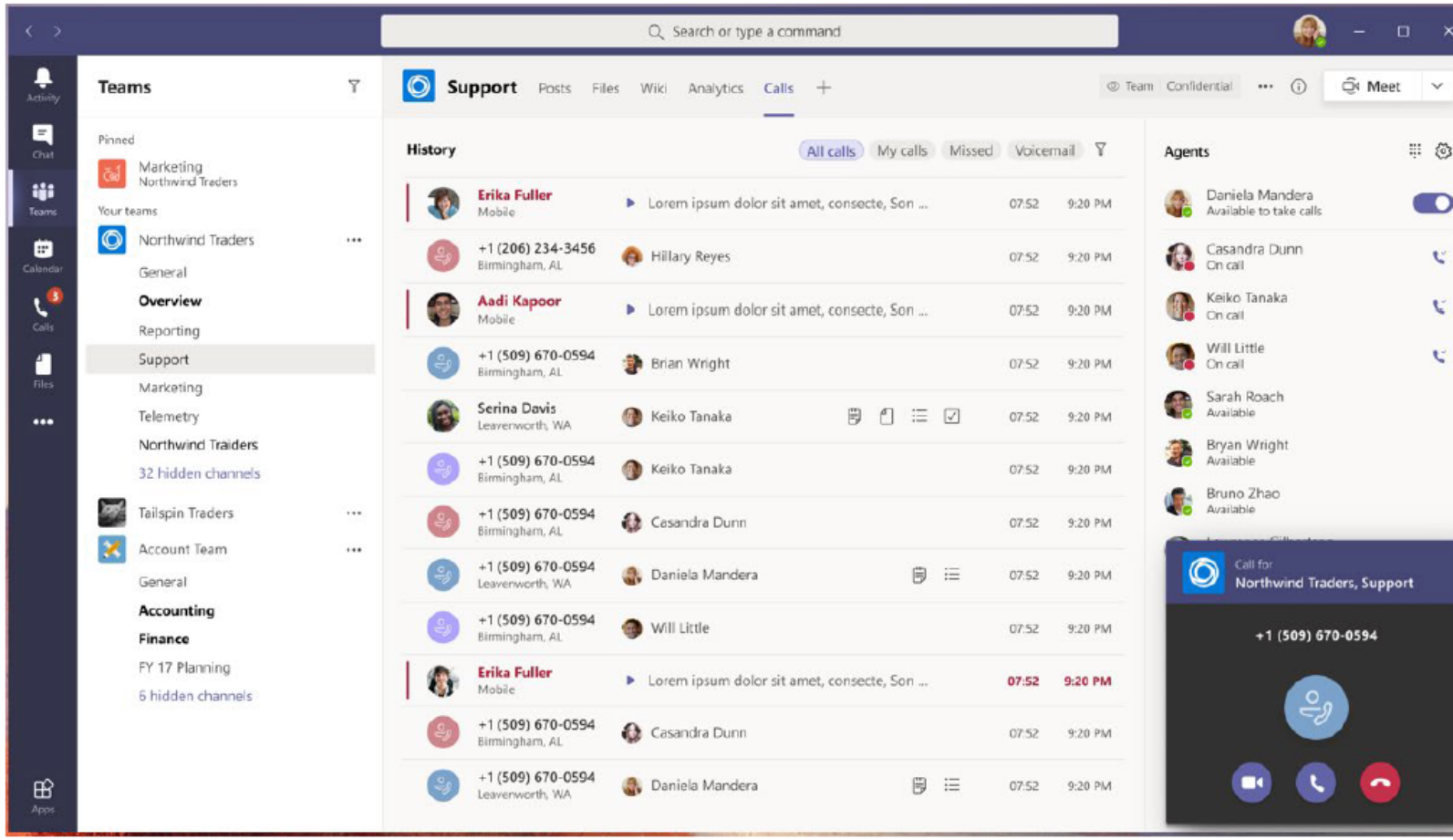
Collaborative Calling

Simple call queue experience built on a single pane

Shared call queue log - agents and managers can examine history

A shared voicemail queue among all the agents

Right canvas shows agent status and allow these agents to mark themselves as available



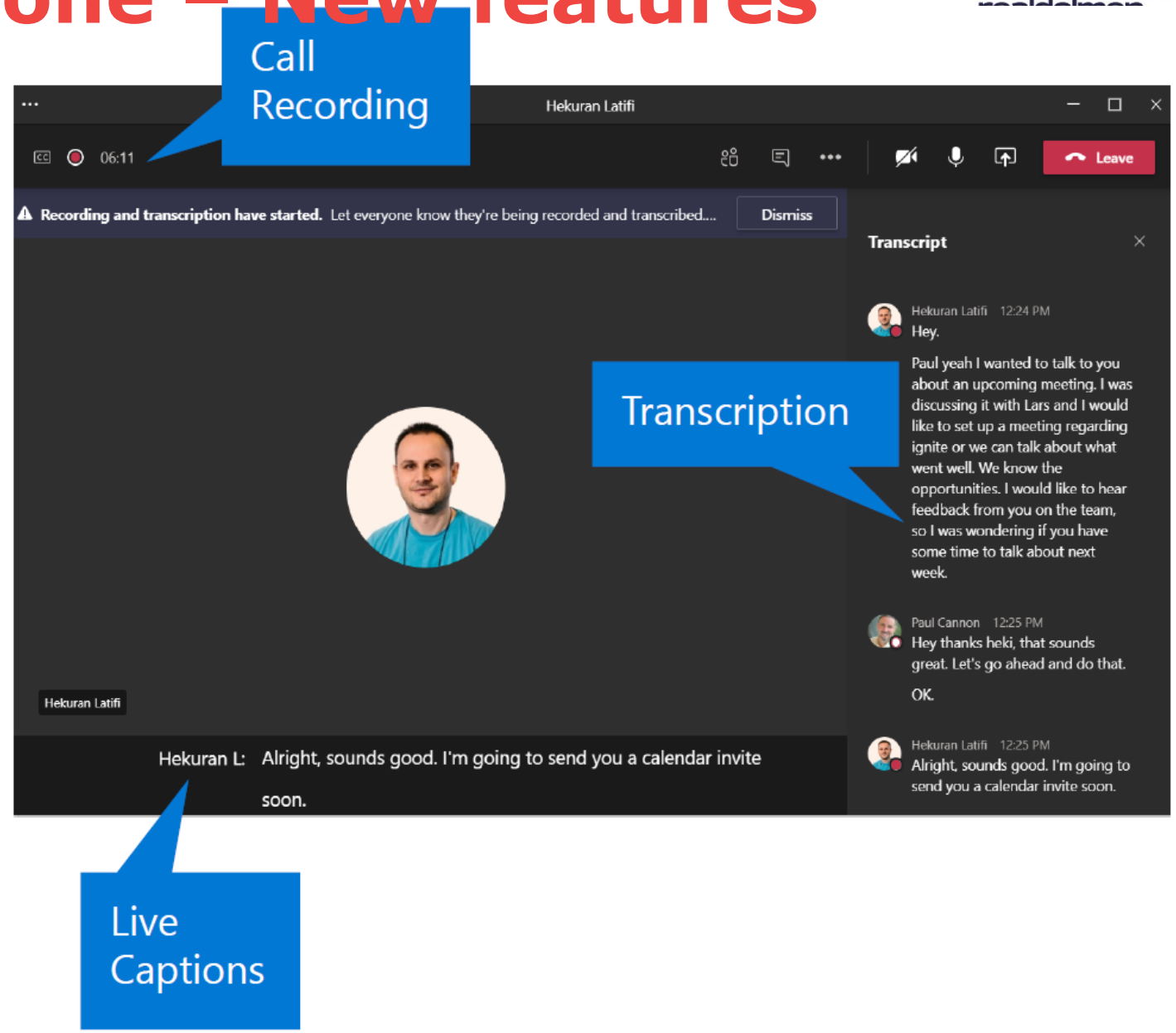
Teams as your phone – New features

Captions, Recording, and Transcriptions in Calling

Enables calling participants to view live captions and/or transcription during a Teams Call.

Supported spoken languages in 1st release: English.

After the meeting finished, a transcription is available for review – even if you missed the meeting.



Teams as your phone – New features

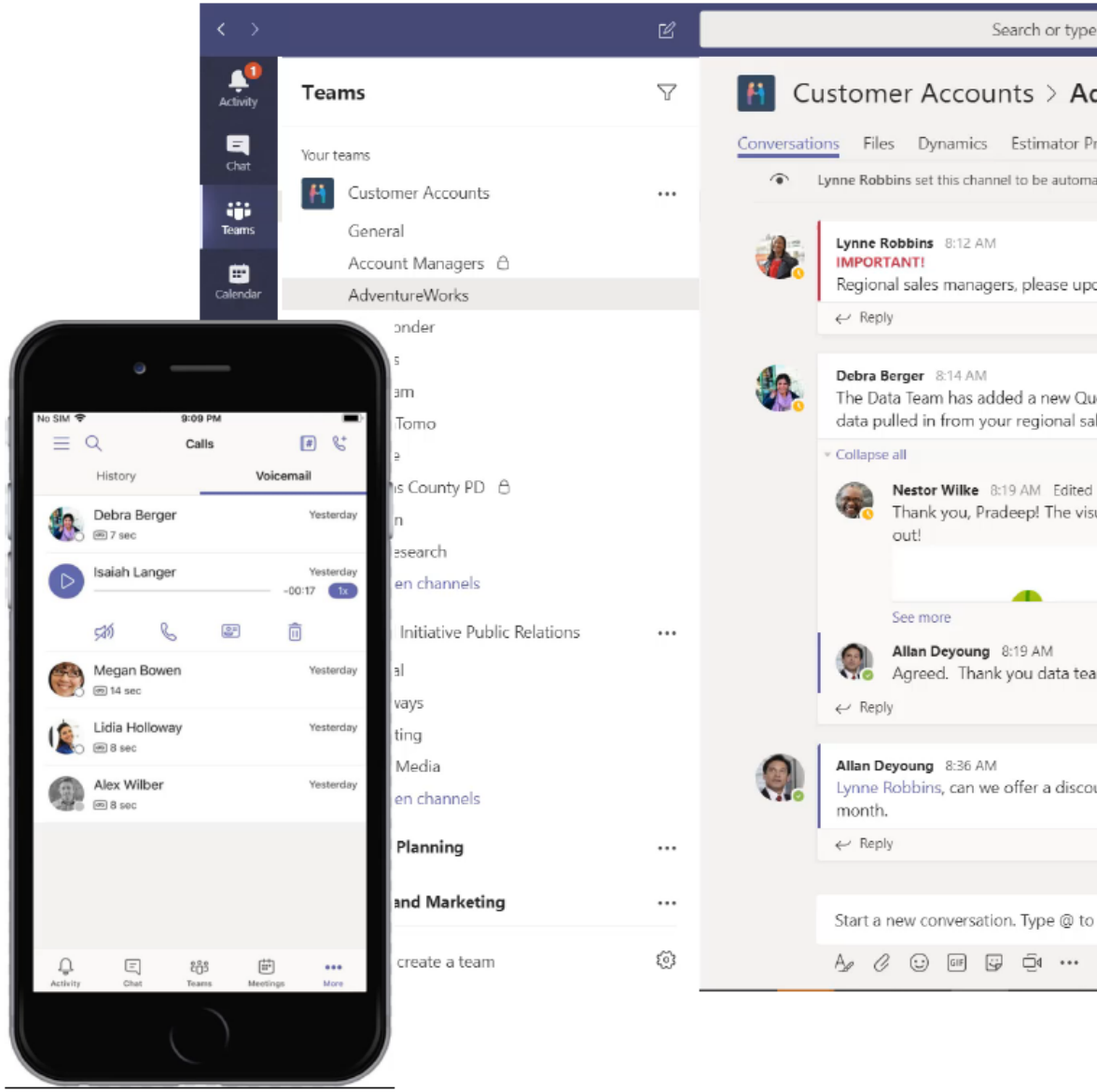
Transfer Calls between desktop and Mobile

Take a call anywhere and easily move it from your desktop to your mobile device

Easily switch between personal devices while on the same call

Quickly add another device to an existing call. Used for sharing and viewing content from the second device and audio on primary device.

Handoff support for all types of calls: 1:1 calls, group calls, meetings



WHAT'S SHIPPED

Microsoft Teams significantly extends calling to support critical enterprise workflows

Internal

Teams enables calls to be professionally handled while keeping business moving quickly and efficiently.

Delegation
Consultative Transfer
Distinctive Ringtones
Transfer to PSTN
Safe Transfer
VoIP Calling for Everyone

Collaboration

Microsoft Teams makes calling more efficient and productive by blending calling with collaboration.

Do Not Disturb / Breakthrough
Add Participants to a 1:1 Call
Call Commanding
Share Screen from Chat

Advanced Routing

Teams integrates with Microsoft's cloud-based call queues and IVR capabilities to ensure every call is routed to the right recipient.

Forward Call to Group
Call Queue Support
Auto-Attendant (IVR)
Call Park
Location Based Routing (In Preview)
Group Call Pickup
Shared Line Appearance
Media Bypass Support
Expanded SBC Support

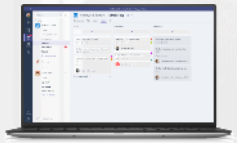
04

Les outils qui ‘parlent’ avec Teams.

Microsoft Teams Devices

Personal Devices

Mobile devices



Personal computers

Desk phones and peripherals

Shared Devices

All-in-one collaboration devices

Large screen interactive displays

Room systems

A range of certified devices for every space and working style

Consistent Teams experience with more seamless transitions across devices

Integration of software and hardware to enhance the meeting experience

Companion experiences with mobile devices for meetings

Built-in skills and intelligence to support the meeting and calling lifecycle

Microsoft Teams Personal Devices

NEW CATEGORY

Microsoft Teams peripherals

SENNHEISER

BOSE

EPOS

Jabra

logitech

Yealink

poly

Microsoft Teams phones

poly

CRESTRON

Yealink

audiocodes

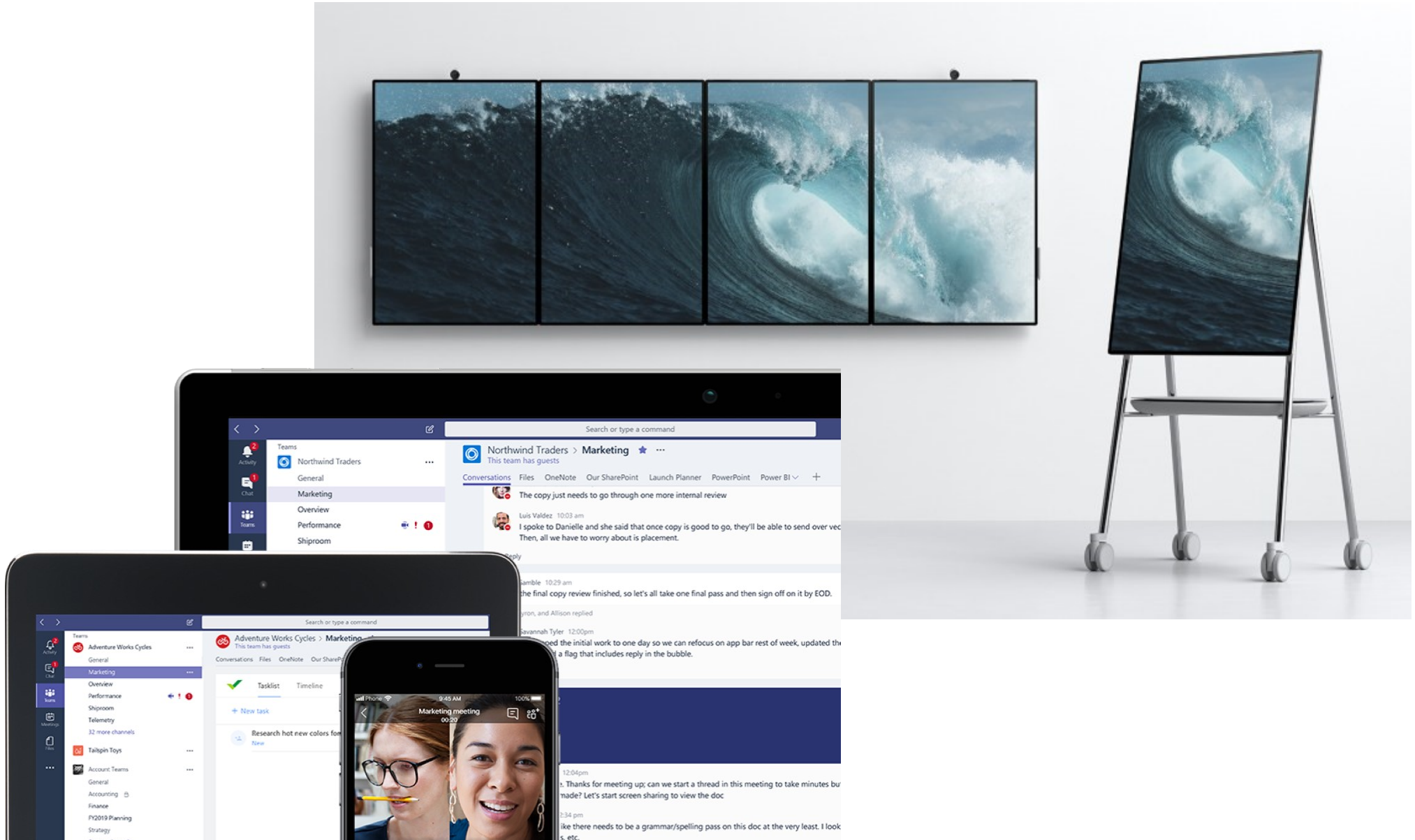
Microsoft Teams displays

Lenovo

Yealink

MICROSOFT TEAMS SHARED DEVICES - ROOM SYSTEMS

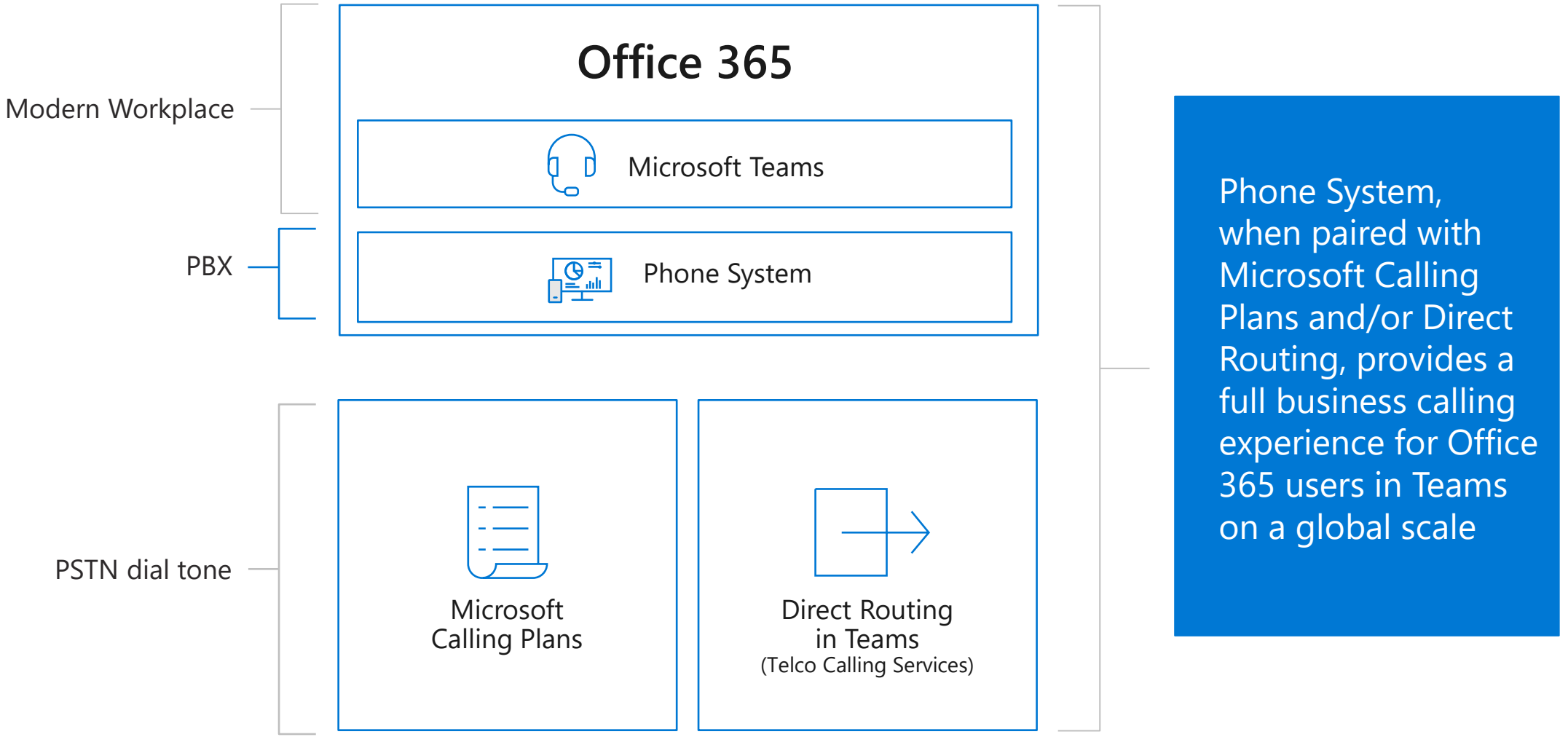
Microsoft Teams Shared Devices – Surface Hub



05

L’architecture de Teams

CALLING FOR THE CLOUD



Calling Plans

Bring the benefits of the cloud to your phone system

Rapid provisioning

Procure and assign phone numbers in minutes, everywhere Microsoft offers service, with no on-premises equipment

Number porting and enhanced 911

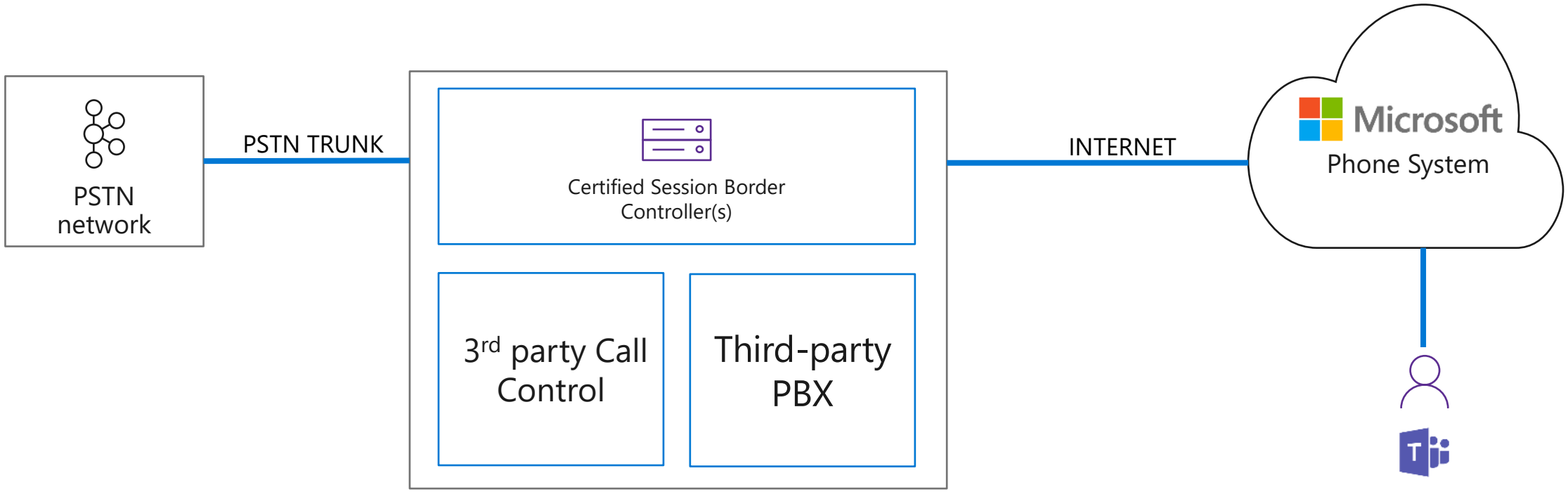
Use your existing phone numbers with Microsoft calling plans, and meet E-911 and other legal obligations

Local, long distance and international calling

Reach the people important to your business, with a choice of calling plans

- **Microsoft Calling Plans Availability**
  Europe - Belgium, France, Germany, Ireland, Netherlands, Spain, UK
  North America – US, Puerto Rico, Canada
- **3rd Party Calling Plans Availability**
  Australia (Telstra)

DIRECT ROUTING FOR TEAMS



Direct Routing Benefits

Interoperability with third-party systems

Leverage existing contracts with service providers

Deployment Flexibility

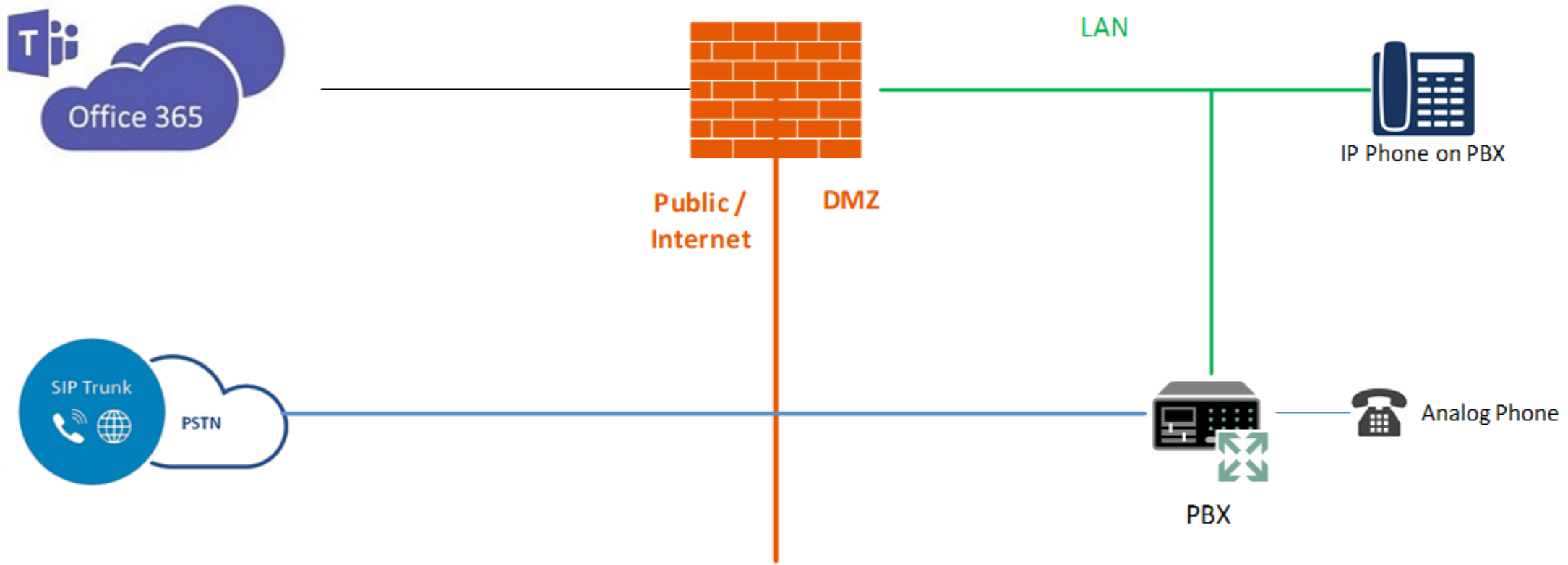
Where Calling Plans not available

Can be combined with Calling Plans

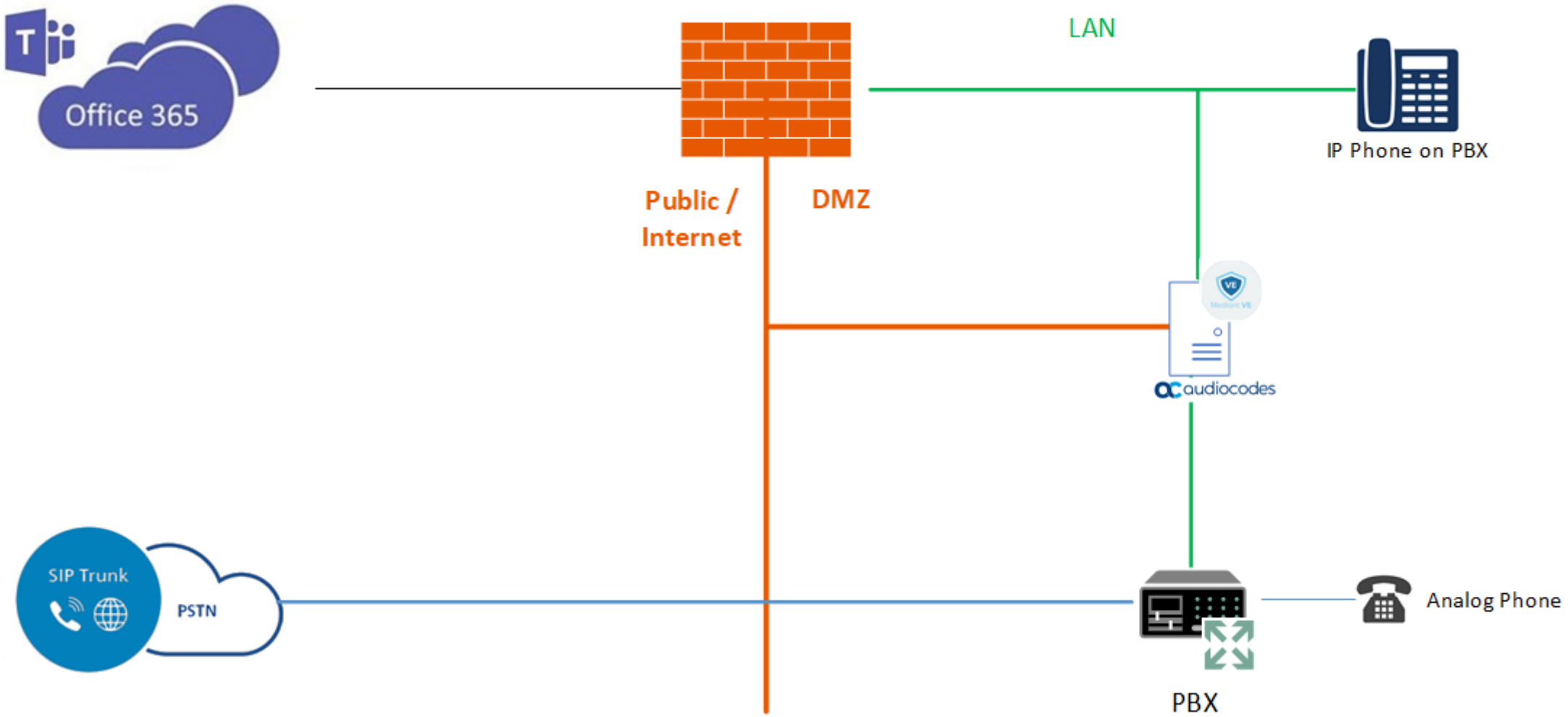
Less Hardware Footprint

ROAD TO TEAMS

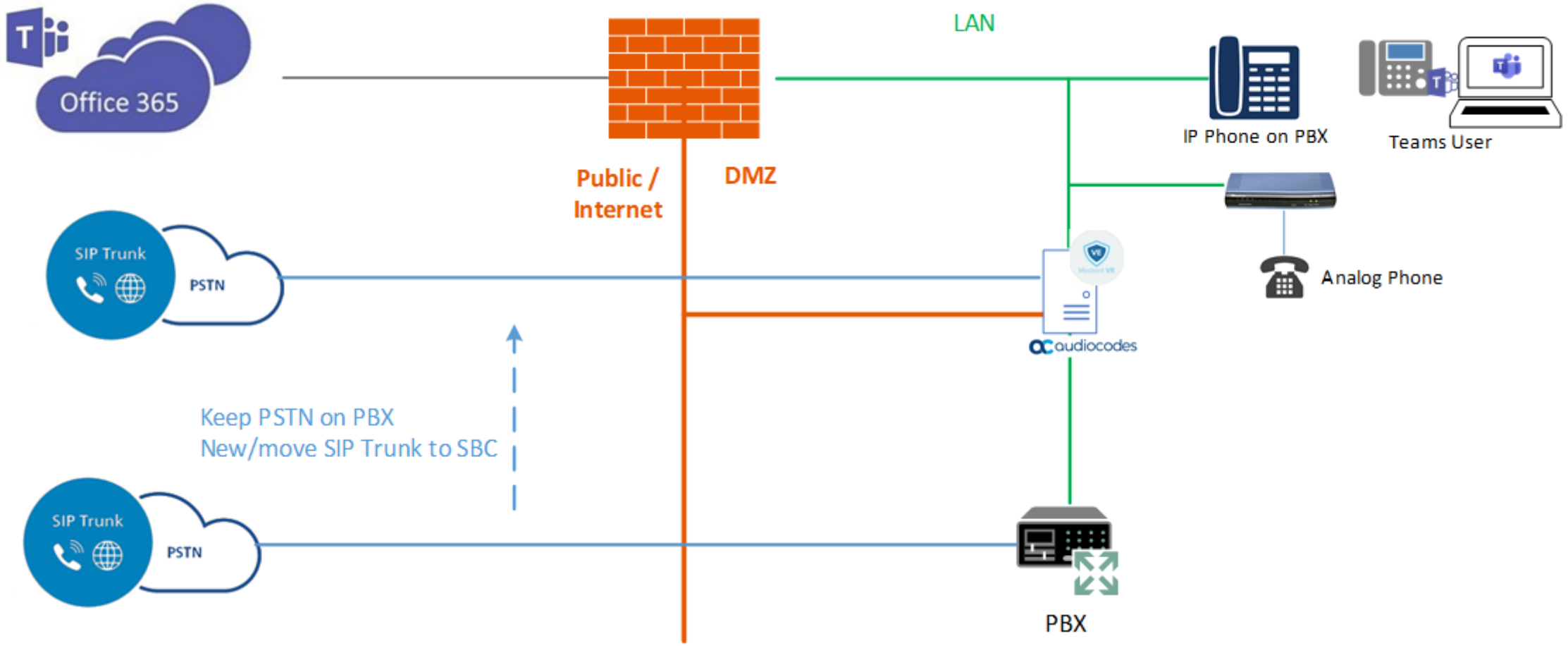
START SITUATION



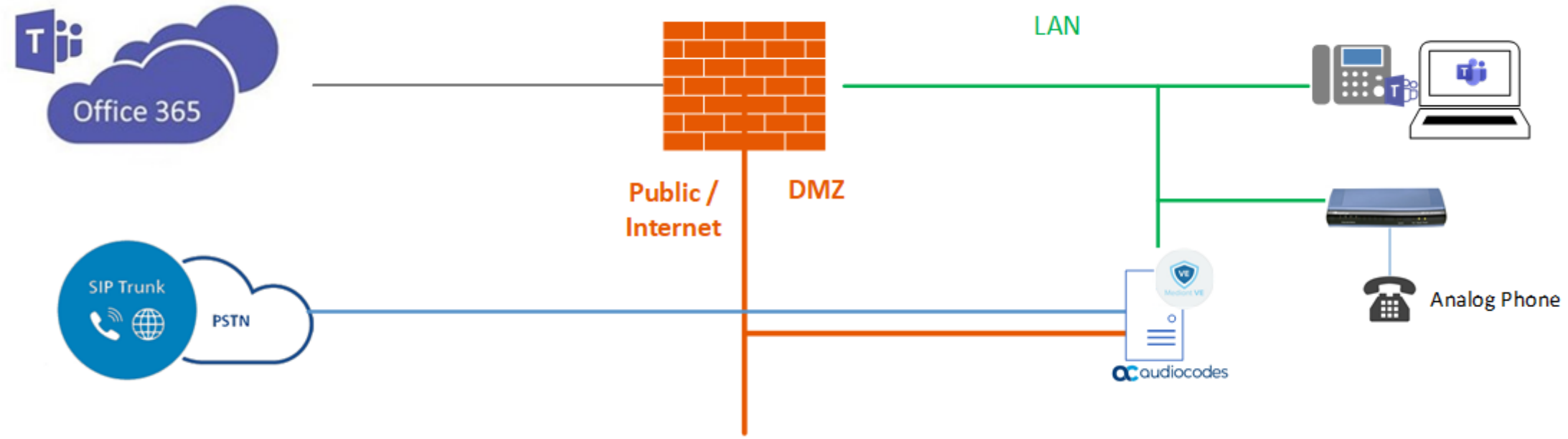
STEP 1 - SETUP DIRECT ROUTING & LINK WITH PBX



STEP 2 – IMPLEMENT PSTN TRUNK – PILOT



STEP 3 – DECOMISSION PBX



Teams maturity

Microsoft Teams maturity

MODERNIZATION

Bring advanced business applications into Microsoft Teams.

INTEGRATION

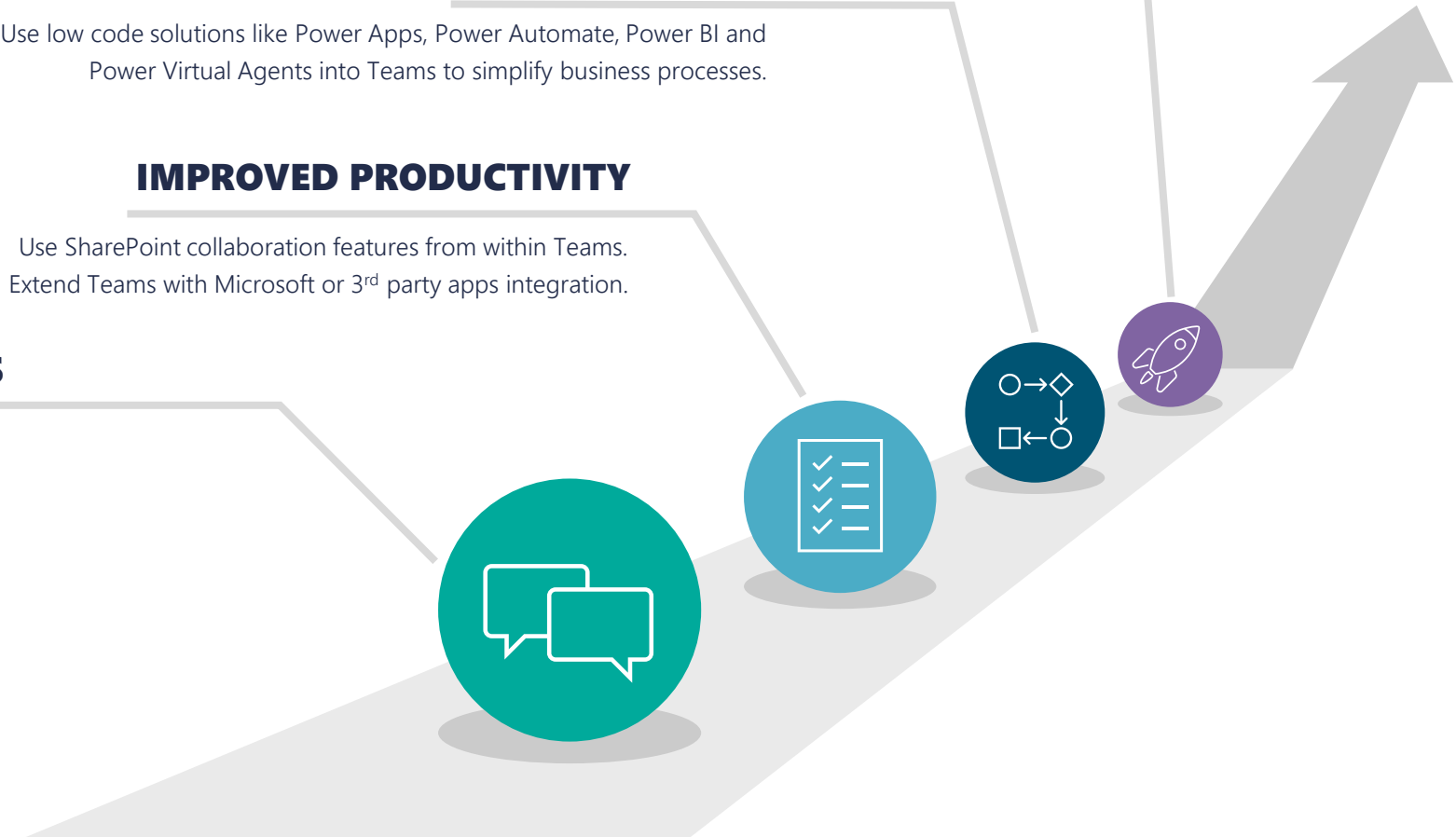
Use low code solutions like Power Apps, Power Automate, Power BI and Power Virtual Agents into Teams to simplify business processes.

IMPROVED PRODUCTIVITY

Use SharePoint collaboration features from within Teams.
Extend Teams with Microsoft or 3rd party apps integration.

THE BASICS

Use the chat, calling and meeting capabilities of Microsoft Teams.



Microsoft Teams maturity

Learn how to walk before you run

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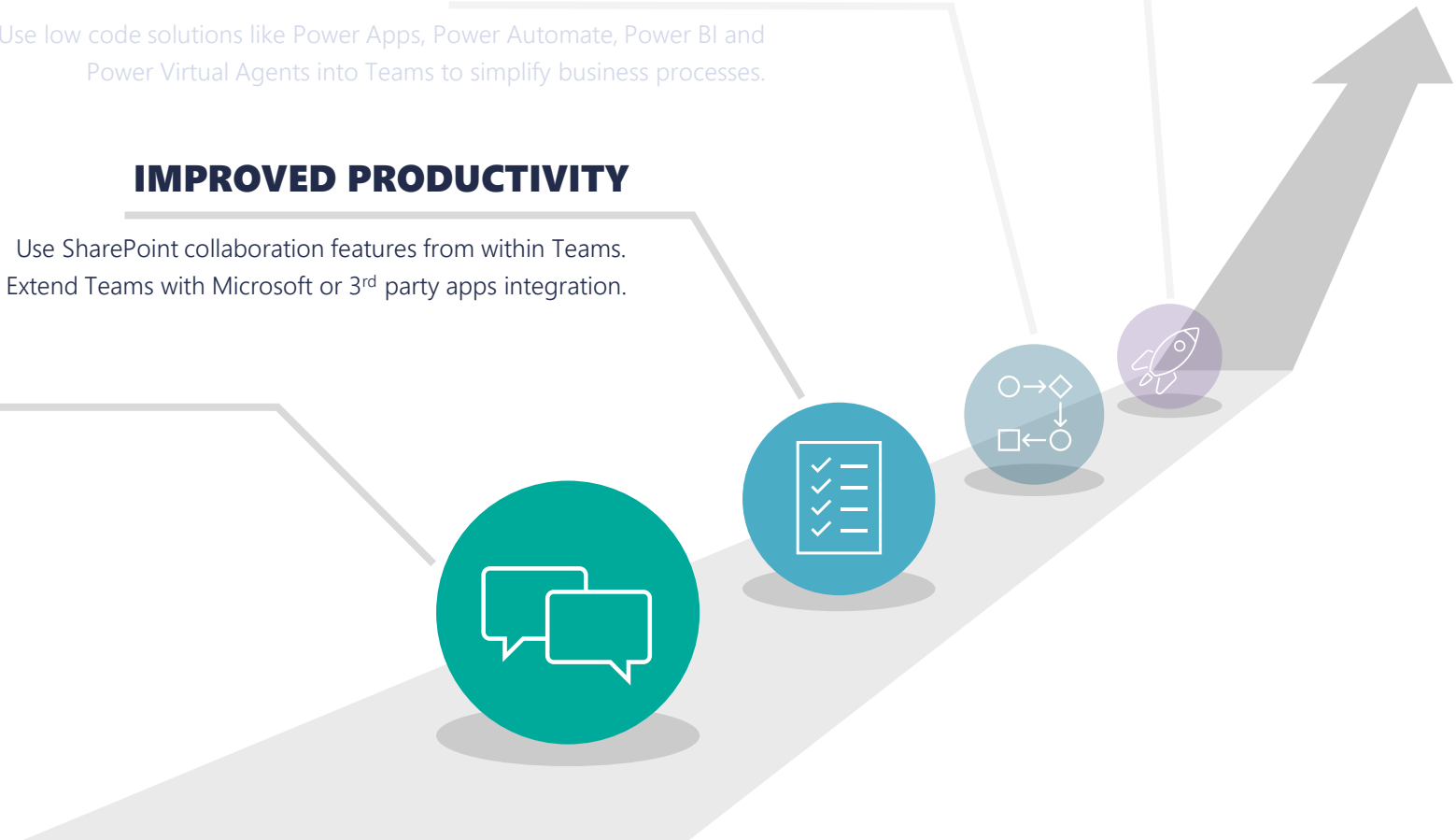
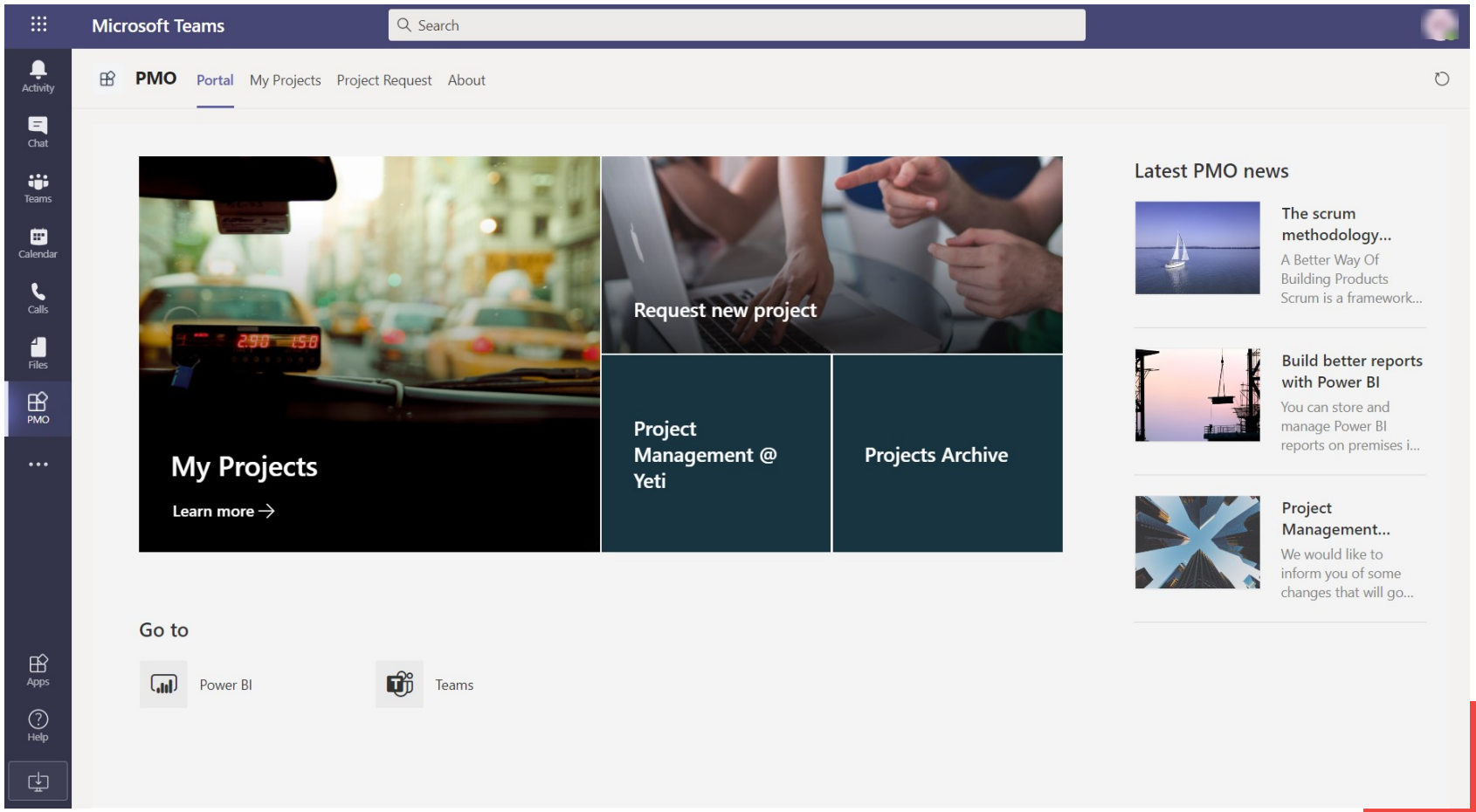


MS Teams: improved productivity

- Getting things done
- Collaboration on files
- Integrate SharePoint features in Teams
- Extend Team channels with tabs
  - Tasks by Planner & To Do for task management
  - Forms for surveys
  - Website tabs for linking to any url based location
  - Lists for working with rows and columns
  - Additional file storage locations in the backend SharePoint site for
    - Additional views or metadata
    - No edit access for all Team members
  - Specific pages or files from SharePoint for news, guidance or to draw attention
  - OneNote for taking notes

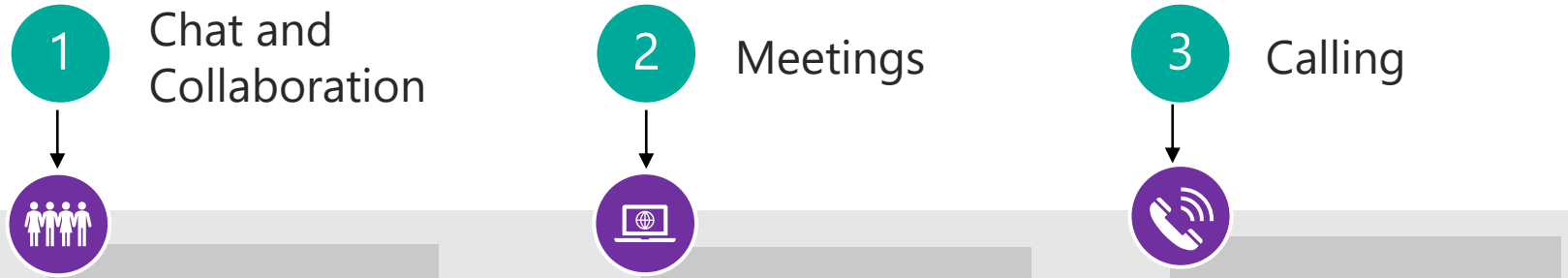
MS Teams: modernization

- Bring advanced business applications into Microsoft Teams
  - Project management office
  - Employee onboarding
  - Learning portal
  - Meeting room booker
  - Idea management
  - Skills management
  - …

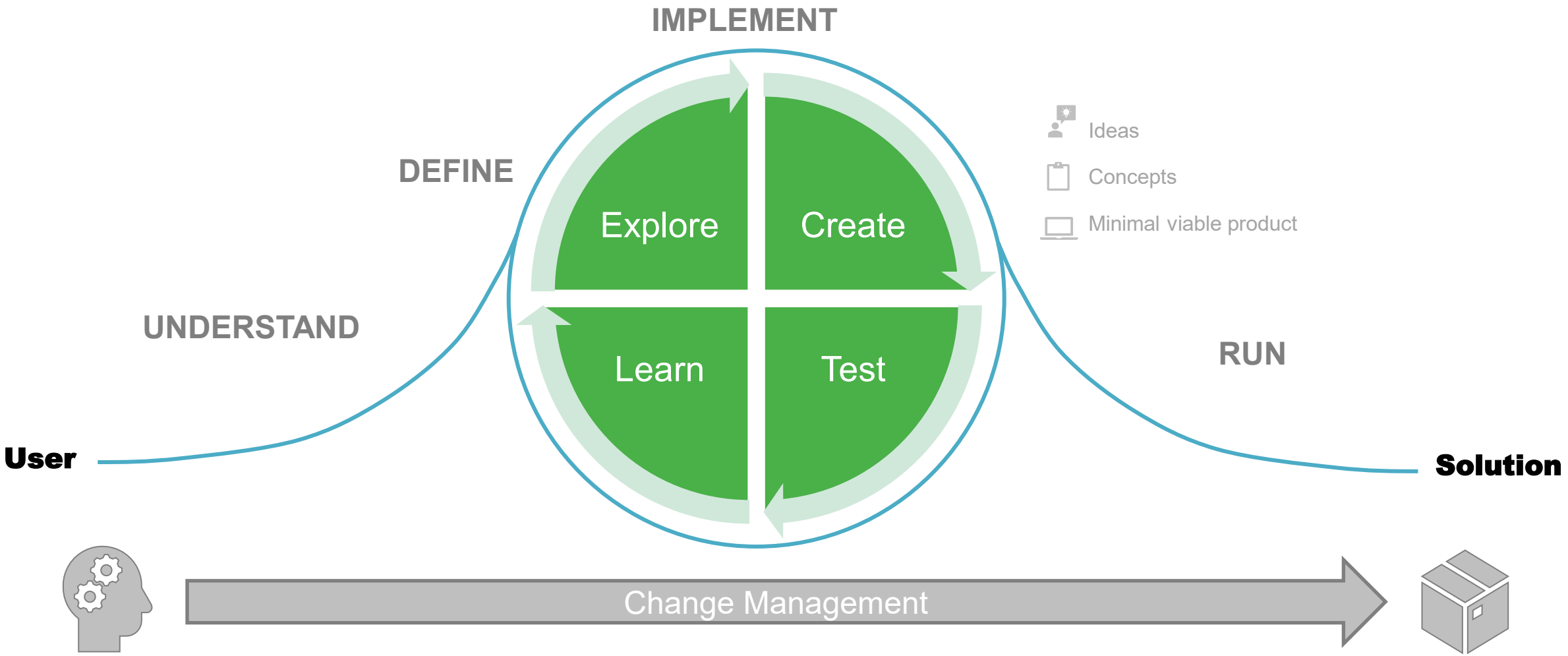


THE JOURNEY FOR MICROSOFT TEAMS

Customer Journey



Our Approach



06

Comment franchir le pas vers Teams

WPAAS - Workplace as a Service

Inetum-Realdolmen aide a développer un environnement de travail digital

Sur mesure
Selon les besoin du profil de l'utilisateur
Selon la complexité de l'environnement

Avec de l'équipement matérielle des logicielles et des services dans une solution claire et transparente au niveau des contrat.

WpaaS

Une solution conçu sur des standard

Aussi bien le matériel que les services qui y sont associé.

De la possession d’un produit à l’utilisation d’un service.

Dans le but de décharger notre client

Différents profiles au sein d'une organisation

Fixed desk

Road warrior

Flex desk

Field Engineer

Performance need

3 WpaaS bundles

Basic

- Rstore Personnalisé
- Basic staging (le client fournit l'image)
- On Desk Delivery
- User Coaching
- Service Delivery Management
- Visite sur place d'un ingénieur de service
- Hardware support
  - Service desk
  - On Site repair (si vous le souhaitez également à domicile(en BE))
- Asset management
- Safe Disposal (GDPR!)
- Flex
- Possibilité de Buy Back

3 WpaaS bundles

Basic

Essential

Basic +

- Fonctionnel illimité de notre service desk support sur O365
- Security: Proactive Threat Protection (Windows defender)
- Roll-out Automatique via Intune/Autopilot
- OS Lifecycle management
- Suivi des Security Updates

3 WpaaS bundles

Basic

Essential

Convenient

Basic + Essential +

- Support technique illimité sur l'environnement M/O365
- Maintien de l'environnement M/O365,

En 5 étapes vers le lieu de travail idéal

1. **Déterminez votre profil d'utilisateur.**

2. **Choisissez les appareils et les logiciels pour chaque type d'utilisateur.**

3. **Choisissez le forfait de services le plus approprié pour chaque profil d'utilisateur.**

4. **Ne payez que pour les services que vous avez choisis et que vous utilisez.**

5. **Laissez votre environnement de travail croître avec souplesse et réduire vos besoins.**

Approche globale O365

Questions?

inetum
realdolmen
Positive digital flow

inetum.world

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