calltower

Microsoft Teams

Understanding your Calling Plan Options.

Setting up a Microsoft Teams phone system?

You need to understand your options.

calltower

Microsoft has been home to several industry-leading Unified Communication as a Service (UCaaS) offerings for some time, but the arrival of Microsoft Teams has changed the game. Not only is Teams a leap forward in-app integration, but Teams has also enabled Microsoft to open options from a telephony standpoint. You now can replace your phone system with Teams.

THE DAYS OF HAVING A PHONE SYSTEM INDEPENDENT OF OTHER COMMUNICATIONS TOOLS SUCH AS:

- SMS TEXT
- CONFERENCING
- PRESENCE
- MOBILE APP
- GCC HIGH

and more are gone...

There are three major options for companies and organizations to choose from when selecting a telephony solution to use in conjunction with Microsoft Teams – and it's up to you to select which will work best.

LET'S BREAK THESE THREE OPTIONS DOWN!

1 option may seem to be the most straightforward, at first: get telephony licensing directly from Microsoft. This option is attractive for several options, the chief among them being that everything is directly from Microsoft.

There are several options within Microsoft's direct telephony options, but the prices might be a bit more than some companies are interested in paying. Ironically enough, there are also limitations with direct Microsoft telephony when used with the Teams client itself *(please see the features comparison below).*

- Features
- support
- add-on platforms
- porting
- emergency services

ARE → LIMITED AND → they require the customer to self-manage

2 option is to find a fitting Direct Routing Partner like CallTower, for your telephony needs. The value added by bringing on a Direct Routing Partner to your Microsoft Teams phone system pays off immensely.

Pricing is considerably **lower, and flexible pricing plans are available.** Dedicated and effective implementation teams and porting experts can get your system up and running in much less time and with a fraction of the hassle. **Using CallTower** as your Direct Routing Partner removes the trouble, which means you'll...

ENJOY THE PEACE OF MIND DELIVERED BY A

US-BASED 24/7/365 TIER 1 SUPPORT TEAM.

=

24/7
365

CallTower's Network is also optimized explicitly for voice traffic, complete with PSTN redundancy to ensure reliable service. A strategic advantage of partnering with CallTower specifically is the ability to enable critical features like:

CONTACT CENTER INTEGRATION

CRM INTEGRATION

NATIVE SMS

CALLTOWER CONNECT ONLINE PROVISIONING

GCC

GCC HIGH

FAX

PAGING

REC

RECORDING

and many more conferencing and productivity tools to deliver a full UCaaS offering. There are other Direct Routing partners available but CallTower was the very first to deploy telephony with Teams. CallTower was also the first to leverage their other platforms in order to provide a complete unified communication offering.

3 and final option is the do-it-yourself Direct Routing. The primary caveat is the heavy lifting involved and multiple vendors to manage on your own. You will have to **own and manage** the entire **implementation and daily support,** from configuring the SBC, having a spare device configured on site, to buying and installing hardware to finding multiple SIP providers for redundancy. It's a lot of work. Plus, you still have the limitations within Teams as a system using a direct Microsoft calling plan (unless you have another PBX phone system in place behind the SBC, that's another thing to manage) and the cost of the SBCs is not cheap. This may be a better option for organizations willing to take on the challenge but most companies don't have the certifications and on-site technical resources to install and maintain this kind of system.

WITH THESE THREE OPTIONS AT YOUR DISPOSAL,

IT'S TIME TO MAKE A CHOICE!

PLEASE REVIEW THE FEATURE COMPARISON BELOW FOR MORE HELPFUL INFORMATION:

FEATURES	MICROSOFT TEAMS CALLING PLANS	CALLTOWER'S TEAMS DIRECT ROUTING	DIY DIRECT ROUTING
Desktop Soft Client	Available	Available	Available
Desk Phone	Available	Available	Available
Mobile Client	Available	Available	Available
PC to PC Calls	Available	Available	Available
PSTN Calling	Available	Available	Available
Instant Messaging	Available	Available	Available
Native SMS	NA	Available	Self-managed 3rd party options
GCC High	NA	Available	NA
Click to Dial from Outlook	Available	Available	Available
Outlook Contact Sync	Available	Available	Available
Outlook Calendar Integration	Available	Available	Available
Contact Center Integration	Available	Available	Available
Speech to Text Translation	Available	Available	Available
Video Conferencing	Available	Available	Available
Desktop Sharing	Available	Available	Available
Call Recording	Available	Available	Available
Auto Attendant	Available	Available	Available
Coexist with Skype4B	N/A	Available	N/A
Phone # Redirect during Microsoft Outage	N/A	Available	N/A
Network Optimized for Voice	N/A	Available	N/A
Mix and Match with CallTower Calling Plans	N/A	Available	N/A
Integrated O365 Apps	Available	Available	Available
Enterprise Security and Compliance	Available	Available	Self-managed 3rd party options
US based 24/7/365 Tier 1 Support	N/A	Available	NA - DIY
Number Call Blocking	N/A	Available	Self-managed 3rd party options
DID	N/A	Available	Self-managed 3rd party options
Toll Free Number	N/A	Available	Self-managed 3rd party options
Fax	N/A	Available	Self-managed 3rd party options
Contact Center Integration	N/A	Available	Self-managed 3rd party options
Paging	N/A	Available	Self-managed 3rd party options
White-Glove Implementation Team	N/A	Available	Self-managed 3rd party options
Equipment Required On-Site	N/A	N/A	YES
Redundant Equipment	N/A	N/A	YES