How to Completely Modernize Your Voice Services with Microsoft Teams

YOUR GUIDE TO REPLACING TRADITIONAL VOICE SERVICES AND PLAIN OLD TELEPHONE SERVICES

Searching for Flexible Remote and Digital Workplace Solutions

Gartner finds that a top priority for CIOs in 2021 is digital workplace technologies to support work from home.[1]

Not surprisingly, Microsoft Teams (Teams) usage has grown exponentially during the 2020 shift to remote work. Employees find Teams an essential tool for collaboration, chat, internal calls, and virtual meetings.

Teams is so popular that it's Microsoft's fastest-growing app in the company's history, with more than 330,000 companies worldwide using it.[2]

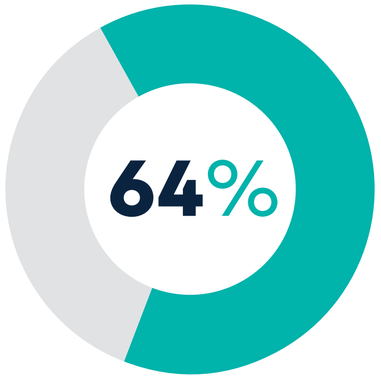
But there's still a significant feature that most companies would love to see at their users' fingertips: the ability to make outbound calls to public switched telephone network (PSTN) lines. That's why MetTel has launched Microsoft Teams External Voice.

1 Gartner, Top Priorities for IT: Leadership Vision for 2021 CIOs and Heads of IT, 2021

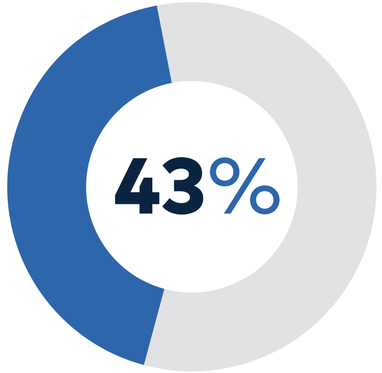
2 Microsoft, "Microsoft Viva: Empowering every employee for the new digital age", February 2021.

3 Gartner, Top Priorities for IT: Leadership Vision for 2021 CIOs and Heads of IT, 2021

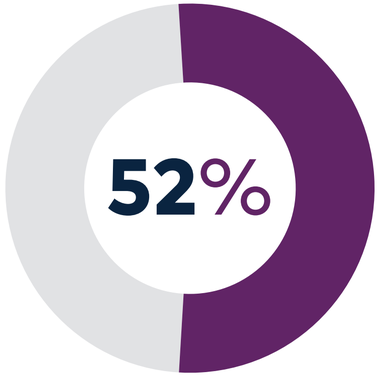
DEMAND FOR DIGITAL WORKPLACE SOLUTIONS ON THE RISE



Employees able to work from home



Employees currently working from home



Respondents expecting an increase in work from home in 2021[3]

Unify All Your Voice Needs with Microsoft Teams External Voice

Microsoft Teams External Voice from MetTel allows employees to make all of their voice calls from their Teams app and frees IT from managing multiple voice apps and systems. Employees benefit from the ease of use as they keep all their communications within the collaboration tool.

STREAMLINED EXTERNAL CALLING

Make and receive external calls using Teams' desktop/mobile app or even traditional desktop IP phones.

FLEXIBLE BILLING

Pay only for the minutes your team uses. Never overpay for employees who never use their phones.

KEEP FAVORITE PBX FEATURES

Maintain access to familiar tools like auto-attendant, call recording, and real-time call analytics.

SMOOTH MIGRATION PROCESS

MetTel ports all numbers so your employees can keep their current phone numbers.

EMERGENCY COMPLIANCE

Ensure regulatory compliance for Karri's Law, Ray Baum's Act, Nomadic 911, and more.

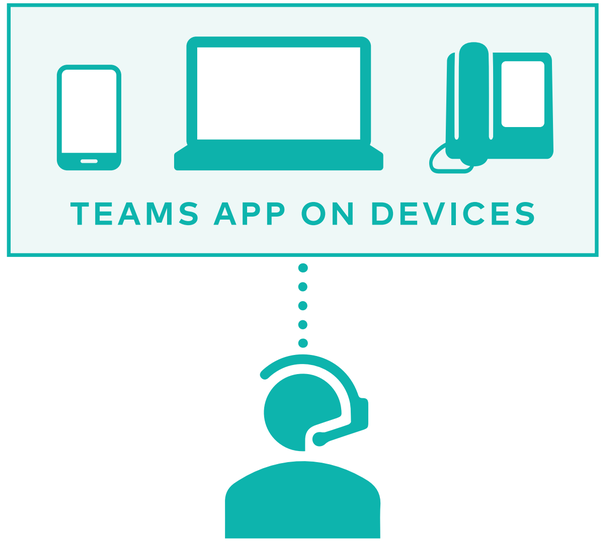
INTERNATIONAL CALLING

Users can call anywhere within the United States and Canada, with Europe, Asia, South America, and SMS being added soon.

MetTel Offers Two External Voice Options

DIRECT ROUTING

This cost-effective solution makes Microsoft Teams the primary source for enabling PSTN calling. You can completely replace your PBX.



Use mobile app, desktop app, and/or desktop phone

DIRECT ROUTING FEATURES

FLEXIBLE PRICING

Just buy the SIP trunks you need and only pay for the minutes you use.

USER FRIENDLY

Employees can keep their current phone numbers and use their desktop apps, mobile apps, or desktop phones.

ADVANCED FEATURES

Get call recording, auto-attendant, and real-time call analytics.

EASY SETUP

MetTel engineers do the heavy lifting.

REGULATORY COMPLIANCE

MetTel navigates clients through complex E911 regulations.

MetTel Offers Two External Voice Options

INTEGRATED ROUTING

This innovative solution integrates Teams with a company's existing PBX, including MetTel's Cloud PBX.

Use mobile app, desktop app, and/or desktop phone, plus PBX IP phone

INTEGRATED ROUTING FEATURES

Enjoy all the features of Direct Routing plus these additional features:

SINGLE NUMBER REACH

Answer calls on a handset or through the app—incoming calls ring to both.

KEEP EXISTING FEATURES

Continue using your legacy systems' features, and get call recording, auto-attendant, and real-time call analytics for Microsoft Teams.

CASE STUDY:

Microsoft Teams External Voice

MetTel recently helped Carey, Richmond & Viking Insurance replace their legacy PBX with a Microsoft Teams External Voice Direct Routing solution.

Now, employees can make and receive external calls to any wired or wireless phone number directly from their Microsoft Teams application.

CAREY RICHMOND & VIKING INSURANCE

"Because of the app and MetTel's External Voice service, it becomes a portable business line that goes wherever we go with our devices. The sound is crystal clear, better than any VOIP phone ever was. Even if the internet connection is down, the app continues to work on your mobile phone."

SUSAN LANDRY
Director of Administration
Carey, Richmond & Viking

Still want a desktop phone but want to use Teams External Voice?

Poly CCX series phones are designed specifically for Microsoft Teams Voice. Users simply log into their Teams account on the Poly handset as they would their other devices.

POLY CCX SERIES

POLY ELARA 60 SERIES

poly | REGISTERED PARTNER

Completely Cut Ties with Legacy Phone Systems

Companies have been wanting to replace their plain old telephone services, or POTS, for a while now. This is partly due to the mass migration to VoIP and partly due to the expectation that carriers would eventually stop supporting their vast network of aging copper lines.

MetTel has built a solution, POTS Transformation, to completely transform all traditional phone lines for voice and data services that had previously been left on plain old telephone services. With this fully managed service, from deployment to replacement, MetTel oversees the entirety of the migration process.

MetTel POTS Transformation includes:

- Turn-key deployment, including managed equipment and professional installation
- Business continuity, even during network outages
- Ongoing management from 24/7/365 US-based NOC monitoring and support

WHEN COMPANIES COMBINE MICROSOFT TEAMS EXTERNAL VOICE DIRECT ROUTING WITH POTS TRANSFORMATION, THEY ARE ABLE TO TRANSITION COMPLETELY TO THE DIGITAL AGE.

Flexible Solutions to Fit Your Business Needs

MetTel is a leader in communications and digital transformation (DX) solutions for enterprise customers. We used our 20 years of experience with IP telephony to develop Microsoft Teams External Voice and POTS Transformation.

By converging all communications over a proprietary network, MetTel gives enterprises one unified view and control point for all their communications and advanced network services. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs, and simplifies operations.

Contact us for a consultation to learn which model, Direct Routing or Integrated Routing is the better fit for your organization.

SCHEDULE DISCOVERY CALL

"MetTel's commitment, expertise and level of service are exceptional."

JOHN PIERATT
VP BUSINESS EXECUTIVE,
NETWORK & VOICE SERVICES
FIS