

# Powering Microsoft Teams Phone






Enabling effective voice  
and video collaboration for  
Microsoft Teams



## Microsoft Teams Phone is an enterprise-grade cloud communication service designed for the needs of your business.

It's an add-on to the Microsoft 365 subscription and is a crucial element in making the step to a modern working environment, particularly when adopting a remote or hybrid working model. It provides a secure, productive employee experience with calls, chat, meetings, and Microsoft 365 apps united in one easy-to-use tool.

### Teams Phone overview

Teams Enablement Solutions			
Call Management	<b>Microsoft Teams Phone</b> Cloud-based enterprise-grade call control. Enables Voice over IP audio and video calls.		
Teams Phone Solution	Operator Connect	Direct routing (Managed and Unmanaged)	Microsoft Calling Plans
Voice Provider	Gamma		Microsoft
Compatible Teams Devices	Desk phones 	Headsets 	Conference Phones  Softphone 

### Voice enabling Teams Phone with Gamma

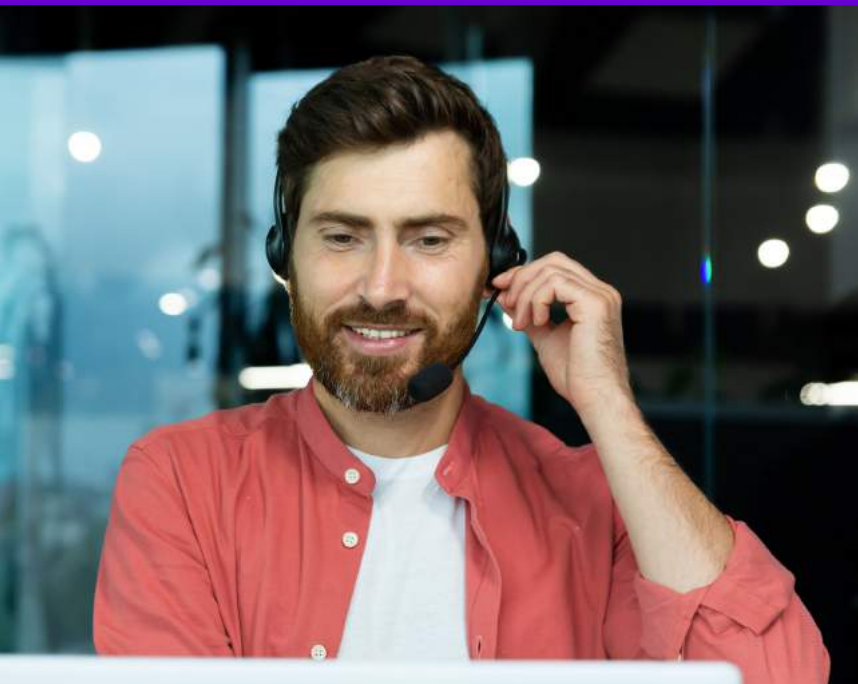
**Business needs are met with the traditional calling features we expect in a phone system such as voicemail, speed dial, music on hold, presence and call forwarding as examples.**

You can also complete all your call management within the Teams Admin Center and create call queues, auto attendants, resource accounts and lots more. It can also be integrated with other features such as call recording and contact centre solutions.

Choose how you enable PSTN calling with Operator Connect, Direct Routing or Microsoft Teams Calling Plans – or the combination that works best for your business.

Gamma are experts in enabling voice for Microsoft Teams Phone. We've been a Gold Partner with Microsoft for 15 years and we recently attained designation as a Certified Microsoft Solutions Partner for Modern Work as part of Microsoft's new cloud partner program.

In addition to this we also earned advanced specialisation in Calling for Microsoft Teams. This certification is testament to our deep knowledge, extensive experience and proven customer success with Microsoft Teams Phone solutions.





# Why choose Microsoft Teams Phone for your business?

There are several reasons why businesses want to add voice enablement to Microsoft Teams. Some of the main benefits include:

## Collaboration

Employees can make and receive calls directly from the Teams app (computer and mobile device), which improves collaboration and makes it easier for team members to stay connected, regardless of their location.

## Secure

Feel confident that your most sensitive communications are secure with end-to-end encryption and industry compliance.

## Simplicity

Reduce complexity and training by managing your phone system from an admin console deeply integrated into Microsoft 365 services.

## Take a call anywhere

You can transfer calls from your desktop to your mobile device with ease when you are on the move.

## Built in business continuity

Unexpected events such as snow, flood, strike or roadworks shouldn't disrupt your business. Our business continuity solution keeps businesses moving.

## Increased efficiency

By allowing employees to make and receive calls directly from Teams, businesses can reduce the need for multiple communication tools and streamline the process of making and receiving calls.

## Reliable

Ensure continuity of business operations with Microsoft's financially-backed 99.99% uptime service level agreements.

## Cost savings

Businesses can reduce or eliminate the need for a separate phone system, which can result in significant cost savings.

## Scalability

Businesses can easily scale up or down their phone capabilities as needed, without having to make significant investment in new hardware or software.

## Call management features

Includes a range of features such as call forwarding, voicemail, and call transfer, which can help businesses manage their calls more efficiently.



# What options are there for Microsoft Teams Phone?

There are four key solutions for enabling voice within Microsoft Teams. **Operator Connect**, **Direct Routing (managed and unmanaged)** and **Calling Plans**.

	Operator Connect	Direct Routing - Managed	Direct Routing - Unmanaged	Microsoft Teams Calling Plans
Customer Value	A quick and easy way to enable calling while maintaining existing service provider agreements.	Flexible service that allows customers to maintain existing service provider agreements.	Highly customisable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.	A basic way to setup calling with limited voice capabilities and call configuration. Does not require a session border controller (SBC) or 'voice trunk'.
Why choose this option?	<ul style="list-style-type: none"> <li>• Ease of administration via Teams Admin Center</li> <li>• Collaboration – make and receive calls directly from the Teams App</li> <li>• Secure – end-to-end encryption and industry compliance</li> <li>• A pure cloud (no hardware needed), fully managed solution</li> <li>• Existing PSTN infrastructure (voice trunks) will continue to be used</li> <li>• Existing service provider agreements are in place</li> <li>• More cost effective than Calling Plans</li> <li>• Guaranteed Quality of Service – 99.99% Shared SLA between Gamma and Microsoft</li> <li>• Removes dependency on PowerShell – with no need for expertise in these areas</li> </ul>	<ul style="list-style-type: none"> <li>• Platform run within a Gamma-owned network</li> <li>• Provisioning can be automated through the Gamma Voice App for increased speed and ease of deployment without the need for PowerShell experience</li> <li>• Integrated end-to-end number management experience within the Gamma Voice App</li> <li>• Utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility and increased functionality</li> <li>• More cost effective than Calling Plans</li> <li>• 99.99% Gamma SLA with 100% uptime since launch</li> </ul>	<ul style="list-style-type: none"> <li>• Existing PSTN infrastructure (SBC or voice trunks) will continue to be used</li> <li>• Required for PBX co-existence</li> <li>• Migration from legacy telephony systems</li> <li>• Integration for analogue devices (elevator phones overhead paging etc.)</li> <li>• Existing service provider agreements are in place</li> <li>• Local PSTN survivability needs</li> <li>• More cost effective than Calling Plans</li> <li>• 99.99% Gamma SLA with 100% uptime since launch</li> </ul>	<ul style="list-style-type: none"> <li>• Getting started quickly is a priority</li> <li>• Basic call configuration and requirements</li> <li>• Simplicity that comes with all-in-one solution is important</li> <li>• Easy to set up a rapid proof of concept</li> </ul>
	● ————— Defined Service ————— ●	● ————— Flexible Service ————— ●	● ————— Customised ————— ●	● ————— Basic Configuration ————— ●
	● ————— Gamma ————— ●			● ————— Microsoft ————— ●

# Which solution is right for **your business**?

**The main difference between the four solutions is the level of control and customisation they offer.**

Operator Connect and Direct Routing both enable businesses to make and receive PSTN calls within Microsoft Teams. Operator Connect guarantees Quality of Service through direct interconnects into the Microsoft Azure Peering Service (MAPS) and all number management is done in one place within the

Teams Admin Center. Direct Routing (both managed and unmanaged) allows for more flexibility and control over voice traffic.

Calling Plans are a simple way for businesses to purchase phone numbers and minutes for use with Teams, without the need to connect their own telephone systems, however these can be more expensive than the other options.

## What do you need to get started with **Microsoft Teams Phone**?

- Microsoft 365 or Office 365 licence, including Teams
- Microsoft Phone System add-on (included in the E5 licence)
- An internet connection





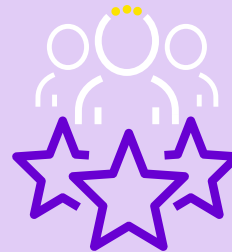
# Why should businesses choose **Gamma** as their **Microsoft Teams Phone** provider?



Gamma has been a Gold Partner with Microsoft for 15 years and has recently attained designation as a Certified Microsoft Solutions Partner for Modern Work as part of Microsoft's new cloud partner program.



**Experience in delivering cloud-first communications services.**



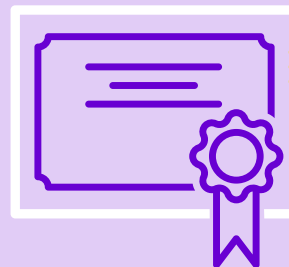
One of a small, select group of providers specifically picked by Microsoft to offer Operator Connect in the UK.



We are committed to providing excellent customer service and support – not only will you benefit from dedicated account management, but we also have UK based support teams offering 24/7 first line support.



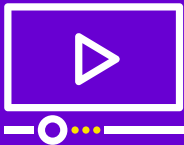
**SIP trunk provider in the UK.**



Gamma has earned advanced specialisation in Calling for Microsoft Teams. This certification recognises Microsoft partners with deep knowledge, extensive experience, and proven customer success.



Accredited provider across a number of public sector purchasing frameworks.



## Call Recording for Microsoft Teams Phone

Record store and retrieve any conversation

Gamma has partnered with Dubber to provide Call Recording for Microsoft Teams.

**Dubber** is a fully certified, call recording solution for Microsoft Teams for over 140 service provider networks and solutions globally. **Dubber** enables businesses of all sizes to improve customer service levels, as well as help them meet their legal and regulatory obligations for Microsoft Teams users, no matter their location; in a call centre, office environment or working from home.

We offer two different licence types for Call Recording for Microsoft Teams Phone - **Dubber Teams** and **Dubber Premier**.

*dubber*

### Why call recording for Microsoft Teams Phone?



#### Boost Performance

Improve employee performance and customer satisfaction



#### Dispute Resolution

Resolve disputes and protect businesses and employees with call recording



#### Quality Assurance

Ensure employees are following the correct procedures and reduce errors



#### Regulatory Compliance

Compliant with MiFID and GDPR



#### Training

Training employees on how to handle telephone calls and customer enquiries effectively



#### Recording Log

An elastic search feature provides almost instant access to recordings and voice AI transcriptions



#### Analytics

Drive better business decisions by exporting call recording data to create live reporting on platforms such as PowerBI



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**Gamma**

Working smarter, together.  
[gamma.co.uk](https://gamma.co.uk)



We're a certified Carbon Neutral\* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.