



Having a complete fixed network telephony infrastructure involves much more than just making and receiving calls from Microsoft Teams. Managing and monitoring complex cloud configurations and integrating everything with existing telephony components can be very challenging and time-consuming. Let us handle the overall orchestration of your phone system - regardless of where you obtain your connectivity solution or Teams Phone.

Microsoft 365 Phone System Management from Swisscom ensures the smooth operation of your Microsoft Teams telephony solution and any peripheral systems that are dependent on it: From call centres to Skype for Business Server to third party providers, SBC and many more.

What does M365 Phone System Management include?

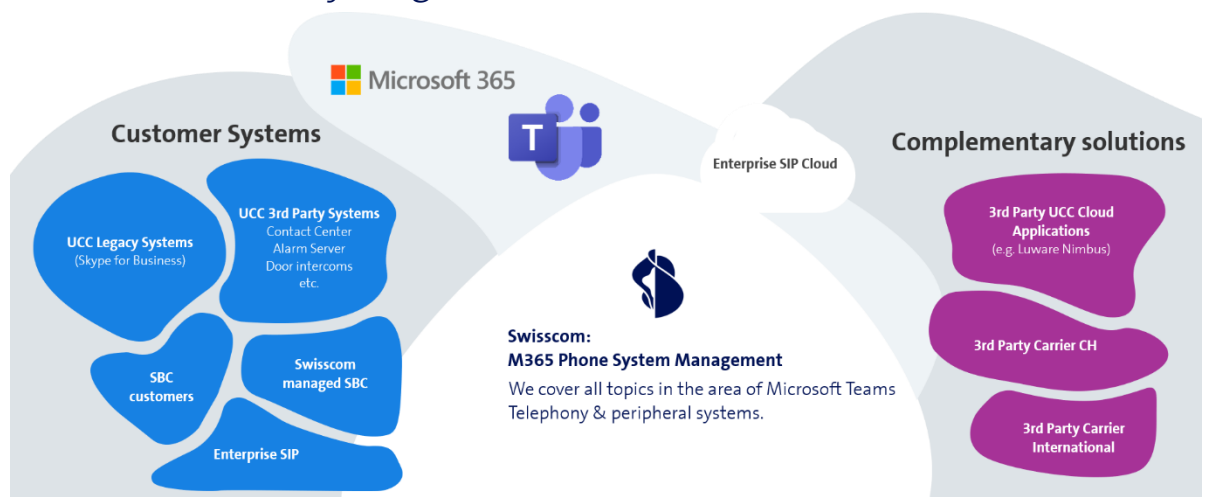
Something that is very simple and convenient for the user often entails a great deal of complexity for IT departments. Leave all of the hassle to us and invest the resources you gain in your core business. Our Swisscom experts can take care of the ideal configuration, operation, incident handling and monitoring of your Microsoft Phone system. Optionally, you can benefit from Microsoft Premium Support, which prioritises your issues and give you access to certified Microsoft Engineers at any time.

You would like to go one step further? Optimise your telephony solution with [Enterprise SIP Cloud](#) and benefit from a direct and secure connection between your cloud telephony provider and the public telephone network. This allows you to use existing fixed network numbers with cloud telephony systems such as Microsoft Teams Phone.

Your benefits with M365 Phone System Management from Swisscom

- Individual offers
Choose between our Essential basic offer and our Business offer, which can cover higher demands on your telephony communication.
- Individual service and support
We offer service and support levels tailored to your needs.
- Maintain the existing infrastructure
Continue to use your components on site, such as door intercom stations or DECT telephones.
- Optimisation potential
We show you the required improvement measures in the event of insufficient and/or critical voice quality.
- Comprehensive management service
We take care of your overall telephony solution in Teams Phone: Configuration of the phone system and telephone connection; Teams telephony management; call routing between peripheral systems (managed SBC); management of third-party provider solutions; monitoring & reporting; comprehensive support.

We take care of everything





The information in this document does not constitute a binding offer. It is subject to revision at any time.

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Facts & figures



Basic services

Microsoft Cloud Foundation

- Lifecycle of administrator and access permissions.
- Maintaining change log (adjustments to the tenant).
- Coordination of incident management, troubleshooting and fault resolution for purchased M365 Swisscom products.

Swisscom support

- 2nd and 3rd level support by Swisscom.
- Ticket processing by the Swisscom support organisation for problems with Microsoft Teams Phone and other UCC cloud and on-site systems.

Call quality reporting

- Monthly analysis and evaluation of the call quality data and call success ratio for the customer-tenant and interpretation/summary.
- Highlighting of necessary improvement measures in the event of insufficient or critical voice quality.

User profile management

Maintenance (add, change and deletion) of predefined user profiles for the settings of chat, audio and video, dialling permissions, routing guidelines (policies), desk sharing, meetings and federation.



Versions

"Essential" package

Benefit from our basic services and additional support when needed.

"Business" package

Strengthen your internal and external communication with our "Business" package:

- Basic services and additional support from our "Essential" package.
- Direct routing handling, voice quality reporting, service enhancement updates.
- Options at extra cost: Emergency location handling, Teams devices support, UCC profile management, Third-party providers in Switzerland and abroad.



Optional services

Microsoft Cloud Premier Support

We ensure Microsoft specialists can be called upon at any time in support cases and that critical cases are given priority.

Triage/support of UCC 3rd party solutions (on premises or cloud).

Service management for local UCC infrastructures (Skype for Business, SBC, ATA-Box, etc).

Provision of a managed SBC for a direct routing connection to Microsoft (e.g. to connect additional customer PBX-UCC systems).



Additional services

We support you in your projects, from the concept phase to implementation and operation.

We support you in migrating your existing telephony solution to Microsoft Teams Phone.

We offer training and education for power users, IT employees and other users.