



Microsoft Teams Telephony

# The most important questions and answers

Turn Microsoft Teams, the comprehensive business collaboration platform, into an integrated telephone system. Make international phone calls in the customary high Swisscom voice quality directly from the Teams environment using your fixed-network number.

## What are the features of Microsoft Teams Telephony?

Microsoft Teams Telephony has a wide range of familiar features from previous telephone systems, such as hunt groups within caller groups; simultaneous ringing; call forwarding to a delegate; call transfer or consultative transfer; customisable call loops and voicemail features. Microsoft Teams can also be used for audio and videoconferencing with internal and external participants. Detailed features can be found in this [list from Microsoft](#).

## Is Microsoft Teams Telephony included in my M365 licence?

Additional add-ons per user are required to activate Teams Telephony features with fixed network numbers. These licences are “Teams Phone” and the optional “Audio Conferencing” (free of charge). This add-on is already included in the “Microsoft 365 E5” licence.

## How does Microsoft Teams Telephony actually work?

Teams Telephony runs as a virtual telephone system in the Microsoft cloud. So, if you make a Teams call from any location or device, a connection is firstly established to the M365 Cloud. The telephone provider then establishes the connection between the Microsoft Cloud and the telephone network. You can continue to use your existing fixed network number. You do not need any additional hardware, other than the device that you use to make calls. At Swisscom, Teams Telephony can be combined with Smart Business Connect, Enterprise Connect, Enterprise

SIP or with the NATEL® go mobile subscription. Our long-standing Gold partnership with Microsoft and direct connection to Microsoft Cloud Services provide first-class voice quality.

## Which telephony connection options do I have?

There are two options:

### 1. Microsoft Direct Routing: Enterprise SIP

With Direct Routing, Teams Telephony is connected to the telephone line of any telephony provider. The link required is called a “session border controller” (SBC). Many telephone companies, including Swisscom, provide connections that include this functionality. Generally speaking, you do not need to obtain an additional SBC.

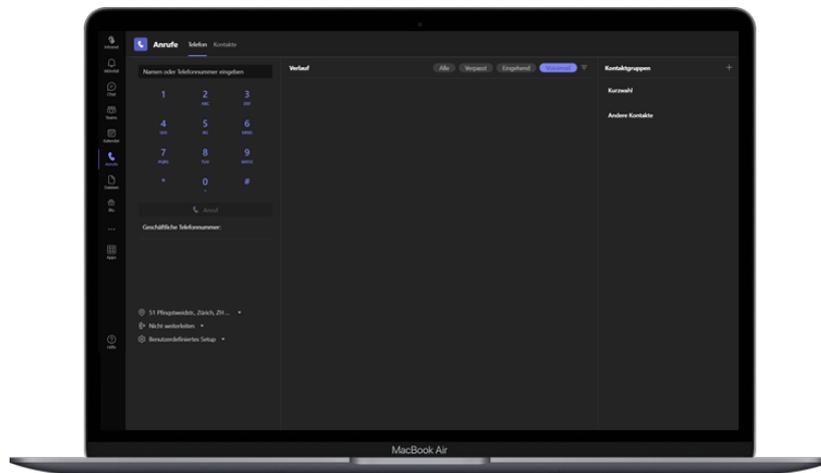
### 2. Microsoft Operator Connect: Enterprise Connect

This quick and uncomplicated way of connecting the Swisscom access to Microsoft Teams is done directly via API with Microsoft. The telephone numbers are added on the Office 365 Tenant in the Teams admin centre itself and can be assigned to users from there. This automates the initial commissioning, thus reducing the initial expenditure. This type of connection is highly reliable thanks to direct Microsoft Azure peering for the voice traffic between the Microsoft 365 Cloud and Swisscom’s geo-redundant session border controllers. In addition, with this solution, you benefit from technical support and shared Service Level Agreements with Microsoft.

## Which individual settings can I configure?



## What does the Microsoft Teams Telephony user interface look like?



Soft client for Mac and PC

Mobile app for iOS and Android

The Teams experience is the same across all devices, making it easier to use.

While an engineer was needed to configure many settings in previous telephone systems, with Microsoft Teams, end users can configure the fundamental settings themselves. They can therefore manage their availability individually to meet their needs. Possible settings are:

### Example 1: Simultaneous ring

With this setting, Teams rings simultaneously on the desktop and on your phone (mobile and/or landline). You can define separate ringtones for different types of call (internal/external/forwarded). You do not need to have an app installed on your mobile to receive calls with simultaneous ring.

### Example 2: Voicemail

Extensive voicemail functionality allows you to personalise your voicemail. Decide when to use voicemail, what the message says and whether you record it yourself or use a digital voice. The voice message also appears in the e-mail inbox.

### Example 3: Call groups

This setting allows you to manage what happens with calls that you cannot or do not wish to answer. For instance, you can define a setting so that calls also ring a colleague or your entire team after a specific period of time. You can define your call group yourself in the Teams app.

## Can other devices be connected to Teams?

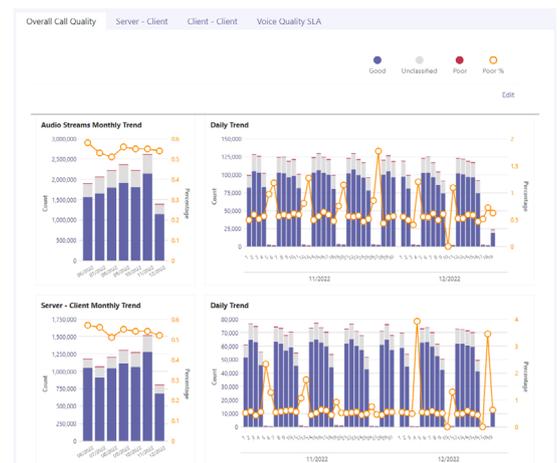
Yes, that is possible. Various other devices, such as headsets, speakers, Teams-compatible desk phones and collaboration bars, can be connected to Microsoft Teams.

Microsoft maintains a useful list of devices that are compatible with Microsoft Teams.

## Which information can be seen by the IT Administrator?

The IT Administrator can see the call quality dashboard. This provides comprehensive information about the use and quality of Teams Telephony. This monitoring provides insights into network performance, which helps to identify the cause of any problem.

## Will Teams Telephony completely replace 'standard' telephony, or will some telephones need to remain in operation?





Yes, in the vast majority of cases, Teams Telephony can replace standard telephony. These days, lift telephones and alarm systems can largely be configured independently of the telephone system. In addition, the majority of lift systems come installed with mobile connections.

Most phones have already been removed from meeting rooms, where calls are now mainly made using laptops and collaboration tools.

## What should I do with my analogue devices, such as fax machines, emergency elevator call systems or energy meters, which are still connected to a modem?

Most devices can now communicate through the internet and do not need a telephone line. Emergency call systems using mobile technology are now well established in lifts. These are not dependent on a telephone line. However, if analogue devices still need to be connected, there is the option to use analogue gateways.

## How do you use Teams without a permanent workstation?

All the features are available on your smartphone via the Teams application. If your mobile phone does not allow app installation, you can define simultaneous ring in Teams. Your mobile phone or chosen device will then ring whenever there is a Teams call and you will not need the application. We would be happy to advise you on all other options. There is a solution for every scenario.

## Does Teams Telephony offer the 'call recording' feature?

There are integrated, third-party solutions able to record calls in a legally compliant manner, including for regulated industries such as banking and insurance.

## Can (existing) attendant consoles, such as those in the reception or customer contact centre, be connected?

Yes, that is possible. For customised solutions, we recommend that you work with our specialists. We have a number of different partners who provide extensive

expertise in this area and facilitate non-standard connections. In addition, existing approaches are being continually developed and integrated into the solution.

## What are the important considerations when operating a Teams Telephony solution?

Managing and monitoring Teams Telephony solutions in their entirety can be challenging and time consuming. You can leave the whole orchestration of the Teams Telephony infrastructure to us. We offer the M365 Phone System Management product, allowing us to ensure the solution operates smoothly, from support and automated user provisioning to monitoring and reporting.

### Determine your communications needs now

Identify your individual communication and collaboration needs to provide the basis for the appropriate strategy.

[Communications needs](#)

### Contact our experts

Not found the answer you were looking for or want to find out more?

Contact our experts. We will be happy to help.

[Contact us](#)