Microsoft Teams Phone Solution

Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration.

Microsoft launched Teams worldwide on **March 14, 2017** to offer a solution that supports group chat rooms with threaded conversations, as well as private messages between individuals.

When necessary, users can jump from instant messaging to a video call at the push of a button.

Despite strong vendor interest in offering team collaboration, it remains a relatively new technology for many business IT users until the cornovirus came along and everyone moved to working and going to school and church.

Microsoft COLLABORATION PRODUCT HISTORY

Started with a meeting between **Bill Gates** & **Mitel** and acquisitions of **Skype** & *non-acquisition* of **Slack = Teams**
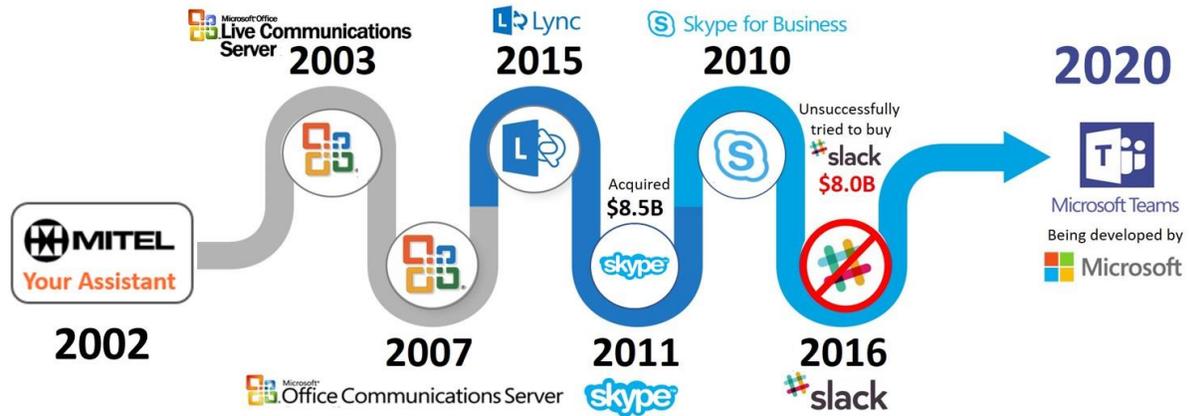
Microsoft 365 Business Voice is a modern cloud-based **telephony solution** in Microsoft Teams that delivers an all-in-one communication solution bringing together calling, chat, and meetings into a single application.

Microsoft 365 Business Voice for **$20.00 user/month** provides:

- Cloud-based phone system with advanced features including call transfer, multi-level auto attendants, and call queues.
- Includes a domestic calling plan with **3,000 minutes per user, per month** within the US and Canada.
- Dial-in audio conferencing for up to 250 people per meeting that also uses your minutes.
- Call from anywhere, on any device through the Teams app on desktop, mobile, web, & SIP desk phones.
- 24x7 *overseas* Microsoft customer support or a third-party contact center.

Business Voice requires an Office 365 subscription that includes Teams and is an add-on subscription for up to **300 users** and cannot be used standalone voice solution.

Many organizations have implemented Microsoft's Teams voice solution and are not happy with the user interface.

Microsoft Teams Phone Solution Challenges

As with the deployment of any voice solution and team chat tool, there are some challenges for users & admin. For example, Microsoft doesn't provide an **Applications Programming Interface (API)** that can limit integration. While Teams appears to be **FREE,** there is a lot of IT resources that are needed along with additional licensing that starts at $20.00 user/month and the time & resources to install it and train all the users.

Teams doesn't have the following key pieces that are needed to provide a complete telephony & team collaboration solution that is reliable, secure, and provides the best possible customer and employee experience.

1. No **Salesforce Integration** and/or screen pops. A *third-party* software app is your only option.
2. No native Microsoft **operator position** and have not released their API so it's *third party* as well.
3. No native Microsoft **contact center solution** so they rely 100% on *third-party* solutions.
4. No encryption for hardware and software and use **SIP phones** that run over the public internet.
5. There seems to be a lot of people that have issues with Microsoft Teams and reliability.

⚠ Possible problems at Microsoft Teams

Microsoft Teams is an online collaboration platform that allows users to chat, have meetings, and share notes and attachments. Microsoft Teams is part of Office 365.

Microsoft Teams problems last 24 hours
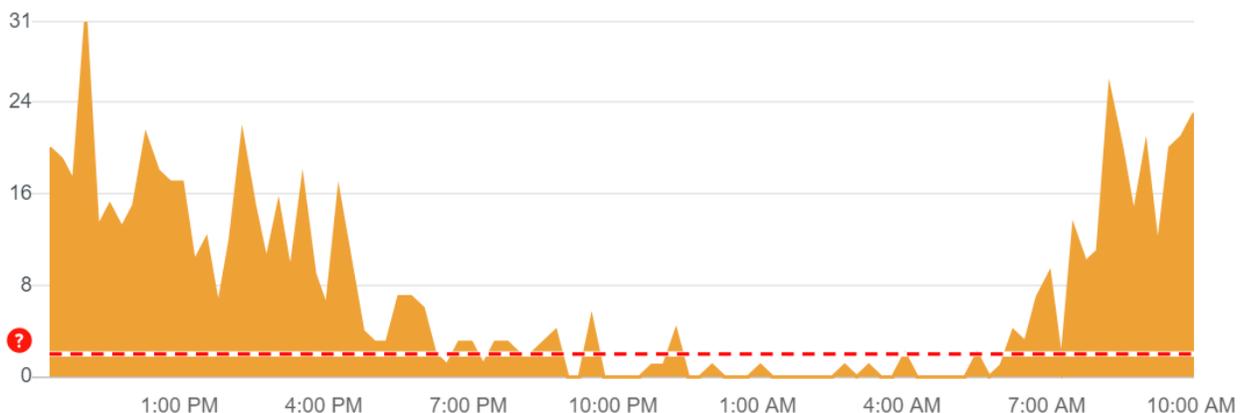
From a downdetector.com report that was run on **April 17, 2020.** Check out **www. downdetector.com**

With Zoom under fire, Microsoft rushes to boost **Ti** Microsoft Teams Security

Microsoft is accelerating the launch of features meant to enhance Teams meeting security on the heels of widespread criticism of rival video conferencing provider Zoom.

Jonathan Dame, News Writer for TechTarget that was published April 16, 2020

Microsoft is accelerating plans to release new security features and IT controls for the video conferencing portion of Microsoft Teams. The move comes as rival online meetings provider Zoom faces widespread criticism over security and privacy lapses.

Some of the planned upgrades are like measures Zoom took to stop "Zoombombing," a practice where uninvited visitors disrupt meetings. Microsoft said it fast-tracked the enhancements in response to demand from customers, who are using Teams more than ever before amid the coronavirus pandemic.

However, at least one Teams customer feels IT departments *still* won't have enough control over meetings after the features take effect. Phillip Lyle, an IT leader at Chapman University, wants to require all meeting attendees to wait in a *virtual lobby* until a host lets them in. Teams predecessor Skype for Business keeps internal meetings private by supporting such a configuration.

Microsoft will not go as far as Lyle would like. Instead, it will change its default settings so only guests outside of the host organization will enter through a lobby. That means any internal user with the meeting link can still join without a roadblock.

Lyle also wants Microsoft to let IT admins lock certain features while still allowing individual users to customize default settings. Zoom and Skype for Business let users do this.

"Microsoft made an announcement over a year ago that they were at feature parity with Skype for Business," Lyle said. "But obviously, there are some really good features that are still missing in Microsoft Teams that I think they need to catch up on."

That said, the features added to the roadmap this month will go a long way towards securing Teams meetings, said Lyle, assistant vice president of enterprise infrastructure at the university. "We'll put some of them to use immediately."

Another change will let IT admins set company-wide rules regarding who can share visual content in a Teams meeting. Currently, everyone can share materials in a session by default, a setting that hosts can change only on a case-by-case basis.

Microsoft will also make it easier for hosts to change lobby and presenter settings once a meeting has started. A new button for accessing those controls will appear prominently in the interface.

To counter miscreants who try to take over meetings, Microsoft recently gave hosts the option of shutting down the event. Previously, sessions persisted until the last person left the gathering.

Additional adjustments will prevent external guests from seeing the telephone numbers of other users and will let meeting organizers download a report on everyone who attended an event.

Zoom recently made similar adjustments to its platform. The vendor now requires the use of pre-meeting lobbies and passwords by default. It also added a "security" button to the meeting interface to provide quick access to settings.

In addition to Zoombombing, Zoom has come under fire for sharing users' device data with Facebook and for allegedly overstating how securely it encrypts video communications.

The incidents have heightened scrutiny of the security risks posed by video conferencing platforms, including by members of Congress and federal law enforcement agencies.

Microsoft has slated the launch of the new Teams meeting features for some time in April and May. Lyle hopes Microsoft gives IT admins advance warning before each upgrade takes effect.

A change to the default settings of Zoom left his team scrambling earlier this month after the vendor failed to give customers proper notice. "We don't want the same thing to happen with Teams," Lyle said.

Call2Teams Microsoft Teams & Mitel Integration

Call2Teams™ is an add-on to **Office 365** that integrates with Mitel's on-site or cloud-based voice systems to make & receive calls using the **Microsoft Teams** app on any device, wherever they are.

You keep all the existing numbers, routing and call center functionality configured in your Mitel phone system - both on-premise and cloud-based Mitel phone systems.

Using a simple single portal that manages the Call2Teams™ service, just enter the list of users with the information to connect them to **Office 365** and your Mitel and they are ready to go.

Real-time diagnostic information shows they are connected and ready to use the service.

It really couldn't be much simpler. You can be up and running in minutes.

The Call2Teams™ platform uses standard SIP protocol to connect to your existing phone system, just like a SIP phone. This means virtually all current systems are supported.

Enterprise grade encryption and security built-in.

Call2Teams™ provides end to end encryption of both signaling and media whilst managing SSL certificates for each customer.

It provides fine-grained access control to the Call2Teams™ calling platform and you can revoke our access to your **Office 365** tenant at any time.
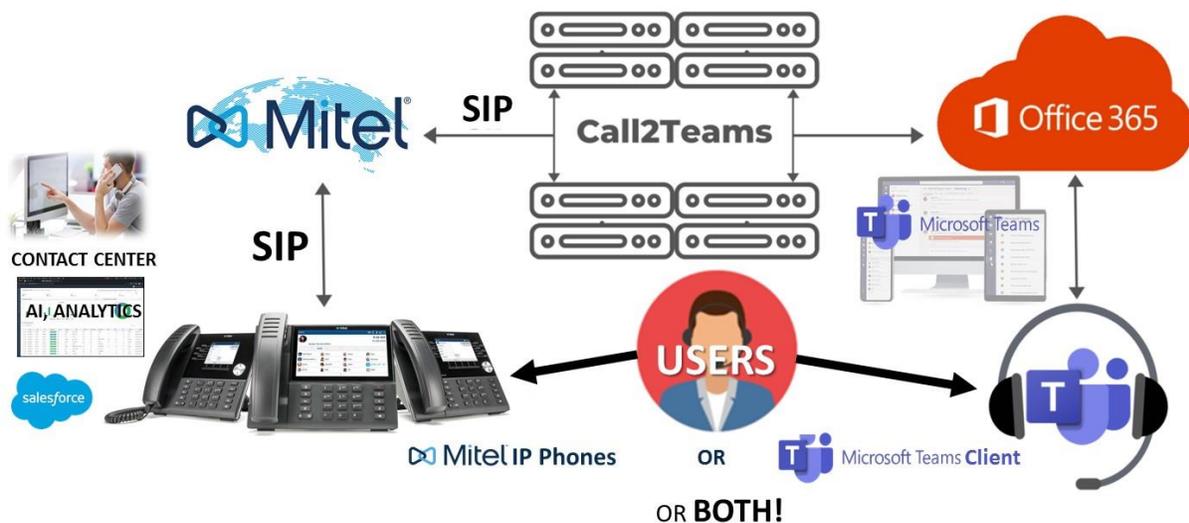

Provide enhanced collaborative tools for your teams to deliver a true productivity boost for your projects

- Leverage the existing voice services to power the latest **Microsoft Teams** features
- Streamline the number of tools your users need to use, reducing cost, administration and training.
- Take advantage of the latest enhanced communications to save money and increase the level of service your users enjoy

INTEGRATION TO Microsoft Teams

## Microsoft Teams ➡ Streamline Internal Communications

NATIVE INTEGRATION
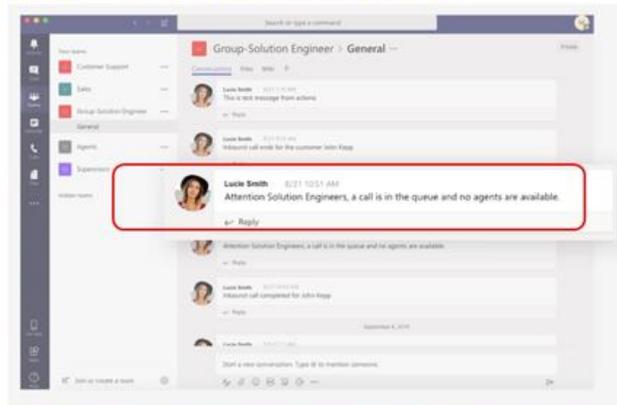
Get in front of agents quickly by presenting **real-time contact center notifications** directly in Microsoft Teams. Agents can stay focused on the task at hand while keeping a pulse on what's happening in the contact center.

Microsoft Teams ➡ Respond to Contact Center Events in Real Time

NATIVE INTEGRATION
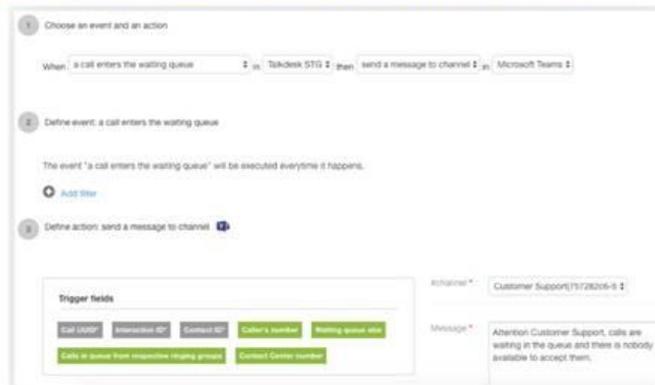
Easily set up dozens of **pre-built** and **customizable alerts** based on virtually *any* contact center event, such as when a **voicemail is left** or when the **queue waiting time surpasses a designated threshold.**

Microsoft Teams ➡ Keep Individuals and Teams in the Loop

NATIVE INTEGRATION

Notify individual agents or entire teams about contact center events relevant to them, to make sure **callers' questions get answered by the right agents** — right when they need it.

The Risks of Unified Communication over the Public Internet

1. Inconsistent or Poor Quality. When you are using UCaaS and a commodity internet vendor, your communications data is forced to *share* internet resources with all your vendor's other customers.

Your voice telephony packets and app data will be transmitted across the vendor's network and back to your UCaaS vendor while competing for priority with other businesses and even home internet users' Netflix viewing and other activities.

This can result in significant delays, especially during periods of peak internet usage.

In the case of voice-over-IP (VoIP) telephony packets, it can even lead to *misordering* of packets that results in "jitter" on calls, long delays, and other **sound quality issues.**

2. Service Outages. UCaaS reliability can be particularly risky if you're relying on commodity copper or coax cable-based internet, as opposed to *fiber-optic* internet connectivity.

Ultimately, non-fiber internet contains a number of vulnerabilities that can cause extended periods of service outage.

Temperature fluctuations, inclement weather, equipment failures, and moisture can cause your internet to fail, bringing down your business's ability to communicate.

Your organization can't survive without access to your business phone lines, data, and other communication tools.

Needless to say, cloud-based communications requires reliable internet connectivity.

BENEFITS OF MOVING TO FIBER
IT'S GETTING CHEAPER EVERY DAY

COAX	FIBER
NOT DEDICATED (SHARED)	**DEDICATED**
RESIDENTIAL GRADE	**ENTEPRISE BUSINESS** GRADE
BEST EFFORT - NO SLA	**SERVICE LEVEL AGREEMENT (SLA)**
LATENCY EFFECTS VOICE & VIDEO	**ZERO LATENCY FOR VOICE & VIDEO**
MUCH SLOWER THAN FIBER	**UPGRADE WITH A PHONE CALL**

ECO Friendly

LATENCY

3. Troubleshooting Difficulties. The more complex your network, the more challenging it can be to troubleshoot problems. A sudden drop in VoIP quality could be related to poor internet quality or insufficient bandwidth allotment, or it could be caused by VoIP vendor issues.

You won't have vendors pointing their finger at each other as the source of any issues.

FINGER POINTING CAN BE AN ISSUE

Internet Connectivity

Data Network

Voice Quality & Dropped Calls

UCaaS Provider

4. Security Risks. Security risk mitigation is about increasing safeguards while reducing vulnerabilities.

If you're transmitting your UCaaS data over a commodity internet vendor's resources, it can potentially increase the points of interception for cybercriminals.

In addition, copper cable-based internet is susceptible to tapping and deliberate interference attacks.

Not only will relying on a single vendor increase your security, it can also make risk analysis of your company's network and infrastructure much simpler.

5. Business Continuity Flaws. Ninety percent of businesses that lose access to their data go bankrupt within 3 months. If your organization suffers a natural disaster, is targeted by cybercriminals, or is subject to any other "worst case" scenario, minutes can count when it comes to data restoration.

Using a single vendor for internet connectivity and UCaaS can offer huge business continuity planning benefits, especially if you opt for an organization that's committed to mitigating client risks. A single vendor that offers cloud backups, geographic redundancy, and fiber can reduce the risk you'll ever lose data.

7. Hardware Incompatibilities. Using mixed equipment from multiple vendors for VoIP can significantly increase the risks of compatibility issues, which may present a troubleshooting nightmare.

To minimize your risks of difficulty transmitting or properly prioritizing your UCaaS data transmissions on a multi-vendor network, you may need to extensively research options prior to implementation.

1. FAMILIAR – Help your users. First, to set up Teams for success and ensure a smooth roll-out use provisioning or templates that are provided out of the box.

Remember with Teams business owners, not just IT, can create new teams/channels.

Templates use ensures that teams are created with the proper governance and sharing rules in place regardless of who's spinning up a Team.

When it comes to the users, the familiarity with Office products is great for getting started, but users still need guidance, tips and tricks and other training overtime to get the hang of it.

2. FAST – Speedy but set up for success. As companies look to quickly roll out teams remember two impart points for success First, make sure you start with security and compliance from day 1.

To help with this, create Teams based on fixed templates that have classification and metadata on Teams. Second, the side effect of anyone being able to create a Team is sprawl –including duplicate & abandoned. To avoid this, you should look to use automation for approvals, expiration reviews, orphan cleanup, expired Teams to keep your implementation tidy.

3. INTEGRATED – Expand beyond files and chat. Teams is great for file sharing and messaging, but it can support so much more. You can add options for employee onboarding, learning management, HR/Payroll, and so much more directly into your Teams.

4. CONTROLLED – IT must have visibility. Metrics are the key to a successful implementation. Having Teams data and analytics Dashboards for IT and users is important to check on the health of your Teams. Auditing and reporting on adoption, growth in Teams numbers and content is important for maintenance, measuring engagement and making improvements.

Be sure to create lifecycle guidance for users and automate notifications and lifecycle tasks as much as possible.

5. SECURE – You cannot sacrifice security and compliance. We'll say it again – the biggest threat to your information security and compliance program is accidental or negligent sharing of files and chat.

It could be as innocent as sharing the wrong file in the wrong Team, and suddenly your merger plans are not so secret anymore.

If you're in a regulated industry like financial services or healthcare, you need to ensure any required ethical walls and information barriers are in place to protect financial and patient information – and keep you out of trouble with the regulators.

And in any industry, external sharing is almost always a necessity so make sure you have controls in place to limit what third parties can do with data they have access to.

Studio X
RADICALLY SIMPLE VIDEO BAR POWERING YOUR FAVORITE MEETING SERVICE

BENEFITS

- Poly Studio X50 All-in-One design
- Integrated Camera, Audio & Computer in ONE product
- **4K UltraHD Camera** with **120⁰ Field of View**
- Stereo sound with Poly's legendary audio quality
- Ready to be use right out of the box with **Microsoft Teams**
- Click for Data Sheet

Poly's Studio X50 is an all-in-one video soundbar designed for today's business meeting spaces for up to 12 people. It's radically simple to use with support for leading cloud video services built right in—**no PC or Mac required.** Voices are crisp and clear, thanks to a beamforming microphone array and acoustic chamber design.

Built-in, wireless content sharing lets users share from their devices without the need for cables or pucks.

Setup, management and maintenance are all streamlined.

Many video conferences today are frustrating DIY experiences that result in lousy audio and video that don't allow teams to see and hear everyone clearly. Poly Studio X50 eliminates that frustration.

Simple plug-and-play connectivity keeps technology moving in the right direction for huddle room users.

Dynamic Video: If you've ever attended a video conference where it was hard to figure out who's speaking, Poly can deliver a more connected experience with an HD video camera that doesn't require user intervention.

- Poly's exclusive speaker tracking technology intelligently focuses on the person talking – even if they move around.
- Smart group framing automatically shows everyone clearly more engaging conversations.
- Always be seen clearly with 4K resolution, 4x electronic zoom, and a wide 120-degree field of view with advanced correction technology to minimize distortion at the edges

Advanced Audio: Instead of wondering if you've been understood, *every* meeting attendee will be heard.

- Poly Studio X50 video soundbar ensures clear, high-fidelity stereo audio that accurately re-produces voices in a way that you'd only expect from more expensive solutions.