



Teams Direct Routing

Work Better Together

Communication and Collaboration: Why it Really Matters

Improving communication and collaboration across organisations is high on the agenda of business of all sizes and sectors. It's a key tool in increasing productivity, improving problem solving and refining processes and procedures.

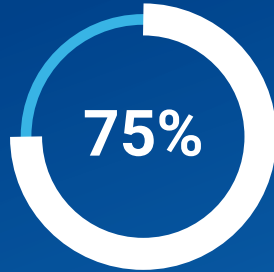
Microsoft Teams is already widely used for video appointments and virtual meetings, making it easier to exchange information, improve efficiency and now more important than ever minimise the physical contact. Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than 16 years in the top 100.

How does Microsoft Teams Empower Users?

Share conversations to implement feedback, training, coaching for employee performance and improve the efficiency of order validations, dispute resolutions, and much more.

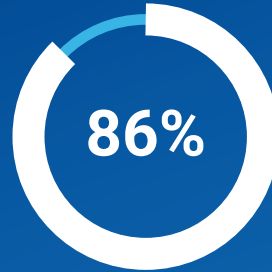


Key Collaboration Statistics



“Very Important”

75% of employers believe teamwork is important



“Critical”

85% of managers believe teamwork is critical



“Not Enough”

39% of organisations don't collaborate enough



“Significant Improvement”

Shifting to a team-based model for 53% of organisations

Why Chess Teams Direct Routing

Integrating our voice solution with the Microsoft Teams platform will ensure you are always available when your customers need you. Chess Teams Direct Routing provides you with all the tools you need in a single platform helping you to deliver better service.

Reduce Costs

Competitively priced, Chess Teams Direct not only reduces the fees for minutes and calls but also reduces the power consumption, management and support fees. Just pay per user per month.

Single Solution

Better functionality than traditional telephony, working with and enhancing the potential of existing office platforms and apps. Increased efficiency, productivity and collaboration.

Voice Support Included

Chess will do the initial configuration for you and will continue to support the Voice service to ensure you are always operational, all done remotely.

No Hardware Needed

No need for special equipment. You can opt to use Teams desktop app, the browser on your laptop or PC or the mobile app on your mobile device. Plus, we offer a range of headsets should you require these.

Future Proof

Replaces traditional ISDN connections, the need for a separate SIP or Voice solution, plus the call costs associated with these.

Disaster Recovery

In case of a Microsoft outage, you have a built-in disaster recovery helping you answer calls from anywhere, on any device.

Calls & Minutes Included

The £6.50 price per user per month already includes 2000 UK Local/ National and 2000 Mobile minutes per month helping you to reduce your costs.

Free Auto Updates

Free automatic updates on all components of the Chess Teams Direct Routing solution – no need for internal IT resource.



Key Features of Chess Teams Direct Routing



Presence-Based Redirect

Based on people's presence status calls will be redirected to available staff ensuring all customer calls are answered promptly.



Text to Speech

After deciding on an auto attendance message, you can also set the language the system will read the message in.



Voice Control

By offering voice control during the greeting and menu message, it's easier to contact the correct department or person.



Business Hours & After Hours Call Flow

You can set up business hours within the system and set the procedure that will be followed for after-hours calls.



Call Parking

To reduce the stress of transferring calls, you can instead 'park' a call and give the call recipient a 'park' number which they use to answer the call easily.



Attendance/ Blind Transfer

You also have the option to consult with a call recipient before you transfer a call.



Call Queue

Customised greetings and customised music on hold.

Day in the Life of a Remote Worker

Meet James, a financial consultant who uses Microsoft Teams, Office 365 and Voice to collaborate, speak to customers and be more productive throughout his day from home or anywhere.

7:00 AM

James starts her workday at home by checking her calendar in Outlook Mobile to see what meetings she has for the day.

8:00 AM

Then James checks the Activity Feed in Teams to see if she has received any notifications that require an action.

8:30 AM

After his morning coffee, he joins a meeting in Teams to hear daily status.

10:15 AM

Since Office 365 is cloud-based, James completes his customer strategy PowerPoint presentation that she worked on yesterday and saves it to the channel in Teams. He @mentions her coworker Mark (who works in another region) so he can add his comments.

10:45 AM

Because Mark is on the go, he opens the document in Teams mobile app and reviews the first draft of the presentation. He adds comments in the presentation that need to be shared with James' colleague in the afternoon.



11:30 AM

One of James' customers rings his direct line. He answers it on his laptop through Teams (no need for extra hardware or telephones) using the integrated voice solution.

1:30 PM

James and Mark co-edit the presentation in real time. They easily work on one single version of the presentation together while changes are saved automatically! They then use Teams Meet Now to discuss next steps.

1:00 PM

After grabbing lunch, James takes a look at all of his tasks in Planner and updates their status to share with his manager.

3:00 PM

James schedules a channel meeting for his team to update them on the final presentation. He prepares by taking notes in OneNote and pins them in the channel for everyone to see.

4:00 PM

James has a meeting with another customer. They connect directly in Teams and turn on video so they can see one another. It feels like a face to face meeting, even when working remotely.



4:25 PM

James gets another direct call from a customer. Because he's busy on a call with someone else, the call is automatically transferred and answered by his colleague who is available.

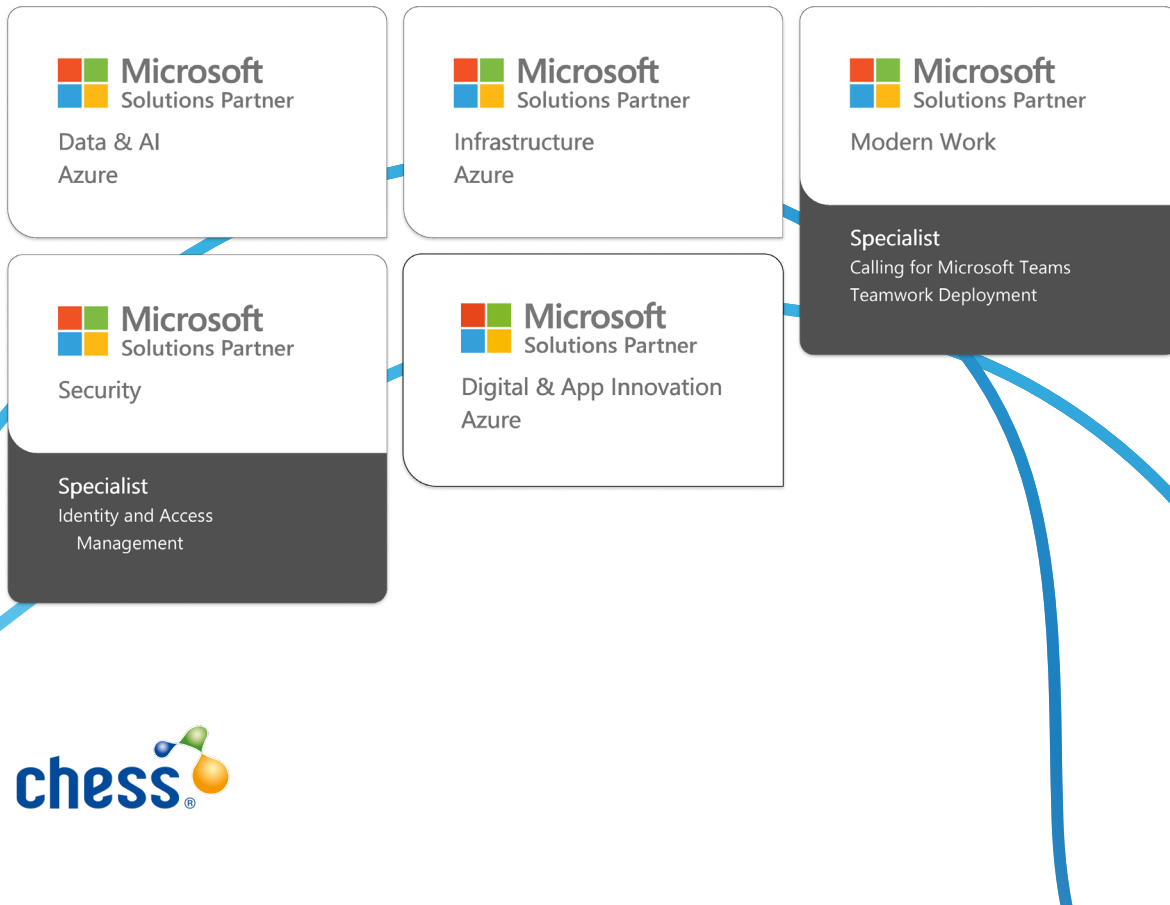
5:30 PM

James catches up on his company-wide training by watching a video from Stream pinned into his training channel in Teams.

Find out more at ChessICT.co.uk

Chess is a Microsoft Solutions Partner

We are a recognised Microsoft Solutions Partner, achieving five of the six available accreditations. This reflects our deep capability across the Microsoft ecosystem and our commitment to delivering high-quality, future-ready solutions for our customers.



Pricing

£6.50

per user per
month

One-Off Charges

Teams Direct Routing Setup (per user)	£5.00
0365 Tenant Set (per customer/ domain)	£50.00

Recurring Charges (per user per month)

Teams Directing Routing License (includes Call Bundle, Disaster Recovery and Call Manager)	£4.50*
Voice + Support	£2.00

Additional Charges (per user per month**)

Basic 0365 Support (Mon-Fri 8:30-17:30 excl. Bank Holidays)	£4.00
Microsoft Business Voice License (no calling plan)	£7.50
Microsoft Phone System License	£6.00

*Discounted prices are available for customers over 300 users

** Depending on your Office/Microsoft licence you will require either a Microsoft Business Voice (without calling plan) or Microsoft Phone System licence to enable the integration. Switching your Microsoft licencing to Chess is easy and requires no internal resource.

Basic 0365 Support as part of our Microsoft CSP programme is recommended. For more information about switching your Microsoft licencing to Chess please contact us on 0808 252 0755 or speak to your Account Manager.

Find out more at **ChessICT.co.uk**



Making IT Work For You

Chess is one of the UK's leading independent and trusted technology service providers, employing more than 240 skilled people across the UK, supporting over 18,000 organisations.

We believe IT should work for you, reduce costs, deliver efficiency, keep you secure, enhance your work-life balance, improving performance. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than 17 years in the top 100.



Find out more at ChessICT.co.uk

Further Information

If you are unsure of any of the information discussed in this guide, please contact us below.

| workfromanywhere@ChessICT.co.uk

| 0800 688 8858



ChessICT.co.uk/