

Voice for Teams

Service Description

Document Control

Document Control

Document Name	Voice for Teams Service Description
Published Date	04/12/2025

Name	Version	Date	Summary of Changes
Harkirat Degun	1.0	04/12/2025	Initial Version Created

Reference Documents

Document	Link

Contents

Document Control	2
1 Service Overview.....	4
2 Service Scope	5
2.1 Tenant Integration.....	5
2.2 Numbering and Voice Configuration	5
2.3 SBC and Infrastructure Configuration.....	6
2.4 Testing and Migration.....	6
2.5 Ongoing Operation.....	6
3 Features and Capabilities	7
3.1 Voice for Teams Platform	7
3.2 Managed Service Capabilities	7
3.3 Crest Management Platform (Optional)	8
3.4 Additional Capability Modules	9
4 Service Levels and Support.....	11
4.1 Standard Voice for Teams SLAs	11
4.2 Enhanced Support Add-Ons	11
4.3 Crest Platform SLAs (Optional)	12
5 Onboarding and Exit	13
6 Delivery Responsibilities, Resourcing and Dependencies.....	14
7 Pricing and Contracting Approach.....	15
8 Security, Assurance, Compliance and Service Constraints.....	16

1 Service Overview

Voice for Teams Enterprise is a managed cloud telephony service built on Microsoft Teams that enables organisations to consolidate their voice estate into a single, secure, resilient, and centrally governed platform. It replaces traditional PBXs and fragmented voice solutions with a unified Teams-based calling infrastructure that supports PSTN connectivity, call routing, number management, and operational oversight at scale.

The service connects the Customer's Microsoft 365 tenant to certified Session Border Controllers (SBCs) hosted in geographically redundant Azure regions. It provides resilient PSTN access, centralised policy control, automated number lifecycle management (optional), proactive monitoring, incident response, structured governance, and optional enhancements such as Teams Rooms monitoring, mobility solutions, contact centre integrations, call recording, and AI-enabled capabilities.

Voice for Teams Enterprise is designed for organisations requiring predictable call performance, strong security and governance, simplified administrative effort, and long-term operational stability.

2 Service Scope

The service delivers end-to-end enablement of Microsoft Teams as the Customer's enterprise telephony platform. It spans design, configuration, deployment, migration, testing, monitoring, and ongoing support.

The Supplier begins by confirming business requirements, user classification, geographical coverage, number formats, regulatory obligations, security considerations, network readiness, and any dependencies involving contact centre platforms, recording systems, or third-party carriers. The outcome of this phase informs both the High-Level Design (HLD) and Low-Level Design (LLD).

2.1 Tenant Integration

The Supplier connects the Customer's Microsoft 365 tenant to the Direct Routing infrastructure by:

- Registering the SBC domain within the Teams environment
- Configuring TLS certificates and SIP trunks
- Mapping SIP signalling flows and media paths
- Enabling Direct Routing for the Customer's tenant
- Configuring supported codecs and secure transport (SRTP/TLS)
- Ensuring media bypass and local media optimisation where suitable
- These configurations ensure secure, encrypted signalling and media between Teams and the PSTN.

2.2 Numbering and Voice Configuration

The service includes:

- Importing, validating, and categorising number ranges
- Defining and assigning dial plans and normalisation rules
- Configuring PSTN usages and voice routes
- Mapping call flows and handling logic
- Configuring caller ID presentation
- Provisioning voicemail behaviour
- Configuring routing for emergency services (where required)

Users are assigned the appropriate policies based on their role, location, and calling needs. The Supplier can manage number portability or coordinate with carriers where applicable.

2.3 SBC and Infrastructure Configuration

The Supplier configures SBC infrastructure to support:

- High availability (HA) pairings
- Geo-redundant routing
- SIP trunk connections to PSTN or carrier services
- Call admission control and quality thresholds
- Normalisation, manipulation, and translation rules
- Logging, monitoring, and alerting
- Routing failover logic

Where the Customer requires hybrid calling or local survivability, the Supplier equips customer-hosted SBCs or integrates with existing PBXs.

2.4 Testing and Migration

Once configuration is complete, the Supplier performs:

- Functional call testing (inbound, outbound, internal)
- Failover and resiliency validation
- Call quality and packet loss assessment
- Emergency call routing validation (if applicable)

Users are migrated in planned batches. The Supplier works with the Customer to:

- Verify user readiness
- Validate device compatibility
- Provide communications guidance
- Identify early adopters
- Address operational issues discovered during migration

2.5 Ongoing Operation

After go-live, the service enters stable operation, including:

- Monitoring of SBCs, trunks, and Teams telephony status
- Incident response and diagnostics
- Configuration changes and service requests
- Root-cause investigation for issues
- Trend analysis on call failures and quality
- Governance reporting

Optional modules extend operational coverage (automation, analytics, Teams Rooms monitoring, converged communications support).

3 Features and Capabilities

3.1 Voice for Teams Platform

The platform includes:

- Resilient Direct Routing Architecture
- Certified SBCs deployed in Azure
- Multi-region capability
- Geo-redundancy with automated failover
- SIP trunking with BYOC or bundled minutes

Flexible Deployment Models

- Multitenant shared SBCs (UK, EU, US, APAC)
- Dedicated SBC instances
- Customer-hosted SBCs

Core Voice Features

- PSTN calling
- Call transfer, forwarding, parking
- Voicemail and transcription
- Delegation and shared line appearance
- Auto Attendants and Call Queues

Advanced Capabilities

- Media bypass
- Local survivability options
- Integration with on-premises PBXs
- Certified device support (Teams Phones, DECT, SIP gateways)

Monitoring & Analytics

- SBC health monitoring
- Capacity management
- Routing diagnostics
- Call performance insights

3.2 Managed Service Capabilities

The managed service provides structured, reliable operational support with:

- 24x7 Proactive Monitoring
- SBC availability
- SIP trunk performance
- Call quality indicators
- Media and signalling failures
- Capacity thresholds
- Certificate expiry and configuration drift

Incident Management

- Tiered engineering support
- Diagnostics across Teams, SBCs, network, and PSTN
- Vendor escalation (Microsoft/Audiocodes/carriers)

Request and Change Management

- Policy updates
- Number assignments
- Routing changes
- User provisioning (when in scope)

Operational Governance

- Regular service reviews
- KPI reporting
- Root-cause analysis
- Trend and pattern identification

3.3 Crest Management Platform (Optional)

Crest provides automated configuration and governance inside the Customer's Microsoft tenant:

Automation

- User onboarding and offboarding workflows
- Number lifecycle management
- Policy assignment logic based on AD attributes
- Controlled number reservation and release

Governance

- User attribute validation
- Standardised policy mapping
- Enforcement of configuration consistency

Insights

- Quality analytics
- PSTN usage and cost trends
- Adoption dashboards
- Experience and device insights

3.4 Additional Capability Modules

The service can be expanded with several optional capability modules, each designed to address specific operational, compliance, or user experience requirements. These modules integrate seamlessly with the core Teams Voice service and follow the same governance and support model.

Contact Centre Integrations

Organisations that require structured call routing, queue management, or multi-channel engagement can extend the service with certified contact centre platforms. These integrations support skills-based routing, interactive voice response, real-time and historical reporting, agent performance tracking, and CRM connectivity. The Supplier works with the Customer to define routing logic, escalation paths, failover behaviour, and data exchange requirements to ensure the solution functions consistently within the broader Teams environment.

Compliance Recording and Conversational Analytics

Customers with regulatory, audit, or policy obligations can enable enterprise-grade recording for calls and meetings. This module provides policy-based capture, secure encrypted storage, retention management, and search and retrieval controls. Conversational analytics can be added to surface insights from recorded interactions, including sentiment analysis, topic detection, and compliance monitoring. These capabilities are configured to align with sector-specific requirements such as financial services, legal, and healthcare.

AI and Copilot Voice Enhancements

The service can include AI-driven features that improve user experience and operational efficiency. Examples include automatic meeting and call summarisation, action extraction, transcription accuracy improvements, and workload optimisation insights. These capabilities operate within the Customer's Microsoft 365 compliance boundary and extend the value of Teams Voice by reducing manual workloads and improving clarity of communication across distributed teams.

Mobility Services

Organisations requiring tight alignment between mobile and desktop calling can adopt native SIM-based integration for Teams Phone. This allows incoming and outgoing mobile calls to be handled through Teams while maintaining the user's mobile number and providing consistent call logging, recording (where enabled), and policy enforcement. Mobility support ensures staff

such as frontline workers, field engineers, or executives maintain full telephony capability without relying solely on the Teams client.

eFax and Analogue Integration

Customers with operational or regulatory requirements for faxing or legacy analogue devices can integrate these into the Teams environment. The Supplier provides solutions for fax-to-email workflows, secure digital faxing, and analogue device adaptation. Typical use cases include lift phones, door entry systems, alarm lines, paging systems, and specialist telephony hardware used in retail, manufacturing, hospitality, and healthcare.

Specialist Endpoints and DECT Solutions

Where cordless, ruggedised, or industry-specific devices are required, the service supports certified DECT solutions and Teams-native handsets. These endpoints are suitable for logistics environments, warehouses, clinical settings, and any area where mobility, durability, or hygiene requirements differ from standard office usage. The Supplier ensures that routing, registration, and device policies are correctly applied to maintain consistent telephony behaviour.

4 Service Levels and Support

Support is aligned with ITIL and includes incident handling, service requests, change management, monitoring, diagnostics, and escalation.

Incidents are prioritised based on impact and service availability. Communication is maintained throughout the lifecycle of each ticket. SLAs apply during contracted support hours unless enhanced coverage is purchased.

4.1 Standard Voice for Teams SLAs

Priority	Definition	Response Time	Resolution Target
P1 – Critical	Service outage; >50% users impacted	45 minutes	6 hours
P2 – Medium Impact	Site/region or >25% users impacted	60 minutes	10 hours
P3 – Low Impact	Isolated issues/degraded quality	1 Business Day	3 Business Days
MACD / Service Request	All standard requests	1 Business Day	10 Business Days

4.2 Enhanced Support Add-Ons

Enhanced SLAs may be purchased for accelerated response and expanded coverage.

Priority	Response Time	Resolution Target
P1 – Critical	< 30 minutes	< 4 hours
P2 – High	< 60 minutes	< 8 hours
P3 – Medium/Low	< 4 Hours	< 40 hours
Enhanced MACD	< 8 Hours	< 80 hours

Support add-ons also include service management, innovation sessions, and analytics packages.

4.3 Crest Platform SLAs (Optional)

Crest support is provided during business hours (CET 08:00–18:00 / GMT 07:00–17:00).

Priority	Response Time	Resolution Target
P1 – Critical	< 4 Business Hours	< 2 Business Days
P2 – Medium/High	< 1 Business Day	< 5 Business Days
Requests / App Changes	< 3 Business Days	Based on Scale

5 Onboarding and Exit

Onboarding begins with a kick-off session to confirm scope, dependencies, timelines, and success criteria. The Supplier then conducts structured discovery to capture user profiles, number ranges, dial plan requirements, device considerations, and any integrations that affect design. This information forms the basis of the High-Level and Low-Level Designs, which outline the solution architecture, routing logic, SBC configuration, policy structure, and operational governance model.

Configuration activities follow an agreed sequence that includes tenant preparation, SBC pairing, Direct Routing enablement, dial plan implementation, routing definition, number import, and initial testing. The Supplier validates call flows, media behaviour, failover scenarios, and Teams client functionality before any users are migrated.

Migration is delivered in controlled phases to minimise disruption. The Supplier agrees a schedule with the Customer, validates readiness, and supports each group through the transition to the new service. A stabilisation period follows migration to address any issues arising during early use.

At exit, the Supplier provides all configuration records, routing documentation, number mapping, and any automation or integration artefacts that were part of the service. Access is removed, and SBC pairings or integrations are decommissioned as required. Customers retain full ownership of all data and configuration stored in their Microsoft tenant.

6 Delivery Responsibilities, Resourcing and Dependencies

The Supplier is responsible for delivering the service through a structured team that includes project management, unified communications architecture, engineering, optional development specialists, and service management where this has been purchased. Each role contributes to a clear and predictable delivery experience.

Project Managers coordinate workshops, manage RAID items, track progress, and communicate with Customer stakeholders. UC Architects design the solution and ensure alignment with Microsoft best practices and Customer requirements. Delivery Engineers implement the configuration, perform testing, support migrations, and validate the end-to-end call experience. Where automation or reporting modules are included, development specialists configure workflows, dashboards, and integrations. Service Managers provide operational governance and performance oversight once the service is live.

The Supplier may use both UK-based and near-shore resources. All personnel operate under ISO 27001-aligned access controls, with MFA and least-privilege permissions applied to all administrative activity.

The Customer plays an essential role in successful delivery. The Customer must ensure that licensing, tenant access, firewall rules, and network readiness requirements are in place; provide accurate information relating to numbering, users, and devices; attend scheduled workshops; perform user acceptance testing; and approve deliverables in line with the agreed plan. Delays in access, information, or approvals may affect project timelines.

Dependencies include the availability of Microsoft 365 services, the stability of Customer networks, and the operation of any third-party systems involved in the solution. Where carriers or legacy systems remain under Customer control, the Supplier supports integration but cannot govern those systems' performance.

7 Pricing and Contracting Approach

Pricing for the service follows the published G-Cloud rate card and is structured around the components the Customer selects. Managed service elements are charged on a per-user or per-device basis, depending on whether the service applies to Teams Voice users, Teams Rooms systems, or associated devices. Optional components such as Crest, Converged Communications Support, advanced analytics, or enhanced SLAs are priced individually so Customers can tailor their service.

Professional services for onboarding, discovery, design, configuration, migration, and bespoke integrations are charged at the agreed day rates. Customers may request out-of-hours delivery, which is subject to defined multipliers. Where onsite attendance is required, travel is billed at cost and must be agreed ahead of delivery.

This pricing model gives Customers a predictable baseline for ongoing support and flexibility to scale the service, add modules, or adjust operational coverage as requirements evolve.

8 Security, Assurance, Compliance and Service Constraints

The service is delivered under a security framework aligned with ISO 27001. Access to Customer systems uses MFA and strict least-privilege controls, and administrative actions are logged for audit purposes. All configuration and operational activities take place within the Customer's Microsoft 365 environment or within secure Azure regions aligned with the Customer's data residency requirements. SBCs use encrypted signalling and media (TLS/SRTP), and routine patching and certificate management are carried out in line with vendor guidance.

The service supports the Customer's compliance objectives by using Microsoft 365's built-in security and compliance capabilities. Optional modules, such as compliance recording or analytics, follow the same data protection requirements and operate within the Customer's regulatory framework.

Certain constraints apply to the service. The solution depends on Microsoft Teams platform availability, Customer network stability, and correct licensing for the required features. Unsupported or end-of-life devices may require additional work or replacement. Customer networks, firewalls, and carriers remain the Customer's responsibility unless explicitly included in scope.

Accessibility needs can be accommodated, with user guides, workshops, and onboarding materials available in alternative formats where required.



**Your trusted partner on your
Microsoft Teams Journey**

Our Mission:
**To Empower your
Team to work smarter
with Microsoft**

**Professional Services &
Global 24x7 Managed Services** for Microsoft
Teams and Power Platform with deep technical
expertise in Voice, Video and Collaboration



Extensive Partner Ecosystem



8 Years
Established

130 Employees

86 Accredited
Employees

1M+ Users
Migrated

100+ Countries Deployed
& Supported

1B+ VOIP Minutes
Managed Per Year



Specialist
Adoption and Change
Management
Calling for Microsoft Teams

