

TEAMS CALLING AS A SERVICE (TCAAS)

RM1557.15 G-Cloud 15 (Lot 2b Software as a Service)



CCS Approved Supplier:

RM1557.15 G-Cloud 15, RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6100 Technology Services 3, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS, RM6200 Artificial Intelligence DPS

Table of Contents

Introduction..... 3

 Leverage existing investment in Office 365..... 3

 Place Microsoft at the centre of your collaboration strategy 3

 Let us do the work 3

Service Components 4

 Professional Services 4

 Support..... 4

 Integration..... 4

Overview..... 5

 Key Benefits 5

 Key Product Features 6

 Enablement and Adoption..... 6

 Microsoft Teams Tenant Enablement..... 6

 Change and Adoption 7

 Analytics and Reporting 7

 Handsets 7

 Teams IP Phone Managed Support..... 8

 Architecture 9

 Teams Phone Features 9

 What are Cloud auto attendants? 13

 Cloud auto attendant features 13

 Resource accounts and licensing..... 13

 Auto Attendant feature overview 14

 Maximum directory size 14

 Search considerations (operational behaviour) 15

 Dial by Name Details (DTMF + Speech) 15

Dial by Name – Speech recognition	16
Dial by Extension	16
Business hours, after-hours, and holidays	16
Call Queues (Teams Phone).....	17
End-User Call Handling Features	17
Call Forwarding.....	17
Call Groups.....	17
Simultaneous Ring.....	18
Redirect External Phone Calls (PSTN Only)	18
Call Transfer Features	19
Consult Then Transfer	19
Cloud Call Queues (Teams Phone).....	19
Recommended Service Pattern (Hours and Holidays)	20
Presence and Status Features (Teams).....	20
Technical Pre-Requisites	21

Introduction

The TCaaS service provides professional services and subscription-based access to enable feature-rich and high-quality telephony within Microsoft Teams.

Leverage existing investment in Office 365

If you have already decided to invest in Office 365 licenses, it makes sense to consider Teams telephony to replace your existing PBX platform/service. Microsoft Teams can be used to place and receive audio and video calls to/from Microsoft Teams users. However, to place and receive calls to/from landlines and mobile numbers, Microsoft Teams Phone Standard functionality must be enabled. Users with Teams Phone Standard functionality can either use Microsoft to place or receive external telephone calls, or a telecommunications service provider (known as Direct Routing).

Place Microsoft at the centre of your collaboration strategy

With shared file collaboration, team management, task planning and access to 3rd party application integration, Microsoft Teams represents a fundamental step-change in team collaboration. Due to its powerful and intuitive feature set, Microsoft Teams is often quickly adopted for internal communication and collaboration. To consolidate and homogenise communications, the logical next step is to enable telephony within the Microsoft Teams client. However, a number of factors force many businesses to use a separate, concurrent platform to place and receive telephone calls. This is often because they cannot divert IT resource from core duties to migrate to Teams telephony, nor provide in-life management of the service. However, using concurrent communications platforms in this way creates a disjointed user experience, as users are presented with multiple desktop communication clients or handsets which are used only for external calls as they cannot connect to Teams.

Let us do the work

Our TCaaS service provides a turnkey solution to this challenge, with professional services to conduct the migration and provide in-life monitoring and management. This allows the business to outsource the workload and skillset required to make the change and utilise telephony functionality within Microsoft Teams. With end-to-end management and support, advanced functionality options as well as user enablement and feature-mapping, the TCaaS service gives you access to specialist and dedicated professional resources to evolve your communications strategy without disruption to your business.

Service Components

Professional Services

- ✓ **Implementation;** Initial data capture, user profiling and configuration mapping of telephony features from the existing mode of operation onto Microsoft Office 365 (e.g. DDIs, hunt groups and extensions). This service also includes the configuration and application of user voice policies to Office 365.
- ✓ **Training;** End user and admin level training and adoption.
- ✓ **Tenancy Management;** In-life management and support of the voice configuration within your Microsoft tenancy, including user moves, adds, changes and deletions.
- ✓ **Handset Management;** including response and resolution of service incidents, proactive monitoring, service reporting, software upgrades, provisioning and voice quality management.
- ✓ **Handset Installation;** covering the deployment of Teams certified handsets.
- ✓ **Phased migration;** allowing you to mitigate disruption by migrating individual sites or departments incrementally.

Support

- ✓ Industry-leading customer service encompassing the full range of IT and network services we provide, allowing us to provide a personalised and comprehensive support model.
- ✓ Analytics: In-life advanced analytics to ensure a robust and high-quality service is delivered to all users, assisting in the interrogation and optimisation of end-user experience.
- ✓ Self-Serve Portal: Cloud-native platform-as-a-service that centralises the automation of unified communications lifecycle management. Using a single-pane view, users have access to zero-touch provisioning, call routing, number management, and add-on services. Using the portal, customers can deploy Teams Voice through either Direct Routing or Operator Connect.

Integration

- ✓ Contact Centre solutions – Teams integrated Omni Channel solutions.
- ✓ Reception Consoles – For advanced switchboard capabilities.
- ✓ Meeting Room installation and legacy video conference integration.

- ✓ Conference services, allowing you to invite clients, partners and 3rd parties using meeting rooms into your Teams conferences.

In addition to excellent customer service and support for custom requirements such as staggered migration and analogue device integration, our call rates and call packages typically result in significant cost savings when compared to Microsoft.

Overview

Microsoft's Teams Direct Routing is the connection of a customer / carrier - provided Session Border Controller (SBC) to Microsoft's Teams Phone Standard license. This provided SBC can be connected to almost any telephony trunk or connect to third-party PSTN equipment such as a PBX.

Team's part of the O365 stack of applications, is the central hub for Teamwork within an organisation, offering persistent chat, file sharing, meetings and calling, but by deploying phone system with Direct Routing allows the end user to collaborate with their client in a whole new level.

Users can be provided with a Direct Dial in (DDI) number, either geographic or non-geographic, as well as port in their existing numbers.

To provide Teams Direct Routing to our customers, Exponential-e have deployed a resilient pair of carrier grade AudioCodes SBCs. These SBCs deployed in H/A mode across multiple geographic locations, integrated directly into our scalable, highly resilient, low-latency, core IP carrier network and SDN fabric.

TCaaS includes:

- ✓ Setup and configuration of direct routing with Microsoft Teams and phone system
- ✓ Configure Exponential-e SIP trunks to Microsoft phone system
- ✓ Manage end to end call quality
- ✓ Provide 24/7/365 voice support

Exponential-e Minute Bundle for Teams calling includes 2000 Local / National minutes and 1000 Mobile, allowing customers to make and receive telephone calls, using Exponential-e as a carrier, all for fixed monthly per user cost.

Key Benefits

- ✓ **COST EFFECTIVE** alternative to Microsoft Calling - PSTN enabled Teams environment, utilising Exponential-e's carrier interconnects.
- ✓ **CERTIFIED** Session Border Controllers - HA, geographically redundant, carrier class, Session Border Controller platform offering resilient PSTN services.

- ✓ **CALL BUNDLES** - Commercially attractive, fixed price minute bundles, allowing customers to manage their call spend effectively.
- ✓ **CARRIER RESILIENCE** - Multiple carrier connections from Exponential-e's core infrastructure providing resilience against PSTN carrier failure.
- ✓ **FULLY MANAGED O365 TENANT** - Options for the full management of the customer MS Teams / Office 365 environment.
- ✓ **PRIVATE CONNECTIVITY** - Fully private fibre connections directly into our tier 1 PSTN carrier partners from multiple locations, ensuring call quality.

Key Product Features

- ✓ **Core** - Geographic Diverse Data Centres underpinned by a world class carrier network.
- ✓ **Hybrid** - Teams, SIP and existing PBX solutions supported for controlled migration.
- ✓ **Group Chat** - Employees, customers and suppliers communicating through teams and channels.
- ✓ **Instant Messenger** - Communicate, knowledge share and respond quickly with colleagues.
- ✓ **File Storage** - Cloud and on-premise storage with access from a single interface.
- ✓ **SIP** - UK and European carrier interconnects with Inbound Numbering.
- ✓ **Global** - In country SBC deployments to support BYO-PSTN for international projects.
- ✓ **Video/Audio Conferencing** - Point to point meetings to 100s of participants from anywhere on any device.
- ✓ **Presence** - Full visibility of where colleagues are and when they are available.

Enablement and Adoption

Microsoft Teams Tenant Enablement

Enablement Service Includes:

- ✓ Trunk Creation from O365 Tenant to the Expo-e Multitenant Platform
- ✓ Creation of Dial Plan and Voice Policies
- ✓ Enable Core PBX Functionality
- ✓ Mapping of Users and their Features from Legacy PBX to Microsoft Teams
- ✓ Support with Testing and Signoff

Change and Adoption

- ✓ Trainer sessions to cover the core functionality of Teams Direct Routing along with specific use cases.
- ✓ Quick Reference Guides to support newly trained users.
- ✓ Remote Hypercare - an engineer, on hand to answer any technical queries or support directly between the start of migration and go-live.

Analytics and Reporting

Managed support for Proactive Monitoring and Voice Quality Reporting that includes the following elements:

- ✓ Proactive system performance and issue resolution prior to them becoming apparent to customer/users.
- ✓ Performance monitoring and managing voice quality at the service and user level to ensure a quality user experience.
- ✓ Security Policy management

Handsets

Full suite of options for both Certified Teams Phone and Teams SIP Gateway endpoints aligned with Microsoft's supported devices

Model	MP58-WH E2	MP56 E2	MP54 E2	MP52 E2
				
5.2+ EDR	7"1024 x 600-pixel capacitive touch screen	7"1024 x 600-pixel capacitive touch screen	4"480 x 800-pixel capacitive touch screen	2.4"320 x 240-pixel non-touch screen
Orientation	Horizontal	Horizontal	Vertical	Horizontal
Screen Adjustable	✓	×	×	×
Operating System	Android 13	Android 13	Android 13	Android 13
Feature keys	7(hold, transfer, redial, headset, mute, Teams, speaker phone)	7(hold, transfer, redial, headset, mute, Teams, speaker phone)	4 (Teams, headset, mute, speaker phone)	5 (headset, mute, speaker phone, redial, Transfer)
Bluetooth	5.2+ EDR	5.2+ EDR	5.2+ EDR	×
Wi-Fi	2.4G/5G Wi-Fi (802.11a/b/g/n/ac)	2.4G/5G Wi-Fi (802.11a/b/g/n/ac)	2.4G/5G Wi-Fi (802.11a/b/g/n/ac)	×
USB Port	2 Type A 1 Type C	1 Type A 1 Type C	1 Type A	1 Type A
Ethernet Port	Dual-port Gigabit Ethernet	Dual-port Gigabit Ethernet	Dual-port Gigabit Ethernet	Dual-port Gigabit Ethernet
Power over Ethernet (PoE)	(IEEE 802.3af) , class 3	(IEEE 802.3af) , class 3	(IEEE 802.3af) , class 3	(IEEE 802.3af) , class 3
HAC	✓	✓	✓	✓
RJ9 handset port	✓	✓	✓	✓
RJ9 headset port	✓	✓	✓	✓
Expansion Module support	EXP50	EXP50	×	×
Wall Mount	✓	✓	✓	✓
HD voice	HD Handset HD Speaker	HD Handset HD Speaker	HD Handset HD Speaker	HD Handset HD Speaker
AEC (Acoustic echo cancellation)	Full-duplex hands-free speakerphone with AEC	Full-duplex hands-free speakerphone with AEC	Full-duplex hands-free speakerphone with AEC	Full-duplex hands-free speakerphone with AEC
YMDP/YMCS support	✓	✓	✓	✓

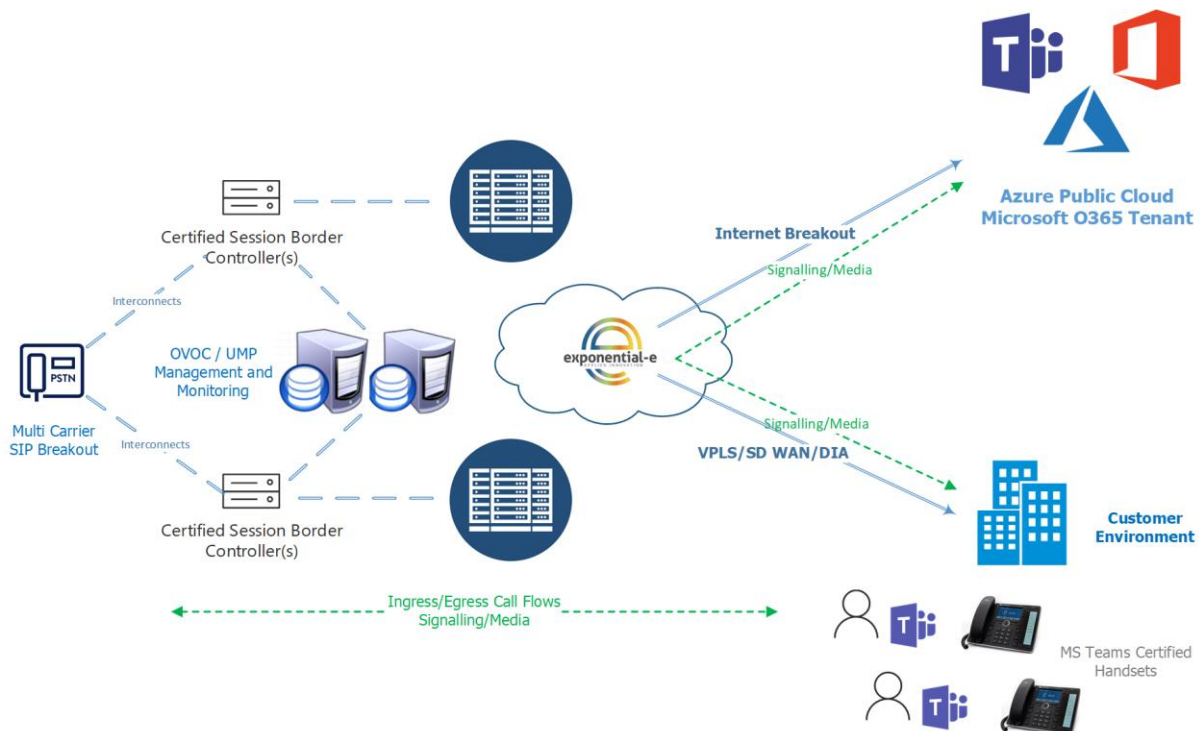
Teams IP Phone Managed Support

Managed Support for Certified Teams Phones that are used as User, Meeting Room or Common Area Phones.

The service includes the following elements:

- ✓ Incident Management for Teams Phones related issues.
- ✓ Proactive Monitoring to ensure Teams Phones are available
- ✓ Software Upgrades for Teams Phones

Architecture



Teams Phone Features

By using Phone System, your Teams users will get the following features:

Feature	Brief description
Auto attendants	Create an automated menu (IVR) so callers can reach people/departments by options, dial-by-name, or dial-by-number.
Call queues	Route callers to agents with greetings, music on hold, and rules to find the next available agent.
Voicemail	Voicemail is delivered to the user's Exchange mailbox as an email attachment and can be played in Teams apps and supported phones.

Voicemail user settings	User can manage voicemail greetings, call answering rules, languages, and out-of-office greetings from Teams settings.
Music on hold	Plays default/streaming/custom tenant-uploaded music while calls are placed on hold.
Call answer/initiate (by name)	Answer inbound calls and place Teams-native calls by selecting a person in the client.
Call answer/initiate (by extension or PSTN number)	Answer and place calls by dialing extensions or PSTN numbers (requires PSTN connectivity/number as applicable).
Call forwarding to voicemail	Send calls directly to voicemail immediately or after a delay you set.
Call forwarding options & simultaneous ring	Forward calls or ring multiple endpoints/people (including PSTN destinations) with configurable rules and delays.
Call groups	Create a group to receive calls on your behalf; ring everyone at once or in a user-defined order.
Call delegation (shared line appearance)	Let delegates make/receive calls for a delegator with configurable notifications; supports shared history and barge.
Member of call group or call delegation	Answer calls for colleagues when you're configured as their call group member or delegate.
Transfer a call (incl. consultative transfer)	Transfer calls to another person or voicemail; transferring to PSTN numbers requires Teams Phone.

Transfer call in progress to another device	Move an active call between devices (e.g., PC to mobile) without interrupting the conversation.
Call Park and retrieve	Park a call to the service and retrieve it using a unique code from a supported device/app.
External Caller ID	Show rich caller identity from the directory for internal calls; display provider caller ID for external calls (directory can enhance if matched).
Device switching	Switch a call/meeting audio to another connected HID device (e.g., PC speakers to a Teams display).
Presence-based call routing	Route/block inbound calls based on presence, allowing exceptions for specific people.
Integrated dial pad	Dial by name or number via search and dial pad to speed outbound calling.
Federated calling	Call securely across federated tenants where federation is allowed/configured.
Make and receive video calls	Place and receive 1:1 video calls when enabled and supported by the user's setup.
Secondary ringer	Choose an additional device to ring alongside the default speaker to reduce missed calls.
Distinctive ring alerts	Set different ringtones for normal, forwarded, and delegated calls so users can recognise call type.

Busy on Busy	Control what callers experience when the user is already in a call/meeting/hold (busy tone or route to unanswered settings).
Call blocking	Block specific PSTN numbers from ringing the user by adding them to a blocked list.
Common area phones	Support phones used by many people in shared spaces (lobbies/rooms), typically configured as devices rather than named users.
Media bypass support	For Direct Routing, keep media between SBC and client for better performance instead of relaying through the service.
Unassigned number routing	Route calls to unassigned numbers to users, auto attendants, call queues, or a custom announcement.
Emergency calling	Provide location support for emergency services and enable emergency call event notifications.
Manage telephone numbers	Acquire/administer phone numbers and manage number types and assignments for the tenant.
Dial plans	Define normalisation / routing rules with customisable dial plans for how numbers are processed.
Redirect external phone calls	Redirect inbound external calls to a user's forwarding/unanswered settings without impacting internal calls.
Teams Phone extensibility	Supports contact centre integrations via multiple integration models.

What are Cloud auto attendants?

Cloud auto attendants (Auto attendants) in Teams Phone are voice applications that answer calls for your organisation and present **voice prompts (text-to-speech) or recorded audio** instead of a live operator. Callers can navigate menus to locate people, reach departments, or be routed to other destinations.

When someone calls a number associated with an auto attendant, the call can be routed to:

- ✓ A person in the organisation
- ✓ A Call queue
- ✓ Another Auto attendant (multi-level menus)
- ✓ Voicemail (personal or shared)
- ✓ An external phone number (if configured)

Callers can interact with the menu system using:

- ✓ **DTMF** (phone keypad), and/or
- ✓ **Speech recognition** (voice input), when enabled and supported.

Cloud auto attendant features

A Cloud auto attendant can provide the following:

- ✓ Corporate/informational greetings (text-to-speech or uploaded audio).
- ✓ Custom menus, including multi-level call flows.
- ✓ Directory search so callers can locate users (Dial by Name or Dial by Extension).
- ✓ Ability for callers to reach a person or route to voicemail
- ✓ Business hours / after-hours / holiday routing with different greetings and call actions per schedule.
- ✓ Transfers to operators/people, call queues, other auto attendants, voicemail, or external numbers (where configured).
- ✓ Shared voicemail for an organization (for callers to leave messages to a group/shared mailbox setup).

Design note: An auto attendant supports **one “dial by” method** at a time (either **Dial by Name** or **Dial by Extension**). If both are needed, implement separate auto attendants and route between them.

Resource accounts and licensing

Resource account requirement

An auto attendant that **directly answers calls** must have an associated **resource account**, and that resource account must be assigned a **Teams Phone Resource Account license**.

- ✓ Resource accounts are **not used for interactive sign-in** and should remain **disabled for sign-in**.
- ✓ Nested auto attendants/call queues (that only receive calls transferred from another voice app that already answered) **may not require** a resource account.

Assigning a phone number

When you assign a phone number to an auto attendant, you assign it to the **resource account** associated with that auto attendant. Phone numbers are optional, but required if the auto attendant must be reachable from the public phone network.

Outbound PSTN behaviour

If an auto attendant or call queue must transfer callers to **external PSTN numbers** (or use features such as callback depending on design), the resource account typically requires **additional PSTN capability** beyond the basic resource account license, depending on your tenant connectivity model and Microsoft licensing rules.

Auto Attendant feature overview

Searching for users (Directory search)

Directory search enables callers to find and reach people using either:

- ✓ **Dial by Name** (name-based search), or
- ✓ **Dial by Extension** (extension-based search)

Key points:

- ✓ Users found through directory search **don't need a phone number** simply to be located in the directory.
- ✓ A properly configured **dial plan** is required for extension-based dialing and consistent number handling.
- ✓ Directory search must be **explicitly enabled** in the auto attendant configuration.

Maximum directory size

There is **no published hard limit** on the number of directory users supported for searching by keypad or speech.

Table: Directory search capacity

Input type	Search format	Maximum number of users in an organisation
DTMF (keypad entry)	Partial / First+Last / Last+First	No limit
Speech (voice input)	First / Last / First+Last / Last+First	No limit

Search considerations (operational behaviour)

- ✓ Directory search follows address book visibility rules; users hidden from address lists **won't appear** in search results.
- ✓ If you use scoped search controls (include/exclude), those are applied after address book filtering.
- ✓ If **too many matches** remain after scoping, the search can fail and the caller may be told there are too many results.
- ✓ Directory changes can take **time to propagate** before callers see updated search results.

Dial by Name Details (DTMF + Speech)

Dial by Name – Keypad (DTMF) entry

Callers can enter full or partial names using the keypad.

Special characters:

- ✓ **0** = space between names
- ✓ **#** = end of entry
- ✓ ***** = repeat the list of matching names

Table: Dial by Name keypad examples

Name format	Search type	Example	Typical result
FirstName + LastName	Full	Amos0Marble#	Transfers to matching user
LastName + FirstName	Full	Marble0Amos#	Transfers to matching user
FirstName	Full	Amos#	Presents a list to select
LastName	Full	Marble#	Presents a list to select

Name format	Search type	Example	Typical result
First/Last partial	Partial	Mar#	Presents a list to select
First + Last partial	Partial	Amos0Mar#	Presents a list to select
Last + First partial	Partial	Mar0Am#	Presents a list to select

Dial by Name – Speech recognition

If enabled, callers can speak names using formats such as:

- ✓ FirstName
- ✓ LastName
- ✓ FirstName + LastName
- ✓ LastName + FirstName

DTMF remains available even when speech recognition is enabled.

Dial by Extension

Dial by Extension enables callers to enter an extension to reach a user. It requires:

- ✓ A supported extension value set for users (from directory attributes), and
- ✓ A tenant dial plan and numbering approach that normalizes and routes extensions correctly.

Business hours, after-hours, and holidays

Auto attendants can apply different greetings and call routing based on:

- ✓ Business hours
- ✓ After-hours
- ✓ Holiday schedules

Typical call-handling options include:

- ✓ Disconnect after greeting
- ✓ Redirect to a person (optionally to voicemail)
- ✓ Redirect to a call queue
- ✓ Redirect to another auto attendant
- ✓ Redirect to an external number (if configured)

Proposal best practice: Keep menu options concise (commonly **five or fewer**) and use nested auto attendants for deeper menus where required. Also ensure call flows avoid circular routing.

Call Queues (Teams Phone)

A **Call queue** routes inbound calls to a group of agents. It is designed for departments like Sales, Service Desk, Reception, or Support.

Common call queue capabilities:

- ✓ Greeting
- ✓ Music while waiting
- ✓ Agent distribution rules
- ✓ Timeout and overflow handling
- ✓ Optional callback (design dependent)

Implementation best practice (common pattern):

Use an Auto attendant for hours/holidays, then route to a Call queue during open hours. This avoids sending callers into a queue outside staffed hours.

End-User Call Handling Features

Call Forwarding

Call forwarding allows users to redirect inbound calls to voicemail, another person, a call group, or delegates (depending on configuration).

User configuration (Teams client):

1. Select **Settings and more (...)** next to the profile picture.
2. Select Settings > Calls.
3. Under **Call handling and forwarding**, choose the preferred forwarding behaviour and destination.

Service behaviour notes:

- ✓ Availability of forwarding options can be controlled by policy and licensing.
- ✓ Forwarding destinations and behaviour may differ based on whether the call is internal (Teams) or external (PSTN), depending on tenant configuration.

Call Groups

Call groups provide shared coverage by allowing multiple internal users to receive calls on behalf of another user.

Capabilities:

- ✓ Add up to **25** people to a call group.
- ✓ Configure ringing behaviour:
 - All at the same time, or
 - **In the order listed** (sequential ringing)

Service behaviour notes:

- ✓ Call group membership is intended for internal users (not external phone numbers).
- ✓ In larger groups (typically **six or more** members), ringing may occur simultaneously to improve answer rates.
- ✓ Call group feature availability may be restricted by calling policy.

User configuration (Teams client):

1. Select Settings and more (...) > Settings > Calls.
2. Create or manage the call group under call group settings.
3. Add members and select the ring order.

Simultaneous Ring

Simultaneous ring allows inbound calls to ring the user and an additional destination at the same time (for example, a delegate or call group).

User configuration (Teams client):

1. Select Settings and more (...) > Settings > Calls.
2. Under **Call handling and forwarding**, configure the “also ring” behaviour.
3. Select the destination (person, call group, or delegates where applicable).

Redirect External Phone Calls (PSTN Only)

External call routing can redirect inbound PSTN calls to voicemail or treat them as unanswered (which applies unanswered call settings).

User configuration (Teams client):

1. Select Settings and more (...) > Settings > Calls.
2. Under Call handling and forwarding, configure Redirect external phone calls as required.

Service behaviour notes:

- ✓ This setting applies to PSTN calls only.
- ✓ Option visibility can be controlled by IT policy.

Call Transfer Features

Transfer a Call

Call transfer moves an active one-on-one call to another user.

User action (during a call):

1. Select **More actions** (...) in call controls.
2. Select **Transfer**.
3. Search for and select the transfer target.
4. Select **Transfer** to complete.

Service behaviour note:

- ✓ Call transfer applies to one-on-one calls; group call behaviour may differ.

Consult Then Transfer

Consult then transfer allows the user to contact the transfer target (via chat or call) before completing the transfer.

User action (during a call):

1. Select More actions (...) > Consult then transfer.
2. Consult the target.
3. Complete the transfer when ready.

Service behaviour note:

- Feature availability can vary by client (for example, web client limitations may apply).

Cloud Call Queues (Teams Phone)

Service Function

Cloud call queues route inbound calls to a group of agents, supporting departmental call handling such as reception, service desk, and sales.

Core Capabilities

- ✓ Greeting message
- ✓ Music while callers wait on hold
- ✓ Agent distribution rules
- ✓ Timeout and overflow handling
- ✓ Optional features based on configuration (for example, presence-based routing)

Call Distribution Behaviour

- ✓ Only the call at the head of the queue is offered to agents.

- ✓ After an agent answers, the next queued call begins routing.

Routing Methods

- ✓ Attendant routing – rings all agents; first to answer receives the call
- ✓ Serial routing – rings agents sequentially in a set order
- ✓ Round robin – distributes calls evenly across agents
- ✓ Longest idle – routes to the agent available the longest

Presence-Based Routing

When enabled, calls can be routed only to agents whose presence indicates they are available, improving answer rates and reducing missed-call notifications.

Resource Accounts (Service Requirement)

Call queues that directly answer calls require an associated resource account with the appropriate Teams Phone resource account licensing and PSTN enablement where required by the connectivity model and queue features.

Recommended Service Pattern (Hours and Holidays)

Auto Attendant Front Door

For most organisations, an auto attendant should be used as the entry point to provide:

- ✓ Business hours, after-hours, and holiday routing
- ✓ Menu options and call routing logic
- ✓ Controlled access to call queues during staffed periods

This avoids callers entering a queue when no agents are available and provides a consistent out-of-hours caller experience.

Presence and Status Features (Teams)

Status Change Notifications

Users can configure notifications to be alerted when a colleague becomes available through chat options or notification settings (subject to client capability and policy).

Presence States (General)

Teams presence can be set manually and may also change automatically during calls and meetings. Common states include Available, Busy, Do not disturb, Away, and Offline.

Technical Pre-Requisites

Teams combines multiple Office 365 services and is therefore dependent on the correct implementation and operation of these services. These services include—but aren't limited to—SharePoint Online, Exchange Online, and OneDrive for Business.

Although not all services are required, we highly recommend that you implement all of them. If you choose not to implement certain services, it will affect the functionality that Teams can offer your organisation. For example, though you don't have to implement SharePoint Online, Teams does rely on SharePoint Online for certain functionality such as file sharing in group conversations, so not implementing this service will reduce the functionality offered through the client.

See the following articles to learn about prerequisites and how Teams interacts with other technologies:

- ✓ If your organisation hasn't deployed any Office 365 workloads, see [Getting Started with Office 365 for business](#).
- ✓ If your organisation hasn't added or configured a verified domain for Office 365, see [Verify your Office 365 domain](#).
- ✓ If your organisation hasn't synchronised identities to Azure Active Directory, see [Identity models and authentication in Microsoft Teams](#).
- ✓ If your organisation doesn't have Exchange Online, see [Understand how Exchange and Microsoft Teams interact](#).
- ✓ If your organisation doesn't have SharePoint Online, see [Understand how SharePoint Online and OneDrive for Business interact with Microsoft Teams](#).
- ✓ Learn how Office 365 groups and Microsoft Teams interact.

In order to on-board a customer onto the Exponential-e Teams Direct Routing platform, the following tasks, needs to be completed and confirmed before the delivery stage:-

1. Add the following Domain to your O365 Tenant: <Customer Service Reference>.customers.mstexpoe.com
2. Please see the following link for instructions:

<https://docs.microsoft.com/en-us/office365/admin/setup/add-domain?view=o365-worldwide>

3. Please attach Verification Code (TXT Record). Note: If the verification process is completed via email (e.g. GoDaddy), then no attachment is required.
4. All users who require PSTN break out would require the below licensing with the Phone Standard License enabled (with the exception of E5 which comes with Phone System)
 - ✓ Office 365 Business Premium

- ✓ Office 365 ProPlus
 - ✓ Office 365 Enterprise E1 or E3
 - ✓ Office 365 Enterprise E5
 - ✓ Office 365 Enterprise E5 (without Audio Conferencing)
 - ✓ Microsoft Teams Rooms
 - ✓ GOV, EDU, and non-profit organisations
5. An additional E5 license is also required (apart from the E5 license for the users) on customers O365 tenant to establish a TLS connection with Exponential-e's Teams platform.
6. Please open the following Firewall Ports as specified in the following link:

<https://docs.microsoft.com/en-us/office365/enterprise/urls-and-ip-address-ranges#skype-for-business-online-and-microsoft-teams>

7. Confirmation required as to whether the O365 tenant is managed by Exponential-e's managed services Team or by the customer.
8. If the O365 is managed by the customer, then expectations will need to be set by with the customer that Exponential-e will not be configuring the customer's O365 Tenant to enable PSTN calls. This will solely be the customer's responsibility and there will be limited to no assistance provided. Should the customer require Exponential-e to configure this for them, the customer would need to be charged and also provide Exponential-e with "Admin" access to their O365 Tenant.
9. If the O365 Tenant is managed by the Exponential-e Managed Services Team, then the Exponential -e UCC engineering Team will work with the Managed services team to configure the PSTN calls for the customer on their O365 Tenant.
10. The AudioCodes session border configuration to support Microsoft Teams Direct Routing will be the responsibility of the Exponential-e UC engineering team.