

Teams Telephony

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[Teams Telephony](#), as known as Phone System in Office 365, provides Private Branch Exchange (PBX) capabilities through Microsoft Teams.

With Teams Telephony, users can use Teams to place and receive calls, transfer calls, and mute or unmute calls. Teams Telephony users can click a name in their address book and place Teams calls to that person. There are also cloud based auto attendants available for routing calls. Teams Telephony users can use a downloaded Teams application on their mobile devices, a laptop or PC, or one of many IP phones that work with Teams. The published Service Level Agreement for Teams telephone service is 99.99% for Microsoft-controlled elements.

Teams Telephony can be connected to the Public Switched Telephone Network (PSTN) in one of two ways:

1. Purchasing a Microsoft Calling Plan (domestic, or domestic and international) for Office 365. Microsoft Calling Plan is an all-in-the-cloud solution with Microsoft as your Public Switched Telephone Network (PSTN) carrier.
2. Using WaTech's existing telephony infrastructure for on-premises PSTN connectivity at a significantly lower cost.

WaTech Teams Telephony includes:

- Consultation for required licensing and Quality of Service (QoS) configuration in the SGN and Active Directory.
- Assistance in porting phone numbers or assigning new phone numbers.
- Administration of phone numbers and shared line appearances for users.
- Access to Teams Audio Conferencing capability.
- Administering Auto Attendants for users.
- Administering call queues, groups park and retrieve.
- Assistance with device registration and common-area phones.

Intended customers

Any organization using Teams which is a member of the [Enterprise Shared Tenant](#) in Microsoft 365 is eligible to use this service. As of November 2022 there are over 4,200 users of Teams Telephony,

Options available with this service

For options and features available with this service [please visit the Teams Telephony product page](#).

Customer engagement

- Semi-annual customer Town Hall with all Network Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category

[Communications & Collaboration](#)

Service availability

24/7/365

Planned maintenance

Performed as required during non-peak hours.

Related services

- [Teams toll free conferencing](#)
- [Enterprise Shared Tenant](#)
- [Switched Long Distance](#)
- [Private Branch Exchange \(PBX\)](#)

How to request service

Submit a request for service through our [Customer Portal](#).

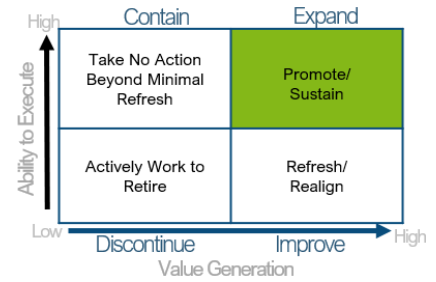
Service owner

Eric Talberg

Action plan

Current activity

WaTech is converting customers to the Teams Telephony service from other phone services. Teams conferencing is positioned as the replacement service for customers currently using WebEx-Video-and-Web-Conferencing and Audio-Conferencing services. These two products are being discontinued as part of the Telephony transformation initiative.



One- to two-year goals

- Continue to convert customers to the Teams Telephony service and introduce Cloud-Based Contact Center as a Service (CCaaS) to work with the Teams product. The CCaaS product will include access to advanced customer service technologies like artificial intelligence, voice enablement and biometric authentication. It can also include digital channels such as text, email and web chat as part of contact center handling and metrics.
- Employ the 911 application now built into Teams to provide accurate location information for emergency calls.
- WaTech will add enhanced customer controls of voice applications and better performance reporting to Teams Telephony.

Three- to five-year goals

- Convert all agencies in the [Enterprise Shared Tenant](#) that are interested in the Telephony service.
- Incorporate Microsoft product improvements into the service.
- WaTech will revisit the rates currently charged for Teams Telephony to assign appropriate support costs to the product.



Service review and fully loaded service budget projection

Revenue source

The Teams Telephony service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service.

Net Income over time

Since Teams Telephony is a new service and has a short sales history. There are currently no agency support costs allocated to the service noted at this time.

