



**TEAMS PHONE**

**REVOLUTIONIZING**

**COMMUNICATION**

**STIM  
TAKES  
OFF**

MAKE YOUR  
COLLABORATION FLY

**Yooda**  
HUMAN MIND & CLOUD TECHNOLOGY

---

A STIM TECH  
GROUP COMPANY





**DO OR DO NOT.  
THERE IS NO TRY.**





# What is Teams Phone?

Phone System is Microsoft's technology for enabling **call control** and **PBX capabilities** in the **Microsoft 365 cloud** with Microsoft Teams.

Phone System allows you to replace your existing PBX system with a set of features directly delivered from Microsoft 365 and tightly integrated into the company's cloud productivity experience.

Seamless Integration with Microsoft 365 apps and services.

Teams Phone users can use their current Teams app with a laptop or PC, a mobile device, or one of many IP phones that work with Teams.



# Key Phone System Features

## Call Handling

- Call Forward/Transfer/Sim ring
- Shared Line
- CFNA/CFB
- Caller ID masking
- Search by phone number / display name
- Class of service
- Common Area Phones (Shared devices)
- Voice Mail
- Short-digit dialing
- Dynamic Emergency Calling

## Advanced Call Management

- Auto Attendant (IVR)
- Call Queue
- Call Delegation
- Presence-based routing

## Multi-device Support

- Windows
- Mac
- Mobile
- Web
- Teams IP Phones
- SIP-compatible IP Phones





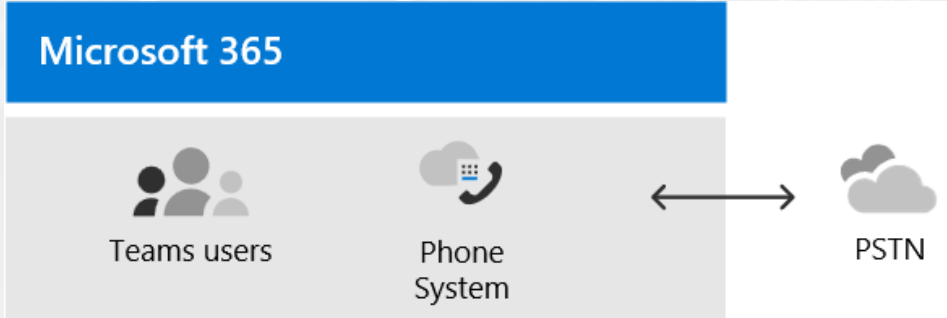
# Is Teams Phone ready for Business?

Teams Phone System can be extended with 3<sup>rd</sup>-party Microsoft-certified solutions:

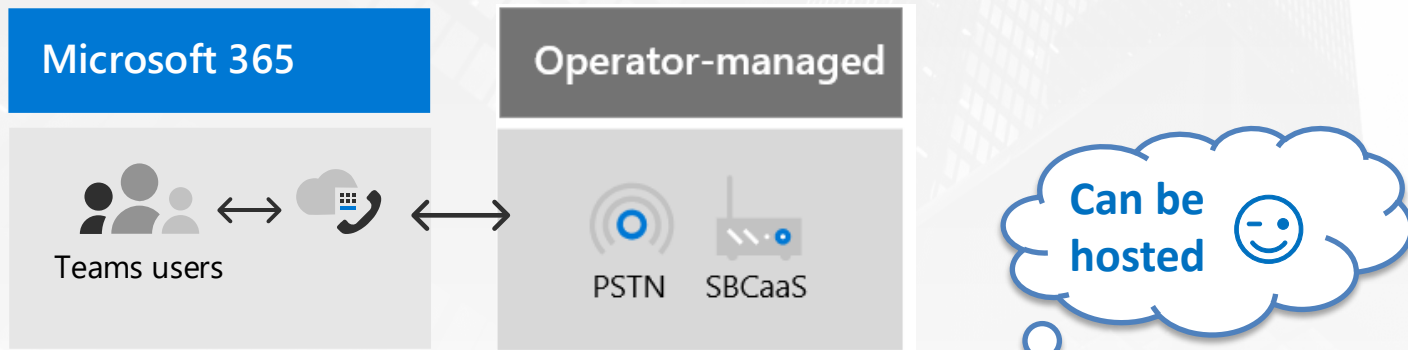
- ✓ Attendant Console (switchboard operator console) – also available for the visually-impaired.
- ✓ Contact Center with flexible workflows, supervision, skills-based routing, CRM integration
- ✓ Chat and Voice bots
- ✓ Certified Wi-Fi and DECT IP Phones
- ✓ Analog device support
- ✓ End-to-End Call Quality Monitoring and Reporting

# Teams Phone Architectures

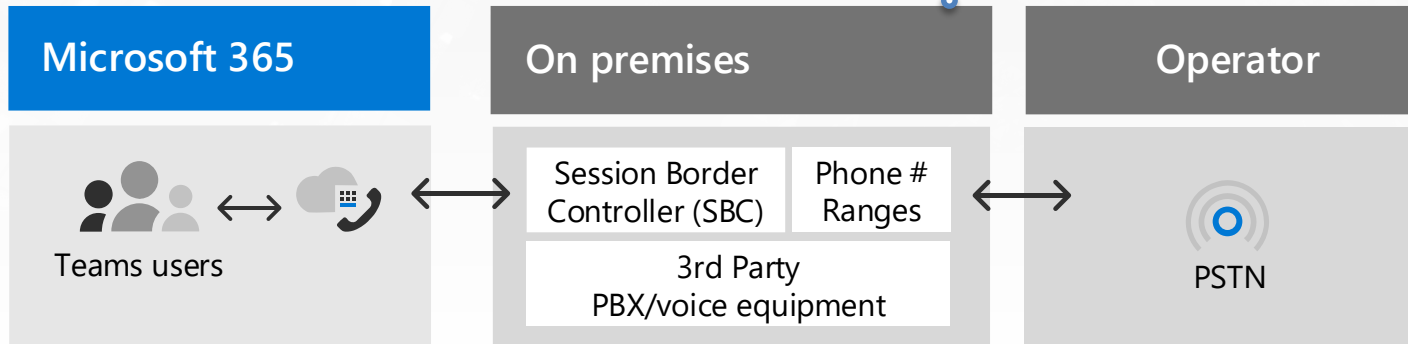
Calling Plan



Operator Connect



Direct Routing

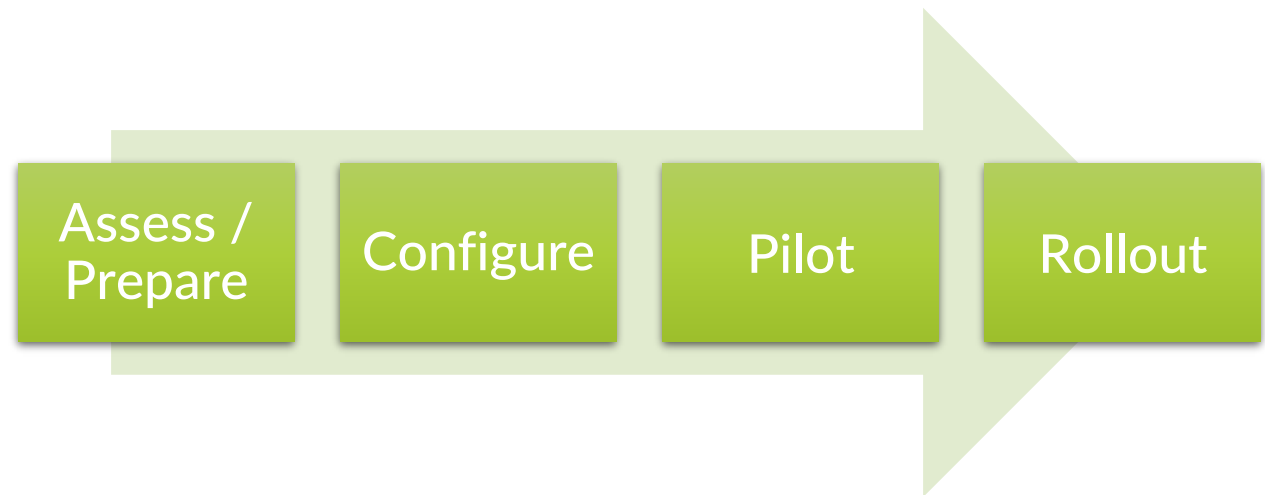






# Move to Teams Phone

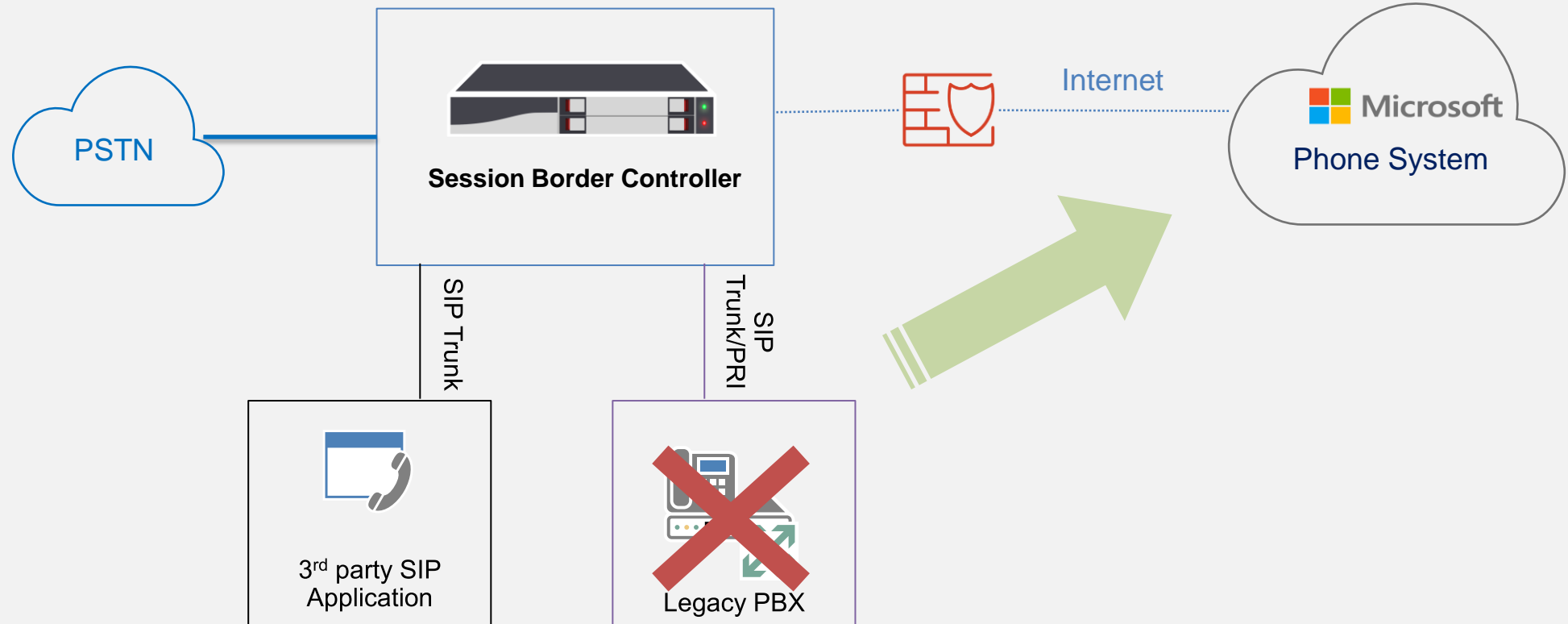
- ✓ Prepare your network
- ✓ Assess the current telephony environment
- ✓ Define use cases
- ✓ Define Pilot Users
- ✓ Perform UAT's
- ✓ Prepare Adoption Plan
- ✓ Pilot Rollout
- ✓ Plan Production Rollout



# Teams Phone Coexistence w/ Direct Routing

Telco-Provided Connection


- SIP Trunk
- PRI line (T1/E1)






# Ease-up your migration!






Yooda Migration Manager enables one-click migration to Teams Phone. Operators can easily move multiple users (or even one!) to Teams Phone at once with a single click. Migration batches can be scheduled or run immediately. If needed, users can be moved back to the legacy PBX just as easily!


Refresh Users Jobs List
Admin Yooda Demo Logout



IP Address	S/N	Model	Firmware	Uptime
40.68.153.193	2773992525083	Mediant SW	7.40A.251.364	6d 01h 48m 35s

DialPlan Name: YMT-R
Teams TAG: TEAMS

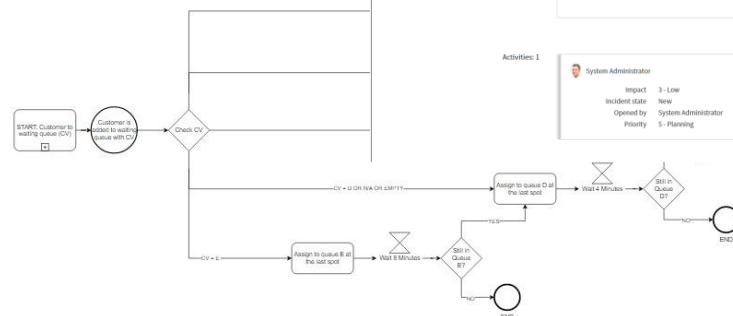
Select	UPN	Display Name	Phone Number	Teams Migrated?
<input type="checkbox"/>	SalaAudiocodes@demo.yooda.tech	SalaAudiocodes		
<input type="checkbox"/>	SalaLogitech@demo.yooda.tech	SalaLogitech		
<input type="checkbox"/>	anastasia@demo.yooda.tech	Anastasia	+390235965360	
<input type="checkbox"/>	lara@demo.yooda.tech	Lara	+390235965363	
<input type="checkbox"/>	lilla@demo.yooda.tech	Lilla	+390235965377	



# The Contact Center use case – CRM Integration

Integrate CRM into your Teams Contact Center:

- Retrieve Customer data for incoming calls and open the customer's contact card
- Implement priority routing
- Create a phone call task
- Create a callback task
- Open an incident



CV Cacilia Viera - Saved  
Contact · Contact

Summary Details Files Related

Incident INC0010003 [Self Service view]

Number: INC0010003  
\* Caller: [Search]  
Watch list: [Add/Remove]  
\* Short description: Incident via Nimbus Sales Demo CH  
Related Search Results >

Additional comments (Customer visible): [Text area]  
Additional comments (Customer visible): [Text area]

Activities: 1  
System Administrator  
Impact: 3 - Low  
Incident state: New  
Opened by: System Administrator  
Priority: S-Planning  
Field changes: 2022-05-09 01:59:25

Timeline  
Search timeline  
Enter a note...  
Phone Call from  
Call back  
Customer called on 14.6.2022 at 16:39 and wishes to be called ba...  
Active  
6:39 PM  
Phone Call from





# WRAP UP

- Teams Phone is a full PBX replacement solution
- Can be extended with third-party solutions to cover many telephony use cases and communication-enabled business processes
- Yooda is your partner for achieving your Teams Phone goals 😊



Any

Questions





# EMBRACE THE STRENGTH!

Empowering your projects, streamlining your processes.

We're committed to delighting users and IT teams alike.

**Francesco Bragantini**  
f.bragantini@yooda.tech  
cto@yooda.tech