

Sure Connect for Microsoft Teams

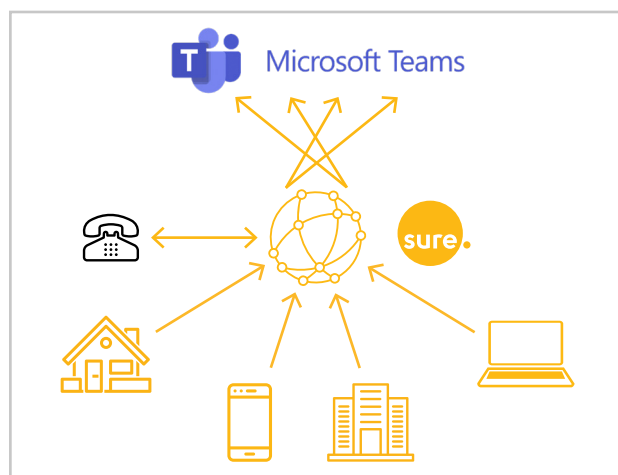
Seamless communications, unmatched collaboration

Overview

Sure Connect for Microsoft Teams allows you to make and receive traditional landline calls through your Microsoft Teams desktop and mobile applications. This means that you can use your existing phone number, from anywhere you have your laptop or mobile phone, without having to add a new application.

Business Challenges

Businesses are being challenged to reduce cost, simplify and be more flexible. Sure Connect for MS Teams allows you to retire your legacy PBX system and handsets allowing users to take Teams meetings and traditional phone calls when they are in the office or working remotely.



Key Benefits

- Upgrade old voice infrastructure
- New advanced features
- Improved hybrid working
- Improved call quality and resilience
- Easier to use
- Simplify your existing phone system
- Keep existing DDI numbers
- Seamless migration support

Improved flexibility

No matter where the users are, calls to their mobile or laptop follow them.

Resilient service

The Sure Connect for MS Teams service is delivered straight from our network into Microsoft Azure, across multiple links so you can be assured of the best quality calls and a resilient service. We can also provide local fail over functionality so you can still make and receive calls even if Teams is down.

Rapid deployment

Our professional services team are experienced in migrating existing phone systems into Teams with minimal disruption. Sure manage the Azure Communications Gateway and connection to Microsoft, so customers can quickly migrate to Sure Connect for MS Teams.

Keep existing numbers

Sure Connect for MS Teams allows you to keep your existing phone numbers.

Enhanced security

Our professional services experts configure Teams so that when a user dials 999 the call is automatically sent to the correct emergency call centre. They work with you to ensure that the correct controls are in place to manage toll fraud and the security risks to your phone system.

Advance call management

Our experts work with you to plan and organise how phone calls are managed to ensure that calls are always directed to the correct teams. Enhanced features such as call recording and transcription can be offered.



Sure Connect for Microsoft Teams

Excellent call quality

Key to any phone system is the quality of the audio. Sure Connect for MS Teams routes calls directly from our network into Microsoft Azure. This means calls take advantage of our high-speed connections, to minimise latency or call disruption ensuring the best call quality possible.

Simple deployment

The Sure team manage the connections into Microsoft Azure, so we can quickly deploy Sure Connect for MS Teams to a customer with a few simple changes to their Microsoft tenant.

Advanced network

Teams calling is reliant on the network connection to the device that is making the call. The Sure networking team can help you understand if there are any bottlenecks or issues in your network to ensure the best possible call quality.

Legacy phones

If you have some locations that don't have computers or mobile phones, but still need to make calls, we can supply traditional handsets that connect directly to the Teams environment.

Transformation & Migration

Our professional services team can extract the configuration from your existing phone system and work with you to review how this can be migrated and improved in Teams. Sure Connect for MS Teams actively monitors call performance and user satisfaction. Actively resolving issues before they impact your business.

Teams Phone features

- Cloud auto attendants
- Cloud call queues, park, and retrieve
- Call answer/initiate (by name and number)
- Call sharing and group call pickup
- Transfer and consultative call transfer
- Presence-based call routing
- Integrated dial pad
- Cloud Voicemail
- Call blocking.

Complete solution

Sure can also provide internet, mobile and network management ensuring that if there are any issues they can be easily resolved.

Greater resiliency

In the event of a disaster, Sure can work with you to reroute calls to your recovery location in Jersey, Guernsey, IOM or the UK.

Flexible licencing

To make and receive traditional calls from Teams you will need to have either E5 licenses or add a Teams Phone Standard license to your Microsoft M365 or E3 license. Sure can provide competitive subscriptions as part of this service.

Contact Centre integration

For larger customers that have a contact centre, the Sure professional services team can design a Teams based solution that delivers excellent flexibility.

Integrated recording and transcription

Sure Connect for MS Teams can be used with Copilot to automatically record and transcribe calls.

Advisory & Design

At Sure, we have a team of specialist consultants with expertise in designing and optimising IT solutions, including Teams, cloud migration and using AI. Your account manager can arrange for a free assessment of your current infrastructure and suggestions on how significantly improve your business productivity by modernising your IT.