



Microsoft Teams Phone



Microsoft Teams Phone offers the capability to replace your existing PBX and telephony system, as well as bring Public Switched Telephony Network (PSTN) connectivity to your existing Microsoft Teams deployment.

SHI's Microsoft Teams Phone Assessment is designed to help you plan your move to Microsoft Teams Phone with confidence. Our proven best practices will help you create a Teams roadmap that includes architecture, implementation, and migration planning. Our Microsoft Teams experts offer a rapid, elastic approach to evaluating your environment while planning and implementing Microsoft Teams Phone.

What we offer:

- Assess your current telephony environment and recommendations to bring PSTN calling features to your Microsoft Teams environment
- Provide detailed Microsoft Teams telephony design and requirements
- Enable Teams telephony through Microsoft calling plans, direct routing, or operator connect offerings
- Review Emergency Calling requirements (E911) and provide guidance on deploying E911 with Microsoft Teams
- Assist with migration from existing telephony systems to Microsoft Teams telephony
- Assist with deployment of Microsoft Teams telephony to new environments
- Deploy Audio Conferencing with Microsoft Teams and assist the transition from existing conferencing systems
- Assess the current telephony devices, then recommend and deploy Teams compatible device based on your user persona
- Configure auto attendant and call queue functionality to route calls through Microsoft Teams cloud-based phone systems, including custom greetings, IVR, group voicemail functionalities, and much more

Benefits

- Reduce complexity by coalescing PSTN services into Microsoft Teams
- Deploy Microsoft Teams Phone at scale
- Reduce costs by eliminating on-premises hardware and support contacts for legacy hardware
- Increase productivity by adding PSTN capabilities to Microsoft Teams

Contact our Teams Phone experts today at MSTeamsPhone@SHI.com and learn how easy it can be to start your journey.