

Operator Connect and Microsoft Teams User Cases

These user cases are based on fictional companies, but use real-world typical product deployment examples.

1 Building Contractor

A1 Build is a medium-size building contractor with 15 office staff members and 6 site managers. Currently, they have 6 channels of ISDN and a LG IPEX PBX.

During and post the Covid-19 pandemic, A1 Build adopted a more hybrid work solution to their office-based staff. Microsoft 365 and Teams were invaluable for internal and client meetings.

Being able to send and share images from on-site meetings back to the office using Teams was a great asset, and improved communications between the office and site staff.

The Managing Director, Brian, took on the responsibility of reviewing their complete telephony and IT systems (for both their office-based staff and site managers). This was after an e-shot he received from their IT provider which featured details about ISDN

withdrawal and the ability to use Microsoft (MS) Teams calling functions.

The IT provider advised that, via the portfolio of products they offered, they could provide both the IT and telecoms products to meet his hybrid requirements.

They proposed using Operator Connect as a UC product within their MS 365 environment. This removed the requirement for a separate phone system, as both office staff and site managers could make and receive calls via their Teams client, on either desktop or mobile.

Using the calling features within Teams allowed A1 Build to replicate and manage their call flow into the business very easily, and the text-to-speech greeting feature allowed them to manage seasonal messages for both open and closed hours.

Brian's Wish List:

Provide an IT and telephony structure to improve communication internally and externally.

Ensure that the solutions were future proof and cost effective (and possibility reduce costs).

Improve hybrid working abilities, with minimal impact during the transition.

The Solution:

The IT provider gave Brian a demo of a working solution, showing him how a hybrid use of Operator Connect and their Microsoft 365 environment could meet his needs.

- 21 x office-based users would have a Teams Phone Standard license added to their current MS 365 Business Basic license.
- 3 x Teams Phone Resource Account licenses for the Teams calling features.
- 21 x Operator Connect user licenses.
- 3 x Operator Connect resource account user licenses.

The office-based staff and site managers would have access to calling via MS Teams, following the addition of the MS 365 Teams Phone Standard License and the Operator Connect user license. This removed the

requirement for bulky handsets on desks. This solution would allow the office staff to communicate as they had previously done with MS Teams, but with the added calling ability and flexibility to work in the office, at home - or, in the case of the site managers, in the field.

An Auto Attendant (AA) would be built to direct calls into 2 x call queues, for the Enquiries and Sales groups. All the calling features were built and managed in the Teams Admin Centre.

The AA would also route calls to an out-of-hours message advising the office opening hours.

The existing ISDN numbers were to be ported to the Operator and additional numbers were purchased so each employee could be called externally when required.

2 Buckhampton College

Buckhampton College provides further education to Buckhampton and the surrounding districts. This tertiary college offers courses to post-16 students, adult learners and those in employment looking to gain new qualifications.

The College has a total of 55 staff (admin, dept heads, teachers and facilities) and all have the MS 365 A5 license which includes the Teams Standard Phone License. Their current telephony system uses a typical IP PBX with 30 channels of ISDN.

With education budget constraints, the college needed to reduce their spend on facilities without a reduction in service. They are considering using Teams calling to reduce student and parents' mobile call costs, as some providers include calling bundles within a SIP Trunk.

Their IT is managed in-house by the facilities team and the college's telco provider was approached to review their current telephony system.

As the users already had access to the Teams Standard Phone license within their MS 365 license, the telco provider recommended using Operator Connect to deliver a voice solution into their Teams environment. This would provide staff with the facility to make and receive calls PSTN via Teams, and the facilities team could manage the calling features within the Teams Admin Centre.

The telco would supply the required Operator Connect user licenses and virtual licenses for the required number of calling features.

College's Wish List:

Reduce Telecoms Budget

Maximise use of MS 365 and Teams capability

Prevent misuse of classroom handsets for external calls

The Solution:

The Telco provider first set up Operator Connect with a couple of users and 3 virtual users so that the college facilities team could familiarise themselves with the Teams Admin Centre.

Once the proof of concept was approved, the facilities team requested their MSP to proceed with the full transition to Operator Connect.

The MSP then set the number port in place to pull the ISDN numbers over to the Operator Connect solution at an agreed time and date that met with the least disruption to the college.

As the existing phone system was subject to an annual maintenance contract, the switch to Operator Connect offered further cost savings.

Want to learn more about Microsoft Teams Phone?

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