

# Teams Telephony

Last updated 10-25-23

[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 onto 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. Using WaTech's existing telephony infrastructure for on-premises PSTN connectivity at 20% of the cost of the Microsoft Zone 1 calling plan. This is the WaTech standard and preferred option.
2. 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)

## 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 call 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 September 2023, there are over 6500 users of Teams Telephony in 44 agencies, currently growing at 2% per month. We have commitments for up to 1,000 additional seats by April 2024.

## 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.

## Helpful information

### Service category

Communications & Collaboration

### Service availability

24/7/365

### Planned maintenance

Performed as required during non-peak hours.

### Related services

- WaTech (AWS) Connect Contact Center
- 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

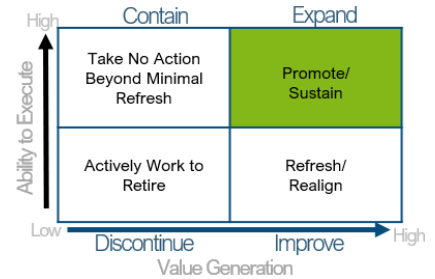
Eric Talberg

- Requests for new consultations and modifications to existing applications.

**Action plan**

**Current activity**

WaTech is converting customers to the Teams Telephony service from other phone services. Teams conferencing has been positioned as WaTech Conferencing service as part of the Telephony transformation initiative.



**One- to two-year goals**

- Continue to convert customers to the Teams Telephony service and move customers to WaTech (AWS) Connect to work with the Teams product. WaTech (AWS) Connect includes 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 has added 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](#) to the Teams Telephony service.
- Incorporate Microsoft product improvements into the service.
- WaTech will integrate Teams Telephony into the new service catalog with the associated rates for the service.



**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**

Teams Telephony has a short sales history. There are currently no agency support costs allocated to the service included at this time.

