



How to Replace your Phone System with MS Teams

Skype For Business is being decommissioned in July 2021 and MS Teams calling is the ideal replacement Phone System.

Is your PBX not coping with disruption to your workplace and a distributed workforce?

Perhaps it's at end of life, and you are considering all the available options.

Did you know there is a telephone system within the Microsoft Office 365 Teams application?

It means you can replace your existing on-premises PBX system and use Teams to make and receive phone calls and do video calls and video conferencing.

Best of all, it can be set up and activated for hundreds of users in just a few hours.

The phone system built into O365 enables call control and full PBX capabilities in the Cloud with Microsoft Teams.

4 Simple Steps to Get Rid of your On-Premises PBX

1. Select or upgrade your O365 license with your Microsoft provider
2. Choose your MS Teams call plan

3. Choose your voice and video devices or use the Teams Client and go hardware free
4. Train your team and roll out your Teams Direct Routing implementation

So How does it work?

With your in-built phone system, users simply click a name in their address book, and place a Teams call to that person. Staff can use their mobile devices, a headset with a laptop or PC, or one of many IP phones that work with Teams to make and receive calls. Phone system administrators can manage calling options and settings from the same console used for messaging, collaboration, and so on.

Calls between staff members can be handled internally within Office 365, and never go through the Public Switched Telephone Network (PSTN). This also applies to calls between users in your organisation located in different geographical areas, removing long-distance costs on these internal calls.

Why move to MS Teams

Microsoft has signalled the end of Skype for Business online by July 2021. MS Teams Calling is the Skype for Business replacement. Businesses are moving to Microsoft Teams to get the latest and greatest in collaboration, productivity and work-anywhere. If you are an existing Microsoft customer, you can implement Teams quickly and cost-effectively:

- Teams allows you to quickly bring together a team of people inside and outside your company, chat with others, share and co-write documents securely, and work on projects.

- You can customise Teams by adding access to shared notes, webpages, and apps. Use meetings and calling to collaborate in real time from wherever your staff members are.
- Teams will simplify your access to Microsoft 365 or Office 365 services and third-party apps to be the new centre of your collaboration and communication needs.

All you need for Direct Routing for MS Teams is Internet connectivity, a Microsoft Office 365 subscription with PBX (provided by your chosen Microsoft partner) and you're away.

Why CommsChoice for MS Teams?

- Direct Routing for Microsoft Teams – CommsChoice is able to support direct routing, so you can move to Teams collaboration AND retain your existing VoIP, ISDN and PSTN numbers. Our 25 global POPs deliver international call quality and superior multi-office support, and we have direct in-dial number availability in 6,000 cities around the globe.
- Video and Audio Collaboration – our IP Phones and Video/Audio Meeting room devices are designed to work with Microsoft Teams. We can review your current hardware and let you know what will work and what you'll need to replace.
- There are 100s of features built into the MS Teams PBX including Auto Attendants, Queues and Hunt Groups.
- Consultancy and Professional Services – explore your Teams migration options with our expert team. From free discovery calls to discounted professional services packages for existing customers, we can make your journey to Teams fast and easy.

“Microsoft Teams has changed the way Wingecarribee Shire Council communicates. Teams follows you, enabling mobility and flexible working. It has cut back a lot of administration time, and the soft phone follows the user, enabling Video Conferencing and collaboration with internal parties and external vendors, literally bringing our partners, customers and vendors to our door. The services offered by CommsChoice have been flawless, and their project and sales teams have been fantastic.”

– John Crawford, Chief Information Officer,
Wingecarribee Shire Council

To find out more, visit our [website](#) or contact the Commschoice team today on 1300 42 66 67 or email sales@commschoice.com

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