

# Architettura telefonia con Con Microsoft Teams



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# La telefonia in Teams

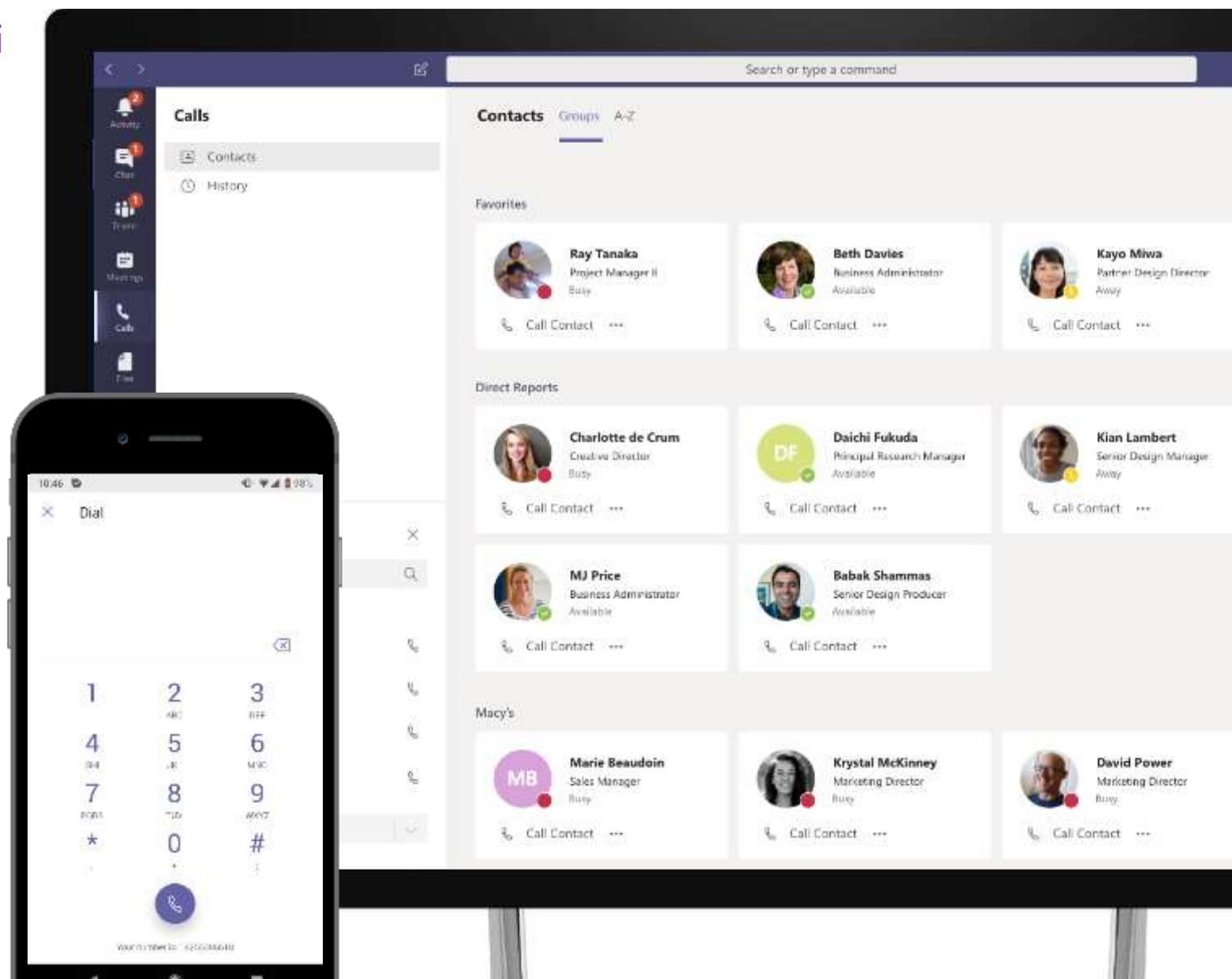
Comunica con chiunque attraverso i servizi di telefonia cloud

Fornisce il software, i servizi e le linee telefoniche per tutti gli utenti con i **Microsoft Calling Plan**

Mantieni le tue linee telefoniche (od integra con il tuo centralino) con **Microsoft Direct Routing**

Sfrutta le ultime funzionalità telefoniche come la **Cloud Voicemail**, i **Servizi telefonici evoluti** di delega, Busy on Busy, Auto Attendant, Call Park, Group Call Pickup e Shared Line Appearance

Funzionalità in **continua evoluzione** come Location-Based Routing, Dynamic e-911, and Call Recording



# Phone System (Cloud PBX)

Servizi di centralino telefonico

Automated Attendant

Call answer / initiate (by name & number)

Call hold / retrieve

Call History

Call Delegation & Call On-behalf

Call Queuing & Routing

Call Transfer (Blind, Consult & Mobile)

Camp-on

Caller ID

Call Waiting

Call forwarding & simul-ring

Device switching

Distinctive ringing

Do-not-disturb routing & call blocking

Enterprise calendar call routing

Music on Hold

Qualified IP Desk Phones

Skype & Federated calling

Team calling

Video call monitor

Voice Mail with Transcription

...

[View 35 features of Microsoft Phone System](#)

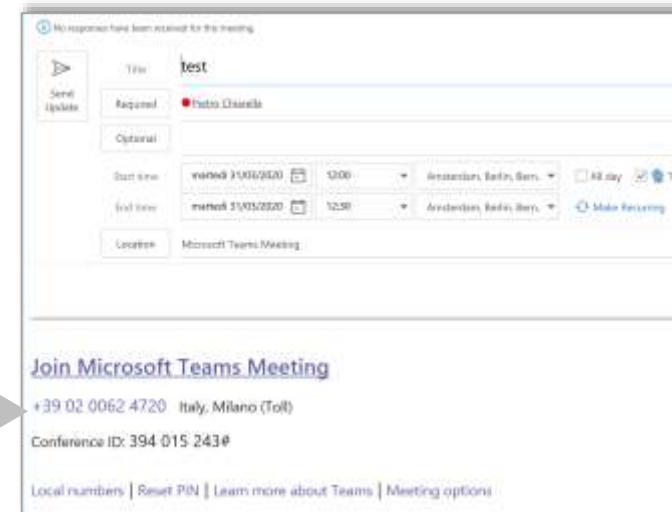
# La telefonia in Teams

I servizi di telefonia cloud

## Audio Conferencing (Audioconferenza)

- Utilizza numeri locali telefonici (dial-in) per partecipare alle riunioni da qualunque dispositivo
- Aggiungi partecipanti alla riunione in corso, via telefono (dial-out)

Audio Conferencing



## Phone System (Centralino telefonico)

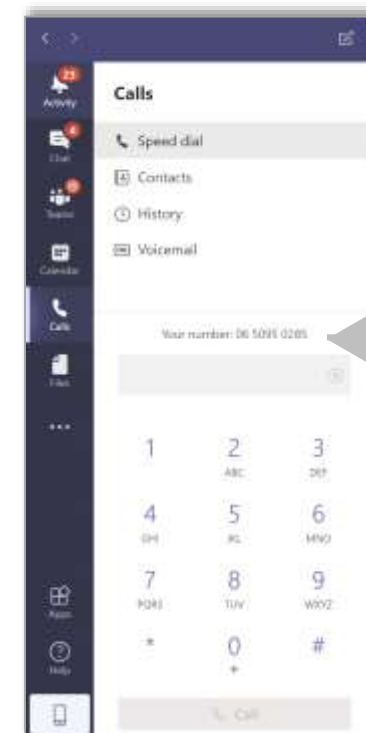
- Gestisci utenti centralmente da O365 per telefonia, email e contenuti
- Elimina il centralino telefonico PBX dedicato ed abilita la transizione verso il cloud

## Direct Routing (SIP Trunk)

- Connetti il tuo TELCO Provider locale preferito
- Connetti ed integra il tuo centralino esistente

## Calling Plan (Piani di chiamata)

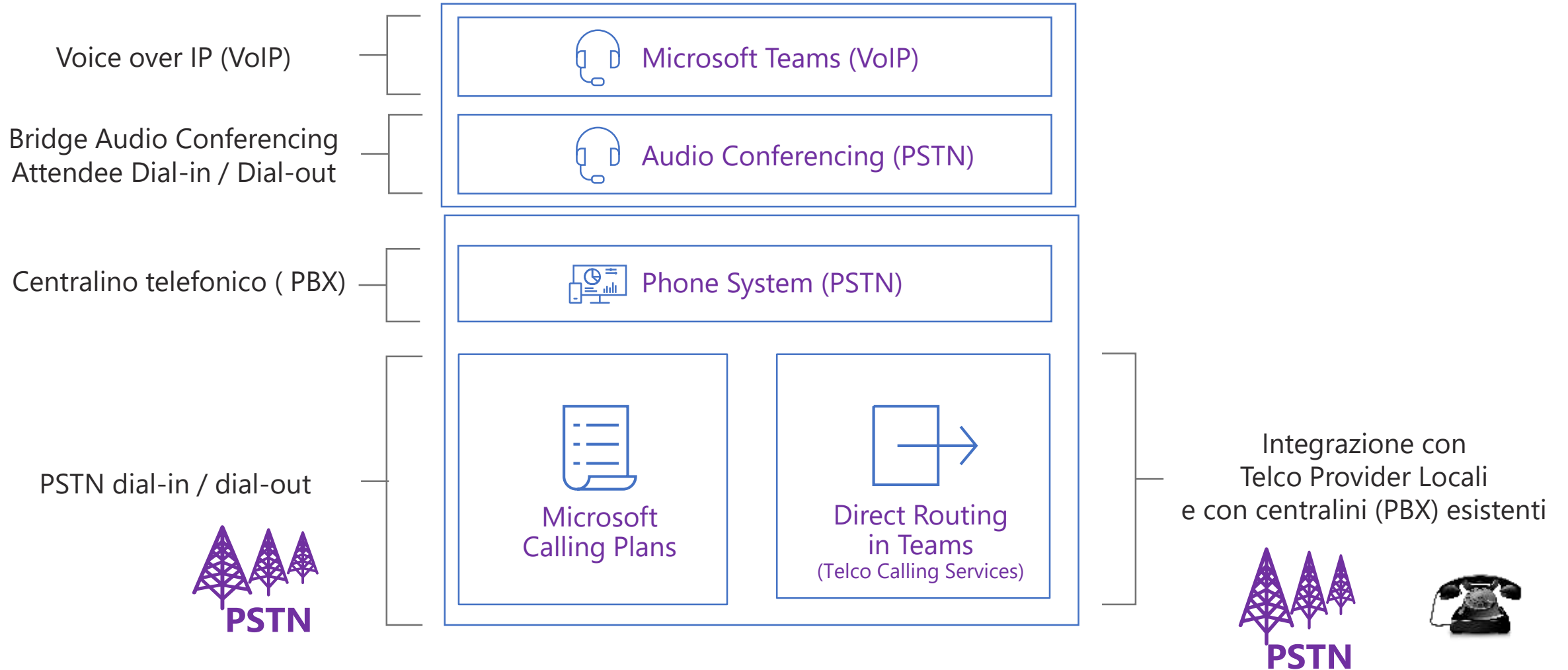
- Attiva i piani di chiamata in Office 365
- Attiva una nuova numerazione o richiedi la portabilità dei tuoi numeri



Phone System + Direct Routing

# La telefonia in Teams

I servizi telefonici cloud

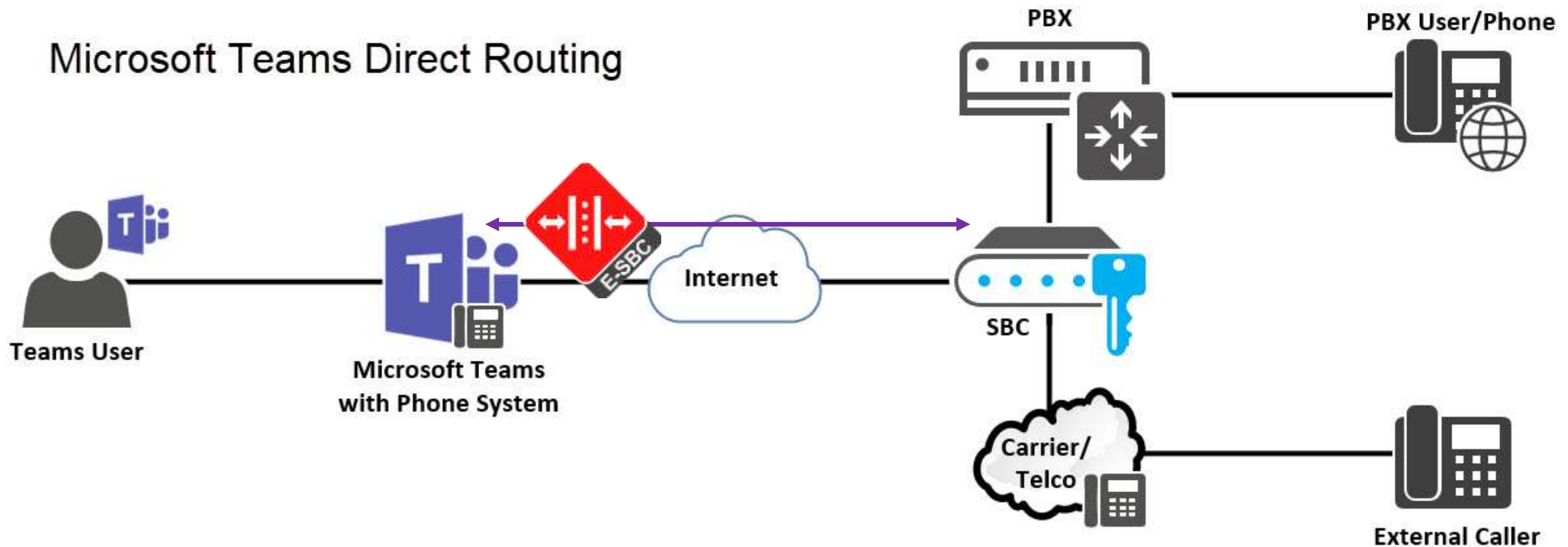


Office 365



# Teams Direct Routing

Interoperabilità con PBX e accesso alla PSTN



## SBC Certificati Microsoft Teams

<https://docs.microsoft.com/en-us/MicrosoftTeams/direct-routing-border-controllers>

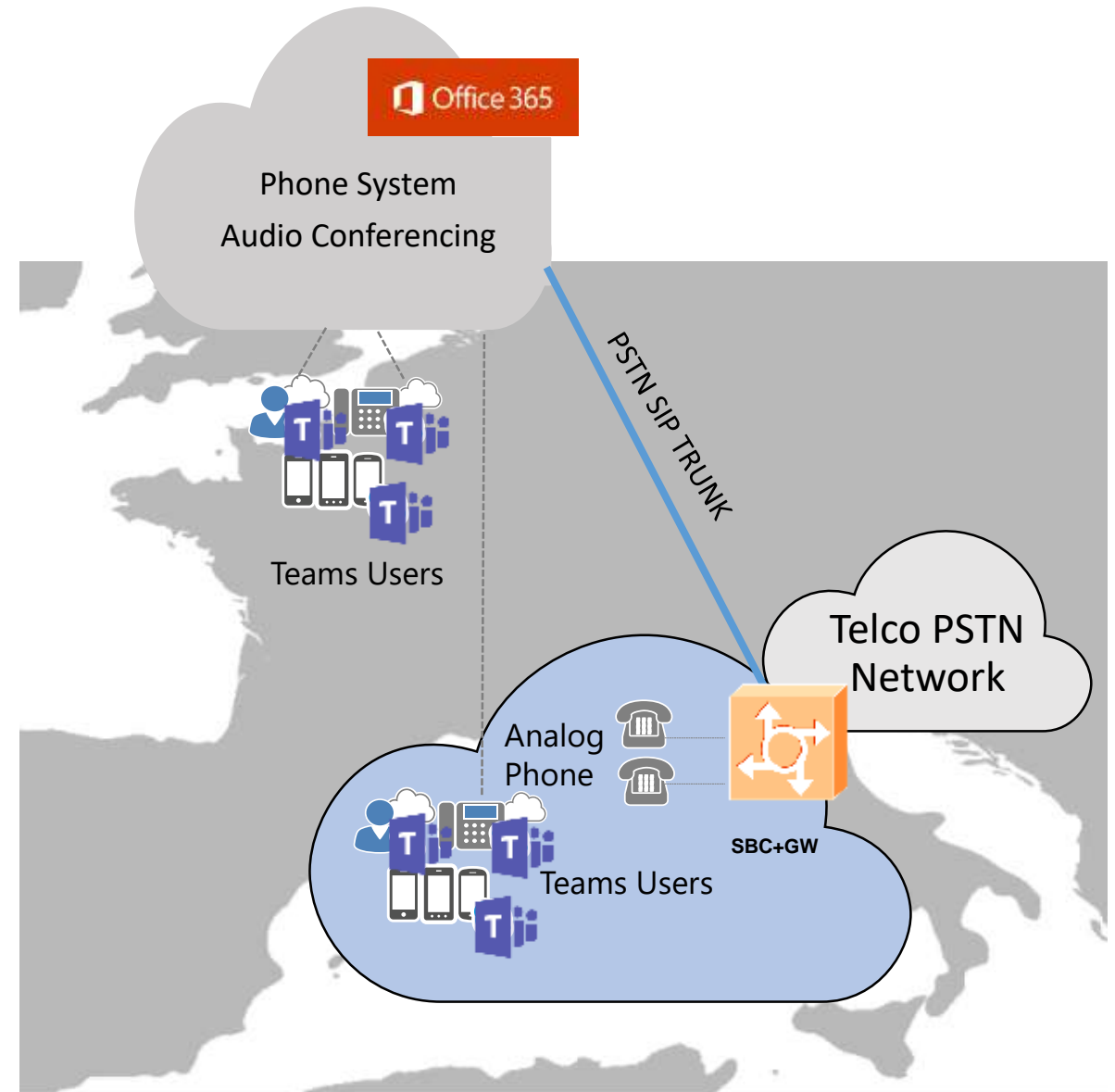
Il Direct Routing permette ai clienti Microsoft Teams di connettere le proprie linee telefoniche direttamente ad Office 365 in modo tale che l'utente possa fare chiamate in ingresso ed uscita dalla piattaforma Teams.

I clienti possono interfacciarsi ai propri service provider attraverso un SBC certificato (Session Border Controller) che termina i SIP trunk

# Intelligent Communications Architecture

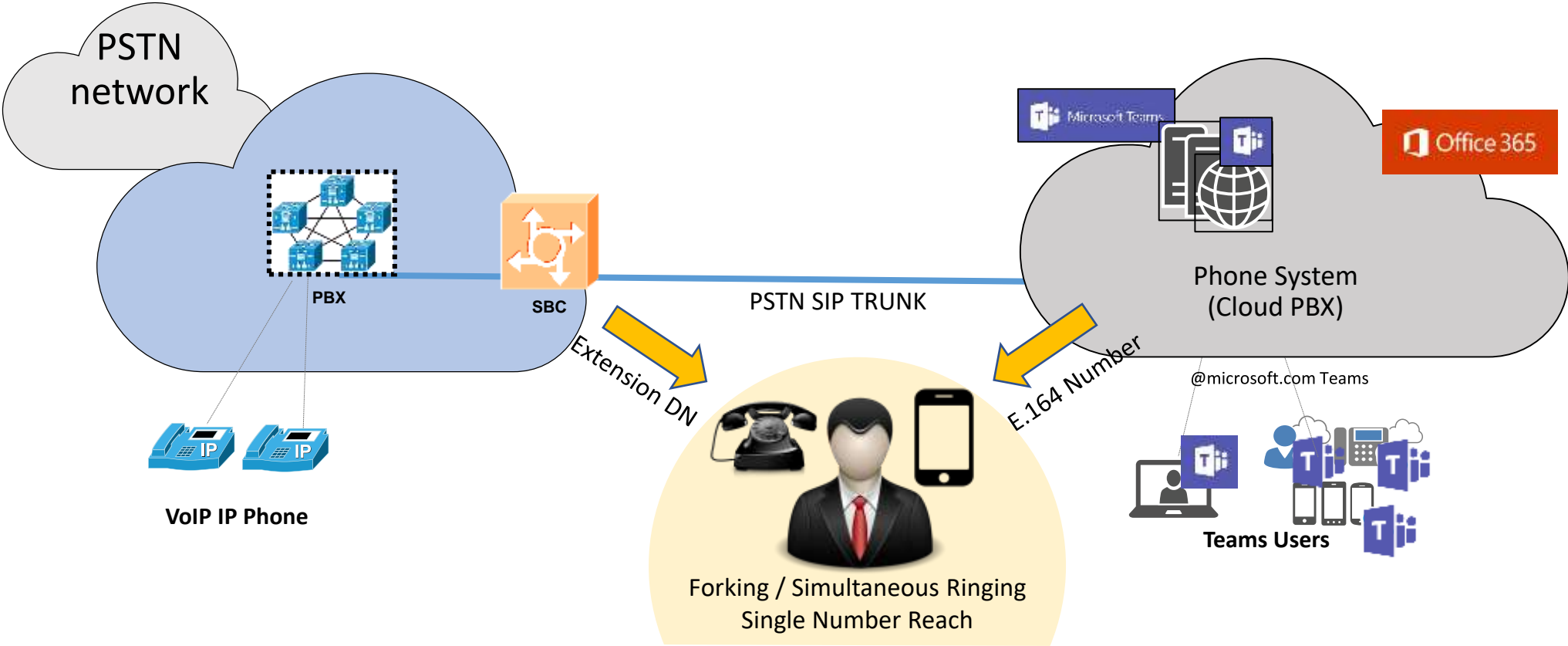
## Architecture Highlights

- O365 Phone System + Audio Conferencing
- trunk PSTN del proprio provider PSTN via Direct Routing
- SBC locale per interfacciare sistemi TDM
- Interoperabilità con PBX terze parti via SIP trunk



# High-level integrated architecture

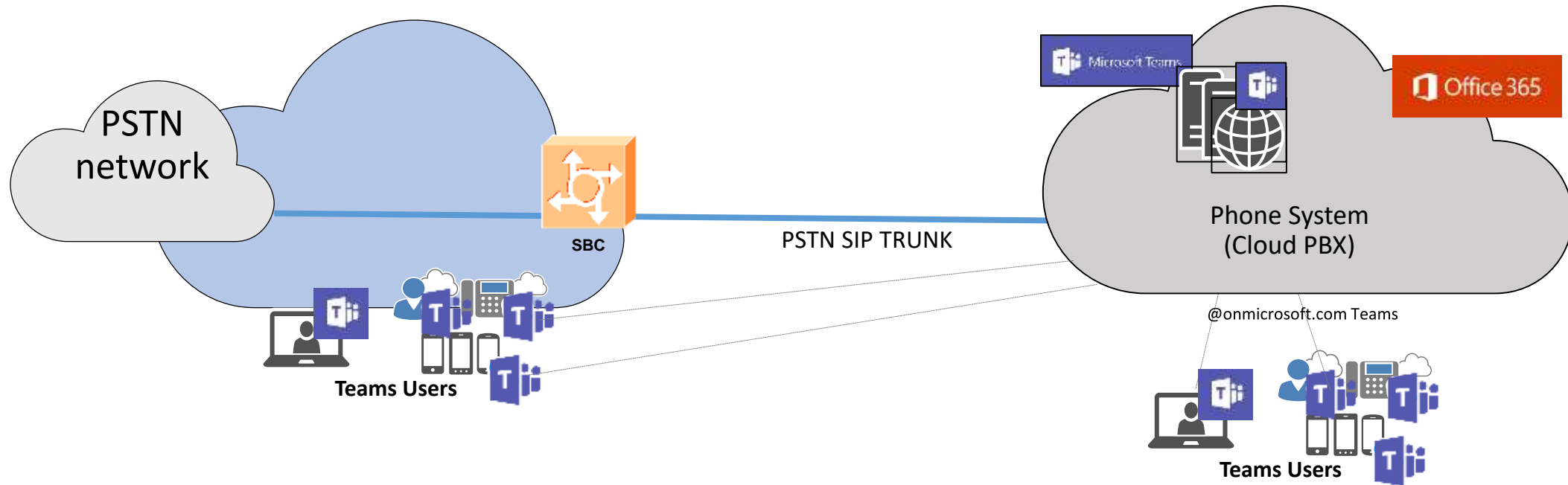
Integrazione con PaBX VoIP PaBX





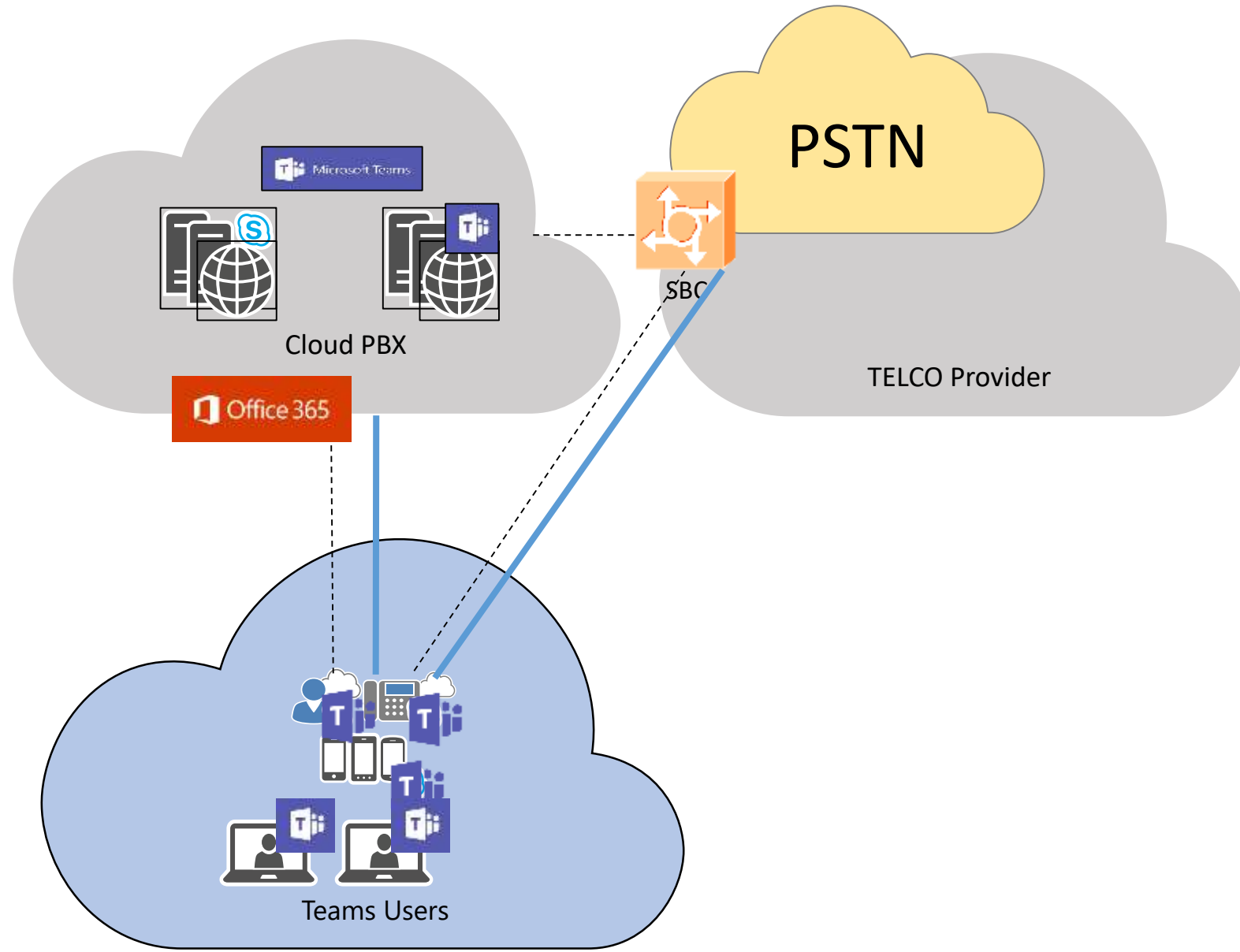
# High-level integrated architecture

PaBX full Cloud con Integrazione PSTN locale



# High-level integrated architecture

PaBX full Cloud con Integrazione SBC fornita dal Telco Provider



# Microsoft Teams Devices

## Shared Devices

## Personal Devices



Crestron B160 with UC Bar system

Logitech Tap with Meetup system



Polycom Studio with HP Slice system

Yealink MVC 800 system



Lenovo ThinkSmart Hub 500 with Rally System

Yealink VC200



Jabra Evolve 65t



Plantronics Elara 60



Plantronics Blackwire 7225



Jabra Speak 710-T



Sennheiser SP 30



Yealink CP900



AudioCodes C450HD



Crestron Flex P250



Yealink VP59



Crestron Flex P100 P110



Plantronics/Polycom CCX 500



Yealink T55A



Yealink T58A



# Teams IP Phones

<https://docs.microsoft.com/en-us/MicrosoftTeams/teams-ip-phones>

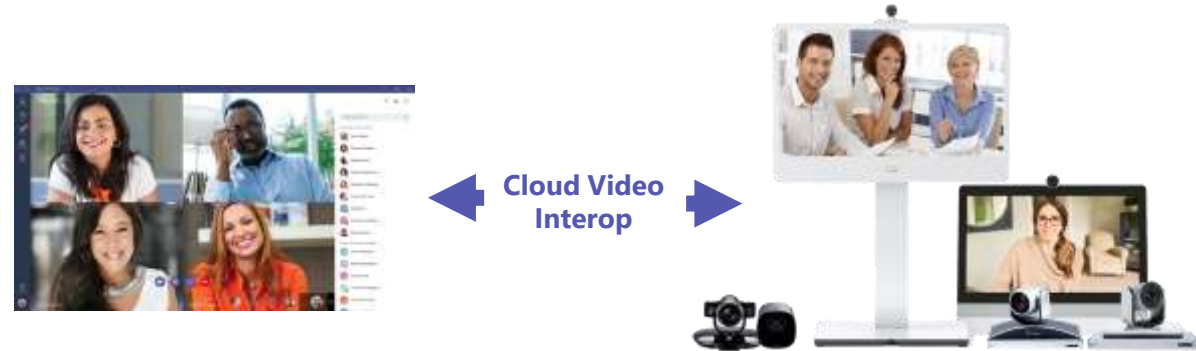


<b>Authentication</b>
Sign in with user credentials/Web Sign-in
Modern Authentication
Phone lock/unlock
Hot Desking Support
<b>Calling</b>
Incoming/Outgoing P2P calls from/to Teams users
In-call controls via UI (Mute/unmute, hold/resume, blind transfer, end call)
PSTN calls
Visual Voicemail
911 support
<b>Calendar and Presence</b>
Calendar Access and Meeting Details
Presence Integration
Exchange Calendar Integration
Contact Picture Integration
Corporate Directory Access
Visual Voicemail
<b>Meetings</b>
One-click Join for Pre-Scheduled Teams Meeting
Meeting Call controls (Mute/unmute, hold/resume, hang up, Add/remove participant)
Meeting Reminders
Add Skype for Business participant to ongoing meeting
<b>Device Update and Management</b>
Device Update
In-band provisioning
QoE & Log Upload
Common Area Phone Support

# Interoperabilità con Videoconferenze tradizionali

## Cloud Video Interop – Certificato per Microsoft Teams

- HD video (1080p) e Content (VBSS)
- Supporto per apparati videoconferenza H.323 e SIP
- Pianificazione riunioni native in Teams/Exchange
- Soluzioni Cloud basate in Azure, Hosted od On-premise



### Soluzioni



Cisco Webex Meetings



Poly RealConnect Service



Pexip Infinity For Microsoft Teams



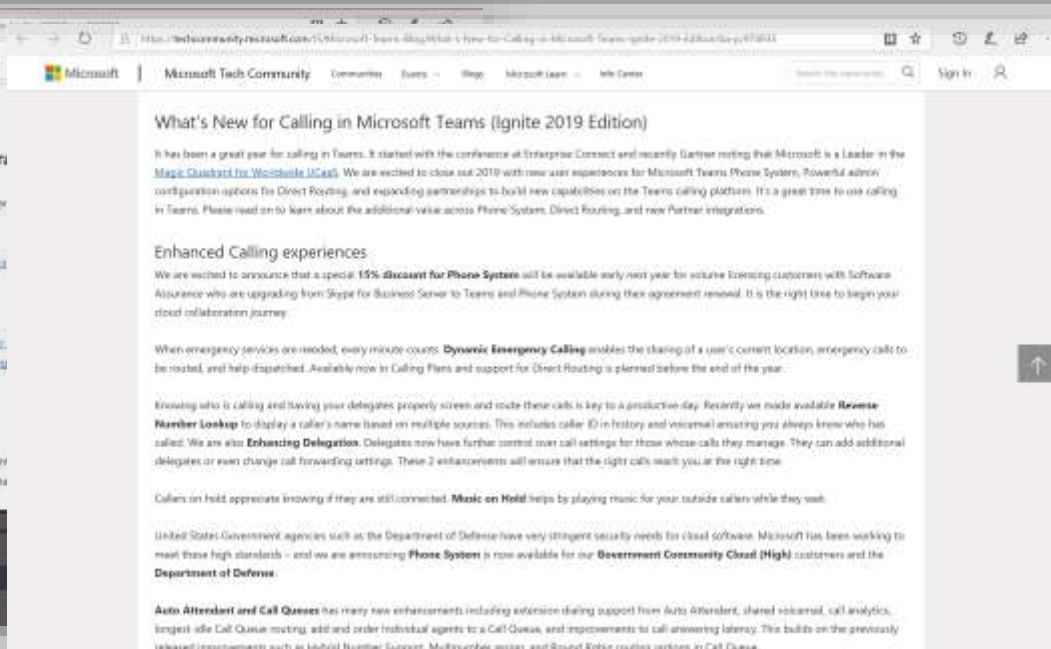
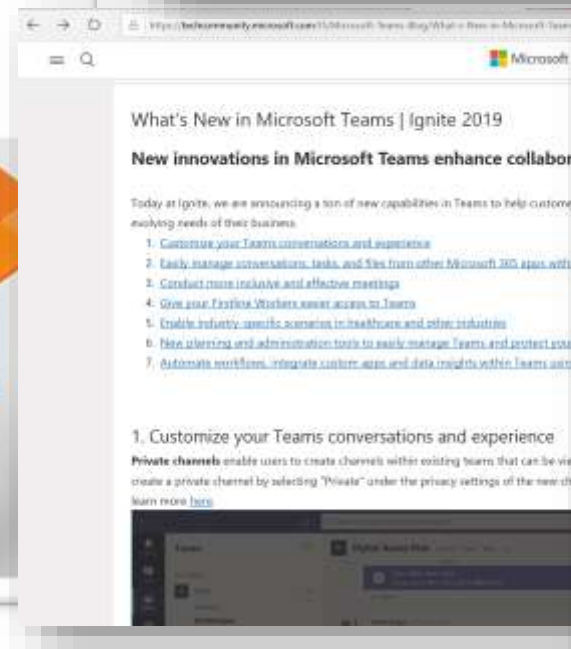
BlueJeans Gateway For Microsoft Teams

# News from Ignite

Orlando 4-8 Novembre 2019



**Survivability and Call Quality using SD-WAN** is top of mind for customers and we could not agree more. This enables dynamic call rerouting to alternate links if the main connection is not available and also improves calls by routing new calls between links based on quality telemetry. We are working with Oracle now to enable SD-WAN solutions such as these for Phone System and Direct Routing. Expect more news early next year.



## What's New for Calling in Microsoft Teams (Ignite 2019 Edition)

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/What-s-New-for-Calling-in-Microsoft-Teams-Ignite-2019-Edition/ba-p/974935>

## New innovations in Microsoft Teams enhance collaboration and business processes for all workers

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/What-s-New-in-Microsoft-Teams-Ignite-2019/ba-p/937025>

## Book of News from Ignite 2019

<https://news.microsoft.com/wp-content/uploads/prod/sites/563/2019/11/ignite-2019-Book-of-News.pdf>



Licenze disponibili sul contratto CASA-EES CRUI come addon <https://uniwarecrui.tim.it/>

Descrizione_Prodotto	Part_Number	Q.tà	Mesi	ERP_MICROSOFT	Unita_Acquisto	ERP_MICROSOFT_CRUI	ERP_TIM_CRUI	ERP_TIM_CRUI_1Year
Audio Conf EDU ShrdSvr ALNG SubsVL MVL PerUsr	LJ9-00001	1	12	€ 1,27	1 Month(s)	€ 1,27	€ 0,97	€ 11,64
Phone Sys EDU ShrdSvr ALNG SubsVL MVL PerUsr	LK7-00001	1	12	€ 2,52	1 Month(s)	€ 2,52	€ 1,93	€ 23,16

*In alternativa può essere acquistato sullo stesso listino il codice M365 A5 anche come step-up da M365 A3 o M365 A3 con core cal*

Grazie

