Part 3 - IU13 Modern Voice Communication Webinar Series

Deploying Microsoft Teams for Enterprise Voice and Other Options if You're Not Quite Ready

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Topics Covered

- Transition to Teams Online
- Direct routing
- Direct Peering with Telesystem
- Hardware and Software Considerations
  - Routing and Client Phones
- Intro to Telesystem
- Microsoft Teams Direct Routing with Telesystem
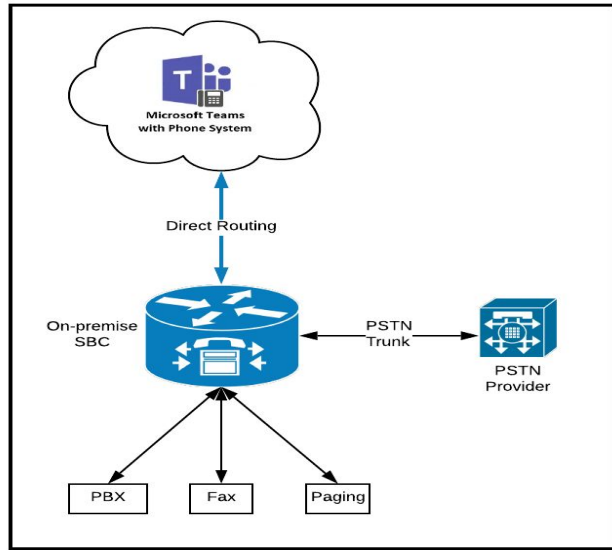- Other Options and Solutions
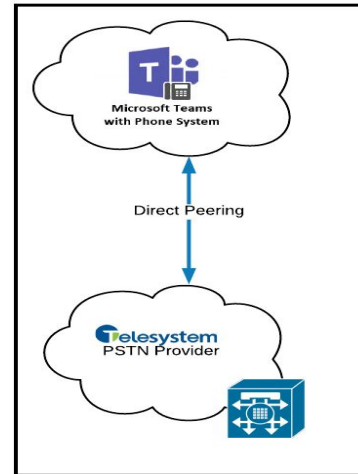- Q&A

Transition to Teams Online

- Set up direct routing with on-premise SBC
- Set up direct peering with Telesystem
- Moving users from on-prem Skype for Business to Teams online
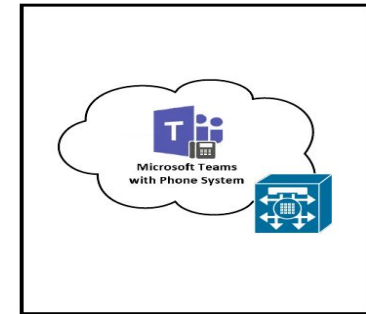
Transition and Migration Strategies: PSTN

Direct Routing with On-premise SBC

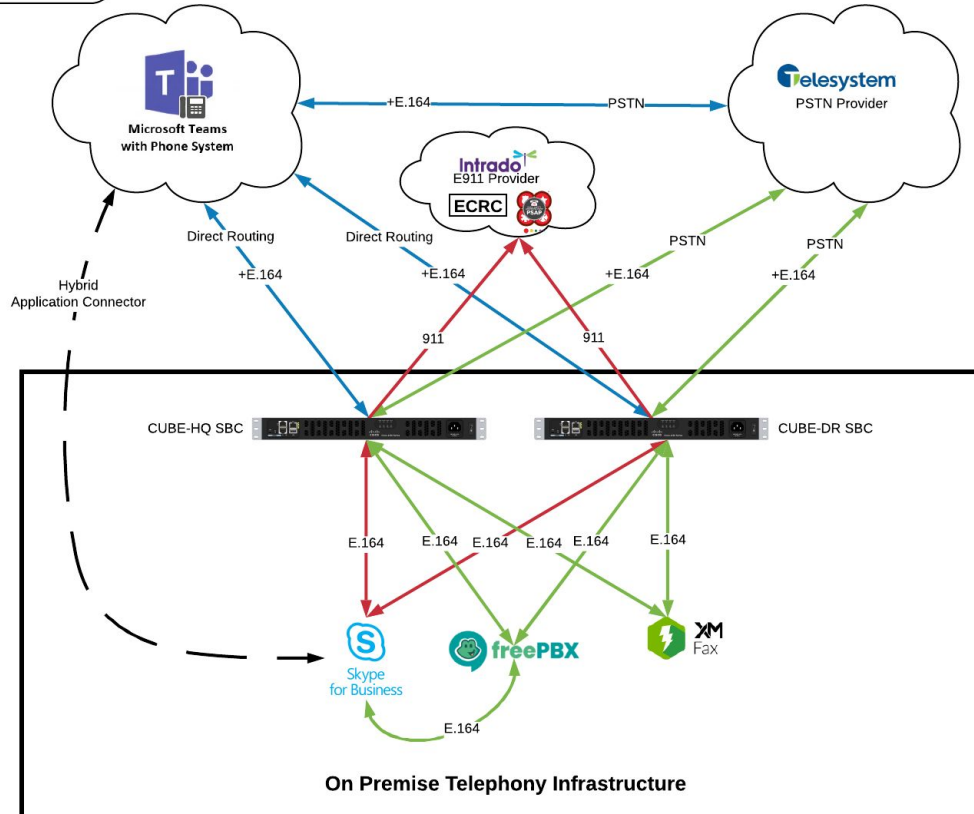Scenario 1

Direct Peering with Telesystem

Scenario 2

Scenario 3

Direct Routing

- Direct Routing **is required**

  … to keep your on-premise PSTN

  … for coexistence with current on-premise telephony platform
- Direct Routing **_MIGHT_ be required**

  … for E911
- Media Bypass is supported (_though you may not need it_)
- Microsoft's SBC requirement to integrate legacy hardware/software telephony with Teams
- Azure SBC (AudioCodes Mediant VE SBC) and virtual options available
- List of Session Border Controllers certified for Direct Routing:

  https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers

IU13 Voice Services Topology

SIP Trunk Signaling Key
- SIP UDP
- SIP TCP
- SIP TLS

MID
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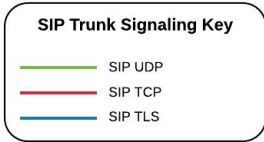
Direct Peering with Telesystem

- VoIP peering with Telesystem to IU13's Microsoft Tenant
- Numbers 'ported' to the new setup with Telesystem
- Requires some additional setup within your Microsoft tenant
- All other licensing, enterprise voice, voice mail, and number assignment settings apply

Hardware and Software Considerations

- Microsoft Teams Telephones
- Common Area Telephones
- Microsoft Teams Certified Headsets
- https://www.microsoft.com/en-us/microsoft-teams/across-devices
- https://docs.microsoft.com/en-us/microsoftteams/devices/usb-devices
- Direct Routing - Requires Microsoft certified SBC's - Can be virtual
- Direct Peering - No additional hardware required
  - May need on-prem SBC for local services

Teams Call Queues & Auto Attendants

- Requires Free Phone System - Virtual User License
  - Assigned to a resource account within the Teams Admin Center
- Typical call queue/response group features as other systems
- Greeting Message
- Music on hold (can upload your own audio file)
- Call routing selections (Attendant, Serial, Round robin, Longest idle)
- Presence based routing

Telesystem | What Sets Us Apart?

26 Years in Operation

- Founded in 1994
- $2 Billion in organizational assets
- Part of Block Communications family of media companies
  - MSOs: MS, AL, OH
  - Network Television Affiliates: IL, OH, KY
  - Newspapers: Toledo Blade, Pittsburgh Post Gazette
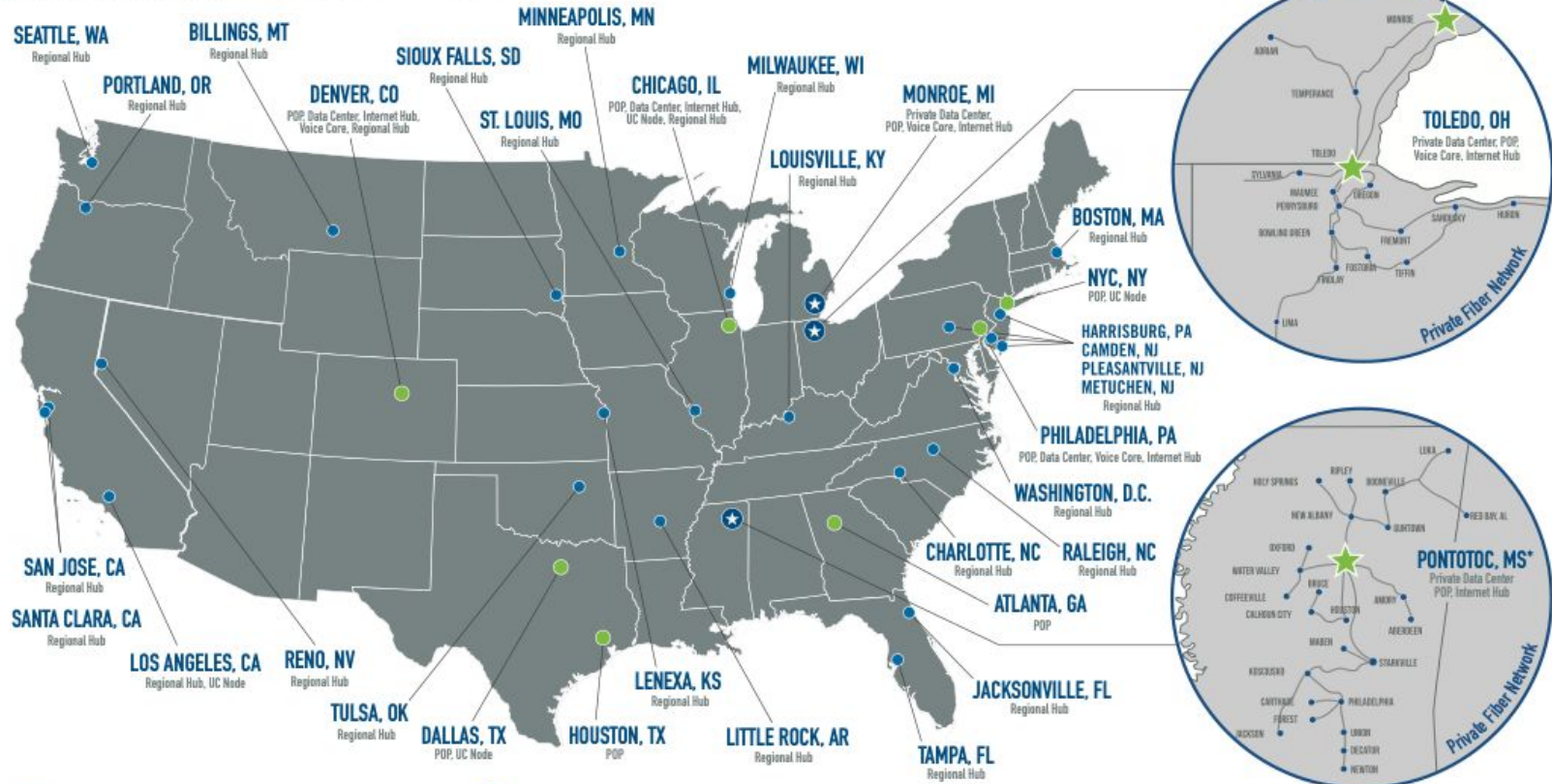
Nationwide Network

- Over 7,000+ regionalized private fiber route miles
- Nationwide PoPs + NNIs
- LPN in all 50 States
- 3 Privately-Owned Data Centers

Secure Solutions

- Built-in DDoS Protection
- HIPAA Security Standards compliant
- SOC 2 Type II Attestation

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Telesystem Nationwide Network

SEATTLE, WA
Regional Hub

PORTLAND, OR
Regional Hub

BILLINGS, MT
Regional Hub

DENVER, CO
POP, Data Center, Internet Hub,
Voice Core, Regional Hub

SIOUX FALLS, SD
Regional Hub

ST. LOUIS, MO
Regional Hub

MINNEAPOLIS, MN
Regional Hub

CHICAGO, IL
POP, Data Center, Internet Hub,
UC Node, Regional Hub

MILWAUKEE, WI
Regional Hub

LOUISVILLE, KY
Regional Hub

MONROE, MI
Private Data Center,
POP, Voice Core, Internet Hub

TOLEDO, OH
Private Data Center, POP,
Voice Core, Internet Hub

Private Fiber Network

BOSTON, MA
Regional Hub

NYC, NY
POP, UC Node

**HARRISBURG, PA
CAMDEN, NJ
PLEASANTVILLE, NJ
METUCHEN, NJ**
Regional Hub

PHILADELPHIA, PA
POP, Data Center, Voice Core, Internet Hub

WASHINGTON, D.C.
Regional Hub

CHARLOTTE, NC
Regional Hub

RALEIGH, NC
Regional Hub

ATLANTA, GA
POP

SAN JOSE, CA
Regional Hub

SANTA CLARA, CA
Regional Hub

LOS ANGELES, CA
Regional Hub, UC Node

RENO, NV
Regional Hub

TULSA, OK
Regional Hub

DALLAS, TX
POP, UC Node

HOUSTON, TX
POP

LENEXA, KS
Regional Hub

LITTLE ROCK, AR
Regional Hub

JACKSONVILLE, FL
Regional Hub

TAMPA, FL
Regional Hub

PONTOTOC, MS*
Private Data Center,
POP, Internet Hub

Private Fiber Network

⭐ **3 Privately Owned Data Centers**

🔒 **7,000+ Private Fiber Route Miles**

📍 **39 POPs**

🔁 **97 NNIs**

*MaxxSouth Broadband, subsidiary of Block Communications, Inc.

Telesystem

Microsoft Teams Direct Routing
Take full advantage of your existing Teams client

- Telesystem connects Microsoft Teams to the public switched telephone network (PSTN) using Direct Routing over our secure voice network allowing users to make and receive telephone calls external to their organization right from Teams.

- MS Teams Direct Routing provides full voice capability, including call transfer, forwarding and voicemail. Telesystem provides DID/DDI number porting and management nationwide, allowing users to retain their existing telephone numbers.
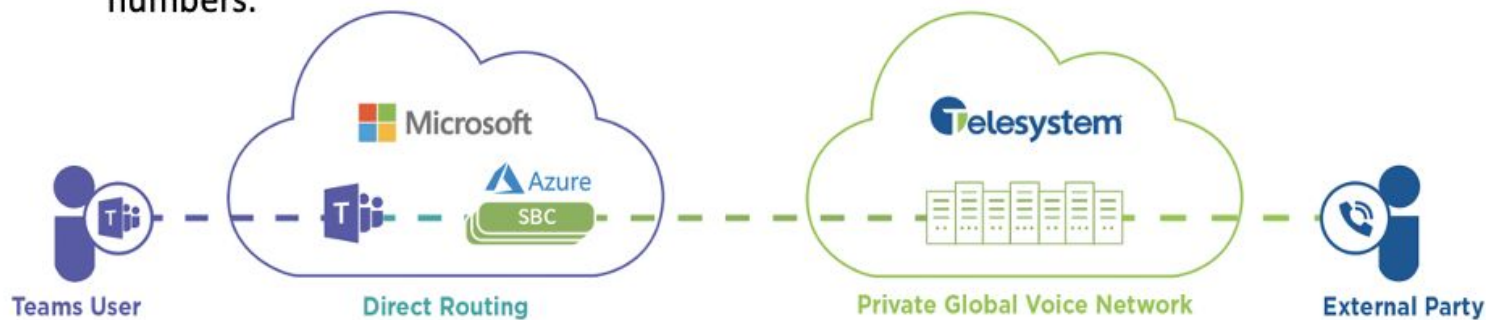
Telesystem Services & Solutions

VOICE	NETWORKING	SECURITY
Hosted VoIP Managed or BYOD	Dedicated Internet	Managed Firewall
Traditional Business Lines Pots, LD, Toll free	Broadband Internet	Built-In DDoS Protection
PRI / Voice T1 BYOB or Dedicated	SD-WAN	HIPAA Compliance
SIP Trunking Unlimited, Burstable, Measured	Private Dark Fiber	SOC 2 Type II Attestation
Unified Communications	Managed WiFi	
Omnichannel Contact Center	Private Line	
Voice + Video Conferencing	Wireless LTE	
IPFax	MPLS Networking	
Call Recording	Cisco Meraki	
MS Teams Direct Routing		

Telesystem

Customer Support

- 4th Quarter 2020, Average Speed to Answer Calls – 10.6 Seconds
- Goal is to answer 85% of calls within 20 seconds
- Abandon rate for all calls in 4th Quarter 2020 was .68%
- Goal is to have </=2% abandon rate, which is any call that drops after 15 seconds.
- Average Mean Time To Repair is 2 hours
- Over 90% of total tickets are resolved in less than 5 hours across all support teams

Telesystem

Need Information? Let Us Help You Plan for UC!

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Q&A and *Open Forum!*