Call2Teams®

Service Description

Call2Teams is the premier cloud service for easily connecting Microsoft Office 365 Teams users to a company phone system (PBX) and existing phone service (SIP trunk) providers. The per-user service is delivered from the cloud; no hardware or software, or changes to the existing PBX are required.

Call2Teams comes in two service variants

Call2Teams for PBX:

Customers can deliver the rich calling experience of Microsoft Teams, whilst retaining important functionality of their current PBX and phone service

Call2Teams for trunks:

Customers can enjoy Microsoft Teams' native PBX capability and can bring their existing phone service provider(s), numbers, and minutes. Bring all users under one collaboration platform by using Microsoft Teams for collaboration, messaging, and voice; the user's Teams experience is seamless, and users can access via PC, Mac, mobile, and certified Teams devices to make calls; it's the pure Microsoft Teams calling experience.

is hosted outside of your organization, no upfront investment in server hardware is required, meaning no additional IT administration or ongoing maintenance. Also, it does not require any Call2Teams client software installations to operate.

Administrators log in to the service using their regular credentials from the Azure/Office 365 directory and the entire service is provisioned and managed through one intuitive portal.

Why choose Call2Teams?

Qunifi has been delivering unique and innovative Office 365 voice integration services for several years. It is founded by a management team that has extensive experience within Telecoms and Office 365, and high-availability enterprise cloud services.

The Call2Teams service, hosted within the Microsoft Azure cloud, operates across a global infrastructure spanning 4 continents. The service has built-in enterprise security and resilience and the necessary connections to the Microsoft infrastructure to deliver a high quality of service.

Qunifi is a Microsoft ISV (Independent Software Vendor) partner putting it at the highest level of Microsoft solution partners and is using this strength of the Microsoft partnership and roadmap to continually innovate and deliver customer-centric integrations and services.

Call2Teams®

Key features

Simple web-based admin interface

Call2Teams makes delivering calling features to your Microsoft Teams easy. All you need to provision and manage Call2Teams is a modern web browser.

- Call2Teams global gateways provide a simple link between your existing PBX and phone services, and the Office 365 Teams platform
- Teams users get to make and receive calls just like on their existing desk phone
- No software or hardware to install
- No special configuration of your phone system or Trunk service
- Enterprise-grade, high-availability infrastructure that runs on Microsoft Azure
- Retain call center software, devices, and integrations with your current PBX
- No minimum user quantity - from 1 to 10,000 users
- Pay-as-you-go monthly subscription model
- No up-front cost
- Fully self-managed Cloud Service
- 24/7/365 monitoring services with real-time service alerts

Central management

All the integration between your PBX or phone service provider and Microsoft Teams can be managed through one workstation. You get complete control over who receives the service and how they connect to your phone system.

Intuitive, simple to use, and powerful

Call2Teams is designed to be the most user-friendly PBX or SIP trunk integration experience available.

- **100% native Teams experience** – Users with Call2Teams integration enjoy the user experience that Microsoft has designed for Teams. All call features are just as they should be and as documented by Microsoft

- **Total control** - Users don't have to do anything to use the service, there's no software to install or manage, managers can be confident that any compliance and reporting features on the existing PBX or phone service stay in place and untouched, reducing the barriers to the adoption of the benefits of Teams integrated calling

- **Service delivered using tried and tested Microsoft infrastructure** –Call2Teams connects with Office 365 via a high-grade Azure Server infrastructure, so using the same secure Cloud technology you are already familiar with.

- **Built to enterprise standards** – With key features such as high-availability resilient software architecture, around the clock and the globe monitoring, encrypted voice channels, and Azure single-sign-on, the Call2Teams service delivers on the demanding requirements of Enterprise customers

Use Call2Teams from any device

As the integration of your PBX into Office 365 happens in the Cloud, the service can work with any device that supports Microsoft Teams.

This means that users on Macs and mobile devices like smartphones (iPhones, Android, etc.) and tablets (iPad, Windows Tablet, etc.) will be able to use Teams and their company identity.

Support your IT and business needs

Call2Teams delivers key requirements of both the IT teams and the business managers when they are looking to deliver productivity and user satisfaction improvements from fully using Microsoft Teams:

IT administrators

- Want to provide voice and calls to Microsoft Teams users
- Want to reduce the number of software products to manage without compromising user features
- Prefer to use Cloud services rather than capital expenditure on hardware and software
- Want no impact on their existing voice and IT infrastructure.

Business managers

- Want users to have increased efficiency by bringing together collaboration and calls without having an additional software suite to train or confuse users
- Want to have a simple subscription service without a large project and cost overhead
- Want to provide full communication mobility to users on PC, Mac, and mobile devices
- Want to enable BYOD

Call2Teams®

Technical overview

Call2Teams is hosted within Microsoft datacentres, so your calls between Call2Teams and Office 365 never leave the Microsoft Cloud infrastructure.

Call2Teams for PBX allows Office 365 Teams users to connect to your phone system just like an existing desk phone or softphone. This means you don't touch any of your existing phone system configuration and you only need to give the Teams capability to users that need it. Everything else stays the same. No number porting, end-user training, or complex reconfiguration is required.

No hardware or software required, Call2Teams is a true multi-tenant Cloud service, you simply use it on a per-user subscription.

Until now, getting Office 365 Teams integration has been cost-prohibitive for all but the larger corporations. Call2Teams removes the need to buy expensive additional equipment, consultancy, and licensing; instead, a simple per-user subscription (starting from one user) provides the full interface between your PBX or phone service provider and Office 365.

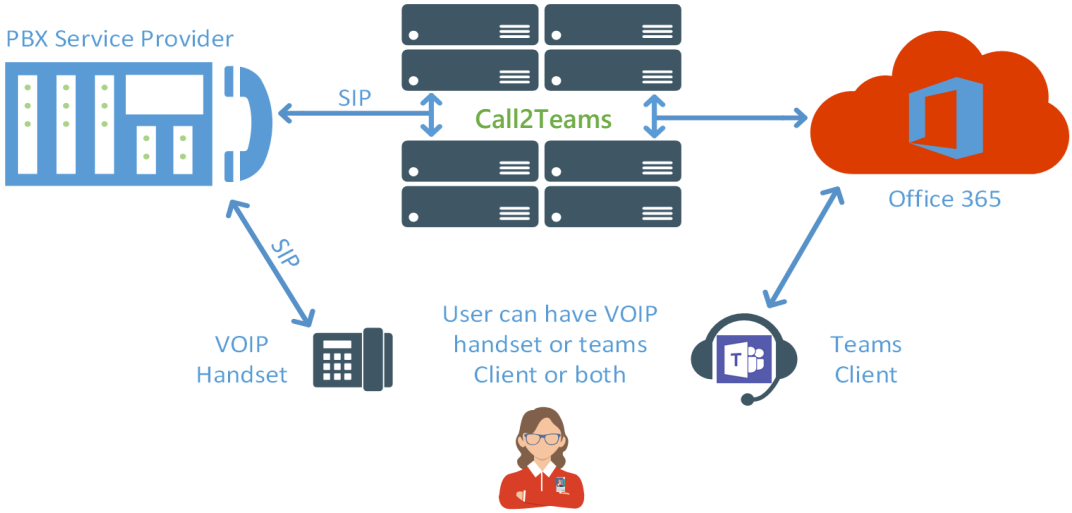
It's as simple as that! Your calls pass easily between your PBX or phone service provider and Microsoft Office 365 while staying within the Microsoft Cloud.

Adding Calling to Microsoft Teams

Call2Teams provides superior features and flexibility to alternative methods of delivering calling to Microsoft Teams and is operated from within Microsoft's Cloud environment. This table compares the four ways of getting phone calls in Teams

Comparison of methods to achieve calls in Microsoft Teams	Call2 Teams for PBX	Microsoft Calling Plans	SBC & Direct Routing	Call2 Teams for Trunks
Simple per-user subscription	✓	✓	✗	✓
No number porting required	✓	✗	✓	✓
No hardware or software required	✓	✓	✗	✓
Keep PBX call flows and groups	✓	✗	✗	✗
Keep Call Centre functionality	✓	✗	✗	✗
No complex PBX configuration required	✓	✓	✗	✗
Keep existing desk phones and devices	✓	✗	✗	✗
Available in all countries	✓	✗	✓	✓
No special training or knowledge	✓	✓	✗	✓
Cost-effective for SMB	✓	✓	✗	✓
Mix Teams and standard VOIP phones for users	✓	✗	✗	✗
Keep your current phone provider	✓	✗	✓	✓

How it works – Call2Teams for PBX



1. The Call2Teams Global SBC network sits at the core of the solution connecting your PBX to Microsoft Teams.

2. Users with Microsoft Teams connect to Office 365 to place calls to the phone network and other Teams users.

3. If a call is placed to a phone number, extension, or PBX feature code, the Office 365 phone system will send the call to the Call2Teams platform.

4. When Call2Teams receives the information to place a call, it connects to the customer PBX and emulates a regular SIP VOIP handset making a call with the number the user has entered.

5. The customer PBX takes the dialed number and places the call either internally or via the upstream PSTN phone company.

6. Incoming calls are handled by the customer PBX and presented to a user's regular desk phone and/or sent via Call2Teams to their Teams client. The user can choose to answer on either device.

7. Media and signaling flows from the customer PBX to the Call2Teams Global SBCs and on to Microsoft Teams, without transcoding, so you are in control of optimizing Media codecs. The service supports media in normal and bypassed-media modes.

8. Call2Teams can perform end-to-end encryption of signaling and media if your equipment supports it.

9. The Call2Teams infrastructure is being rolled out globally, with three continents already serviced via high-availability Azure clusters.

How it works – Call2Teams for Trunks

1. The Call2Teams Global SBC network sits at the core of the solution connecting your phone service (SIP trunk) Provider to Microsoft Teams.

2. Users with Microsoft Teams connect to Office 365 to place calls to the phone network and other Teams users.

3. If a call is placed to an external phone number, the Office 365 phone system will send the call to the Call2Teams platform.

4. When Call2Teams receives the information to place a call, it connects to the phone service provider and emulates a regular phone system making a call with the number the user has entered.

5. The phone service provider takes the dialed number and places the call to the Public Switched Telephone Network (PSTN).

6. Incoming calls are handled by the phone service provider and via Call2Teams to Office 365. The Teams phone system routes the call to the user's Teams client.

7. Media and signaling flows from the customer PBX to the Call2Teams Global SBCs and on to Microsoft Teams, without transcoding, so you are in control of optimizing Media codecs.

8. Call2Teams can perform end-to-end encryption of signaling and media if your phone service provider supports it.

9. The Call2Teams infrastructure is being rolled out globally, with three continents already serviced via high-availability Azure clusters.

Call2Teams Security

Call2Teams has several key security features:

- End-to-end encryption of both signaling and media is enforced between the Call2Teams infrastructure and Office 365. Where a customer's PBX or phone service provider can support security, this may be enabled on that leg of the call also to provide encryption of the entire call.

- To provide the encryption into the Microsoft Office 365 Teams infrastructure, SSL certificates are required. provides and manages these certificates as a part of the service. No action is normally required by the customer for Call2Teams to create and manage SSL certificates.

- Administrative access to the Call2Teams portal is controlled via Azure/Office 365 single sign-on, so no user credentials are stored by Call2Teams™. This also provides for the access policy of the Call2Teams service to be managed by the organization directly and can include 2-factor authentication etc.

- Customer data is securely stored within Microsoft Azure with strict data retention policies to delete unwanted account information in line with GDPR policies.

- The customer is under control of the Call2Teams access to their Office 365 Teams tenant via the presence of the DNS records. By removing these records, the customer can revoke access to their Office 365 tenant at any time. SIP device and phone service provider credentials are also under complete control of the Customer.

The Call2Teams cloud environment

The Call2Teams for Teams infrastructure is being rolled out globally, with four continents already serviced via high-availability Azure clusters.

- Call2Teams setup uses load balancing to provide a single network service from our regional Azure servers around the world. If one of Microsoft's Azure servers were to cease operating, our high-availability servers work together to ensure uptime and reliability.

- Customers are provisioned on at least two nodes to provide active high availability.

- Measures are in place to ensure that the service scales with an increased number of tenants, maintaining reliability and uptime. All inbound connections are secured through SSL Certificates and TLS, which are constantly checked to meet current Cloud standards.

- Our 24/7/365 monitoring services automatically detect any service alerts, which are configured with escalation chains.

- Call2Teams uses state-of-the-art tools and technologies to ensure all aspects of the service are readily available. The service is situated in load-balanced groups for reliability and scalability purposes. Network and application traffic is therefore distributed across several different servers.

- The Call2Teams system is architected to exceed Microsoft's 99.9% SLA provided for Teams calling.