

CALLTOWER'S OPERATOR CONNECT FOR MICROSOFT TEAMS

Operator Connect is Microsoft's latest offer allowing you to integrate our Calling Plans and Audio-Conferencing services directly into Microsoft Teams. CallTower is one of a limited number of global providers who have been selected by Microsoft to provide PSTN directly to your Teams environment.

With CallTower's Operator Connect for Microsoft Teams, it's simple to add voice to Teams and unlocks several important, instant benefits:

Leverage existing contracts or find a new operator: You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs.

Faster, easier deployment: You can quickly connect to your operator and assign phone numbers to users — all from the Teams Admin Center.

Enhanced support and reliability: Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.

Operator-managed infrastructure: Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.

CallTower Advantage

Full digital journey in the Microsoft Teams Admin Center for simple and quick deployment

Provision through Connect in minutes and assign phone numbers to your users

Key add-ons like Operator Console and Call Recording

Built in failover options for mission critical telephone numbers in your organization (available for end-users & critical DIDs)

Attendant Console

Auto Attendant

Mass Emergency Notification System

No equipment is required on site, including SBC's saving capital expense

Replace multiple local telco contracts to consolidate voice services

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

E911 Emergency Services

Smooth transition from your existing telephony to Teams Phone System

Carrier-class 24/7/365 technical support and shared service level agreements with Microsoft

Direct Connectivity to Microsoft

Central or local billing for Operator Connect service

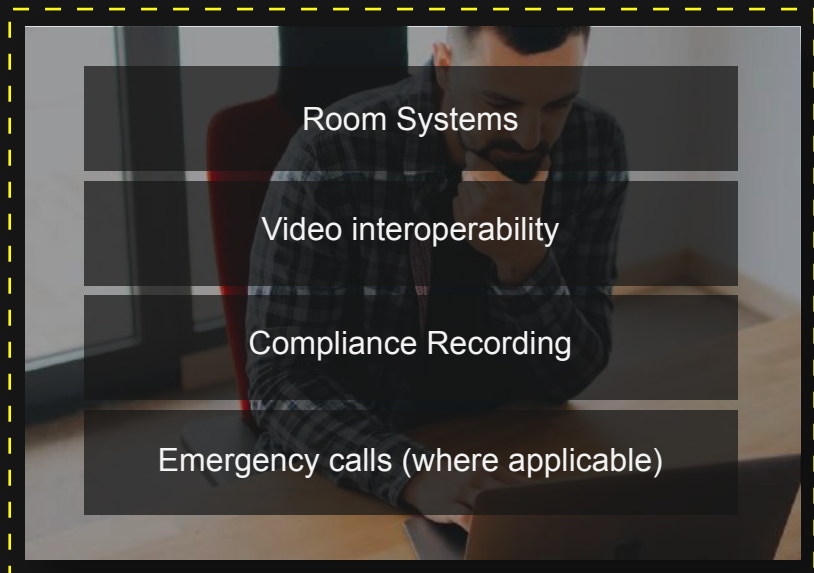
CallTower Connect – As a self-provisioning portal with Analytics around calling

CallTower Support Services

We provide different levels of support to meet your requirements. Complementing your own internal teams with our Support Services or delivering a full Managed Collaboration Services, allowing you to fully outsource your environment. We provide full management and proactive monitoring of the application. SLA-driven resolution ensures your teams remain connected and productive.

Delivering more than Integrated Voice

We deliver end-to-end solutions for your Teams deployment, allowing you to get the maximum benefits from the application. Our Microsoft Teams expertise includes:



Our Cloud Deployment Framework enables us to understand your business reality before transitioning users, as well as ensuring that your supporting functions are ready for the change to realize the full potential of Teams.

Jointly with Microsoft, we are offering qualifying organizations an Operator Connect Workshop. Lead by our Professional Services Team, this will enable you to ensure you're fully prepared for the integration, including both the technology and the people aspects of the change.

Support Services

- We supplement and support internal IT staff knowledge and capabilities.
- We provide a single point of contact, including access to our connected Microsoft support.
- We manage and monitor your calling and meetings environment.

Instant Benefits

- Get carrier-grade telephony and access from a single provider.
- Easily access and administer these services directly from the Teams Administration Portal.
- Leverage CallTower's high quality Voice services and footprint.
- End-to-end "on-net" service if Client is CallTower GN-enabled.
- Advanced call quality and service availability metrics from CallTower embedded in M365 portal.
- Enhance your experience by leveraging the Managed Collaboration Services, provided by CallTower.

Interconnection

- CallTower is connected to direct peering through Microsoft Azure Peering services, providing a dedicated secure and resilient voice connection.
- Carrier-grade connectivity with high availability and full redundancy per region.

Number Provisioning

CallTower provides direct Telephone and Service numbers to organizations MS365 Tenant.

Administrators can assign phone numbers/DID's within the Teams Admin Center.

Management

Organizations can clearly identify CallTower Telephone and Service numbers.

Access is provided to the CallTower portal to manage telephone number inventory, calling plans, requests and download copy invoices.

Reporting

Enhanced call metrics are captured with CallTower Calling and usage.

Availability

CallTower provides extensive, global Call Coverage.

Reporting

Microsoft and CallTower support organizations are connected. This allows us to react and provide proactive business critical SLA's for your voice services.

Selecting CallTower will deliver instant voice integration and support that will provide you with the reliability and confidence you need for business continuity. CallTower's Operator Connect for Microsoft Teams will deliver:

- Telephony access into Teams.
- Audio Conferencing access available globally.
- Access to the Teams Administration portal for user management.
- Bring your own carrier capabilities to extend standard calling plan availability.

SCHEDULE CONSULTATION TODAY