

# GCC High

## CallTower's Microsoft Teams Phone & Audio Conferencing Services Hosted In GCC High

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CallTower's Direct Routing for GCC High is designed to meet the unique requirements of Microsoft 365 Tenants hosted in GCC High, including PSTN geo-redundancy, end-to-end encryption, audio conferencing and dial-in DIDs.

This includes residency in Azure Government, full US data sovereignty and limited integration with third parties.

CallTower is the **ONLY PROVIDER** with a fully hosted solution that can enable voice for GCC High with Teams Audio Conferencing.

Microsoft GCC High includes many of the same feature sets and products of the commercially available Microsoft 365



SharePoint  
Online



Microsoft  
Teams



Exchange  
Online



OneDrive for  
Business, etc.

With the challenge of the global coronavirus pandemic and the evolving nature of the workplace, more and more companies are demanding collaborative voice and audio-conferencing options within GCC High solutions. Microsoft does not offer PSTN access directly and it must be added via direct routing.

Many organizations need to fill a crucial and timely gap with a voice option for their Microsoft 365 GCC High services and based on their experience assisting clients navigate the GCC High environment.

### **Set Up via CallTower Teams Connector App:**

The CallTower Teams Voice Connector app allows CallTower to provision various aspects of MS Teams services for its customers. The app gives CallTower the necessary permissions to your tenant when running our provisioning scripts. To add the app to your tenant, you will need to be able to sign in with an account that has the Global Administrator role.

**1 After clicking on the link to the app, you will be prompted to login to your administrator account.**

- a. You will then be presented with the list of permissions requested by the app. Each permission has a drop-down arrow allowing you to review what each permission provides access to.
- b. After clicking "Accept" you will be redirected and may close the window.

**2 The CallTower Teams Voice Connector app uses application permissions to provision the services. In order for CallTower to connect to customers' tenants via the Microsoft Teams PowerShell module, the app will need to be given the "Teams Telephony Administrator" role. Documentation on this requirement can be found here.**

- a. Sign in to the Microsoft Entra admin or GCCH Entra admin
- b. Browse to Entra ID > Roles & admins
- c. Click "Roles and administrators"
- d. Search for the "Teams Telephony Administrator" role and click on it anywhere under the red line shown below. Please Note: clicking the checkbox on the screen below will not do anything, be sure to click on the role name.
- e. Select the role, then click "Add assignments"
- f. Search for and select the app "CallTower Teams Voice Connector v2" or, "Calltower Teams GCCH Voice Connector" for GCCH. Then click "Add"

With the combined power of CallTower's Direct Routing telephony and the robust Microsoft 365 GCC High security, clients can facilitate dial-in conferencing and PSTN calling through Microsoft Teams just as they would in the commercial version of Microsoft 365. **This advantage will not only accelerate the adoption of Teams through GCC High organizations, but the migration to Microsoft 365 GCC High itself.**

CallTower has created a solution that will enable **critical and security sensitive government contractors** to be more interconnected and collaborate more effectively.

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If your company requires a secure, GCC High environment, or if you are already operating within GCC High, CallTower can help deliver voice and telephony solutions to your organization, and help your business connect and collaborate more effectively.