

# Operator Connect for Microsoft Teams

Transform voice calling with the  
worlds favourite collaboration suite





## Unleash the full potential of Microsoft Teams with Operator Connect

**In today's rapidly evolving business world, effective communication is more important than ever.**

Microsoft Teams Phone is rapidly becoming the go to solution for businesses looking to simplify their communications, and Operator Connect is the perfect addition to enhance your Teams experience. With its seamless integration, Operator Connect streamlines your Teams calling capabilities and maximises your return on investment.

Whether you need to make or receive calls, Operator Connect makes it easy, efficient, and cost-effective. With its user-friendly interface and real-time call management, you can easily manage, transfer, hold calls, and much more.

**Unlock the potential of effortless communication with Operator Connect for Microsoft Teams.**



# The Benefits of Operator Connect for Microsoft Teams

A seamless communication experience for your business



## Cost Effective Business Solutions

Cloud-based, there's minimal capital outlay on new hardware and maintenance costs. Significant cost saving per user when compared to Microsoft's calling plans.



## Ease of Deployment

Set up in minutes, deploy, add or remove users, and access advanced reporting features simply via the Teams Admin Center. There's no dependency on PowerShell or complex configuration to get started.



## Business Continuity

Never miss a call with SIP Trunk Call Manager (STCM). STCM offers business continuity for inbound calls with added reporting in the case of users being unable to connect to Microsoft Teams.



## Increased Communication

Employees can make and receive internal and external calls directly from the Teams app (computer and mobile device), which improves communication and makes it easier for team members to stay connected, regardless of their location.



## Enable Flexible Working

Whether in the office, travelling, or working from home, Operator Connect provides a seamless calling experience through Teams.



## Maximise Your Microsoft Investment

Operator Connect for Microsoft Teams leverages your existing Microsoft 365 licence investment for enhanced communication and collaboration.



## Secure

Feel confident that your most sensitive communications are secure as Operator Connect directly interconnects into the Microsoft Azure Peering Service (MAPS).



## Ease of Administration via Teams Admin Center

The Microsoft Teams Admin Center provides a simplified management platform allowing you to manage and assign telephone numbers and add new users in real-time and on demand.



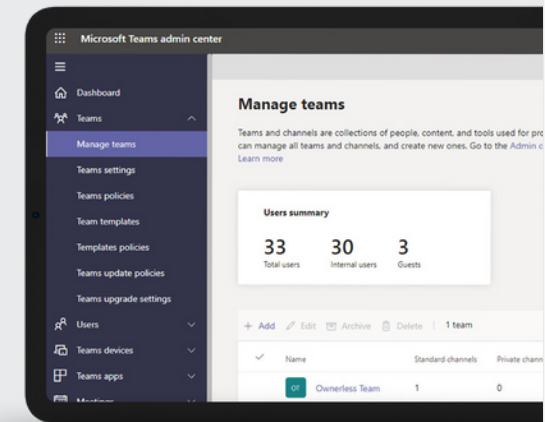
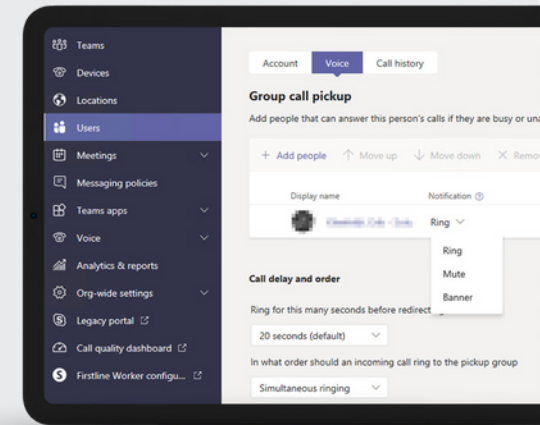
## Quality of Service - 99.99% SLA

Technical support and shared 99.99% uptime SLAs across Microsoft enhances the support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.



## Increased Scalability

Operator Connect for Microsoft Teams can grow and adapt to your needs. Instantly scale up and down users as and when your business requires.



## What do you need to get started with Operator Connect for Microsoft Teams?

- Microsoft 365 or Office 365 licence, including Teams
- Microsoft Teams Phone Standard add-on (included in the E5 licence)
- An internet connection



# Operator Connect Calling Features

## Powerful calling features with Operator Connect:

Enhancing Communication and Collaboration

### Cloud Auto Attendant

Create a bespoke menu, enabling both internal and external callers to navigate and connect with business users or departments more efficiently

### Cloud Call Queues

Call queue management during busy periods for your business. You can configure greetings, music on hold, and search for the next available call agent to handle incoming calls efficiently

### Make and Receive Video Calls

Users can easily make face-to-face video calls using their computer's camera, speakers and microphone.

### Voicemail

Receive and access voicemail messages directly within the Teams application. Listen to and manage voicemail messages conveniently, even when you're away from your desk.

### Call Park and Retrieve

Place calls on hold and pick them up from any device with the Teams App, providing flexibility and mobility.

### Call Forwarding / Multi Device

Enables users to establish forwarding rules, ensuring calls can follow them wherever they go or be forwarded to colleagues or voicemail as needed.

### Call Transfer

Enables users to transfer calls internally or externally, allowing for smooth communication handoffs. It also facilitates call transfers between devices for seamless mobility.

### Group Pick Up

Enables users to share incoming calls with colleagues, ensuring that calls can be answered by others when the user is unavailable.

### Caller ID

Displays detailed caller information from your business directory for internal and external calls.

### Integrated Dial Pad / Search by Name

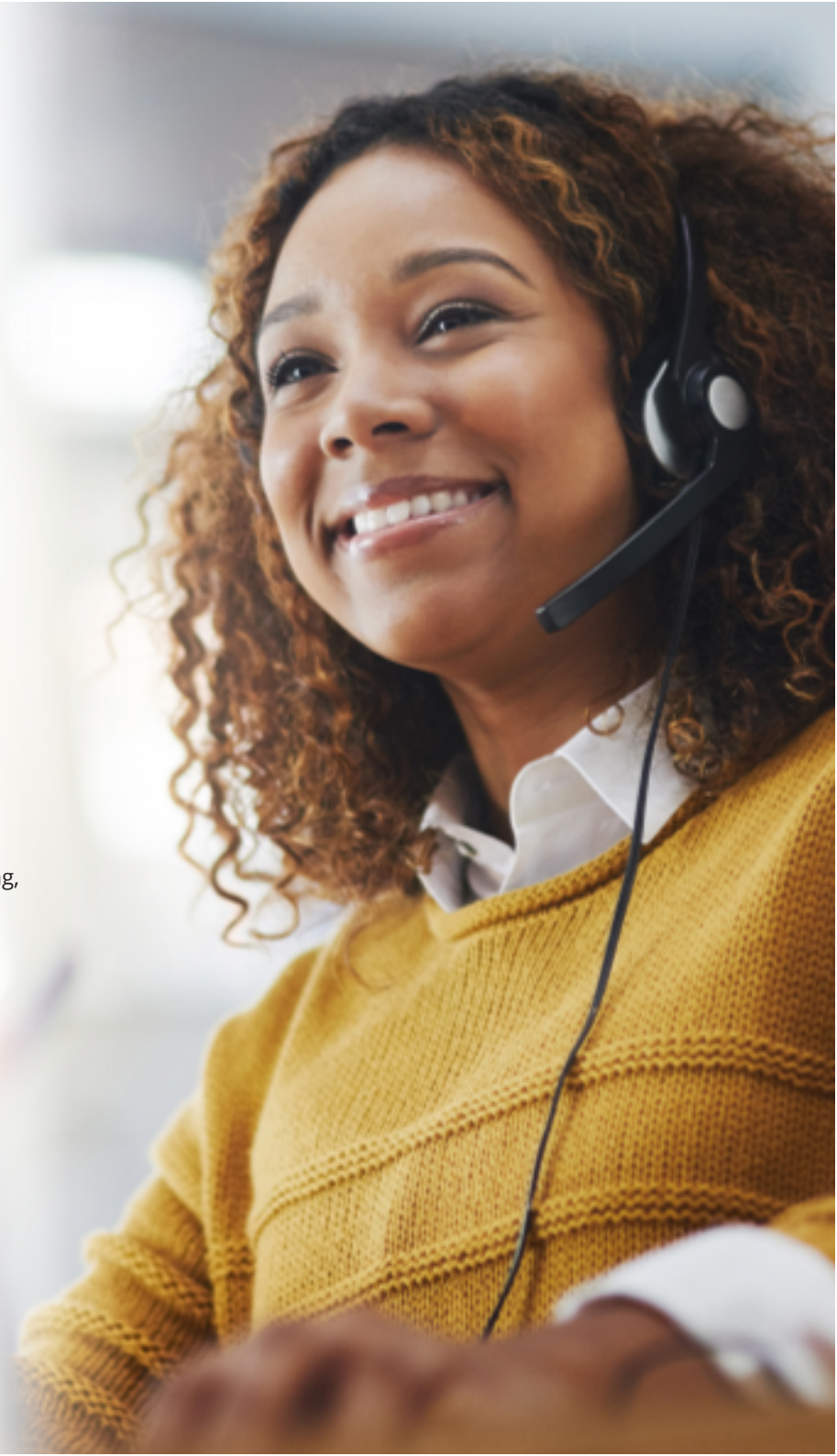
Includes a range of features such as call forwarding, voicemail, and call transfer, which can help businesses manage their calls more efficiently.

### Integration with Outlook

Schedule and join Teams calls directly from your Outlook calendar. Seamlessly transition from email conversations to voice or video calls with a single click, enhancing productivity and efficiency.

### Music On Hold

Enhance caller experience with customisable music on hold during wait times.



# Never miss a call with **SIP Trunk Call Manager**

Included with all of our **Microsoft Teams Phone** solutions

**At Sussex Tech Support we know the importance of making sure your service levels are always maintained. This is why we've developed SIP Trunk Call Manager (STCM - a benefit we include as part of all our Microsoft Teams Phone solutions.**

STCM acts as a reliable safeguard for your business, allowing it to remain operational even in the face of unexpected events like severe weather conditions or network outages. In the event of internet disruptions or failures with Teams, STCM serves as an excellent backup plan, ensuring that your business can continue providing uninterrupted customer service.

With STCM, you gain the ability to centrally manage all your business telephone numbers through a user-friendly platform. This streamlines your inbound call management and offers a range of features, including real-time call diversions and group pick up. By utilising STCM, you not only benefit from Sussex Tech's voice services but also enjoy the convenience of having centralised call management for your business.



## The benefits of **SIP Trunk Call Manager**

### **Never Miss a Call**

Real-time access to STCM call management platform, setup call diversions, pick up groups and much more.

### **Inbound Call Performance**

We manage and access STCM through the portal, which enables you to invoke disaster recovery and business continuity plans in real time.

### **Always On Inbound Call Analytics**

Better understand call traffic coming into your business. Monitor call performance and busy periods.

### **Improved Customer Service**

Provides complete control over your inbound telephone calls through a secure, simple to use call management platform.

### **Easy to Use**

Reduce complexity and training by managing your phone system from a web portal deeply integrated into Microsoft 365 services.



# Call Recording for Microsoft Teams Phone

Record store and retrieve any conversation

Sussex Tech Support has partnered with Dubber to provide Call Recording for Microsoft Teams.

**Dubber** is a fully certified, call recording solution for Microsoft Teams for over 140 service provider networks and solutions globally. **Dubber** enables businesses of all sizes to improve customer service levels, as well as help them meet their legal and regulatory obligations for Microsoft Teams users, no matter their location; in a call centre, office environment or working from home.

We offer three different licence types for Call Recording for Microsoft Teams Phone - **Dubber Lite**, **Dubber Teams** and **Dubber Premier**.

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## Why call recording for Microsoft Teams Phone?



### Boost Performance

Improve employee performance and customer satisfaction



### Training

Training employees on how to handle telephone calls and customer enquiries effectively



### Dispute Resolution

Resolve disputes and protect businesses and employees with call recording



### Recording Log

An elastic search feature provides almost instant access to recordings and voice AI transcriptions



### Quality Assurance

Resolve disputes and protect businesses and employees with call recording



### Analytics

Drive better business decisions by exporting call recording data to create live reporting on platforms such as Power Bi



### Regulatory Compliance

Compliant with MiFID and GDPR



### Pause and Resume

Call Recordings can be manually paused and resumed in real time whilst on a call



# Sussex Tech Support

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