

# #POWERCON2020

## Intelligent Communications con Microsoft Teams

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# About me

## Albano Lala

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# Microsoft Teams



## Chat

Share your opinion, and your personality. Send gifs, stickers, and emojis in a group chat or in one-to-one messages.



## Call

Make and receive calls with internal and external groups using Microsoft Teams Calling, Phone System, Calling Plan, or Direct Routing.



## Meet

Instantly go from group chat to video conference with the touch of a button. Teams of 2 or 10,000 can meet in one place, no matter how many places they're in.



## Collaborate

Easily find, share, and edit files in real time using familiar apps like Word, PowerPoint, and Excel in Teams.



## Video conferencing

Make meetings more personal and increase your productivity by collaborating in real time.



## Screen sharing

Keep everyone on the same page by sharing your screen so they can see the same content.



## Custom backgrounds

Create the perfect virtual setting by choosing, uploading, or blurring your background.



## Together mode

Digitally sit in a shared background, making it feel like you're in the same room with everyone else.



## File sharing

Co-author files in real time. Securely store, access, share, and collaborate on files from anywhere.



## Apps and workflows

Streamline tasks and critical business processes by integrating apps and workflows.



## Market availability

Available in 53 languages and 181 markets. Connect across Windows, Mac, iOS, and Android.



## Privacy and security

Meet regulatory, legal, and organizational needs with industry-leading compliance offerings.

# Microsoft Teams – Hub for Teamwork

## Microsoft Teams – your hub for teamwork

### Meetings

Meet smarter, stay focused, and achieve more with Microsoft Teams Meetings. Teams delivers a unique end-to-end meeting experience that features the human element of face-to-face interaction while helping people stay focused before, during, and after meetings to accomplish more together. Teams Meetings provide a seamless, scalable, and secure experience on mobile, desktop, and meeting room devices.

### Calling

Simplify your enterprise voice services with a reliable, high-quality integrated calling solution built on the Microsoft cloud. With Teams, you have everything you need to enable your customers to make and receive phone calls from anywhere – including their desk phones, mobile phones, or computers. Because Teams is part of Microsoft 365, you can offer your customers a modern voice solution that combines unified communications with teamwork capabilities into an all-in-one communication and collaboration solution that users love and IT trusts. And best of all, your customers save time and money with a single provider.

### Devices

For every workspace and workstyle, there's a Microsoft Teams device to choose from. Microsoft works with an ecosystem of best-in-class device partners to deliver a native, purpose-built Teams experience, across a range of first- and third-party hardware. Teams devices offer familiar and consistent experiences across all device types. Certified to deliver high-quality audio, video, and sharing experiences, Teams devices enhance calling and meeting experiences, allowing everyone to be heard clearly, wherever they may be

# Connect with your team from anywhere



Meet with anyone, anywhere



Meet with intelligence



Meet with confidence



Video conferencing



Live Events



Meeting Devices



Audio Conferencing

# Reinvent the meeting lifecycle with Microsoft Teams

The meeting lifecycle—from scheduling to follow-up can be difficult to manage. Microsoft Teams meeting solution helps automate the full lifecycle of meetings and saves you time so you can be focused and empowered to get more done.

## Before



### Keep everyone in the know

Share your meeting agenda when sending out Microsoft Teams meeting invites and chat with attendees before meetings.



### Invite external guests to join

Schedule a Teams meeting with anyone who has a valid business or consumer email address. They just click the emailed link to join the meeting on a web browser instantly without downloading Teams or any plug-in.



### Access previous meeting notes and recordings

Prepare with more context by easily accessing notes and recordings from previous meetings.

## During



### Start meetings quickly with Microsoft Teams Rooms

Start meetings on time with one-touch, experience-rich HD audio and video, and share content with the room and remote participants easily.



### Turn on video to make it more personal

Preset video and audio when joining. Turn on video to better engage remote attendees. Use intelligent, background-blur technology to help focus and minimize distractions.



### Share content that's at your fingertips and collaborate

Share your content and collaborate easily during your meeting through seamless integration with Microsoft 365.



### Create a recording

Capture audio, video, and screen-sharing activity by recording your Teams meetings. Automatic transcription allows you to play back meetings and search for important discussion items in the transcript.

## After



### Share meeting recordings and notes

Stay organized by uploading meeting recordings and notes into the same Microsoft Teams meeting thread to maintain one place of record.



### Chat with attendees

Follow up through Teams chat and keep future updates in context.



### Schedule your next meeting

Schedule additional meetings quickly with the Teams app or Outlook.

# Microsoft Teams devices

Get certified Teams devices for high-quality audio and video.



Headsets



Speakerphones



Phones



Teams Rooms



Collaboration  
bars



Cameras

<https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/across-devices/devices>

# Microsoft 365 Calling

## Collaborate with Microsoft Teams Calling



### Call from Teams, Outlook, or a mobile device

Let others know when you're available, on a call, or out of the office. Call to and from Teams apps.



### Make and receive phone calls

Replace your phone system with the Microsoft 365 Business Voice add-on, a cloud-based phone system using PSTN.



#### Auto attendant

Answer inbound calls and easily route them to the right queues with a cloud-based phone system. Set parameters to route calls by time zone, language, or availability.



#### Contact center integration

Connect to your favorite contact center software.



#### Microsoft Calling Plans

Quickly procure and assign phone numbers or port existing phone numbers. Available in 18 countries.



#### Cloud voicemail

Access voicemail messages and transcriptions anywhere from any device.



#### Microsoft Teams-certified devices

Have a consistent Teams experience on personal and shared devices.



#### Call queues

Create custom greetings, play music for customers waiting on hold, and set up shared voicemail.



#### Cloud compliance recording

Easily connect to partner compliance recording solutions.



#### Direct Routing

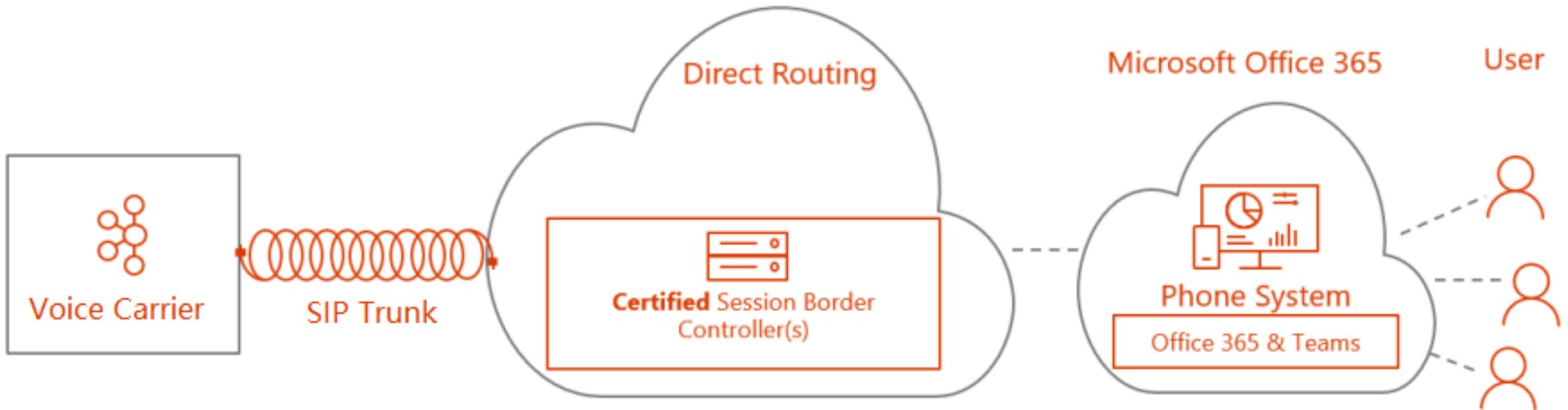
Use your existing telecommunications providers by directly connecting their Session Initiation Protocol (SIP) trunks to Microsoft Teams.



#### Audio Conferencing

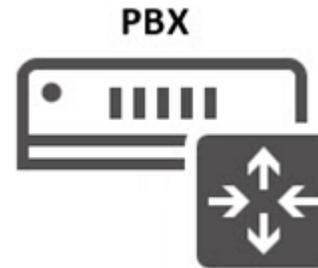
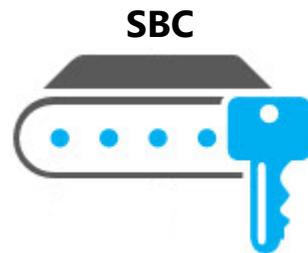
Add flexibility to meetings with a dial-in number, included in every online meeting.

# Direct Routing



[Teams Direct Routing con AudioCodes Session Border Controller - Technical 365](#)

# Direct Routing Core Components

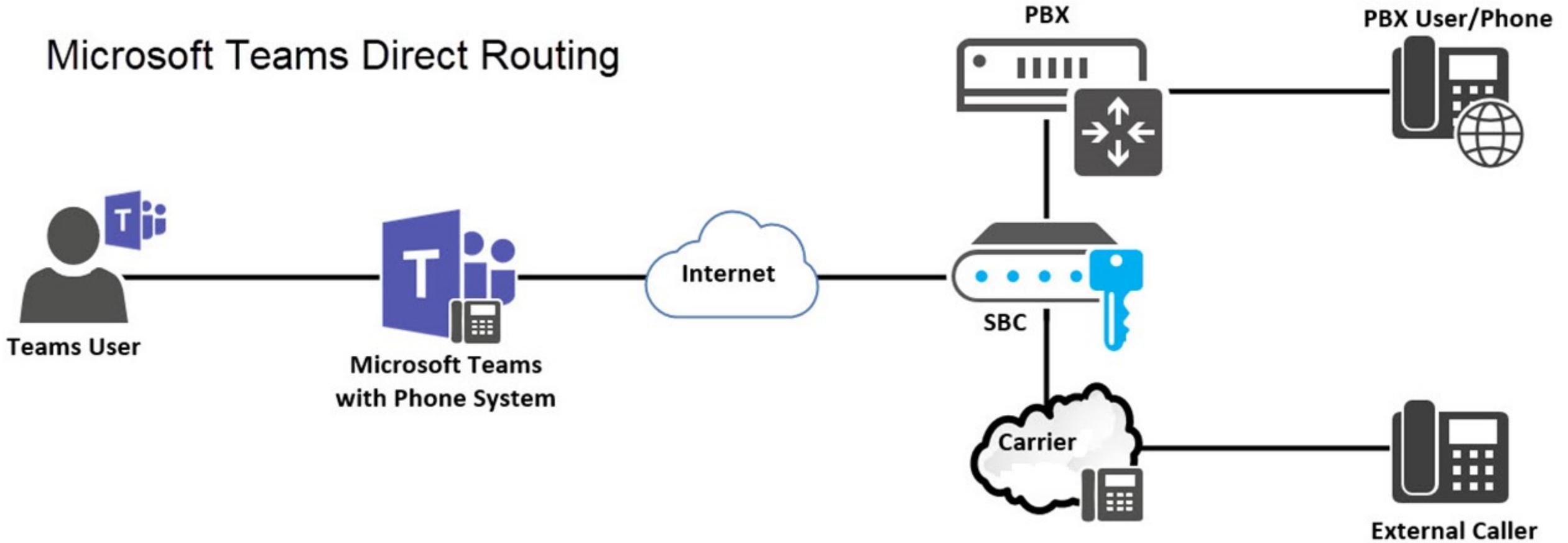


[Piani di chiamata per Microsoft 365 - Microsoft Teams | Microsoft Docs](#)

[Session Border Controllers certified for Direct Routing - Microsoft Teams | Microsoft Docs](#)

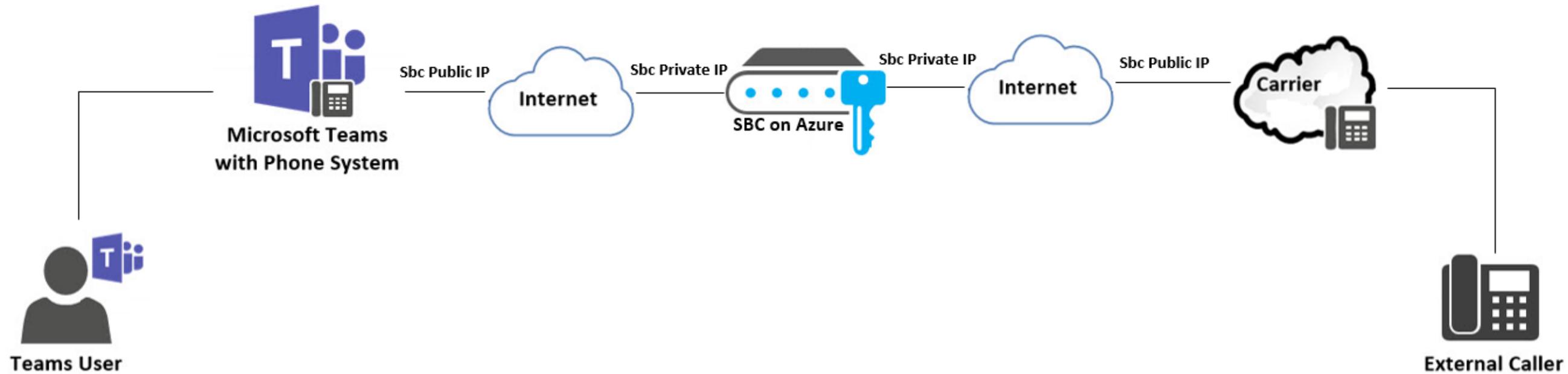
# Direct Routing with PBX

## Microsoft Teams Direct Routing



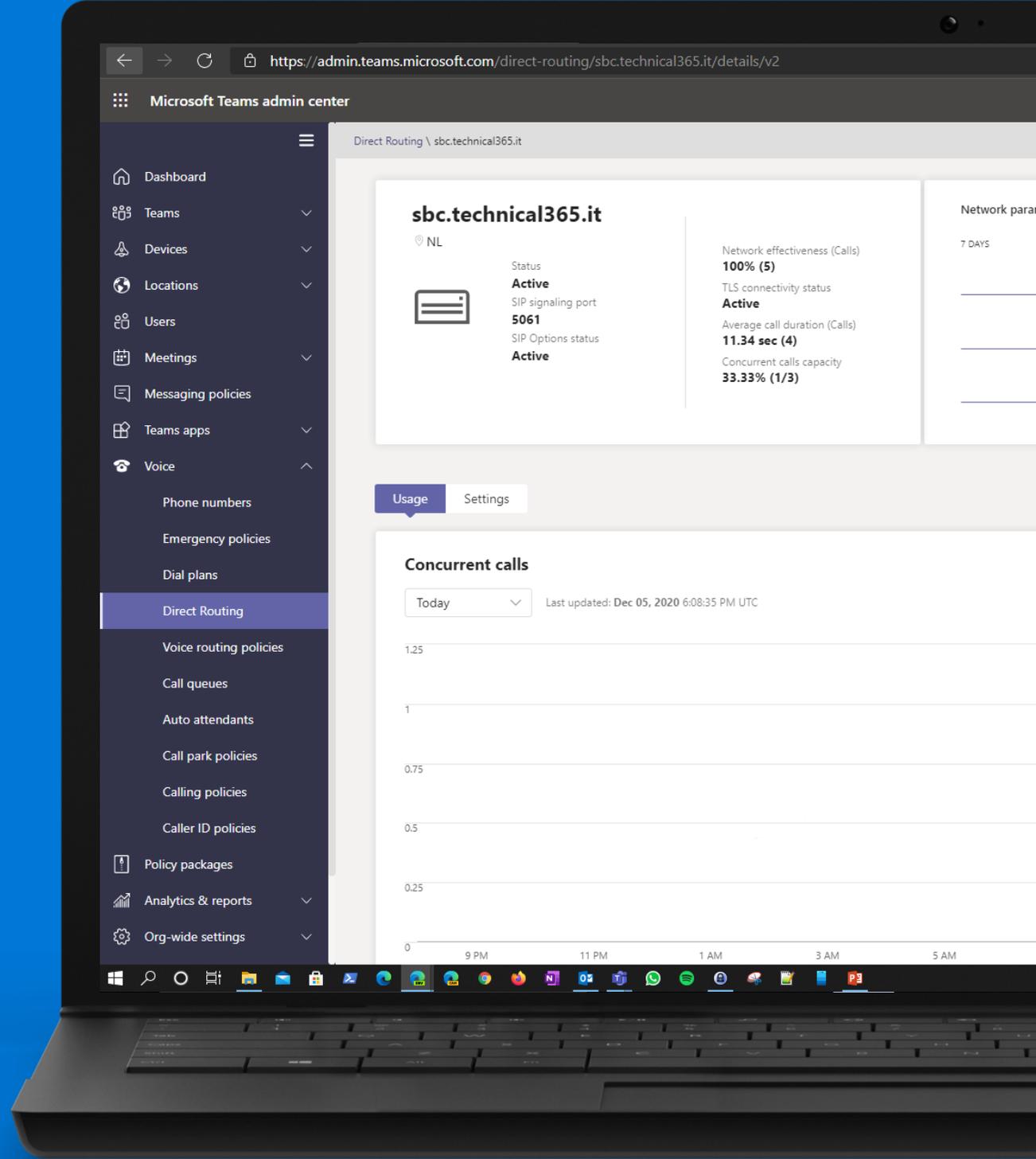
# Direct Routing Without PBX

External A Record  
Sbc.technical365.it → Sbc Public Ip



# DEMO

## Teams Direct Routing



# Grazie

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