UNLEASH ENTERPRISE-GRADE CALLING
On Microsoft Teams

WHAT IS TEAMS CALLING?

Microsoft Teams Calling is a full enterprise grade, cloud based phone system built into the Microsoft Teams application. It provides a professional call experience with extensive calling features while working in the office, on the road or at home.

Calling in Teams works exactly like a traditional phone system with the added benefit of being integrated into the Microsoft Teams interface. You can then make and receive calls on your laptop, headset, mobile or traditional phone.

◆ **Replace Your Entire Phone System:** Teams calling is a cloud-based PBX solution built into the Microsoft Teams platform.

◆ **Port Your Existing Numbers:** Integrate your business number with Teams to make and receive calls within the app.

◆ **Receive Calls on a Phone System, PC or Mobile Device:** Enable your team members to seamlessly utilise Microsoft Teams whether they're on the go or at their desks.

Benefits

◆ Your Team Is Engaged And Connected. Working From Anywhere.

◆ Three Teams Calling Plans to choose from.

◆ Local 24x7 support.

◆ Number porting of existing PSTN, ISDN, or VoIP Numbers.

◆ Handsets not required.

FEATURES

Auto Attendant
Directs incoming callers based on their menu input. Provides routing for off-hours and holidays.

Consult and Transfer
Transfer of calls from one person to the other, or from PC to mobile device.

Music or Messages on Hold
Music on hold, search and assign calls to agents and set up an organisational greeting.

Group call pickup/ Forward to group
Users can share incoming calls with colleagues. Set forward rules for calls to staff members on leave or unavailable.

Call Forwarding
Set up rules to assign calls to go anywhere, including colleagues or to voicemail.

Call Queue
Connect callers to a specific group of specialty agents.

TEAMS CALLING DEPLOYMENT

We are experts at deploying and supporting Microsoft Teams calling backed by our Microsoft qualified technical staff.
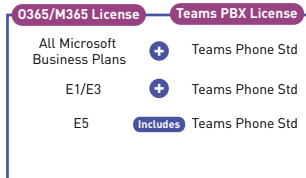
We are a registered Telecommunication Carrier on ACMA and have ongoing invested partnerships with Microsoft.

We make Teams Calling easy.

01

User Licensing

Arrange new Office 365 Licensing or deploy on your existing O365 tenancy.

O365/M365 License		Teams PBX License
All Microsoft Business Plans	➕	Teams Phone Std
E1/E3	➕	Teams Phone Std
E5	Includes	Teams Phone Std

02

Pricing

Select from one of our three calling plans based on your users requirements.

☐ SIP Trunking
☐ SIP Trunking with Local/National Calls
☐ SIP Trunking with Local/National/Mobile Calls

03

Direct Routing Configuration

As a licensed carrier, R-Group can send your calls directly and securely into Teams via Direct Routing.

R-Group can facilitate interoperability with other PABXs or even analog devices such as faxes and door intercoms.

Microsoft Teams

04

Hardware & Advanced Features

Add hardware and any advanced features.

☑ Teams Certified Handsets and Headsets.
☑ Contact centre.
☑ Call recording or reporting.
☑ Teams Certified Video Conferencing and Meeting Room Equipment.

Microsoft Teams
Certified phone and headsets.

CALLING PLANS

Standard
Per user / Per month

Includes:

SIP Trunking

Local / National
Per user / Per month

Includes:

SIP Trunking
Standard local Calls
Standard National Calls

Local / National / Mobile
Per user / Per month

Includes:

SIP Trunking
Standard local Calls
Standard National Calls
Mobile Calls (Australia)

The R-Group team will conduct an assessment to ensure that Teams Calling meets your business expectations. Our team will also help you choose the correct Microsoft Office 365 license type to enable Teams Calling.

We then take care of setting up your Teams Calling Plan and manage your number porting and Microsoft Tenancy.

We know that every business is different, so we work with you to understand how your business works, to develop your customised Teams Calling solution.

R-GROUP INTERNATIONAL