

All about Teams Telephony

Guidance, insights and recommendations
when switching to Teams Telephony



Gold
Microsoft
Partner



TeamsLink 
PLATINUM PARTNER

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Solutions for tomorrow, today

The way we work is changing. We're no longer permanently based in our offices and at our desks, so having the tools to work remotely are now requirements rather than luxuries.

The allowance of technological freedom brings a whole host of new challenges – ensuring consistency across multiple devices, juggling work and personal apps, and ensuring employees can work from any location – all whilst navigating an ever evolving regulatory and compliance landscape.

Whilst thousands of businesses have benefitted from the flexibility that Teams provides, most also need a lot more functionality than being able to video and audio call other Teams users. They need a comprehensive telephony solution that can replace their onsite PBX or “landline” system.

This is where Teams Telephony comes in, and when it comes to truly integrated Teams Telephony there are only two products worth considering: Microsoft's Phone System and TeamsLink.

“We recently rolled out TeamsLink across the organisation. The technology has enabled flexibility and reliability that we simply didn't have with previous products. In our current climate, this has ensured our entire workforce have been able to make the transition to homeworking with ease.”

Head of IT - Alzheimer's Research UK

As we'll explore in the following pages, TeamsLink has more features and functionality, is suitable for a wider array of businesses, is easily customisable, and, when considering calling plans, is better value for money.

Making a great product even better

	TeamsLink	TeamsLink ^{PRO}	Microsoft
UK Inclusive Minutes	Unlimited	Unlimited	1,200 Minutes
Number Porting Supported	*	*	Yes, with Limitations
New UK DDI	All	All	90 Major Cities
International DDI	90+ Countries	90+ Countries	26 Countries
International Outbound In-Country Dialling	33 Countries	33 Countries	26 Countries
Ring Groups	*	*	*
Follow-the-Sun Routing	*	*	*
Auto Attendant	*	*	*
Music on Hold	*	*	*
Call Queues		*	*
Visual Routing Manager	*	*	
Advanced Disaster Recovery	*	*	
Skill Based Routing		*	
Power BI Reporting	*	*	Limited
Teamslink Advanced Add-ons			
Group Voicemail	*	*	*
Address Book	*	*	
MiFID II Compliant Call Recording	*	*	
Manual Pause /Resume for PCI Compliance	*	*	
Live Listen	*	*	
Supervisor Licence (inc Wallboards & Dashboards)		*	

If it's not TeamsLink, it's not Teams

TeamsLink work closely with Microsoft to build upon the foundation of Teams, and, with their own inhouse team of developers they continually make a great product even better.

This is why TeamsLink is a Microsoft Approved solution, and why it natively integrates with Teams to provide a full enterprise grade hosted telephony solution.

TeamsLink is also hosted on their own servers providing additional business protection from outages. Their network has high availability and is connected to all major UK and global carriers ensuring the highest call quality at all times.

Compliance needs are taken care of as TeamsLink has the option of FCA and MiFID II compliant call recording, allowing you to record, archive, retrieve, search, and monitor multiple modes of communication including calls, chats, and screen shares. Power BI reporting is also available allowing you to create customised live reports.

The set up and management is simple through a visual and intuitive management portal, meaning creating and organising multi-layered call routing and ring and hunt groups is easy.

Unlike other systems, TeamsLink is truly integrated and native within Teams meaning your users don't have to switch systems or apps. After all, if it's not TeamsLink, it's not Teams.



Microsoft Approved Solution

TeamsLink's internal development team work alongside Microsoft to advance the technology.



Managed Portal

Manage multi-layered call routing, automated call attendant, and ring and hunt groups from a visual, intuitive portal.



UK Inclusive Minutes

Take the worry out of spiraling call costs with Unlimited Inclusive UK Minutes.



24-hour UK Support

Support the way it should be: Inclusive and around the clock.



Speedy Set up

Use and enjoy from day one, with low upfront costs and no complicated kit.



Voice Recording

Standard Voice Recording and FCA & MiFID II Compliance Recording available.



Free Updates

Always get new features and updates seamlessly with no downtime.



On Hold Marketing

Customise on hold marketing messages to educate or inform.



Global Support

Global office support if you need to implement projects throughout the world.

Your platform your way

Every business has its own unique working methods and obstacles to overcome, whether it's complying to the tightest of regulations, or routing calls to remote staff working across multiple locations. These don't need to be barriers to effective working though: we can meet your requirements by tailoring your Teams platform for the perfect fit.



- Ring and Hunt Groups
- Group Voicemail
- UK + EU Unlimited Calls
- International DDLs in 90 Countries
- Power BI Reporting



- Skills based routing
- Supervisor licence including Dashboard / Wall Board
- Advanced Power BI Reporting
- Compliant Call Recording
- Sentiment Analysis
- Voice AI Intelligence
- API Integration



- Call overflow
- Call outsourcing
- Full Teams Integration

Your calls, brilliantly handled



Teams Telephony with call groups, presence, and anytime working means remote working is easier than ever. However, there are times when whole departments are in meetings, people are busy, and there are only a few members of staff able to take calls. This can be frustrating for potential customers, clients and staff alike.

You don't need to choose between remote working and securing new opportunities though. Sometimes all you need is an extra pair of hands to help manage your calls.

Moneypenny is a call answering service which takes this pressure away. Their service is simple: they give you one or more Moneypenny Receptionists to look after customer calls on either an overflow or fully outsourced basis. Their receptionists are handpicked for their empathy and professionalism and match their call answering etiquette to your business. From a customer perspective, whether clients are talking to Moneypenny, or your own employees, everything is seamless.

Moneypenny takes the pressure off whilst using Microsoft Teams - the technology you know and love, with no change in your working day. Increase business efficiency, reduce costs, and simply work better.



Work on any device

You can receive your Teams calls via Moneypenny on any device. Answer on PC, Mobile, TeamsRoom Systems, tablet or wherever you use Teams. They'll also transfer to mobiles and alternative business numbers if required - whatever works!



A trusted reception

Moneypenny work as though they are a part of your team, priding themselves on their professionalism and exceptionally high standards. Briefed by you when you join, your Moneypenny Receptionists will soon become an invaluable extension of your business.



Stay connected, anywhere

Whether you're out and about, in the office, or at home, Moneypenny are with you every step of the way.



Realtime availability status

Moneypenny uses an innovative integration that allows them to see your real-time availability status, so you'll only receive calls when you're available.



Fewer Distractions

Have the confidence to get on with your workday knowing your calls are in safe hands. You'll no longer be pulled left, right and centre and interrupted when you're busy. Moneypenny puts your mind at ease.



An easier day

You can work exactly as you already do, using the systems you already do, and Moneypenny will take care of the rest. It's the same, but easier.

Case Study: Alzheimer's Research UK

Challenge

Alzheimer's Research UK is the UK's leading dementia research charity, dedicated to the causes, diagnosis, prevention, treatment, and cure of Alzheimer's. Their research challenges the ways people think about dementia, and crucially, provides the funding to help leading scientists make breakthroughs that will change lives.

Being heavily dependent on over the phone donations, Alzheimer's Research had concerns about their outdated and unreliable phone system. This escalated further with reports of engaged tones and dead lines: they had no idea what calls they were losing, what it was costing, and how many donations they were missing.

With some staff members working from home and some working from their main Cambridge office, these issues were being exacerbated causing frustration for staff members and donors alike.

Further to this, with the first few cases of Covid-19 appearing in the UK, it was crucial that Alzheimer's Research had a reliable, flexible and cost effective solution that would allow them to continue to work throughout a possible lockdown period.

Solution

Replacing their telephony system was the answer, but the type of telephony solution was the question.

Users within the organisation were already using Teams, so Alzheimer's Research UK were looking at the choice of two solutions: Microsoft's Phone System or TeamsLink. Due to the nature of their business, and their income riding on the results, Alzheimer's Research UK needed full contact centre functionality as well as the highest of SLAs.

Due to these requirements, Risc IT Solutions recommended TeamsLink. TeamsLink is hosted on their own servers meaning there's additional business protection from outages. TeamsLink also met their stringent compliance needs, had full contact centre capabilities that were easy to manage, and was intuitive for their end users, making it the perfect solution.

Before onboarding, Alzheimer's Research rightly undertook due diligence, speaking to existing customers of Risc, and meeting with TeamsLink. To demonstrate proof of concept, we deployed the solution to a small team operating alongside their existing system in a hybrid capacity to unearth any regional issues with call quality and usability. This test ran for a month with the solution working seamlessly.

Whilst there was already a high level of security across the organisation, Risc IT fine tuned this and enabled a foundation of controls to ensure users would follow best practice.

Although being able to work easily and securely from home was the top priority, we knew that most staff would return to the office in some capacity once it was safe. In preparation for their eventual return, we recommended YeaLink room system. This is a wireless Teams telephony device that works alongside TeamsLink and allows simple and inclusive multiparty collaboration. It brings the functionality of Teams to a face to face meeting and is ideal for hybrid office and remote working.

Just before the switch over date, a tailored training package was delivered so users had hands on experience of their new solution and were confident with its functionality.



Results

With the onset of Covid-19 coupled with a failing system, the current situation for Alzheimer's Research UK could have been completely different. They could have ended up with 1 person trying to answer 20 calls simultaneously from the main number, whilst also manually diverting calls.

With Risc IT and TeamsLink, Alzheimer's Research UK have seamlessly transitioned to Hybrid working.

This is aided by the granularity of TeamsLink's PowerBi reporting: they can now see how many calls they have taken and their most popular times. Most importantly, there's no limit to simultaneous calls so engaged tones, dead lines, and missed donations are a thing of the past.

All of this works seamlessly across devices and locations, meaning their solution suits them now, and will continue to do so in the future.

We're proud to have helped Alzheimer's Research UK. In just six weeks we provided a platform and firm foundation for future success.

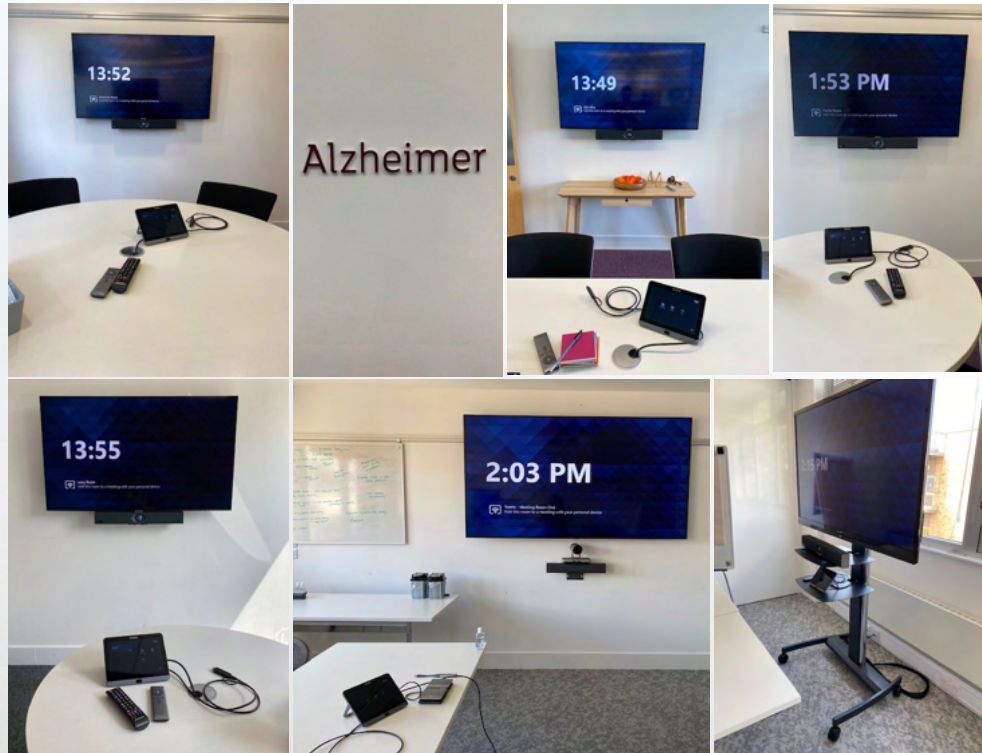
"We recently rolled out TeamsLink across the organisation. The technology has enabled flexibility and reliability that we didn't have previously. In our current climate, this has ensured our entire workforce have been able to make the transition firstly to homeworking, and now Hybrid working, with ease.

Thanks to Risc IT Solutions' project management and thorough onsite training, the rollout of Teams was seamless and ensured our employees were well informed on how best to utilise the technology.

This has enabled us to communicate and collaborate more effectively and will further enable Alzheimer's Research UK to work towards our mission".

Head of IT - Alzheimer's Research UK

Teams Room Systems



All about Risc

Risc IT Solutions are Cloud experts: IT professionals and trusted advisors who help companies work smarter by providing the right solutions to their business challenges.

We are one of Microsoft's top UK Gold Partners with over 20 years experience in delivering Cloud services and solutions managing more than 25,000 users.

We have a long standing relationship with TeamsLink and have been awarded Platinum Partner status in recognition of our ability to consult, deliver and support TeamsLink to a wide number of organisations.

- Dedicated account manager
- 24x7 UK-based technical support and expert advice
- Ongoing support to help maximise Cloud investment
- Advice on licences, security and additional services



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