RISC IT SOLUTIONS

21st Anniversary

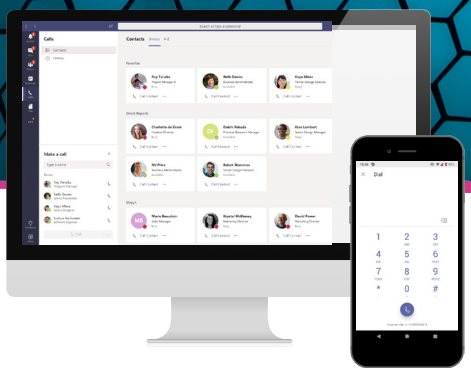
TeamsLink Information Pack

Microsoft Partner

Microsoft

Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Datacenter
Silver Cloud Platform

TeamsLink Overview



TeamsLink Overview

Enable external voice calling from within your Microsoft Teams client securely and efficiently with TeamsLink, connecting inbound and outbound calling directly through Microsoft Teams.

TeamsLink is fully Cloud-based, so there's no need for any onsite infrastructure - just switch and start calling from your Teams client. Make and receive UK, international, and mobile calls even with non-Teams contacts, with reliable and cost-effective calling bundles.

Features

- TeamsLink Management Portal
- Microsoft Approved Solution
- Microsoft Certified Hardware
- Unlimited UK Minutes
- Numbers available in 127 countries
- Location-based Routing
- Monitoring Tools for Call Traffic
- Full UK Porting & Ranges
- Integration with PBX (TeamsLink Connect)
- Call Recording

Benefits

- Cost Savings on Calls
- Simple Set Up and Management
- Optimise Bandwidth & Voice Quality
- Infinitely Scalable System
- Integrate Existing Phone System
- Hybrid Platforms for Smooth Migration
- 20+ Years Porting & Carrier Experience
- Teams Integrated Handsets

Why do Risc IT work with TeamsLink?

TeamsLink have over 20 years experience in voice technologies working with businesses across the UK to deliver high-quality, reliable voice and phone systems. TeamsLink is a platform that provides on-net, high quality traffic through diverse routes to give you the ultimate unified communications platform.

As well as an internal development team dedicated to advancing the technology alongside Microsoft, TeamsLink partner with vendors that provide Microsoft Certified handsets that run Teams directly onscreen, giving you the choice of how you roll out Teams calling to your users.

ISOQAR REGISTERED UKAS MANAGEMENT SYSTEMS 0026
Certificate Number 9963
ISO 9001, ISO 27001

Microsoft Silver Partner

cisco Partner Premier Certified

Mitel platinum solutions partner

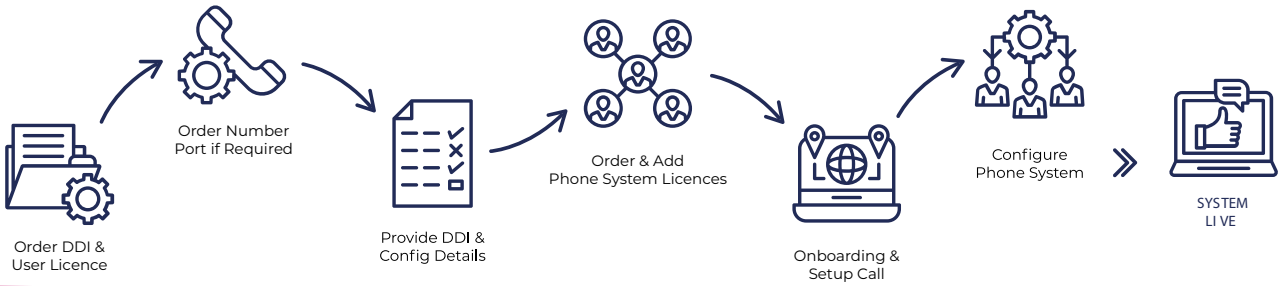
SUMMIT PARTNER silver peak

CYBER ESSENTIALS PLUS

Comparison & Order Process

TeamsLink vs Microsoft Comparison

	TeamsLink	TeamsLink PRO	Microsoft
UK Inclusive Minutes *	**Unlimited**	**Unlimited**	1,200 Minutes
Number Porting Supported	**Yes**	**Yes**	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	Yes	Yes	Yes
Follow-the-Sun Routing	Yes	Yes	Yes
Auto Attendant	Yes	Yes	Yes
Music on Hold	Yes	Yes	Yes
Call Queues	-	Yes	Yes
Visual Routing Manager	**Yes**	**Yes**	-
Advanced Disaster Recovery	**Yes**	**Yes**	-
Skill Based Routing	**-**	**Yes**	-
PowerBI Reporting	**Yes**	**Yes**	Yes
Teamslink Advanced Add-ons			
Group Voicemail	Yes	Yes	Yes
Address Book	**Yes**	**Yes**	-
MiFID II Compliant Call Recording	**Yes**	**Yes**	-
Manual Pause/Resume for PCI Compliance	**Yes**	**Yes**	**-**
Live Listen	**Yes**	**Yes**	**-**
Supervisor Licence (inc Wallboards & Dashboards)	**-**	**Yes**	**-**
Further Integrations			
Five9 - Full Omni-Channel Capabilities	**Yes**	**Yes**	**-**



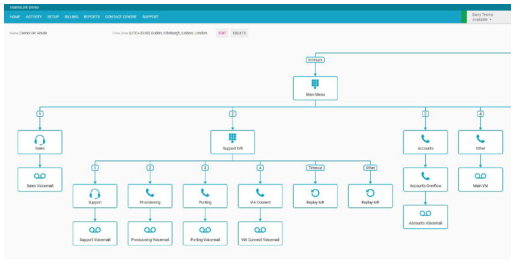
TeamsLink Pro Overview

What is TeamsLink Pro?

TeamsLink Pro brings contact centre features to your TeamsLink platform, available as both an Agent licence and a Supervisor licence. Boost your capabilities with skill-based routing, wallboards, supervisor dashboards and Power BI reporting.

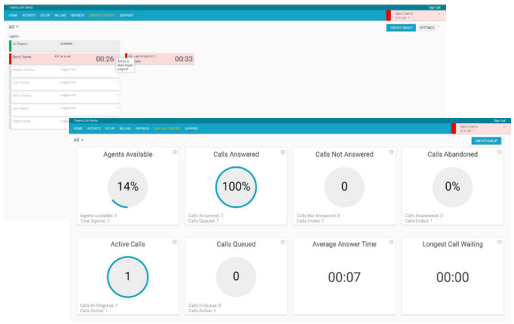
Advanced Call Routing

TeamsLink Pro provides advanced call features not available with Microsoft Teams, all controlled through a visual management portal, with the ability to make changes with just a few clicks.



Dashboards & Wallboards

TeamsLink Pro gives both agents and supervisors access to the best visual tools to meet your users' needs. The agent dashboard is perfect for helping contact centre agents manage their calls more efficiently, seeing details instantly to give the best customer service. For contact centre supervisors, the dashboard keeps track of activity and agent availability with a wallboard feature to display key KPIs and statistics.



Power BI Reporting

TeamsLink Pro comes with Power BI integration and templates so you can create customised reports pulling data from multiple dashboards for live reporting.

What is TeamsLink Connect?

TeamsLink Connect is a solution that enables you to connect your traditional phone system to Microsoft Teams. Because every system is different and customer requirements will differ, TeamsLink Connect is designed on a per solution basis to offer the highest level of integration and functionality.

TeamsLink FAQs

What is TeamsLink?

TeamsLink is a Microsoft certified way to connect the Microsoft 365 Phone system to the Voice network to enable calling to traditional telephone numbers.

Can I use Microsoft Teams as a replacement for my customer's Phone System?

Yes, providing you have the required licensing. The majority of traditional PBX features are available including Hunt groups, Auto Attendants, Call Forwarding, Mobile Twinning etc.

What do I need to use Teams to make and receive telephone calls?

To enable Voice in Microsoft Teams you need two items:

1. Either a Phone System or Business Voice Licence add on (purchased from Risc IT Solutions).
2. A connection to the outside world - this is where TeamsLink comes in!

Which Microsoft 365 Licences can use TeamsLink?

Microsoft has split licensing depending on the number of users and licence plans:

Less than 300 Users	More than 300 Users
Microsoft 365 Business Basic + Business Voice Microsoft 365 Business Standard + Business Voice Microsoft 365 Business Premium + Business Voice Office 365 E1 + Business Voice Office 365 E3 + Business Voice	Office 365 E1 + Microsoft Phone System Office 365 E3 + Microsoft Phone System Office 365 E5 + Microsoft Phone System

What Handsets and Hardware do I need?

There are a range of Microsoft Teams enabled Handsets from Audiocodes, Polycom and Yealink which can be used, and more manufacturers are being added all the time.

How do numbers work with TeamsLink?

TeamsLink can provide a new number or port your existing numbers in the UK and in many countries around the world. All of the UK number ranges are available as well as non-geographic numbers.

I can buy a Microsoft Calling Plan directly, why do I need TeamsLink?

TeamsLink takes all the features of Microsoft Calling and makes them better for your business: better value, better features, better management, better support.

TeamsLink FAQs

I have offices and users all over the globe, can I still use TeamsLink?

TeamsLink and Microsoft Teams are designed for the global mobile workforce. With outbound calling available from over 33 Countries globally, and inbound numbers available in over 180 countries worldwide, TeamsLink provides the best global reach for your customers.

Can I integrate Teams with an existing legacy Phone System?

TeamsLink can provide integration with existing Phone Systems and Microsoft Teams. We work with experienced Voice engineers who can help plan, design, and deliver integration.

What about Analogue Lines?

Analogue lines can be connected via an ATA (Analogue Terminal Adaptor) or retain your existing analogue lines.

What sort of connection is needed for TeamsLink?

TeamsLink calling uses the G711 Codec which needs approximately 80k of bandwidth for each call. However, equally as important, is making sure you have low latency and jitter to ensure the best quality calls. If you are using Teams for video conferencing and calling, you will need extra bandwidth. We recommend using a circuit from TeamsLink to deliver the best end to end experience.

Is the service reliable and how good is the quality?

The platform is based on Microsoft certified hardware operating in Datacentres with full redundancy at the core of our network. The solution operates in high-availability, diverse connectivity to maximise performance. Our network is directly connected to the major UK and global carriers to ensure the highest call quality at all times.

How do I manage and configure Microsoft 365?

The configuration for Teamslink and Teamslink Pro can be managed from our easy to use, advanced portal enabling administrators to manage your routing easily, or we can do it for you.

TeamsLink | wavenet

RISC
IT SOLUTIONS
21st Anniversary

01492 862 780

www.riscitsolutions.com

Microsoft Partner
Microsoft

Gold Small and Midmarket Cloud Solutions
Gold Cloud Productivity
Gold Enterprise Mobility Management
Gold Datacenter
Silver Cloud Platform