

Unlock the value of voice with Microsoft Teams

verizon[✓]
business



Your guide to choosing the right voice solutions for your business

Your hyper-distributed workers need a compliant, convenient, and seamless voice solution to help them connect from virtually anywhere, on any device.

Out of the box, Microsoft Teams is only set up for calls within your organization. But by adding Verizon calling solutions to your Teams experience, you can equip your employees with a secure, compliant, and feature-rich external calling solution that's powered by Verizon's 5G/LTE and wireline networks.

Use this workbook to help you decide which Verizon voice offering is the right fit for your business—so you get the most value out of your investment.



Consideration 1:

Recognize your users' unique needs

Before you implement a new calling solution, consider who will be using it and what their needs are. If your workforce includes on site, hybrid, and mobile workers in the field or on the go, acknowledge that each role may require something different.

Taking time to understand how your employees interact with a calling solution can help you find one that equips them with tools to help them stay productive and engaged.

Where do your employees work?

- On-site
- Remote
- In the field or on the go
- Hybrid

What collaboration features will they need?

- External voice calling
- Video conferencing
- Messaging
- Microsoft Teams access
- 5G connectivity
- Participate in queues or hunt groups while mobile

Do you have compliance or regulatory policy needs?

- Extend Microsoft Teams compliance to mobile native calls
- Automatic call recording and archiving of mobile native calls
- SMS/Text Message Archiving
- Unified Caller ID for Mobile users

Consideration 2:

Assess your existing technology environment

As you're modernizing your systems and tools, your business may contend with stubborn pockets of outdated technology, like elevator paging systems, legacy point-of-sale terminals, and even fax machines.

If you're evaluating whether to add a new calling solution, think about how it will fit into the rest of your technology stack. If you're evaluating implementing a new calling solution, think about how it will fit into your existing technology stack and what changes you might need to make to ensure employees can collaborate effectively. Ask yourself:

What communications technology do you currently have?

- What solutions do you already have in place?
- What's missing from your stack?
- What are your employees' pain points with existing technology?
- Are there any shadow solutions present?
- Where are you in your cloud journey?
- Have you considered outsourcing so your IT resources can focus on critical business differentiators?

What needs to change to accommodate a voice solution?

- Are any solutions reaching end-of-support?
- Do any solutions need to be replaced?
- What kind of support do you need to work with or around legacy solutions?

Will your employees need training on new technology?

- What skills do they already have, and what do they need to learn?
- How will you manage change and accelerate adoption?

Consideration 3:

Determine the importance of mobility

Like our first consideration, it's worth knowing how, and where, your employees will use their devices for work. For multinational organizations, a mobile-first calling solution can help them stay connected to each other the way they need, wherever they are.

- Does your workforce need to make and receive calls via Teams outside the organization?
- Do you have a frontline, mobile, or hybrid workforce that you want to enable with a mobile-first Teams calling experience?
- How would you prefer outbound calls to appear on Caller ID?
- Can your employees use their preferred devices to collaborate?



Consideration 4:

Take a global view

For multinational organizations, global collaboration is essential— which means companies need the ability to call and work together seamlessly, securely, and cost-effectively, across geographies.

Where are your employees located geographically?

- Can your employees work seamlessly with in-country suppliers and partners where needed?
- What regional regulations and policies exist in each geography?
- Does your voice solution need to work in all regions?

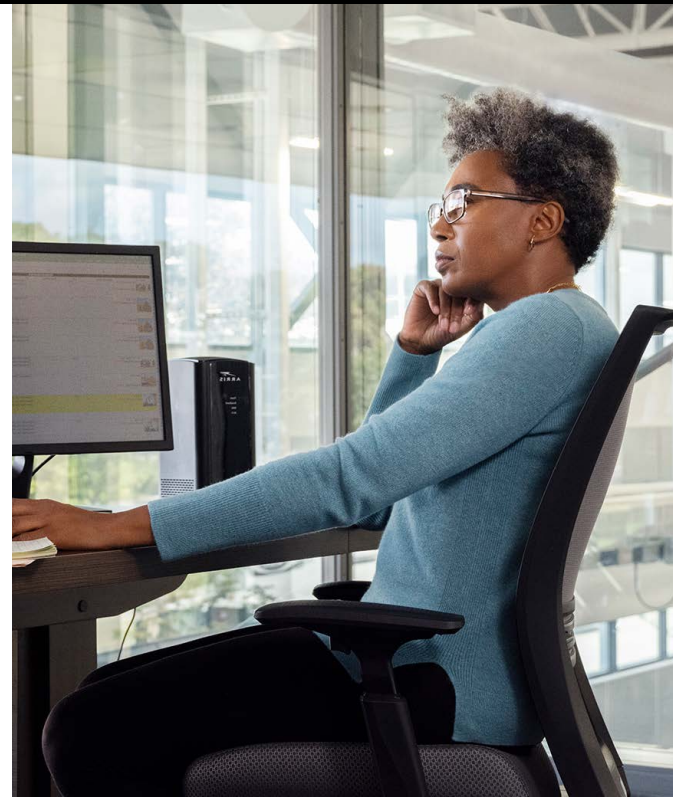


Consideration 5:

The value of network resilience

No system is perfect—it's a fact of life that systems go down from time to time. But any downtime can cost businesses money, time, and customer confidence—so it's essential to have solutions in place that support business continuity and resilience.

- Is the quality of a mobile network important to you?
- Do you need key VoIP services like on-premises survivability, or just dynamic routing?
- Have you identified your mission-critical locations and users?
- Have you identified any resilience gaps you may have?
- Does your partner offer SLAs with up to 100% availability?
- If systems do go down, how can your teams still be productive?



Consideration 6:

Plan for emergencies

Planning emergency call availability is an absolute requirement. But it brings complications of its own like a U.S. requirement to embed caller location data so first responders can know where calls originate from, no matter where employees are.

- What regulations exist for your segment in different geographies?
 - Some countries might require local connectivity for emergency services
- What are the requirements for your specific PSTN connectivity setup?
- Do you need a custom emergency service disclaimer?



Verizon has three calling options for Microsoft Teams

You need anywhere access.

Verizon Mobile for Microsoft Teams* enables anywhere access to Microsoft Teams capabilities, all via a single business-provided phone number for mobile and desktop.

*Available in the U.S.

You want simplicity.

Verizon VoIP for Operator Connect can provide calling for Microsoft Teams® businesses with less complex calling needs.

You need flexibility.

Verizon Calling with Microsoft Teams (Direct Routing) enables calling from Microsoft Teams and provides businesses with the flexibility to integrate with other calling solutions.

Choosing the right voice solution for your business—and the right partner can make all the difference. When you work with Verizon, you can take advantage of our experience, expertise, and global presence. We're here to help you select and implement the right voice solution for your business, so your workforce can communicate and collaborate more efficiently, be more productive and gain a competitive edge.

Get started with Verizon calling solutions for Microsoft Teams today. Contact your account representative to learn more, or visit <https://www.verizon.com/business/products/voice-collaboration/collaboration-platforms/microsoft-teams-for-collaboration/>

