

# Microsoft 365 Business Voice

All-in-one modern phone  
system (no PBX required!)



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# Introduction

Remember the days of the clunky old clicking PBX hanging on the wall? Desk phones plugged in and hard to move? Even worse, hugely expensive support contracts and lengthy setup every time a change was needed.

Things have come a long way since then but Microsoft 365 Business Voice pushes communication innovation to the next generation. Previously only available to enterprise level customers, Microsoft have brought the latest digital, cloud-based phone system to SMBs.

No servers needed, no extra equipment, just an Office 365 subscription with Teams and you have a fully reliable, secure and intelligent phone system capable of being used at your desk, on your laptop or even on your cell phone wherever you are. Best of all, you can get all this functionality for just £12/user/month with 1200 UK minutes included.

Microsoft 365 Business Voice is a pay as you go, easy to use phone system in a box. It can be added to any Office 365 plan which includes Teams for a simple £12+vat /user/month. You can use the microphone/speaker/camera on your laptop/desktop/cell phone to make and receive calls, host or join audio and video conferences and much more. Of course, if you want to use a desk phone or headset, you can! SIP phones are available to purchase and will easily integrate into the phone system.



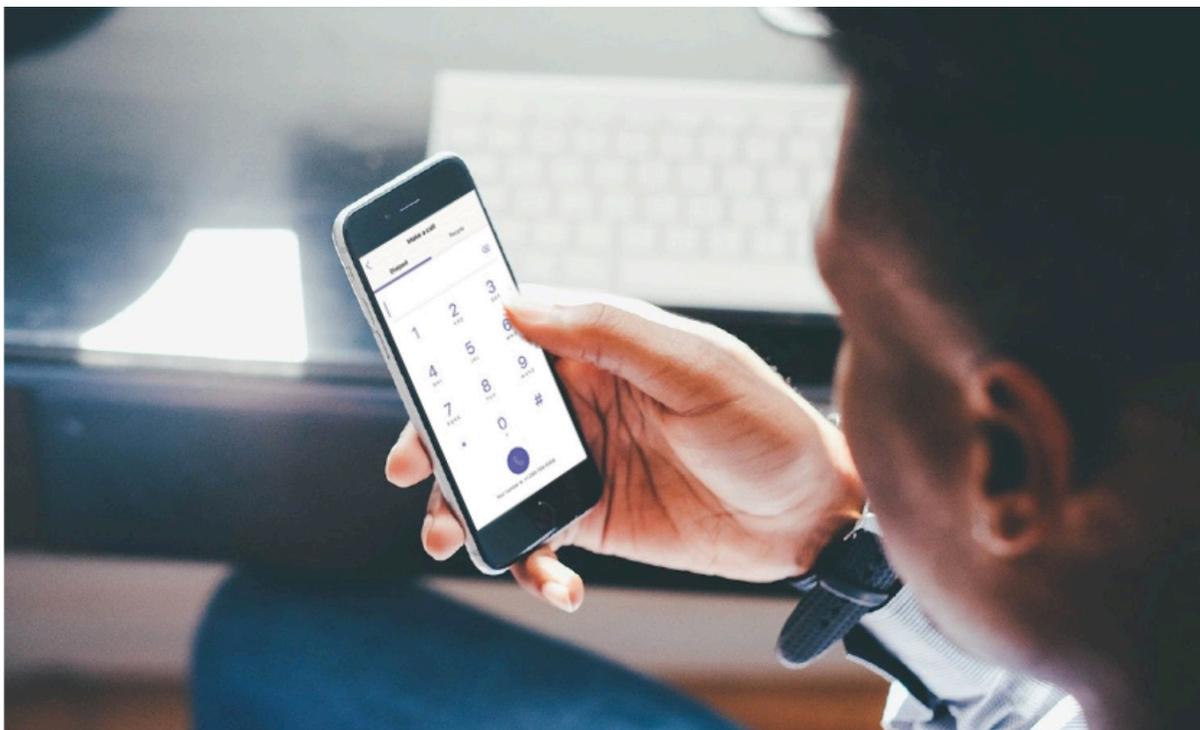
In the rest of this guide we'll try and answer some of the most asked questions.

# How easy is it to use Microsoft 365 Business Voice?

You can use Microsoft Business voice just like you would use a regular phone system, although most people just use the Teams application and their laptop/desktop microphone and speakers. You can add normal phones like conference phones to the system as well.

The package includes all the usual features too such as call answering and initiating by name and number, call holding, call queuing, call forwarding, simultaneous ringing, call history, voicemail and emergency calling.

So, in everyday use, it will be just like any other phone system except it will work across all your devices wherever you are.



# How do you set it up?

Luckily, and unlike many older phone systems, Microsoft business voice has an easy to use admin panel in the usual Office 365 web-based admin centre.

This admin centre allows users to obtain new numbers, and you can choose what dial code they will be, assign them to people and setup queues.



**If you don't want to admin this yourself, SMS have a variety of advanced support and professional services options to help.**

# What if I already have a PBX?

Although most SMEs will go for the turnkey option, point a number to a phone and all done, larger organisations may have reasons to stick with their existing PBX. This can be done in Microsoft 365 Business Voice using Microsoft Direct Routing although the setup depends on your specific PBX and requirements.

This means you can keep your existing investment, use your call plans you already have setup whilst still leveraging the collaborative advantages of Microsoft Teams.



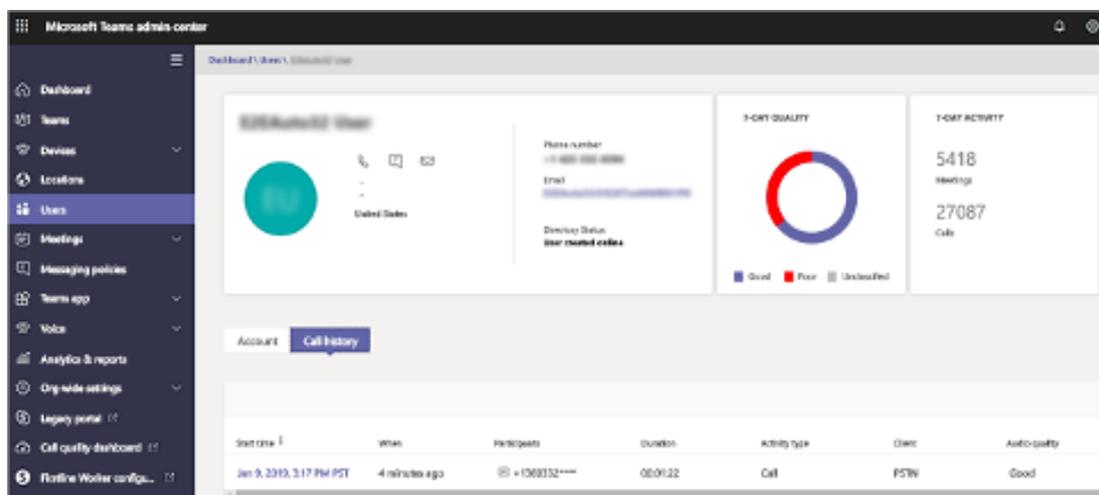
# What about call quality?

This question comes up a lot when we talk to clients. Many have tried voice over IP (VOIP) solutions in the past and had problems with broken up sound and disconnections.

VOIP solutions, including business voice, send all their data across existing network links and so a weak, slow or unreliable link anywhere along the way can cause audio problems. Indeed, this was commonplace when the first VOIP Systems debuted several years ago. However, these days, even normal office networks have fast enough links for this not to be an issue.

For larger organisations, or situations where the network links are especially slow, Quality of Service (QoS) could be implemented in Microsoft Teams and across the network. This allows time sensitive traffic such as voice and video to “cut in line” in front of web or download traffic.

To further help, Microsoft include a Call Analytics and Quality Dashboard in 365 which gives you several ways to monitor and troubleshoot any call-quality problems.



# Microsoft calling plans

If you have tried to buy a traditional PBX before, you know that there can be a confusing array of plan options.

The simplest way to buy Business Voice is a simple £12/user/month plan. This provides 1200 domestic minutes/user/month and these minutes are pooled at the tenant level, so you don't need to worry if one user is a heavy user, but another is a light user. Additional minutes, international calling and other premium numbers are charged using communication credits.



# Business Voice Features

## **Audio conferencing**

Business Voice is an enterprise-level phone system capable of audio conferencing up to 300 users at once.

## **Easy audio/video start**

During text-based chats, users can start an audio or video call with just one click. They can switch to a different mode with another click, or even start a full-blown meeting with presentations

## **VoIP dial in and dial out**

Users will have the ability to dial in or out via tools they are already using, such as Microsoft Teams

## **Call transfer and queuing**

Business Voice allows users to queue or transfer callers, and when callers are placed in the queue, the system will provide them with a greeting to put them at ease.

# Business Voice Features

## **Legacy number migration**

You may be worried about losing your old number, after all, that's where your existing customers have been reaching you for years. Business Voice allows you to migrate this legacy number into the new system, so you can get all the benefits without disrupting your existing customer base.

## **BYOD**

Another reality of today's workplace is that employees constantly switch between devices – desktop computers, laptops, tablets, and smartphones. They will need to be able to use your system no matter which device is most convenient for the situation, and fortunately, with Business Voice, that's possible. Users can use Business Voice on any smartphone or computer system as well as a desk phone or conferencing system.

## **Easy setup**

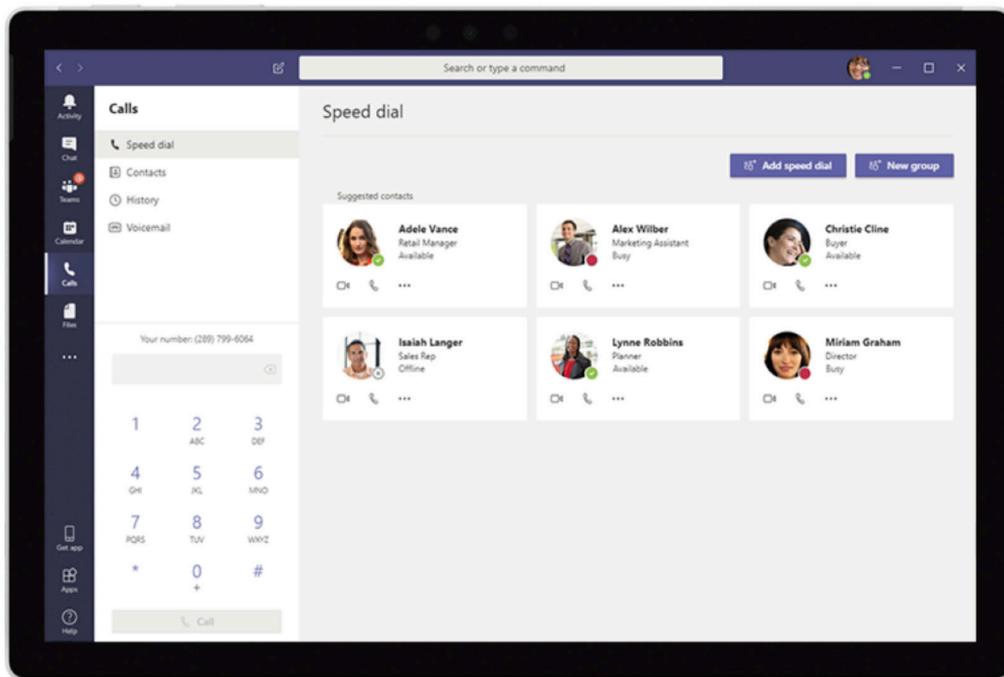
Business Voice has an easy setup like other Microsoft tools and even comes with a "Getting Started" wizard to help you on your journey. The wizard will also allow you to set various Business Voice licenses to specific users on your team.

## **AI technology**

Business Voice will also give you access to AI technology for transcribing voicemail and translating chat messages.

# Microsoft Business Voice & Teams

Microsoft 365 Business Voice is a modern cloud-based telephony solution that integrates into Office 365. It gives you calling together with chat and meetings in a single app, Microsoft Teams.

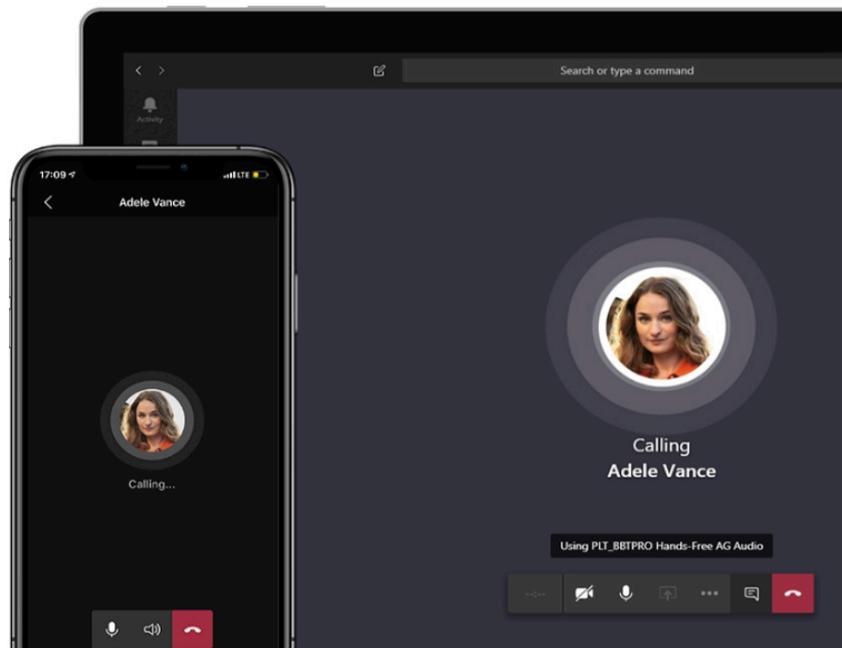


With Microsoft Business Voice you get the following included:

-  **Enterprise-grade phone system**  
Reliable and secure calling delivered from Microsoft's trusted cloud.
-  **Built-in audio conferencing**  
Add flexibility to your meetings with a dial-in number, integrated into every online meeting.
-  **Calling plan**  
Get new phone numbers or migrate existing ones. Make and receive PSTN calls to any number.

# Microsoft Business Voice & Teams

Stay connected with a single phone number across your computer, mobile device, and desk phone. Get a consistent experience across devices with the Microsoft Teams app and Teams devices. Make calls and join meetings with one-click.



## **All settings can be seen and changed inside your normal Microsoft Office 365 portal**

Best of all is the simplified pricing model. At the moment you may well be paying for a PBX, PBX support, handsets, call plans and more. Microsoft 365 Business Voice can be added to any Microsoft Office 365 subscription that includes Teams for just £12/user/month+VAT. You even get 1200 minutes of UK calling, pooled at the Microsoft Tenant level and dial in conferencing for up to 250 people per meeting!

We think this is a game changer for many businesses as it will simplify your IT and allow a much better telephony experience whilst saving money.

# How secure is Teams?

If you're going to use Teams for all this business-critical communication, you will want to make sure it is completely secure. Microsoft Teams is far ahead of its competitors providing cutting edge security and compliance built right in.

All the data sent and received by Teams is encrypted both at rest and in transit. This means that any stored data is fully encrypted as well as being secure from end to end.

Microsoft Teams meets or exceeds current compliance standards including ISO 27001, HIPPA, SOC 3 and the EU Model Clauses. All of which means that no matter what standards you have implemented within your environment, Teams is bound to be compliant.

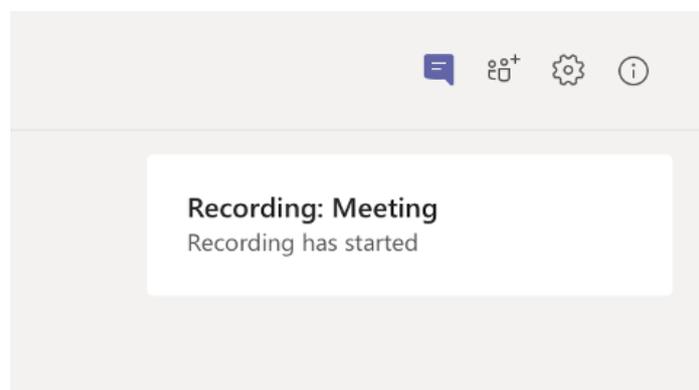


# Recording meetings and conference calls

Another great feature in Microsoft Teams is the ability to record Audio, Video and anything else shared with you. Once recorded and saved, you can download or share the recording with any other content to any of your contacts.

Of course, this is incredibly useful for recording discussions, client meetings and so on but you can also use it to create company announcements, team updates, news, training or even webcasts.

**Is it hard to do? Not at all. Again, click on the ... menu and choose "start recording"**



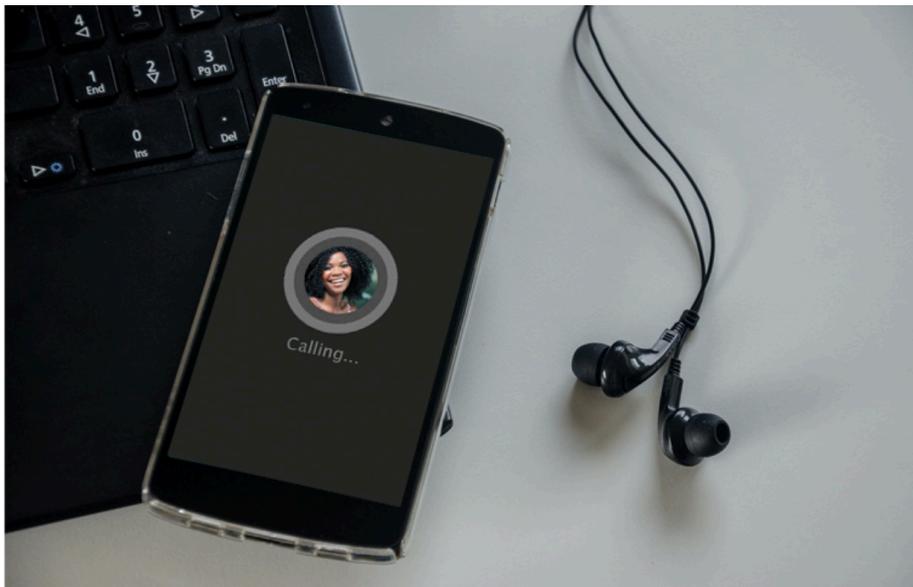
**Privacy Note:** When a meeting recording starts, Teams shows a notification to all participants on the Teams desktop, web, and mobile apps, as well as to people who joined via phone.

In some places, you legally need to get everyone's permission before you can record them. Make sure you know the rules before you start.

# Why SimplyMS For Microsoft 365 Business Voice?

SimplyMS have been helping businesses around the world with their cloud solutions since 2006. As a full Microsoft Gold Tier-1 Direct Partner, SMS can help explain which the best cloud applications and services are to fit your needs. From there, we can get you up and running quickly and then support your ongoing requirements with our experienced cloud helpdesk.

The best thing is that Teams comes included in most Office 365 plans so you can start enjoying the features without paying a fortune. Just add a Business Voice subscription for each user.



The first thing to do is to give our friendly sales team a call on 01925 818448 They will be happy to discuss how Teams and Business Voice can set you free from information overload.

# Need a bit more support?

SimplyMS have a range of support options from the generous level of inclusive support through to the VIP premium support. Depending on how much you want to do on your own, you can tailor make your package.

	Standard Support - FREE with Office 365	Essentials Support	Premium Support
	Included per month	€1.99 per month	€2.99 per month
Max users	✓	✓	✓
24/7 SMS support (ticket support)	✓	✓	✓
9-5 Monday to Friday (phone support)	✓	✓	✓
Nominated IT admins	Up to two IT administrators	Up to three IT administrators	Up to five IT administrators
Office 365 licence assignment support	✓	✓	✓
SMS will escalate problems to Microsoft on your behalf	✓	✓	✓
Access to SMS's Office 365 knowledgebase	✓	✓	✓
Access priority professional services (additional fee)	✓	✓	✓
Assistance with setting up DNS on domains held elsewhere		✓	✓
Assistance with creating users/ groups, bulk imports etc.			✓
End users can request support directly			✓
	<a href="#">Order Now</a>	<a href="#">Order Now</a>	<a href="#">Order Now</a>

