

Experience integrated calling from Microsoft Teams with BT's proof of concept

We are offering you a 60 day proof of concept (PoC) which let's you make and receive PSTN calls from Microsoft Teams within your Office 365 Tenant.

BT One Cloud Direct Routing

We provide our One Cloud Direct routing capability for the PoC using its virtualised session capability based in Azure combined with an internet-based SIP service to enable telephony services for the PoC. Please note that emergency service calling is not supported during the PoC.

Quality of experience monitoring

We provide reactive monitoring of the direct routing service via Call Analytics and the Call Quality Dashboard. Call Analytics is Microsoft visual deep-dive tool to help troubleshoot and analyse problematic calls from a simple user interface.

Call Analytics allows you to view all calls and meetings from a single user, then zoom in on single calls from that user, allowing you to view device reports, network reports, or walk through the entire quality report.

So we can monitor call quality for the PoC, we need to be granted the rights of Teams Communications Support Engineer.

Team Details can be found here for Teams administration roles: docs.microsoft.com/en-us/MicrosoftTeams/using-admin-roles

How will I be supported through the PoC?

We provide support, along with our delegated partner, by e-mail and phone. The support will be provided to your named administrator in English on a 24/7 basis. The support will include proactive monitoring of the PoC and incident management, as well as any necessary configuration changes.

As this is a PoC and there may be frequent improvements, a maintenance window is reserved on weekdays between the hours of 19:00 and 22:00 GMT. You'll be notified if there's the possibility of a service outage during this time.

Designed to help you assess the suitability of our Direct Routing solution the PoC will:

- **Provide you with 60 days of usage** – the 60 days starting once the service has been established and tested by, both you and us.
- **Be available in up to three countries** – which you can select from an agreed list.
- **Support up to a maximum of 30 users** – spread across the countries you choose.
- **Provide all users with a geographic or none geographic DDI's** – (depending on country and its associated regulatory position for these voice services) for the period of the PoC.
- **Give you a full picture of what you've used** – where and how good the experience has been for your users.



There are 5 steps to the PoC

<h3>Planning</h3>	<p>We'll hold an initial workshop with you to determine the contact points for both organisations, finalise PoC users, locations and details for network testing and configuration for both network and voice, as well as your O365 tenant.</p>	
<h3>Readiness</h3>	<p>Simple network testing will be carried out by you to determine network suitability for your chosen PoC users and associated sites. The assessment will be carried out using the Microsoft Network Assessment Tool. This provides you with the ability to perform simple network performance and network connectivity tests using the same real-time media technology as a Microsoft Teams and Skype for Business Online client.</p>	
<h3>Configure</h3>	<p>Teams tenant configuration engineering resource will be available to assist in the configuration of your Teams tenant. We can either train your IT personnel to configure the Teams application for our Direct Routing solution, or do it for you. You'll need to give us the appropriate rights to make the necessary configuration changes to enable Direct routing to Microsoft Teams and make the relevant changes to user policies. As a minimum you'll need to give us Teams Communications Administrator rights*.</p>	
<h3>User adoption</h3>	<p>Once your Teams tenant is configured and direct routing established with test calls, the PoC will start (confirmed start date and finish date will be communicated) for a period of 60 days. After the 60 days, the PoC will stop and notification will be given. The direct routing sessions will be ceased, and numbers removed.</p>	
<h3>Review & report</h3>	<p>Within 15 days of the PoC finish date we'll schedule a review session you to share the PoC dashboards and get your feedback on the service elements for our One Cloud Direct Routing.</p>	

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BT Direct Routing – licenses

Please be aware that you will need to provide the appropriate Microsoft Licenses (minimum E3 Cal with Phone System) for the PoC to function.

You will also need to review and agree to a PowerSuite Eval license agreement for Direct Routing Monitoring.

Proof of Concept charges

We will provide the PoC as described above for a period of 60 days for a fixed fee.

It will include reasonable business use calls within the package, but excludes premium rate numbers or diallers (we have the right to switch off the trunks).

What could Direct Routing do for you?

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January 2020

