

# **Simplified communications: Mastering Microsoft Teams Calling**



**Are you currently  
using Teams for  
collaboration but  
not Voice?**

# Your speakers



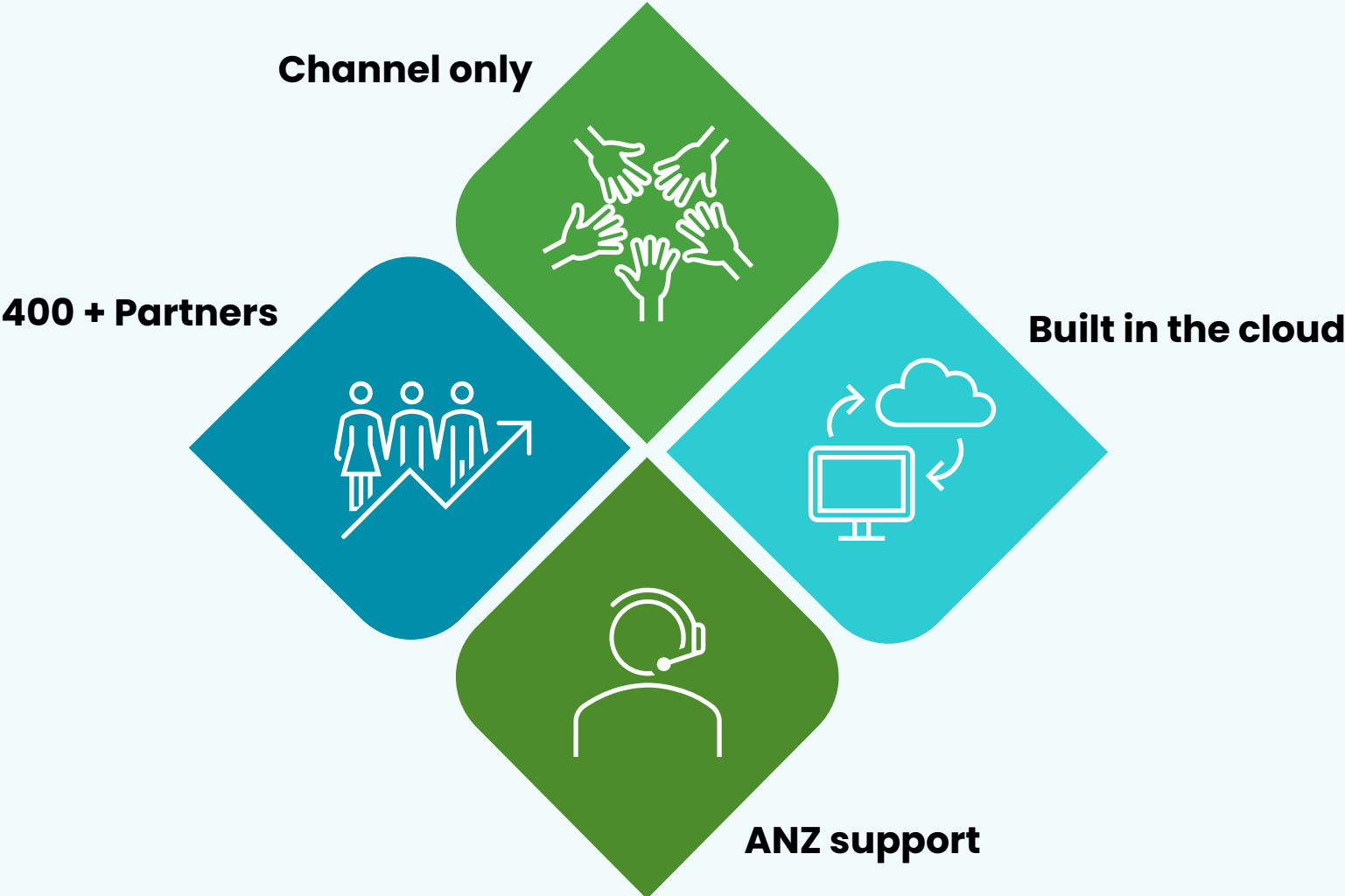
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# ABOUT ACCESS4

Australian UCaaS Vendor



# WE ARE ISO CERTIFIED



Information Security  
ISO 27001



Environment  
ISO 14001



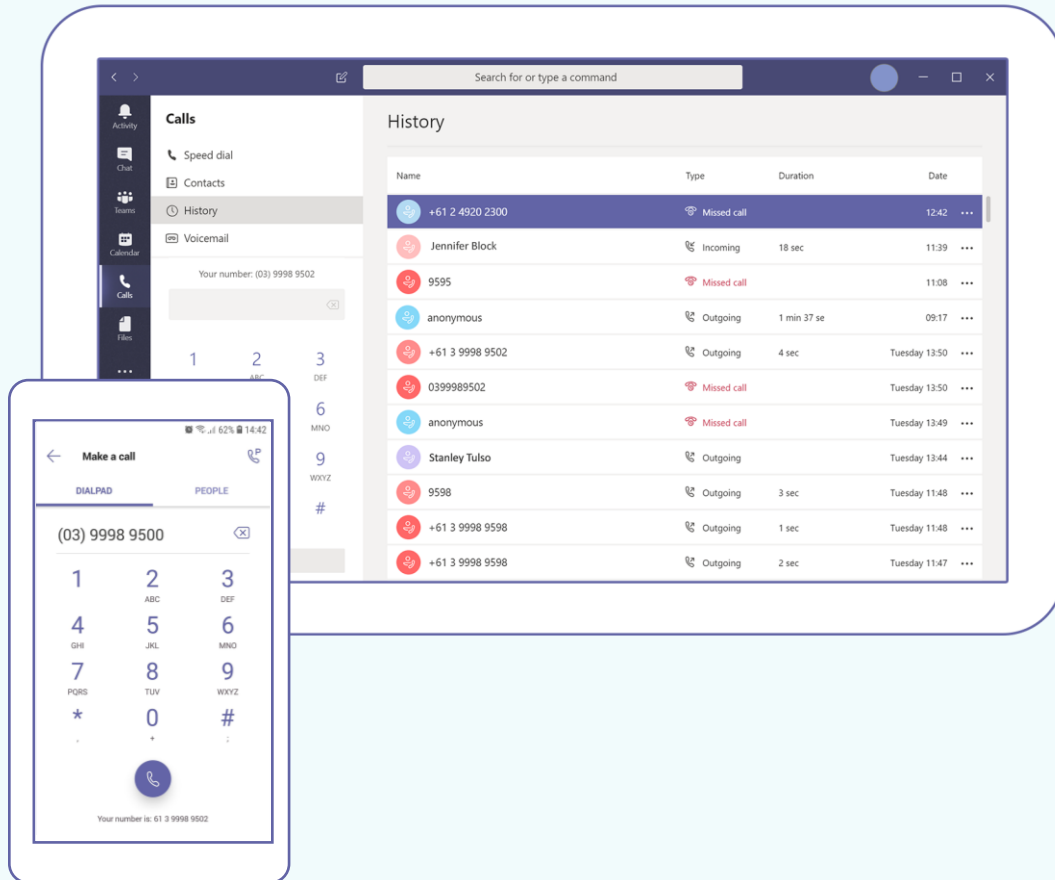
Quality  
ISO 9001



OHS  
ISO 45001



# WHY MICROSOFT TEAMS CALLING?



- Integrates your business phone line directly into the Microsoft Teams application.
- Expands the functionality of the existing Microsoft suite and syncs across your devices.
- A complete PBX replacement.

# GROWING SUCCESS OF MICROSOFT TEAMS



Fastest growing  
business  
collaboration  
software.



180+ million active  
daily users.



Software of choice for  
global organisations.

# Microsoft Teams



## Seamless Integration



- Microsoft Teams offers seamless integration with Office 365, enabling users to work effortlessly across Outlook, Word, Excel, and more.

## Superior Communication



- With robust chat, video conferencing, and calling features, Microsoft Teams enhances communication.

## Customisable Workspaces



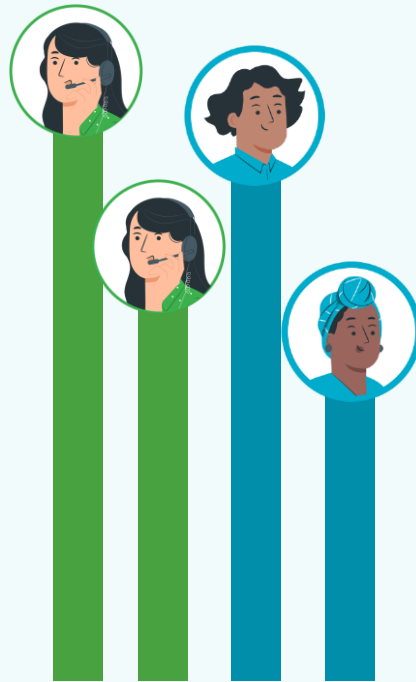
- Teams provides customisable workspaces, allowing organisations to tailor the platform to their specific needs.



# MICROSOFT TEAMS & VOICE

Product Type	Product	Type of Users	Type of Channels	Model	Features	Pricing
<b>Teams Channel</b> (Operator Connect or Direct routing)	<b>Teams Channel</b>	Teams Channel Basic Users only	Teams Channel	Pay per Shared Channel	Native features integrated within Teams	PAYG or Included per Teams Channel
<b>Teams User</b> (Direct routing)	<b>Teams Basic User</b>	Basic User	Included Independent Channel per user	Pay per user (Channels included)	Native features integrated within Teams	PAYG or Included per user. Dedicated Channels included.
	<b>Teams Enhanced User</b>	Enhanced User	Included Independent Channels per user	Pay per User (Channels included)	Advanced Telephony Features integrated with Teams. Redundancy with Webex.	PAYG or Included per user. Dedicated Channels included.
<b>Teams Flex</b> (Direct routing)	<b>Enhanced User and Channel Users</b>	<b>Both</b> Channel Basic Users and Enhanced Users	<b>Both</b> Teams Channels and Dedicated Channel for Enhanced Users	Leverage <b>both</b> models within the one customer tenancy.	<b>Flexibly provision Teams users</b> based on caller needs.	PAYG or Included Calls. Cannot combine per tenancy.

# Calling Model Comparison



Select a **per-user** model to ensure callers have independent channels.



Leverage **Teams Flex** to combine Enhanced Users with a Channel model in one tenancy.



Select a **Teams Channel** model to balance Basic Users with low calling contention.

Enhanced  
Basic

# Teams Flex Use Cases



## Reception users? Teams Enhanced.

Receptionist who needs a SIP handset to answer and transfer calls without reliability of Teams always running.



## Back-office users? Teams Channels.

Standard office staff with low calling volume and call frequency using teams calling as their standard softphone.

# Teams Flex Use Cases



## Call Centre users? **Teams Enhanced.**

Call Centre staff using advanced call queuing and analytics and Teams as their softphone.



## Back-office users? **Teams Channels.**

Standard office staff with low calling volume and call frequency using teams calling as their standard softphone.



**Inbound Calls**

# Scoping for Teams Flex

You can ask these questions to quickly understand if you need a Teams Flex solution for your customer.



How many callers need independent channels?



PAYG or Included?

How many regular callers in your business?



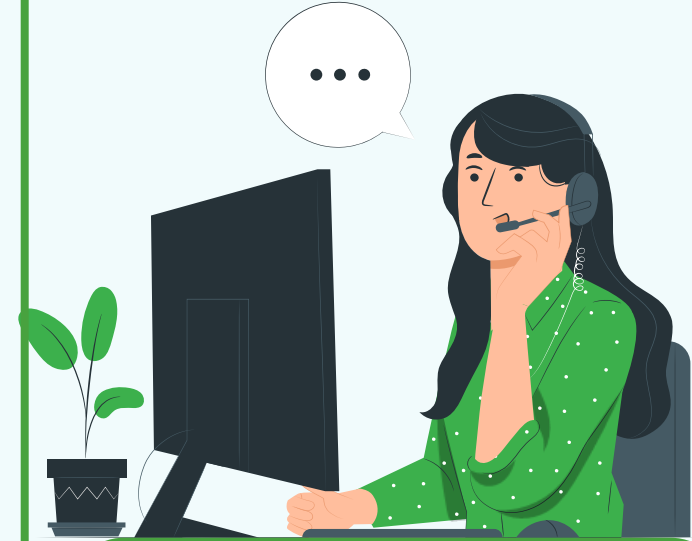
How many users need call center features?





**Teams Channel**  
**52 users**  
**11 shared channels**

- Sales 14 users
- Porting 6 users
- Technical Support 8 users
- Sales Support 6 users
- Marketing 7 users
- Operations 7 users
- Engineering 9 users
- Product 15 users
- Finance 8 users



**Teams Enhanced**  
**28 users with**  
**dedicated channels**

# Upgrade Enhanced with Addons!

icall suite 

CC4Teams

dubber

UC Payd

mondaGo

XIMA

redCactus



- Call Center Features
- CRM Integration
- Dashboards
- Call Recording
- Web Receptionist
- Inbound Numbers (1300, 1800, 800)
- Advanced Call Queues



# TOLLRING ICALL SUITE

Advanced call management and analytics to improve customer experience and maximise business productivity.





# PRODUCT OVERVIEW



# Questions?

**efex**  
SMARTER TECH FOR  
AMBITIOUS BUSINESS



# Reach out to learn more...

- Scan the QR code
- Your local efex representative
- [hello@efex.com.au](mailto:hello@efex.com.au)
- 1300 376 347
- [efex.com.au](http://efex.com.au)

