

## UCaaS + Teams vs. Smart Direct Routing



SCC Client



### UCAAS + Teams

- ✓ Access to SCC's 100+ Features.
- ✓ Advanced Contact Center Analytics.
- ✓ Integrate with any SIP phone that is registered with SIP Phone registered to SCC's Award-winning UCAAS system.
- ✓ SCC Managed Portal.



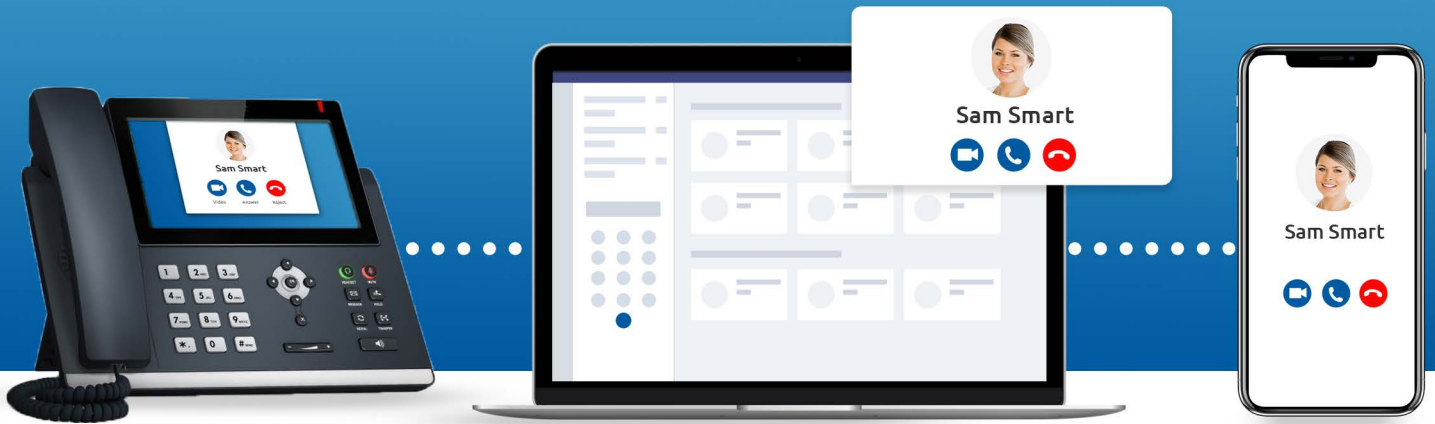
### Smart Direct Routing

- ✓ **Requires inhouse engineer or third party IT provider to manage Teams Tenant and 365 users.**
- ✓ Access to Teams Standard features.
- ✓ SIP Trunks Provided by SCC.

# SMART CHOICE

COMMUNICATIONS

Smart Choice Delivers Simple and Smart Communication Services Tailored to Your Modern-Day Needs.



## What you need to get started with Smart Teams

Base Plan	Required Phone System License
Microsoft 365 Business Basic Microsoft 365 Business Standard Microsoft 365 Business Premium Microsoft Teams Essentials (ADD Identity)	Teams Phone Standard License
Microsoft 365 Enterprise E1/E3 Office 365 Enterprise E1/E3 Microsoft 365 F3 Office 365 F3 Microsoft 365 F1	Teams Phone Standard License
Microsoft 365 Enterprise E5 Office 365 Enterprise E5	Included
<small>*Non-profit rate may vary                      View voice availability on each plan <a href="#">here</a>                      View <a href="#">Microsoft 365 Enterprise plans</a> and <a href="#">Office 365 Enterprise plans</a>.</small>	

### UCAAS + Teams

- ✓ Call from your desktop computer and smartphone App.
- ✓ Any SCC SIP phone if needed.
- ✓ Hundreds of SCC features + Microsoft Teams features.

### Smart Direct Routing

- ✓ Call from your desktop computer and smartphone app.
- ✓ Any Microsoft Teams certified phones if needed.
- ✓ Microsoft Teams features.

White-glove service • Network redundancy • 24x7x365 U.S. based support • Future-proof technology

# Microsoft Teams Comparison

## Features & Capabilities

Microsoft Teams Calling Plan

Smart Choice Direct Routing

Smart UCaaS + Teams

### Call Blocking

User can block their calls effective immediately through the Smart Choice portal.



### Call Center Support

Direct Routing and UCaaS + Teams are able to supply 24x7x365 US based support.

Limited

Unlimited

Unlimited

### Call Paths

The virtual path on which a telephone call travels. Call Paths live inside the SIP trunk. All Call Paths include unlimited inbound. Usage is only billed for outbound.



4 Callers = 1 Call Path



### Common Area Phones

Users have the ability to restrict dialing to certain areas.



### Contact Center Analytics

The analysis of standard contact center metrics to identify trends, impacts, causes and results.



### Direct Switching

Ability to switch a call between devices.



### Disaster Recovery

Smart Choice uses cloud-agnostic data centers such as Microsoft Azure, AWS, Google Cloud. Smart Choice also has its own data centers to regain access and functionality to its customers' IT infrastructure after a disaster.



## Backup Auto Attendant

Using Smart Choice's Virtual Receptionist only takes calls when the business lines are all busy or the staff does not answer after a few rings.



## Per DID Fail Over

Within your Omni portal, set up your per-DID failover, whether on the fly or preconfigured.



## Per DID Routing

With Smart Choice, you can go into your Omni portal and instantly add DID's.



## Managed Call Recordings

2GB call recording per call path as well as access to call recordings instantly through the Omni portal.



## Managed Call Records

Access, store, and organize call records instantly through the Omni portal.



## Integrated Dial Pad

Dial pad interface available.



## Microsoft Portal

The Office 365 portal is the tool that allows you to access email, calendar, and files saved to OneDrive for Business. The portal also offers online versions of Word, Excel, and PowerPoint, which allows for quick and easy viewing and editing of files.



## No Network Equipment Required

No additional installation, plug and play.



## Network Redundancy

Smart Choice uses top-tier ISP's such as Lumen, Cogent, and Verizon, and top DID providers including bandwidth, Lumen, AT&T. Smart Choice also uses tier-one voice providers around the globe.



## Management Portal

Providing you with complete control over your entire UCAAS solution, the Omnivoice Portal allows you to customize features based on your business's needs. An all-in-one communication solution, the portal equips you to manage your organization by overseeing individual users, extensions, groups, IVR's, queues, and more, through one visual dashboard.



## SCC UCaaS Features

Over 100 UCaaS features provided by Smart Choice, including (3 important features).



## SCC's 24x7x365 U.S. Based Support

Our support network is exclusively based in the US, with operation centers based throughout the country to deliver timely, empathetic help whenever you need it.



## Teams App for Desktop Computer

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place.



## Teams App for Smart Phone

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place.



## Teams Certified Phones

Desktop phones and conference phones that are compatible with Microsoft Teams (Including Yealink and Polycom).



## SIP Based IP Phones

Integrates with any SIP compatible phone that is registered with SCC's award-winning UCAAS system.



## White-Glove Service

- 24x7x365 U.S.-Based Support
- Skilled Microsoft and Network engineers available



## SCC Phone Catalog

### Business Cloud Solution

Integrates with any SIP compatible phone that is registered with SCC's award-winning UCAAS system.



Desktop Phones



Cordless Phones



Conference Phones

### Smart Direct Routing

Smart Direct Routing utilizes SCC's award-winning voice platform to make and receive phone calls on any device using Microsoft Teams. Reduce operating expenses by paying for only what is needed versus purchasing individual calling plans from Microsoft on a 1:1 ratio.



Yealink

poly

Desktop Phones

Conference Phones

Desktop Phones

Conference Phones

### Smart UCaaS + Teams

Smart UCAAS + Teams gives enterprises an award-winning, feature rich UCAAS solution to pair with Microsoft Teams' state-of-the-art app.



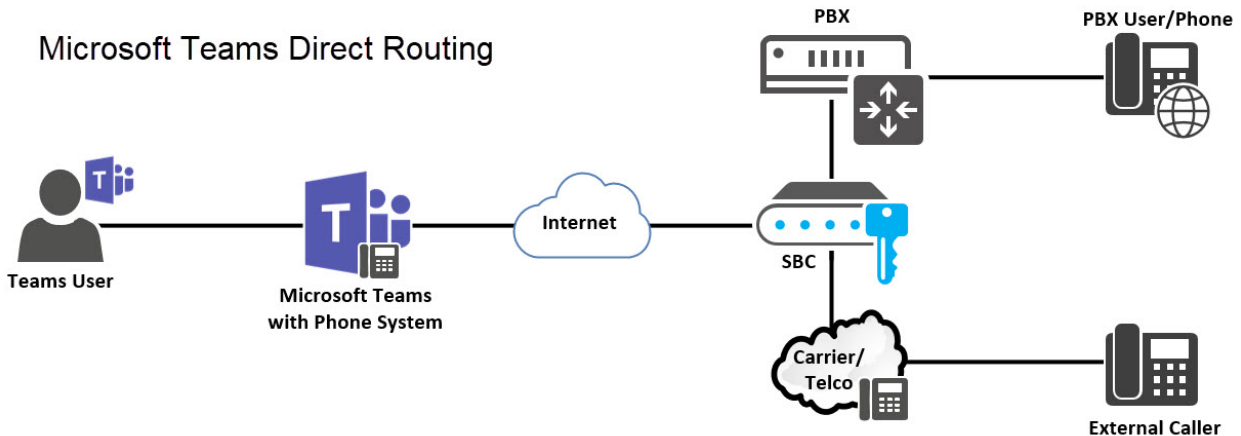
SIP Phones

Hybrid Phones

# Is Smart Direct Routing Right for Your Organization?

## Teams Integration POC

**Note:** *Italic text is to be run in PowerShell framework*



1. Add Domain: **trian-sbc2.smartchoiceus.com** to Office 365 tenant.
  - a. Send Microsoft DNS TXT verification code back to SCC (MS=msXXXXXXXX)
2. Create a new user with new domain: i.e. *testuser@trian-sbc2.smartchoiceus.com*
3. Wait until new domain name appears in DomainUrlMap with the following command:
  - a. **Note:** This can take a few hours to appear (can push it along if a Teams license is applied. User/License can be removed after initial setup.)
    - i. *Get-CsTenant | fl TenantId,Domain\**
4. Connect to Microsoft Teams via PowerShell
  - a. PowerShell Modules can be installed in with following command:
    - i. *Install-Module MicrosoftTeams*
    - ii. *Connect-MicrosoftTeams*
5. Add SBC Configuration:
  - a. Create SBC entry:
    - i. *New-CsOnlinePSTNGateway -fqdn trian-sbc2.smartchoiceus.com -SipSignalingPort 5061 -MaxConcurrentSessions 25 -enabled \$true*
  - b. Create new PSTN Usage Record:
    - i. *Set-CsOnlinePstnUsage -Identity Global -Usage @{Add="SCC-PSTNUsage"}*
  - c. Configure Teams Voice Route:
    - i. *New-CsOnlineVoiceRoute -Name "SCC-VoiceRoute" -OnlinePstnGatewayList <custId>-sbc.smartchoiceus.com -OnlinePstnUsages "SCC-PSTNUsage" -Priority "0" -NumberPattern ".\*"*
  - d. Configure Teams Voice Routing Policy -
    - i. *New-CsOnlineVoiceRoutingPolicy -Identity "SCC-RoutingPolicy" -OnlinePstnUsages "SCC-PSTNUsage"*
  - e. Configure Calling Policy -
    - i. *New-CsTeamsCallingPolicy -Identity "SCC-CallingPolicy-NVM-MOHExt" -AllowPrivateCalling \$true -AllowWebPSTNCalling \$true -AllowVoicemail*



```
AlwaysDisabled -AllowCallGroups $true -AllowDelegation $true -  
AllowCallForwardingToUser $true -AllowCallForwardingToPhone $true -  
PreventTollBypass $false -BusyOnBusyEnabledType Disabled -  
MusicOnHoldEnabledType Disabled -SafeTransferEnabled Disabled -  
AllowCloudRecordingForCalls $false -AllowTranscriptionForCalling $false -  
LiveCaptionsEnabledTypeForCalling DisabledUseroverride -  
AutoAnswerEnabledType disabled -SpamFilteringEnabledType Enabled
```

## 6. User Configuration

- a. Set User Phone number and enable Enterprise Voice in Teams:
  - i. `Set-CsUser -Identity "<User Email Address>" -EnterpriseVoiceEnabled $true -HostedVoiceMail $false -OnPremLineURI tel:+1<Phone Number>`
    1. Run this command again to update user phone number.
- b. Grant Voice Routing Policy
  - i. `Grant-CsOnlineVoiceRoutingPolicy -Identity "<User Email Address>" -PolicyName "SCC-RoutingPolicy"`
- c. Grant Calling Policy
  - i. `Grant-CsTeamsCallingPolicy -Identity "<User Email Address>" -Policyname SCC-CallingPolicy-NVM-MOHExt`