Version 1 | December 2024

Next gen Call2Teams Go.

Unlocking growth with a new and intuitive dialing experience.

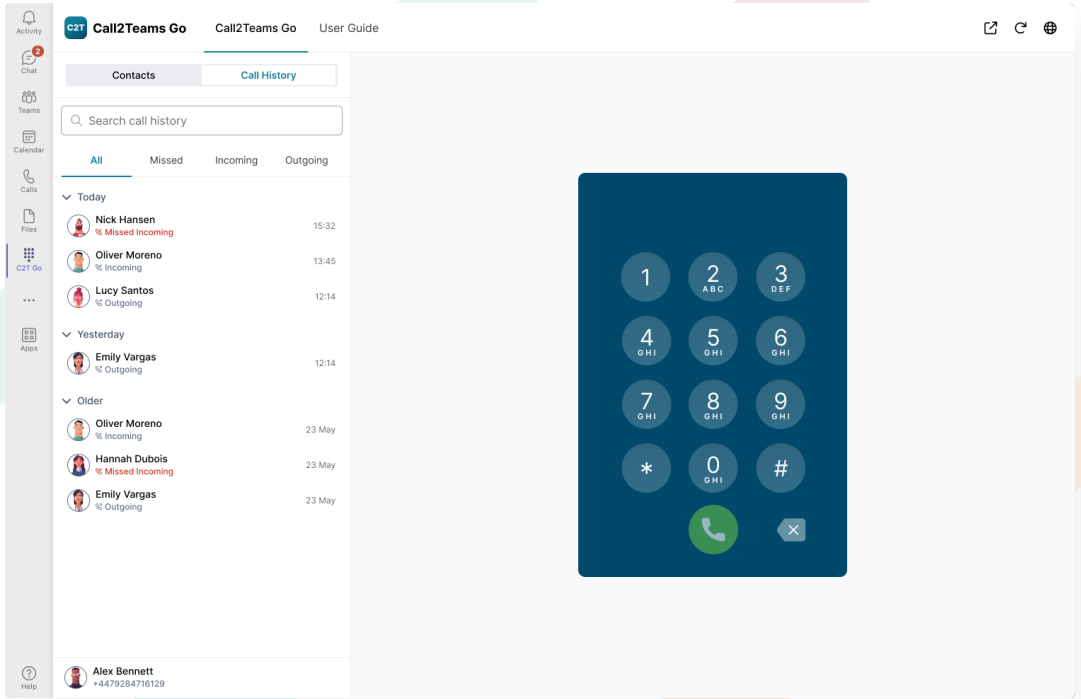
Feature reference: C2T-3207



Release deck content overview.

Quick overview of Call2Teams Go and details on the latest release.

1. Native means something a little different to us
2. Simple native calling without additional licensing
3. Full channel value add with Call2Teams Go
4. The release - we understood your concerns
5. The release – addressing your concerns
6. Video – The new and previous experiences compared
7. The upgrade journey – key steps to walk through
8. The upgrade journey – things to be aware of



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A recap on why Call2Teams Go.

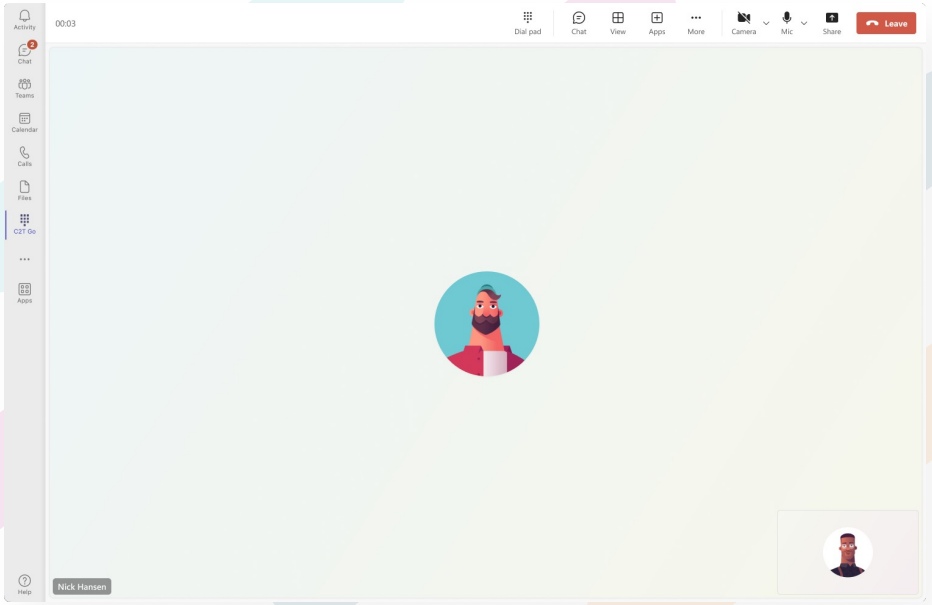
Why we think it's a valuable addition to your offering and proposition.

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Microsoft Teams

Native means something a little different to us.

- Native connectivity and QoS attributes – It's a true Teams call
- Native interaction with other Teams users (incl. transfer etc)
- Native ability to move devices within a Teams call
- Native Presence
- Native call history and voicemail
- Native call recording and transcription



Key differentiator

When we say we're native, we mean it. Every action and voice experience stays within Teams.

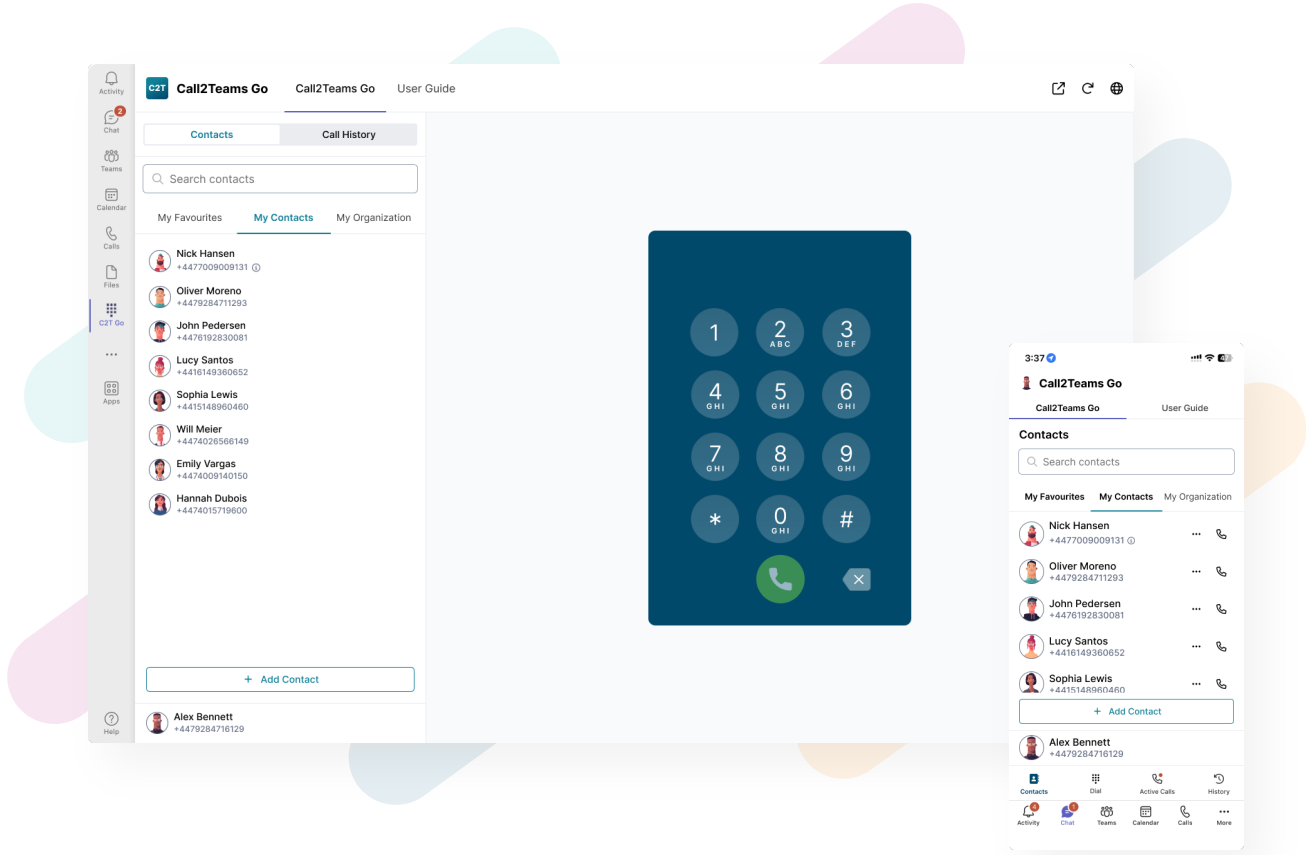
Other solutions promote being native in Teams, but typically the voice experience will exit Teams and enter a 3rd party application.

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Simple native calling without additional licensing.

Create competitive differentiation and add real value to your customers, from Enterprise to SMB. No cross launching, no tenant Admin burden, no UX disruption for users. Just simple native calling.

- Out the box brandable solution or use our call initiator API to build your own application (Coming soon)
- Use all the core features Teams has to offer, including PSTN transfer, contact and call management, call recording and transcription.
- Localization in multiple languages – enhancing the experience for a wider set of users
- Seamless experience on both Desktop and Mobile



Full channel value add.

From partners to end users – everyone benefits.



A competitive differentiator

Differentiate your offering with a Teams native voice integration that performs for most use cases and is perfect for cost sensitive industries and verticals

Native voice, no complexity

All the voice calling quality and capability a business needs, with no implementation burden on IT teams and no additional unnecessary licenses required

Business as usual

A seamless telephony experience, enabling users to make and receive PSTN calls natively, without the need to switch out of Teams

From the 1st April 2025, Microsoft are raising their Phone System license pricing - now is the time to act.

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The next gen Call2Teams Go.

A deep dive into our
updated calling experience.

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We understood your concerns.

3 aspects identified, fueling our development for improvement.



Inbound calling is a poor user experience.

Due to the user receiving an inbound call when making an outbound call, this created confusion vs. an experience they are used to with Teams Phone.



Barrier to adoption and growth.

The calling experience has been a key focus of partners and has become a barrier to stronger adoption and growth. We knew you were not keen confident on putting your name to the experience – regardless of the proposition.



Development opportunities.

Due to the barriers to growth, we felt this inhibited tighter development opportunities with you. Notably on building your own Teams app and using our soon to be released call initiator API.

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Addressing your concerns.

Creating a better experience and igniting market opportunities.



A true outbound call

We have improved the experience and made it much more intuitive with a true outbound call.

On mobile, the experience is even better – the same as a Teams Phone call.



Unlocking growth

With an improved calling experience, we feel you can confidently put your name and brand to the product, removing the barriers to growth and igniting market opportunities.



Accelerating development opportunities

The development has put us on the path to enabling you to build your own teams app, using a Call2Teams Go call initiator API. Providing you even greater GTM flexibility and ownership of your offering.

The release of the API is due early 2025

The experiences compared.

A short side-by-side comparison of the previous and new dialing experience.



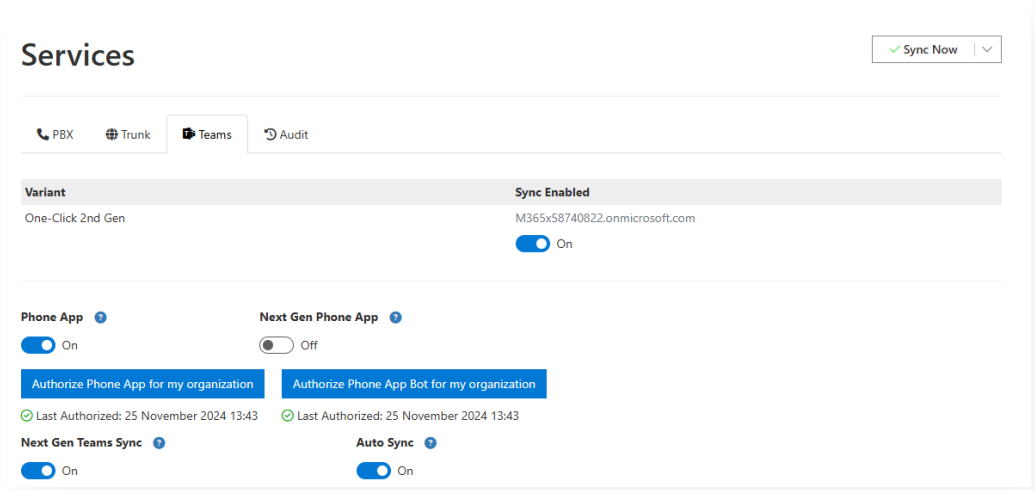
The upgrade journey.

Key steps to walk through.

Please note: New accounts will have this on by default from the 10th December 2024.

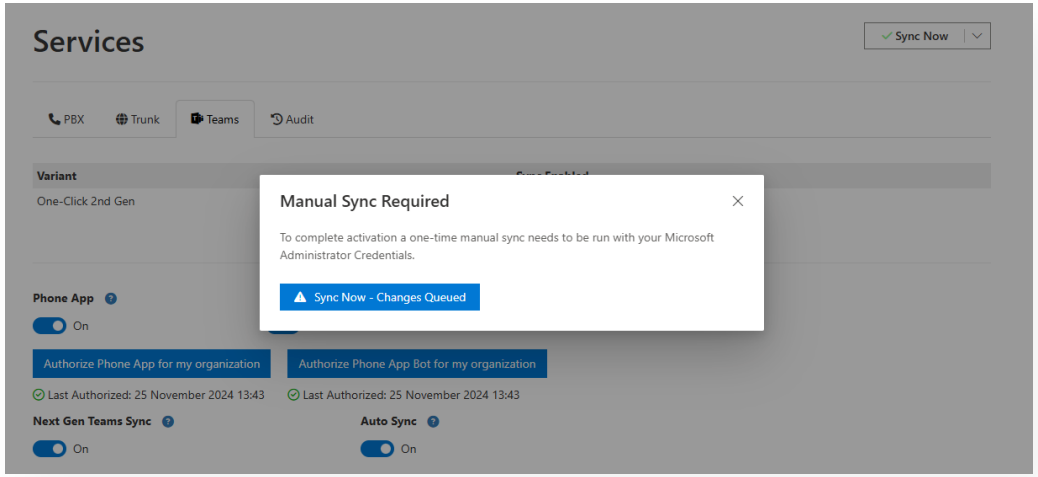
Step 1
Enabling via the portal

Navigate to your Call2Teams portal and toggle the Next Gen Phone App switch on.



Step 2
Enabling via the portal

Once the toggle is clicked on run a manual sync.



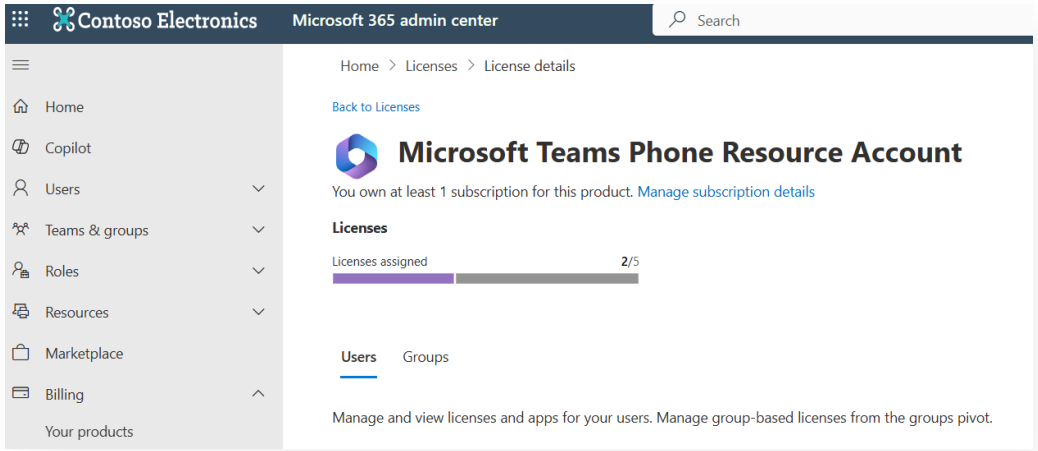
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The upgrade journey.

Things to be aware of.

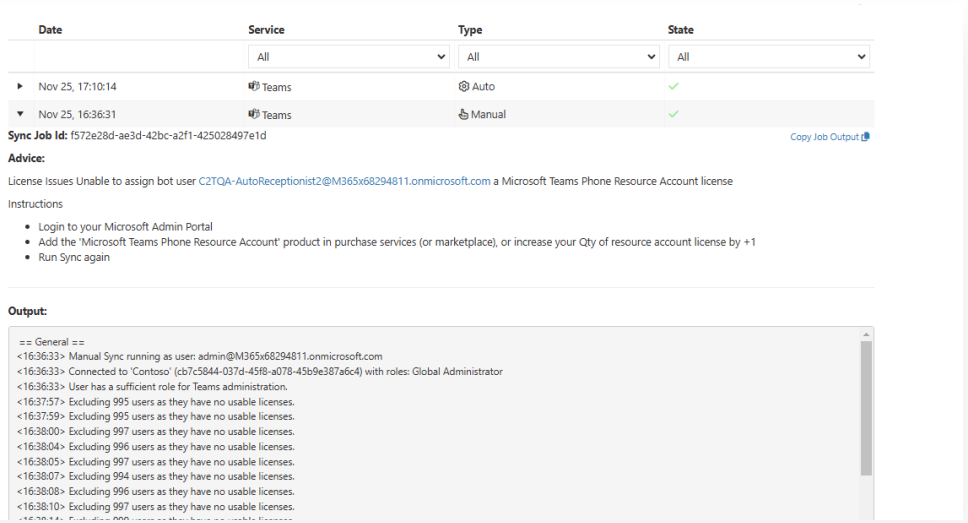
Things to be aware of
Resource license requirements

Within Teams Admin Center, 2 x Resource Account licenses are required for the tenant. Only 1 Phone system license is required, and this is typically owned by the tenant Admin.



Things to be aware of
Sync without the resource licenses

Attempting to sync without this additional license will cause a sync failure advice as shown below. Calling will still work but with limited capability of only 1 simultaneous call per user.



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Thank you.

Any questions, please contact your Dstny representative.

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