Call2Teams Go Product Document

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1 Value Proposition

Helping expand your addressable market with a native Teams voice integration, which requires no need for Phone System license.

Call2Teams Go is a platform agnostic, cloud based, middleware solution that connects existing telephony systems to a Microsoft Teams client via Direct Routing.

2 Description

Call2Teams Go is an add-on product for Call2Teams.

The product enables end users to have native dialling capability in Microsoft Teams and is used in replacement of, or alongside Teams Phone System, depending on the needs of the end customer's end users.

2.1 Features

- Completely native integration: All end user actions occur within Teams
- **Call2Teams Go** is not a stand alone app or softphone; it integrates with the native Teams Client
- Users can:
    - Make and receive calls in Teams as normal
    - Place calls on- and off- hold, and transfer active calls out to PSTN
    - View call history
    - Filter by call state
    - Search for contacts or numbers
    - Add, edit, and remove contacts
    - Place calls directly from their contact lists
- **Call2Teams Go** calls are native Teams calls so users can make use of Teams voicemail
- Branding is available for end customers with the Brand Complete customization level
- All interface text can be localized upon request - currently Brazilian Portuguese is available

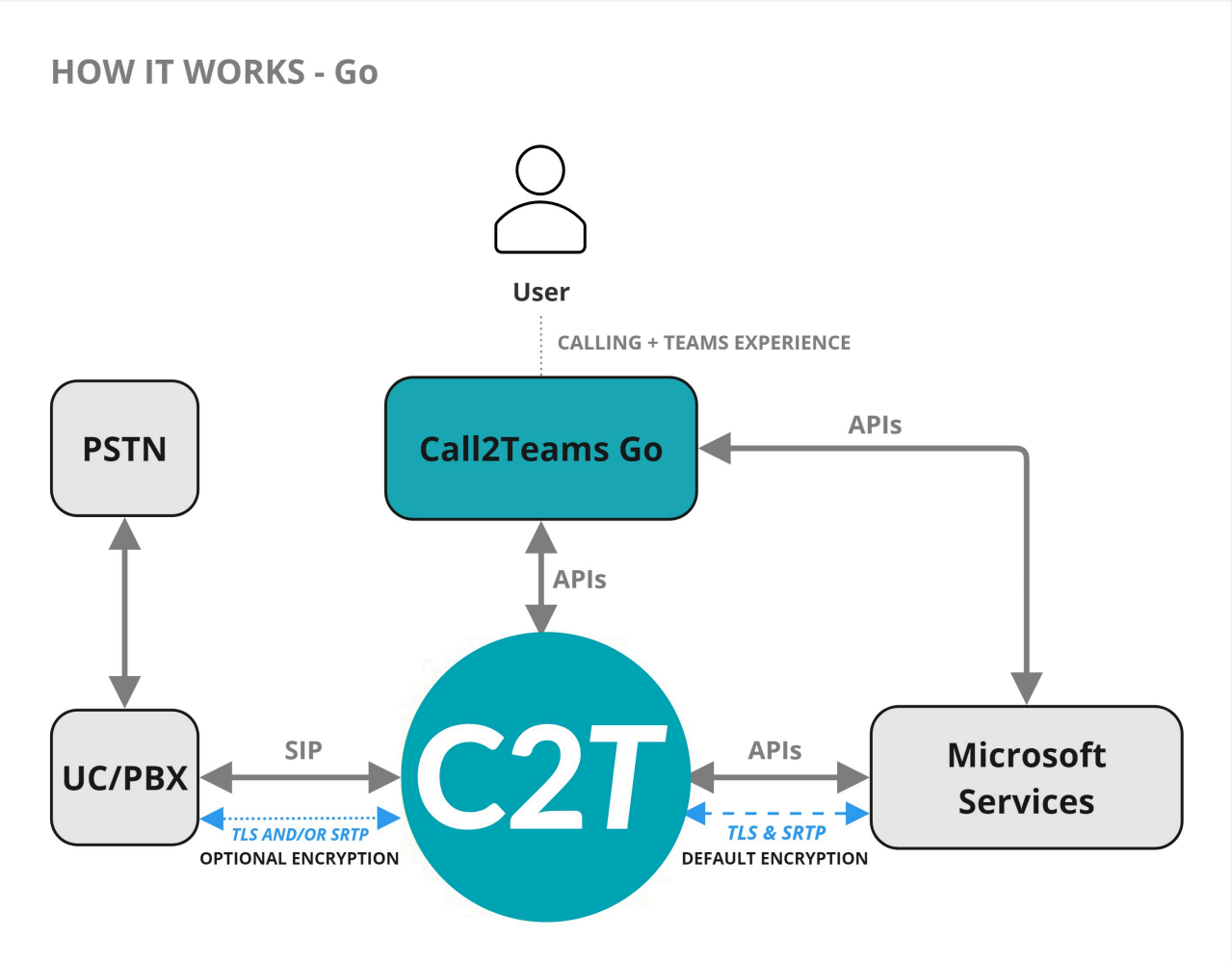
3 Calling Features

- Inbound and Outbound calling
- DTMF transmission
- Call On Hold/Off Hold
- Music On Hold
- Anonymous Call Handling
- Long Duration Call
- Voicemail - Leave and Receive
- Unattended transfer*
- Consultative transfer between Teams users*
- Voicemail on Transfer
- Call Waiting
- 3 Way Calling
- Call recording and transcription
- Option to break a call out into a Teams meeting

** may require Teams True Transfer for full on/off hook state visibility*

4 Solution

Call2Teams is a fully cloud-native solution that sits between any Teams Phone, PBX or SIP Trunk and Microsoft Teams. The Call2Teams Global SBC network connects the Service Provider's existing PBX to Microsoft Teams. Call2Teams Go augments the user experience by providing a true in-Teams native dialing experience.



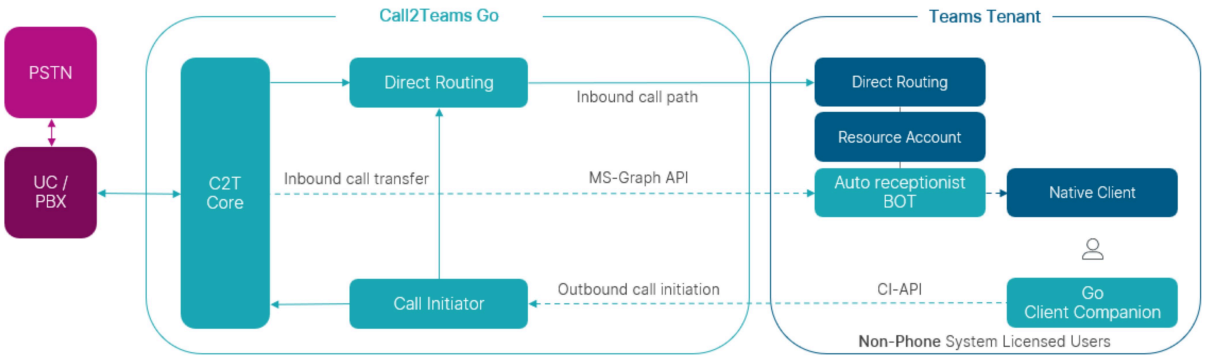
5 How it works - Client Companion

Inbound (to Teams) transport layer

Routes calls from Call2Teams core to Call2Teams Go enabled Teams users via the standard Direct Routing interface and instructs the Auto Receptionist bot (using a Microsoft 365 Teams Phone Resource Account) which user to transfer the call to.

Outbound call initiator (Go platform) and Dstny Client Companion

Manages the orchestration of outbound calls from the Teams user using the Call2Teams Go platform.



6 Teams True Transfer

The product also integrates with our unique Teams True Transfer technology.

By allowing call transfer requests within Teams to be sent to the UCaaS/PBX platform, this can propagate the correct representation of a user's line state after a call transfer has taken place.

This means that their state is correctly shown within the UC/PBX platform and associated attendant consoles.

7 Supported Transfer Scenarios

As a…	I want to…	To a…	With…	Using…	Transfer Mode		
					Teams handles transfers	PBX handles transfers	Teams True Transfer
Go enabled PBX user	**Transfer**	Go enabled PBX user	Native Teams clients	Username	✗	✗	✓
		Teams user	Native Teams clients	Username	✗	✗	✗
	Consult then transfer	Go enabled PBX user	Native Teams clients	Username	✗	✗	✓
		Teams user	Native Teams clients	Username	✗	✗	✗
	Transfer	PBX user	Client companion	Extension number	✓	✓	✓

8 Licensing Requirements

At least one available Microsoft Teams Phone Resource Account license in the tenant.

Call2Teams Sync will look for a license of this type and try to assign it to the AutoReceptionist bot if it finds one available.

Within the Microsoft Tenant, customers must have at least a single Paid phone service to obtain and maintain a resource account license:

- At least a single E5 or Teams Phone Standard add-on giving the ability to have at least 25 Teams Resource account licenses purchased.

More detail here on Phone Resource Account licensing can be found here:

https://learn.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/virtual-user

8.1 Call2Teams Licensing

Once Call2Teams Go is enabled, the service's sync logic finds users who do not have the *Phone System license* within Microsoft 365.

These users are identified as "Call2Teams Go" users.

When a user is added they consume one standard Call2Teams PBX license and one Call2Teams Go license.

If there are insufficient Call2Teams Go licenses, then the service will release the standard license, so it becomes available for standard Call2Teams users.

9 Customer and User Setup Experience

Once the Call2Teams Go users have been configured and another sync has run, these users will see a new Teams App installed into the Teams Admin centre of that customers tenant.

This becomes available for the user's local Teams client, and can be pinned to the sidebar.

Upon every login of Call2Teams Go a validation check is performed to ensure that the user still has the correct license - in order for calls to be placed.

High Level Technical Detail

The Call2Teams Global SBC network sits at the core of the solution connecting your PBX to Microsoft Teams and Call2Teams Go.

- Teams uses the Microsoft Network to make and receive calls from other Teams users, and to/from the phone network via Call2Teams.
- The Call2Teams Go Client Companion is a Teams application that is automatically provisioned to the Teams user, offering them calling features and access to their Teams and user contacts.

9.1 Outbound calls

1. When a call is initiated to a phone number or extension using the Call2Teams Go Client Companion, it is directed to the Teams Auto Attendant Bot.
2. The Auto Attendant Bot then calls the user's Teams Client prior to starting an outbound call to the called party.
3. When the user answers the call, Call2Teams then places the outbound call. Call2Teams connects the Go user to the customer PBX and emulates a regular SIP VOIP handset making a call, using the number the user has entered into the Client Companion.
4. The customer PBX takes the dialled number and places the call either internally to another extension user or via the upstream PSTN phone company.

9.2 Inbound calls

1. Incoming calls are handled by the customer PBX and presented to a user's regular desk phone and/or sent via Call2Teams to their Teams client. The user can choose to answer on either device.
2. Call2Teams Go calls are native Teams calls so can use Teams voicemail and can be transferred to other Teams users.
3. Call2Teams can perform end-to-end encryption of signalling and media if your equipment supports it.

9.3 Localization

Localization is available upon request. Contact your account manager for a discussion.

Currently supported languages are English (US/UK), French (France) and Portuguese (Brazilian).

Customers will need to create a separate account *for each language* for localized versions of the product.