



# MICROSOFT TEAMS VOICE CALLING WEBINAR

**fastrack**  
technology

# ABOUT FASTRACK TECHNOLOGY



## MODERN WORKPLACE

Managed Modern Workplace  
End-point management and Security  
Microsoft Teams Voice  
Video Conferencing



## NEXT-GEN CONNECTIVITY & DATACENTRE

Solution Architecture  
Managed Networks  
Colocation



## SMALL & MEDIUM BUSINESS

Smart Office  
Internet/NBN  
Managed IT



## BUSINESS HARDWARE

Microsoft  
Logitech  
HP  
Jabra  
Yealink  
Fan-less PCs  
Datacentre Hardware  
PC peripherals  
PC Accessories  
Control 4



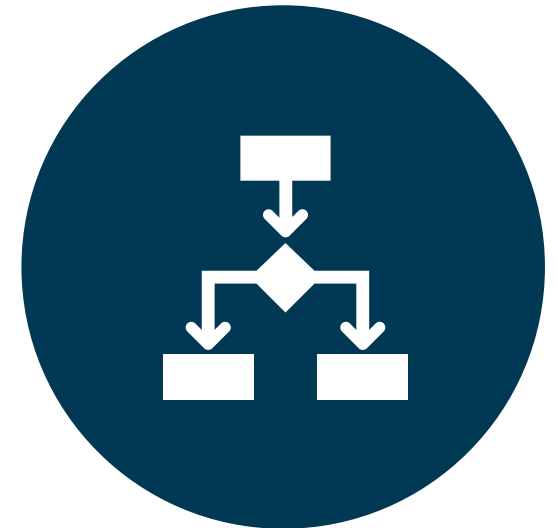
# WEBINAR PURPOSE



**TECHNOLOGY  
INSIGHTS**



**ANSWER COMMON  
QUESTIONS**



**CHOOSE THE  
RIGHT SOLUTION**



# SPEAKERS



**ARUN RAMPRASAD**  
General Manager, Technology



**HAYDEN VAN ROON**  
General Manager, Marketing & Digital



**BART FERGUSON**  
Team Leader, EUC



**EREN ERCAN**  
Producer



# HOW TO INTERACT TODAY



**QUESTIONS**



**POLLS**



# AGENDA



**MARKET  
ANALYSIS**



**WHAT IS  
MICROSOFT  
TEAMS VOICE  
CALLING?**



**LICENSING**



**TENANT  
FEATURES**



**END-USER  
INTERFACE**



**NEXT  
STEPS**





# MARKET ANALYSIS

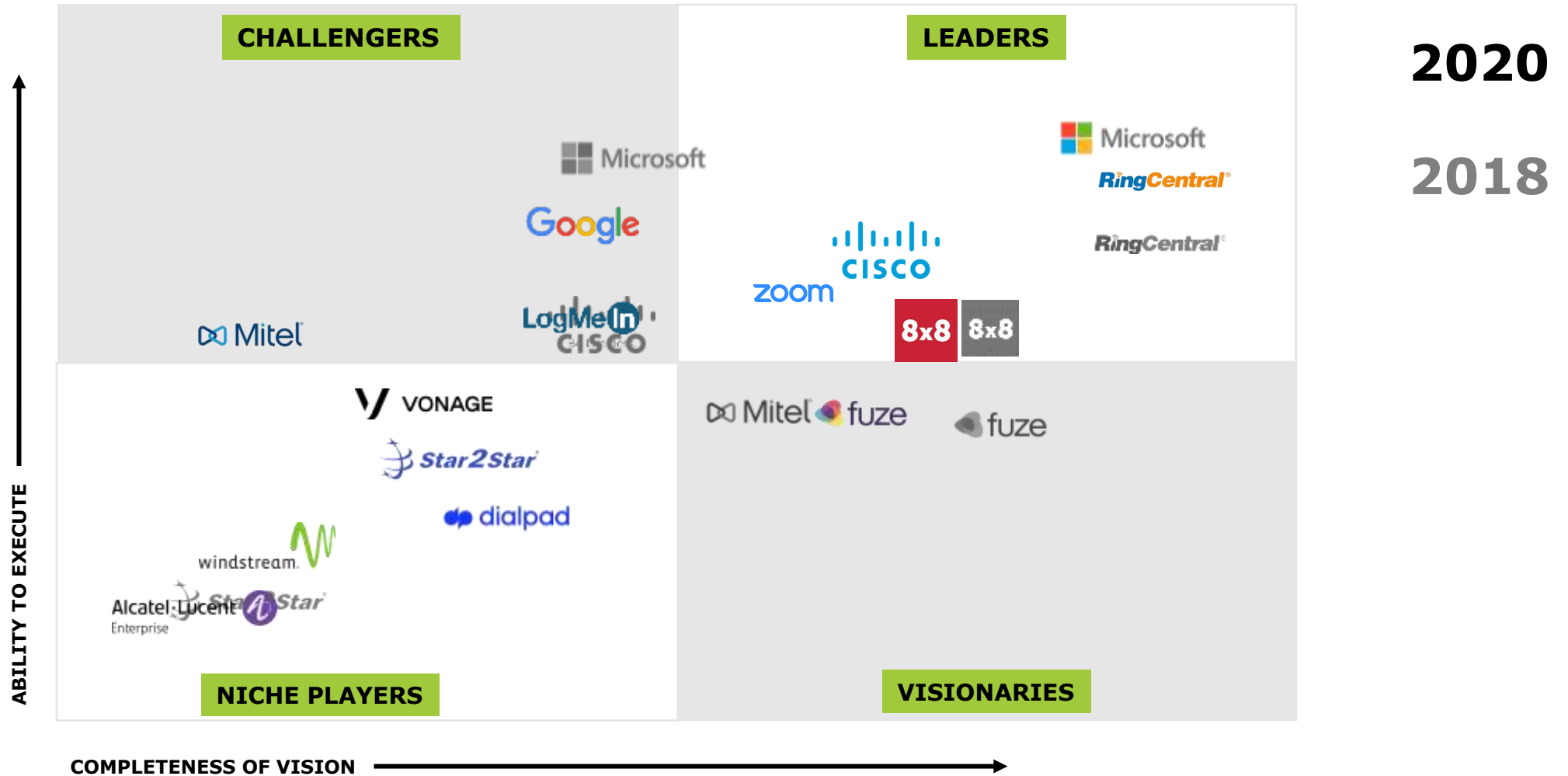


# UCaaS SOLUTIONS

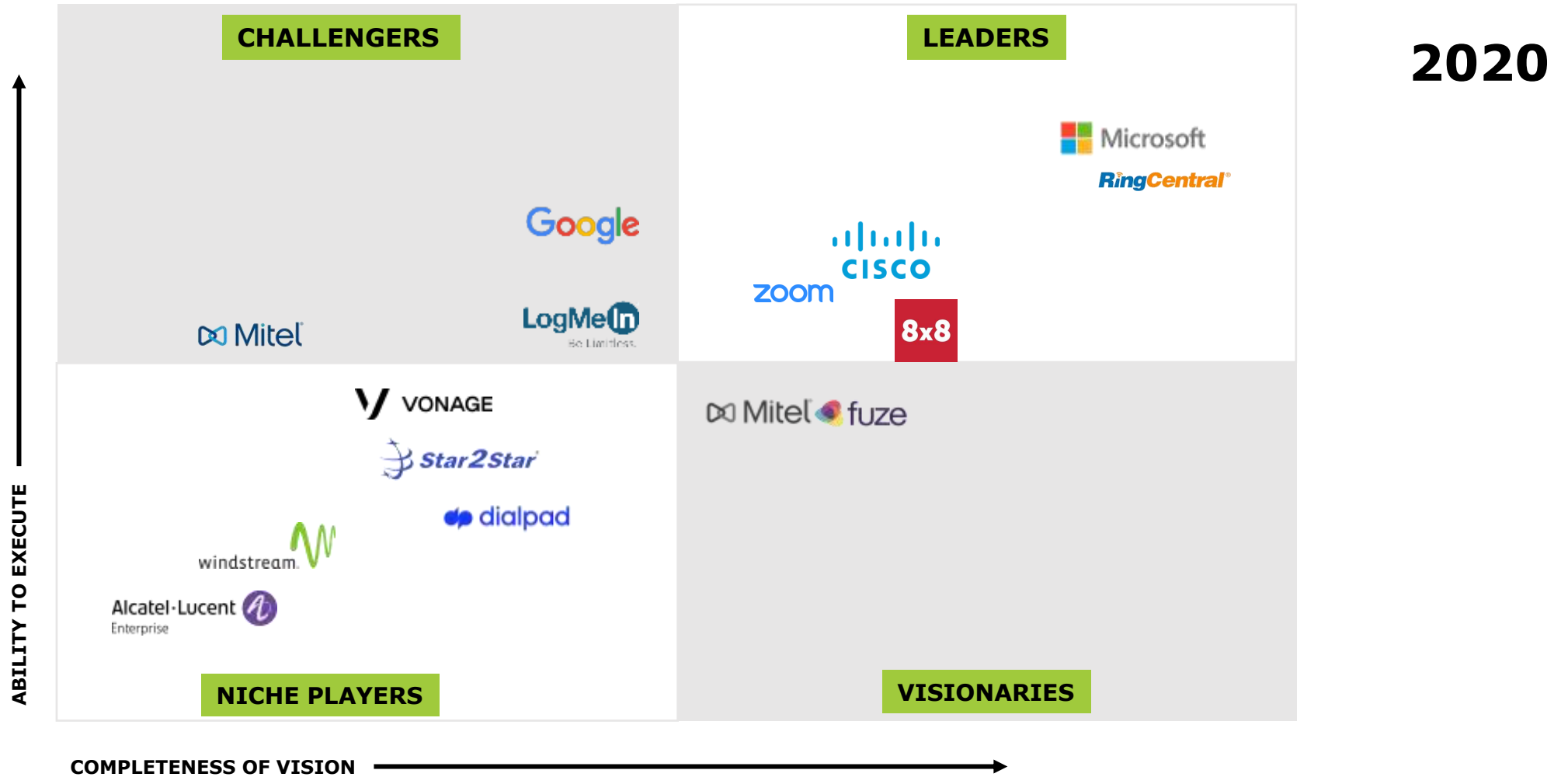




# GARTNER UNIFIED COMMUNICATIONS MAGIC QUADRANT 2020 REPORT



# GARTNER UNIFIED COMMUNICATIONS MAGIC QUADRANT 2020 REPORT



# UCaaS VENDORS

8x8



- Strongly integrated telephony, meeting and contact centre solutions
- PSTN Support in 41 countries



- Customer support needs to mature
- Contact centre and meeting solution lacks extensive features



- Ideal solution for organisation who have adopted WebEx Teams
- Strong brand name



- Losing UCaaS mind share to Microsoft, RingCentral and Zoom
- CISCO various UCaaS offering's causes confusion for customers



- Cost effective
- Zoom meetings praised for ease of use



- Zoom Phone offers basic set of enterprise features
- Does not provide contact centre solution



# UCaaS VENDORS

**RingCentral**



- Global coverage and improved customer service and support
- Great solution for contact centre



- Licensing structure is not flexible
- Not enough focus on R&D and relies heavily on partners
- Newly introduced video as a feature

 **Microsoft**



- Full integration with M365 stack
- Comes included with enterprise licences
- One client application for all communication



- Contact centres solutions often require integrations with third-party tools
- Lack of partners providing Microsoft phone system setup provisioning and support.



# MICROSOFT TEAMS



**75 MILLION**

April 2020

**44 MILLION**

March 2020

**20 MILLION**

November 2019

**10 MILLION**

July 2019



# UCaaS MARKET SEGMENTATION



SMALL BUSINESS



MID-MARKET



ENTERPRISE





# WHAT IS MICROSOFT TEAMS VOICE?

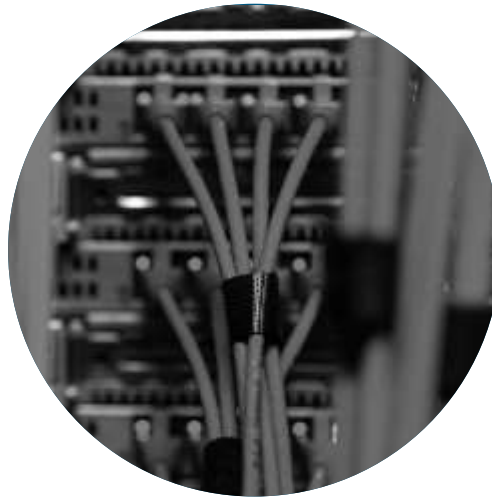


# HOW MICROSOFT TEAMS VOICE CALLING WORKS IN AUS



## **MICROSOFT CALLING PLAN**

Only available through Telstra and Telstra resellers



## **DIRECT ROUTING ON- PREM SOLUTION**

Suitable for enterprises who have a need to use their on-prem PSTN infrastructure



## **DIRECT ROUTING HOSTED SOLUTION**

Suitable for organisations who do not want to host their PSTN infrastructure





# WHAT IS FASTRACK'S MICROSOFT TEAMS VOICE?



# WHICH PERSON ARE YOU?

## DAVID

- Wants a single deployment to Teams
- Provider to setup and manage Microsoft Teams Voice
- Doesn't care for the nuts and bolts of the system. Just needs to work.

**SMALL 5-20 SEATS**

## MANDY

- Wants a low risk and calculated Teams deployment
- Has an internal IT team but is open to a managed service
- Wants to understand what the technology it is and how it works
- Wants a consultation session to understand how IVR's and Call queues will be setup

**MID 21-100 SEATS**

## IVAN

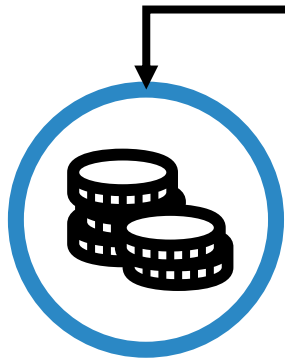
- Wants the PSTN on-prem
- Has an internal IT team
- Wants consultation so that service provider can understand their on-prem setup to integrate Teams calling

**ENTERPRISE 101+ SEATS**

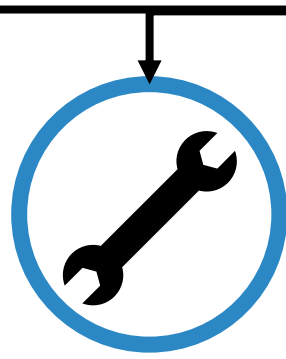


# WHAT ARE THE CHALLENGES?

## CHALLENGES

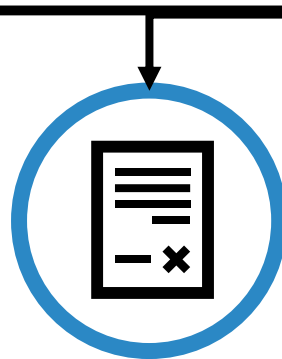


### Pricing



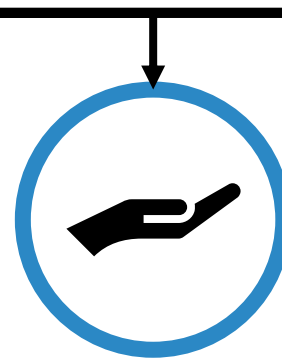
### DIY

The customer is required to use their inhouse knowledge to connect to the provider.



### Contracts

Fixed term contracts.



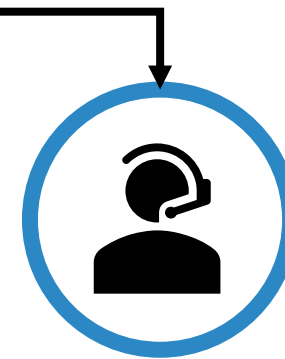
### Trials

Providers don't offer trials.



### National calling

Providers limit the amount of calling minutes for local calls

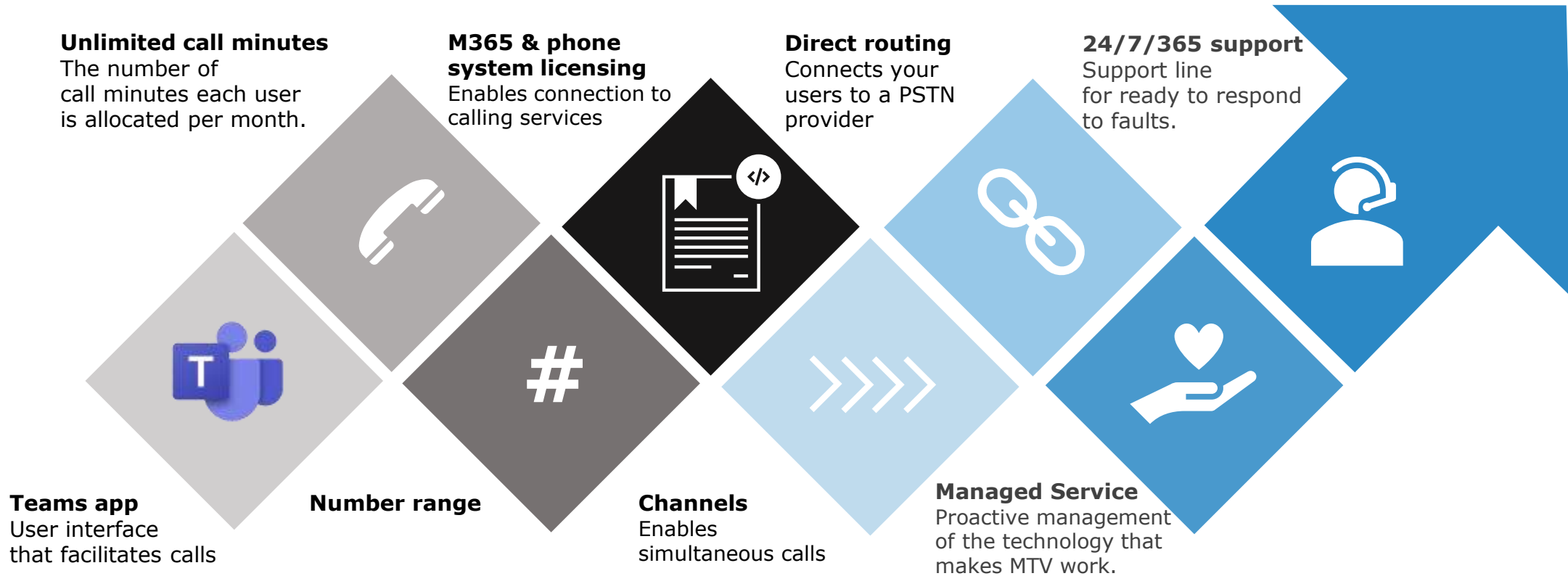


### Support

No ongoing support on the Microsoft phone system from the providers



# WHAT IS MICROSOFT TEAMS VOICE?



# HOW TO GET MTV



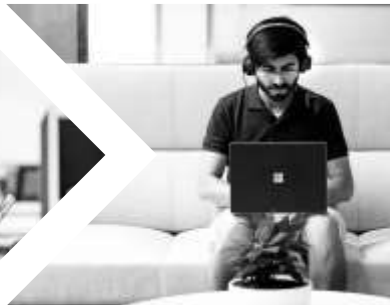
## DISCOVERY WORKSHOP

We uncover how your cloud telephony should be setup to meet your challenges.



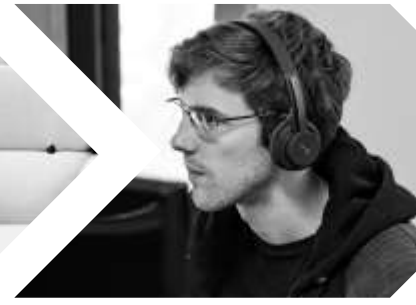
## SETUP

Connect your tenant to Fastrack Voice network.



## TESTING

Test your service while numbers are being ported.



## CONFIGURATION

Setup and configure call queues and auto attendants



## TRAINING

We set your end-users and IT team up for success with training that leaves you ready to get the most out of your MTV solution



# LICENSING



# SMALL BUSINESS < 300 SEATS



	Microsoft Business 365 Basic/Standard/Premium	Microsoft 365 E1/E3/F3 Office 365 E1/E3/F3	Microsoft 365 E5
Microsoft 365 Business Voice without calling plan (includes Audio Conferencing)	✓	✓	Not available
Microsoft Phone System License	Not available	✓	Included in E5
Audio conferencing	✓	✓	Included in E5



# ENTERPRISE > 300 SEATS



	Microsoft 365 E1/E3/F3 Office 365 E1/E3/F3	Microsoft 365 E5
Microsoft 365 Business Voice without calling plan (includes Audio Conferencing)	✓	Not available
Microsoft Phone System License	✓	Included in E5
Audio conferencing	✓	Included in E5





# EDUCATION, GOVERNMENT & NONPROFIT

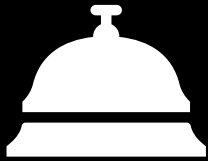
	M365 Non-profit Business Basic/Standard	M365 Education A1/A3 M365 Government G1/G3 M365 Non-profit E1/E3	M365 Education A5 M365 Government G5 M365 Non-profit E5
<b>Microsoft 365 Business Voice without calling plan (includes Audio Conferencing)#</b>	✓	✓	Not available
<b>Microsoft Phone System License</b>	Not available	✓	Included in E5
<b>Audio conferencing</b>	✓	✓	Included in E5

\*free license for resource account for call queues

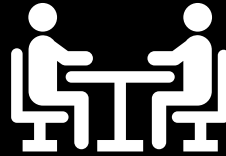
# Only available with <300



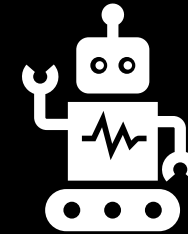
# OTHER LICENSES



**COMMON AREA PHONES LICENSE**



**TEAMS MEETING ROOMS LICENSE**



**MICROSOFT 365 PHONE SYSTEM –  
VIRTUAL USER LICENSE**



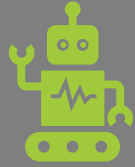


# TENANT FEATURES



# MICROSOFT TEAMS VOICE TENANT FEATURES

**Auto attendant**



**Hold music**



**Call queues**



**Presence based routing**



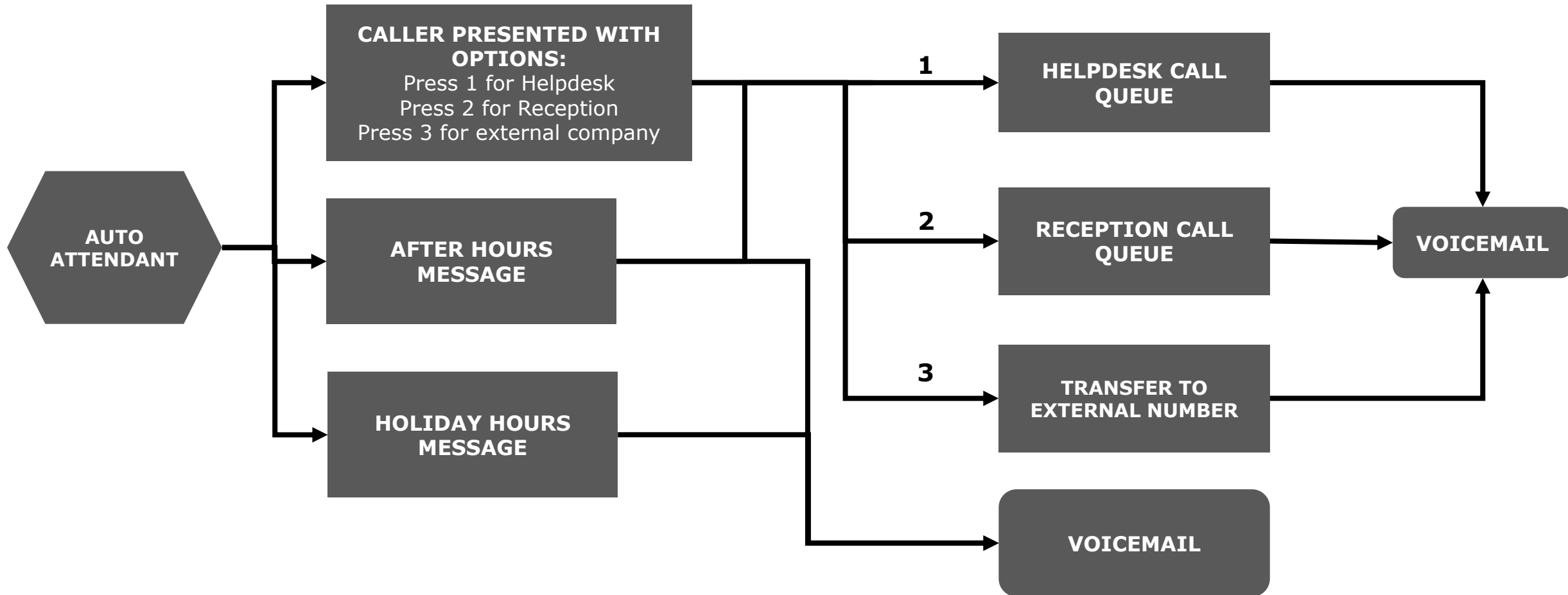
**Greetings**



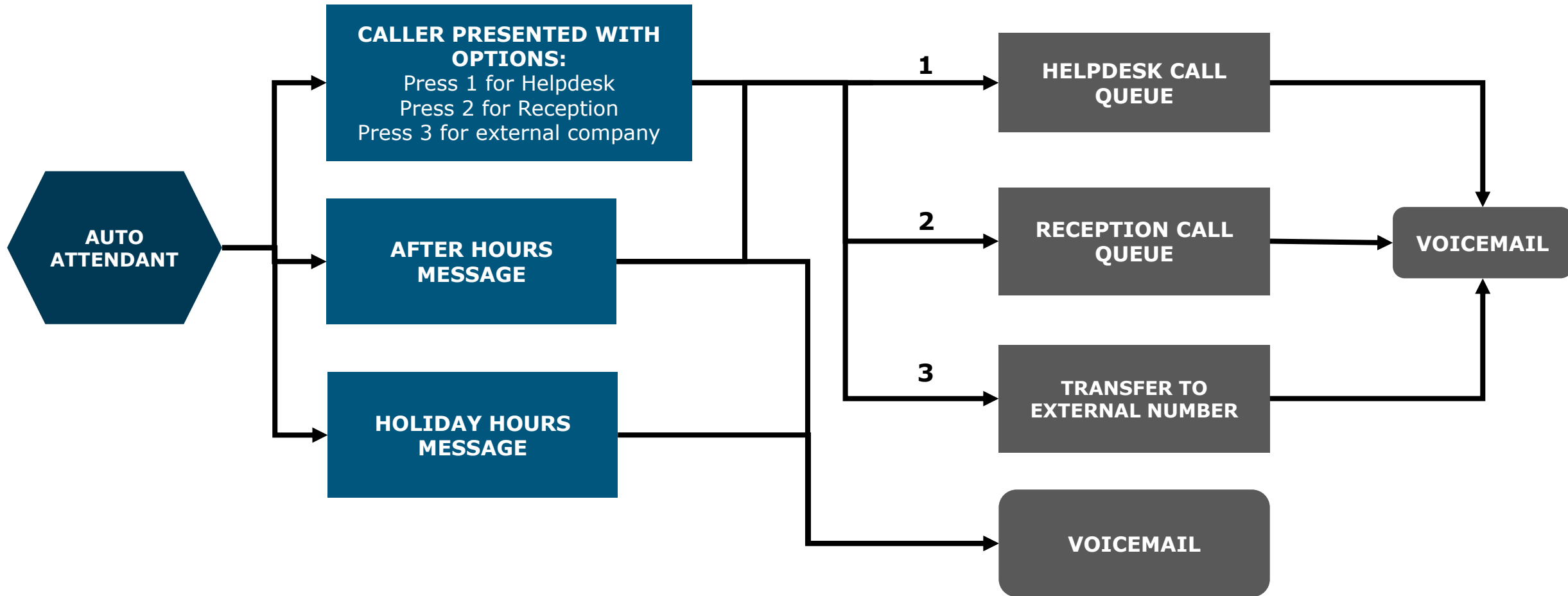
**Voicemail**



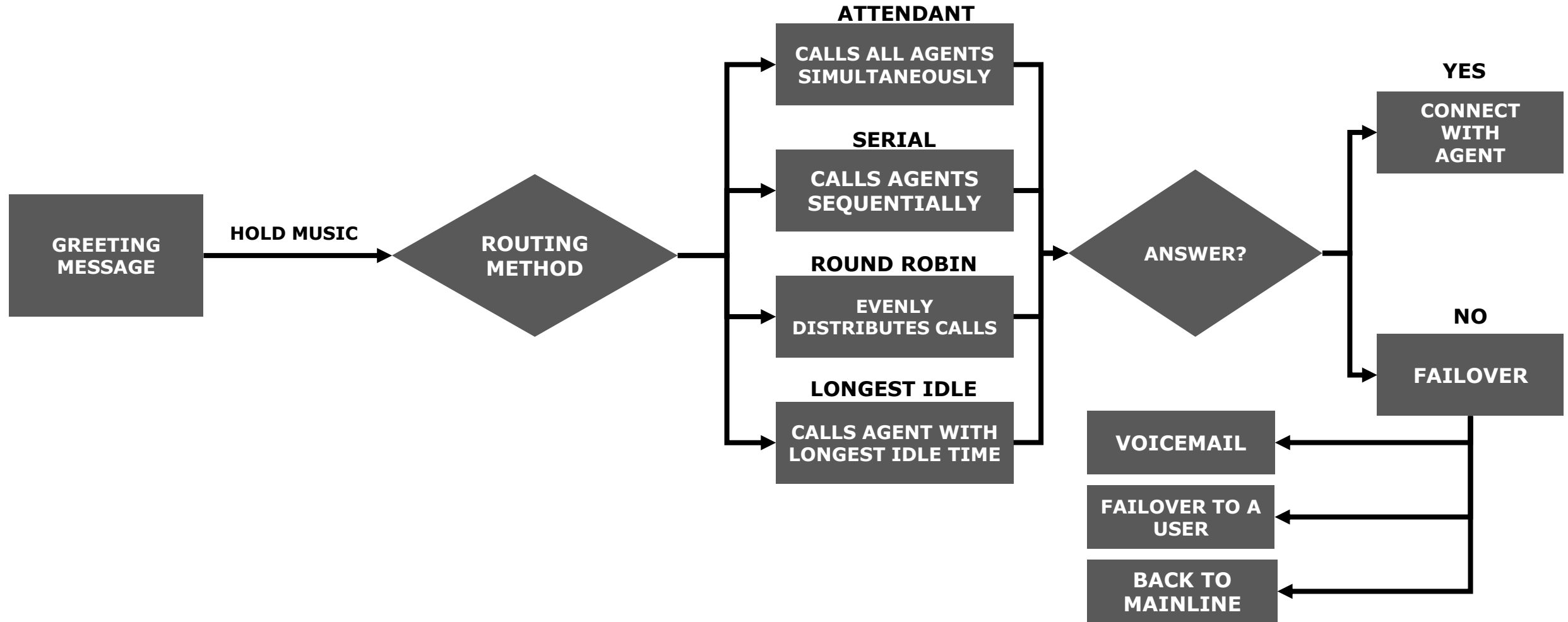
# AUTO ATTENDANT



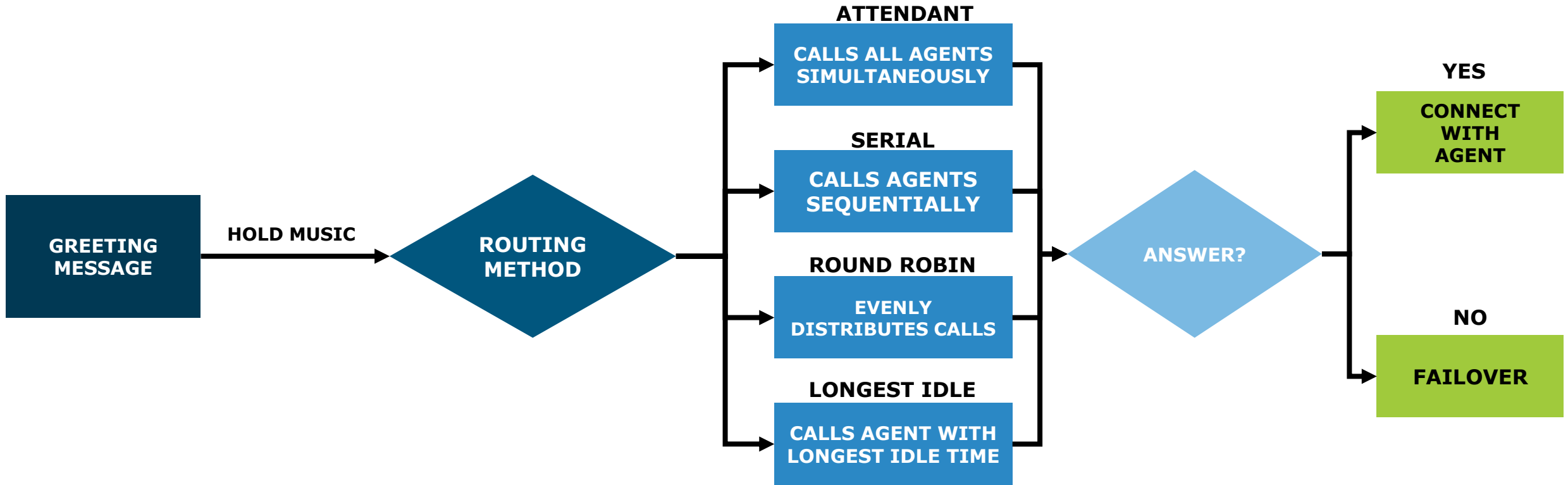
# AUTO ATTENDANT



# CALL QUEUES



# CALL QUEUES







# ADMIN CENTRE OVERVIEW DEMO



- Dashboard
- Teams
- Devices
- Locations
- Users**
- Meetings
- Messaging policies
- Teams apps
- Voice
  - Phone numbers
  - Emergency policies
  - Dial plans
  - Direct Routing
  - Voice routing policies
  - Call queues
  - Auto attendants
  - Call park policies
  - Calling policies
  - Caller ID policies
- Policy packages
- Analytics & reports
- Org-wide settings

## Users

You can manage audio conferencing settings, the policies assigned to them, phone numbers and other features for people in your organization that use Teams and Skype for Business. Go to [Admin center > Users](#) to manage other user settings such as adding or deleting users, changing passwords or assigning licenses. [Learn more](#)

Edit settings Search 🔍 ⚙️

✓	Display name	Username	Phone number ↑	Location	Policies assigned	Directory status ⓘ	Audio conferencing
	Megan Bowen	MeganB@M365x892271.OnMicrosoft.com	61292613543	Australia	<a href="#">View policies</a>	Online	On
	Lynne Robbins	LynneR@M365x892271.OnMicrosoft.com	61292643606	Australia	<a href="#">View policies</a>	Online	On
	Activate Voice	activatevoice@fastracklab.sydney.fastrackvoice.com		Australia	<a href="#">View policies</a>	Online	On
	Alex Wilber	AlexW@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	On
	Allan Deyoung	AllanD@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	On
	Diego Siciliani	DiegoS@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	Off
	Isaiah Langer	IsaiahL@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	Off
	Joni Sherman	JoniS@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	Off
	MOD Administrator	admin@M365x892271.onmicrosoft.com		Australia	<a href="#">View policies</a>	Online	On
	Nestor Wilke	NestorW@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	On
	Patti Fernandez	PattiF@M365x892271.OnMicrosoft.com		Australia	<a href="#">View policies</a>	Online	On

Give feedback

- Voice
  - Phone numbers
  - Emergency policies
  - Dial plans
  - Direct Routing
  - Voice routing policies
  - Call queues
  - Auto attendants
  - Call park policies
  - Calling policies
  - Caller ID policies
- Policy packages
- Analytics & reports
- Org-wide settings**
  - External access
  - Guest access
  - Teams settings
  - Teams upgrade
  - Holidays
  - Resource accounts**
- Planning
- Legacy portal
- Call quality dashboard

## Resource accounts

Resource accounts are disabled user accounts that are used to represent system resources. In Teams, you can create resource accounts and then assign them to voice features such as call queues and auto attendants. [Learn more](#)

+ Add   Edit   Assign/unassign   Search

<input checked="" type="checkbox"/>	Display name	Username	Phone number
	Support Call Queue	cq-support@M365x89227...	+61 2 9264 2260
	Main Line - Auto Attendant	aa-mainline@M365x8922...	+61 2 9264 0395

Give feedback

- Phone numbers
- Emergency policies
- Dial plans
- Direct Routing
- Voice routing policies
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- Org-wide settings
- External access
- Guest access
- Teams settings
- Teams upgrade
- Holidays**
- Resource accounts
- Planning
- Legacy portal
- Call quality dashboard

## Holidays

Holidays are used to set specific dates and times that your organization will be taking time off away work and won't be available during business times. The holidays you create here can then be linked to auto attendants that you create within your organization. [Learn more](#)

+ Add   Edit   Delete

<input checked="" type="checkbox"/>	Name	Holiday dates
	Australia Day	1/26/2021 - 1/27/2021

Give feedback

- Microsoft 365 admin center
- Active groups
- Deleted groups
- Shared mailboxes
- Roles
- Resources
- Billing
- Support
- Settings
- Setup
- Reports
- Health
- Admin centers
  - Security
  - Compliance
  - Endpoint Manager
  - Azure Active Directory
  - Exchange
  - SharePoint
  - Teams
  - All admin centers
- Customize navigation
- Show less

Contoso

## Active groups

It can take up to an hour for new distribution groups and mail-enabled security groups to appear in your Active groups list. If you don't see your new group yet, [go to the Exchange admin center](#).

[Learn more about group types](#)

[Add a group](#) [Export groups](#) [Refresh](#) [Edit name and description](#) [Edit email addresses](#) [Delete group](#)

Group name ↑	Group email	Type	Sync status	Teams status	Member
All Company	allcompany@M365x892271.onmicrosoft.com	Microsoft 365	☁		Assigned
Contoso	Contoso@M365x892271.onmicrosoft.com	Microsoft 365	☁	📺	Assigned
Support Call Queue	supportcallqueue@fastracklab.sydney.fastracklab.onmicrosoft.com	Microsoft 365	☁		Assigned



## Support Call Queue

Public group • 1 owner • 2 members

General **Members** Settings Microsoft Teams

### Owners (1)

MOD Administrator  
admin@M365x892271.onmicrosoft.com

[View all and manage owners](#)

### Members (2)

Megan Bowen  
MeganB@M365x892271.OnMicrosoft.com

Lynne Robbins  
LynneR@M365x892271.OnMicrosoft.com

[View all and manage members](#)

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- Policy packages
- Analytics & reports
- Org-wide settings

## Support Call Queue

+ Add account | X Remove | 1 item

Resource account	Phone number
Support Call Queue	+61 2 9264 2260

### Language

This lets you set the language that will be used to transcribe voicemail messages, play system prompts, and greetings to the caller.

English (Australia) v

### Greeting

- No greeting
- Play an audio file

Upload file

Audio file format in MP3, WAV, or WMA. File less than 5 MB.

### Music on hold

- Play default music
- Play an audio file

- Microsoft Teams admin center
- Dashboard
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- Play default music
- Play an audio file

### Call answering

You can add users and groups that can be call agents and will receive calls from the call queue. The users in the list will be prioritized first, followed by the groups. The ordering of users and distribution groups will be honored by the service depending on the routing type you choose.

#### Users

+ Add users   ↑ Move up   ↓ Move down   × Remove | 2 items

✓	Call agents
	Lynne Robbins
	Megan Bowen

#### Distribution lists and groups

+ Add groups   ↑ Move up   ↓ Move down   × Remove | 1 item

✓	Call agents
	Support Call Queue

#### Conference mode ⓘ

Auto

Note - Agents who use the Skype for Business client will not receive calls when conference mode is enabled.

#### Routing method

Give feedback

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Note - Agents who use the Skype for Business client will not receive calls when conference mode is enabled.

### Routing method

- Attendant routing ⓘ
- Serial routing ⓘ
- Round robin ⓘ
- Longest idle ⓘ

### Presence-based routing ⓘ

Off

### Agents can opt out of taking calls ⓘ

On

### Agent alert time (seconds)

30

## Call overflow handling

After the maximum number of calls in the queue is reached, any additional calls will be disconnected or redirected depending on your selection.

### Maximum calls in the queue

You can choose up to a maximum of 200 calls.

### When the maximum number of calls is reached

- Disconnect
- Redirect this call to

Give feedback



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You can choose up to a maximum of 200 calls.

### When the maximum number of calls is reached

- Disconnect
- Redirect this call to

### Call time out handling

If the call isn't answered within the maximum wait time, it will be disconnected or redirected depending on what you select.

#### Maximum wait time


minutes  seconds

You can choose up to a maximum of 45 minutes.

#### When call times out

- Disconnect
- Redirect this call to

Redirect to ⓘ

=  Support Call Queue ✕

Transcription on

- Play an audio file
  - 
  - Audio file format in MP3, WAV, or WMA. File less than 5 MB.
- Type in a greeting message ⓘ

Auto attendants \ Edit auto attendant

- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
  - ✓ Call flow for after hours
  - ✓ Call flows during holidays
  - ✓ Dial scope
  - ✓ Resource accounts

## Main Line - Auto Attendant

### Phone numbers

You can view the phone numbers that are assigned to this auto attendant.

+61 2 9264 0395

### Operator (optional)

This lets you set up a person in your organization to answer calls when a caller wants to talk to another person. You can also link this auto attendant to another auto attendant or call queue.

Person in organization =  Megan Bowen  
 MEGANB@M365X892271.ONMICROSOFT.COM

### Time zone

Setting the time zone will let calls be answered during the correct business and non-business hours.

(UTC+10:00) Canberra, Melbo...

### Language

This lets you set the language that will be used. The language set here will tell the system what language to use when reading prompts, greetings, and dial keys.

English (Australia)

Enable voice inputs  
 On

- Auto attendants \ Edit auto attendant
- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
- ✓ Call flow for after hours
- ✓ Call flows during holidays
- ✓ Dial scope
- ✓ Resource accounts

### Call flow

You will first need to record or type the welcome greeting for callers to hear, then after the greeting is played, decide on where you want calls to be sent. These greetings here will be available during business hours, but you can change the greeting and where calls are sent after hours in Advanced settings. [Learn more](#)

#### First play a greeting message

- No greeting
- Play an audio file
- Type in a greeting message ⓘ

Welcome to Fastrack Technology.

#### Then route the call

- Disconnect
- Redirect call ⓘ
- Play menu options

#### Set up the greeting and menu options.

- Play an audio file
- Type in a greeting message ⓘ

Press 1 for Support. Press 2 to send to Operator.

#### Set menu options ⓘ

Back Next Submit

Cancel

- Auto attendants \ Edit auto attendant
- General info
- Call flow
- Advanced settings (optional)
- Call flow for after hours
- Call flows during holidays
- Dial scope
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### Then route the call

- Disconnect
- Redirect call ⓘ
- Play menu options

#### Set up the greeting and menu options.

- Play an audio file
- Type in a greeting message ⓘ

Press 1 for Support. Press 2 to send to Operator.

#### Set menu options ⓘ

+ Assign a dial key    Delete

Dial key	Voice command	Redirect to	Destination	Voicemail transcription
1	Support	Voice app	Support Call Queue CQ-SUPPORT@M365X892271.ONMICROSOFT.COM	
2	Operator	<b>Operator</b>	Megan Bowen	

#### Directory search

- None
- Dial by name
- Dial by extension

Back    Next    Submit

**Operator**

**Person in organization**

**Voice app**  
Search for a resource account for an auto attendant or call queue.

**Voicemail**  
Search for an Office 365 group

**External phone number**  
Enter the external phone number

Cancel

- Auto attendants \ Edit auto attendant
- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
- ✓ **Call flow for after hours**
- ✓ Call flows during holidays
- ✓ Dial scope
- ✓ Resource accounts

### Set business hours

By default, business hours are set to 24/7, Monday through Sunday. If you set custom business hours, all hours that aren't included in business hours are considered after business hours.

Reset to default | Clear all hours

Day	Start at	End at	
Sunday	Select start time	Select end time	+ Add new time
Monday	9:00 AM	5:30 PM	+ Add new time
Tuesday	9:00 AM	5:30 PM	+ Add new time
Wednesday	9:00 AM	5:30 PM	+ Add new time
Thursday	9:00 AM	5:30 PM	+ Add new time
Friday	9:00 AM	5:30 PM	+ Add new time
Saturday	Select start time	Select end time	+ Add new time

### Set up after hours call flow

If you have business hours set up, you will need to also set up what to do with the call when it's answered during after hours.

#### First play a greeting message

No greeting

Back | Next | Submit

Cancel

- Auto attendants \ Edit auto attendant
- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
- ✓ Call flow for after hours
- ✓ Call flows during holidays
- ✓ **New call flow**
- ✓ Dial scope
- ✓ Resource accounts

## Australia Day Holiday

Holiday  
Australia Day

### Greeting

- No greeting
- Play an audio file
- Type in a greeting message ⓘ

Fastrack Technology hopes you are enjoying your Australia Day. Please call back tomorrow after 9 am. Or hold for the support line.

### Actions

- Disconnect
- Redirect call ⓘ

Redirect to ⓘ  
Voice app = Support Call Queue X

Save Cancel

- Auto attendants \ Edit auto attendant
- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
- ✓ Call flow for after hours
- ✓ Call flows during holidays
- ✓ Dial scope
- ✓ Resource accounts

## Find People

You can set up the users or groups that will be listed and available in your organization's directory when a caller dials into this auto attendant. When callers use Dial by name and search for a person by their name using their voice or keypad, they will be then transferred to the user that have the Teams app installed. [Learn more](#)

### Include

Here you can select which users will be included and available in your organization's directory. ⓘ

- All online users
- Custom user group

### Exclude

You can select which users or groups that you want to be explicitly excluded from the organization's directory. ⓘ

- None
- Custom user group

- Auto attendants \ Edit auto attendant
- ✓ General info
- ✓ Call flow
- ✓ Advanced settings (optional)
- ✓ Call flow for after hours
- ✓ Call flows during holidays
- ✓ Dial scope
- ✓ Resource accounts

## Resource accounts

When you create an auto attendant, you can add a new resource account and assign a phone number to that resource account. [Learn more](#)

+ Add account    X Remove | 1 item

✓	Resource account	Phone number
	Main Line - Auto Attendant	+61 2 9264 0395

## Main Line - Auto Attendant

### Phone numbers

You can view the phone numbers that are assigned to this auto attendant.

+61 2 9264 0395

Back

Submit

Cancel



The image shows two men in a professional setting, likely a meeting or collaborative work environment. They are seated at a desk with two laptops. The man on the left is pointing at the screen of the laptop in front of him, while the man on the right looks on. The background is a soft-focus office space with a plant. The entire image is overlaid with a semi-transparent green and blue gradient. Several white wireframe cube icons are scattered across the scene, some appearing to be part of a larger geometric pattern on the right side.

# END-USER FEATURES



# END-USER FEATURES

**Make a call**

**Consult, hold and transfer calls**

**Speed dial**

**Call testing**



# MAKE A CALL




- Activity
- Chat
- Teams
- Calendar
- Calls**
- Files

# Teams

- Pinned
- Melbourne  
Fastrack Technology
  - Accounts Enquiries  
Fastrack Technology
  - Business Intelligence  
Service Delivery Team
- Your teams
- Marketing
  - General**
  - Campaigns
  - Events and Webinars
  - In-person events
  - MS Partner
  - Website chat
  - Customers
  - Service Delivery Team
  - Fastrack Technology

**Eren Ercan** 10:11 AM 👍 1  
Hey Hayden,  
Can you please review the merchandise designs I've sent.  
↩ Reply

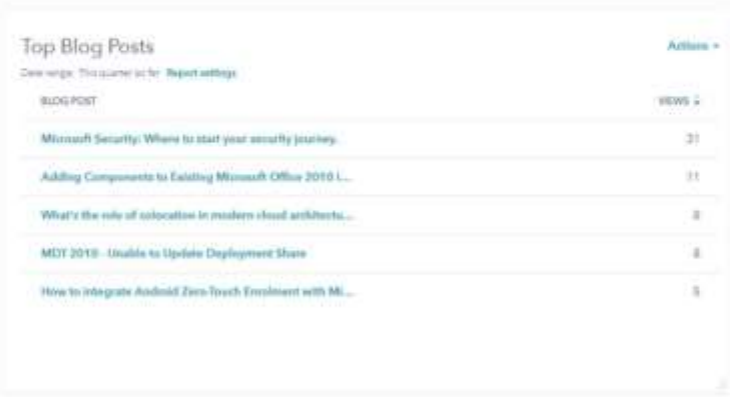
**Vivek Agarwal** 10:22 AM ❤️ 1  
The Account-Based Marketing | Recently added by HubSpot.  
<https://www.salesforce.com/au/resources/articles/why-account-based-marketing-is-important-in-2020/>



**Why Account-Based Marketing Is Important in 2020**  
Account-based marketing has grown more sophisticated over the years. Learn why it's become successful and how you can establish it within your business.  
[www.salesforce.com](http://www.salesforce.com)

**Eren Ercan** 10:26 AM  
Nice!  
↩ Reply

**Eren Ercan** 12:32 PM  
Isn't this exciting our Microsoft Security: Where to start blog is currently 3x more popular than our second most viewed blog for this quarter!!!



Blog Post	Views
Microsoft Security: Where to start your security journey	21
Adding Components to Existing Microsoft Office 2016 L...	21
What's the role of collocation in modern cloud architectu...	0
MDT 2016 - Unable to Update Deployment Share	0
How to integrate Android Zero-Touch Enrollment with Mi...	0

**Eren Ercan** 12:32 PM  
The Security workshop has really given us the goods to make some awesome content



Search



# Calls

- Speed dial
- Contacts
- History
- Voicemail

# Speed dial

Add speed dial New group

## Marketing

**Hayden van Roon**  
General Manager - Marketi...  
In a meeting

**Vivek Agarwal**  
Junior Data Analyst  
Available

## Support

**Albert Ransford**  
Team Leader - Support  
Away

**Cameron van Roon**  
Support Analyst  
In a call

**Ryan Henwood**  
Level 2 Support Analyst  
Available

**Simon Laffan**  
Support Analyst  
Available

## Hardware

**Ben Kerr**  
Support Analyst  
Available

**Nathan Kettle**  
Team Leader - Servers & In...  
In a call

## Operations

**Anna Choi**  
Accounts and Administrati...  
Available

**Nikki McClintock**  
Team Leader - Service Ope...  
In a call

**Subha Gopalan**  
Operations Coordinator  
In a meeting

## EUC

**Bart Ferguson**  
Team Leader - EUC  
In a call

**Brodie Hamdorf**  
Support Analyst  
In a meeting

**Varun Kapoor**  
System Administrator  
In a meeting

Your number: 1300 985 875

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#



Search



### Calls

- Speed dial
- Contacts
- History
- Voicemail

## Speed dial

Add speed dial New group

#### Marketing

**Hayden van Roon**  
General Manager - Marketi...  
In a meeting

**Vivek Agarwal**  
Junior Data Analyst  
Available

#### Support

**Albert Ransford**  
Team Leader - Support  
Away

**Cameron van Roon**  
Support Analyst  
In a call

**Ryan Henwood**  
Level 2 Support Analyst  
Available

**Simon Laffan**  
Support Analyst  
Available

#### Hardware

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Support Analyst  
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Team Leader - Servers & In...  
In a call

#### Operations

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Operations Coordinator  
In a meeting

#### EUC

**Bart Ferguson**  
Team Leader - EUC  
In a call

**Brodie Hamdorf**  
Support Analyst  
In a meeting

**Varun Kapoor**  
System Administrator  
In a meeting

Your number: 1300 985 875

1300 985 875

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call



Search



Calling  
**+61 400 000 000**





# HOLD, CONSULT & TRANSFER







Chat



Teams



Calendar



Calls



Files



...



Apps

00:08

A horizontal control bar at the bottom of the screen. From left to right: a timer showing '00:08', a microphone icon, a grid icon, a three-dot menu icon highlighted with a green square, a group icon, and a red end-call icon.

Chat

Calendar

Calls

Files

...

Apps

Help



Show device settings

Enter full-screen

Hold

Transfer

Consult then transfer

01:03



### Choose a person to consult

Search 

 **Hayden van Roon**  
General Manager - Marketing & Digital

 **Albert Ransford**  
Team Leader - Support

 **Nathan Kettle**  
Team Leader - Servers & Infrastructure

 **Bart Ferguson**  
Team Leader - EUC

Cancel

Consult

|| On hold 00:19

Resume

- Activity
- Chat
- Teams
- Calendar
- Calls
- Files
- ...

Hayden van Roon

See less

8:38 AM  
Hey mate, I have a caller on the line enquiring about Microsoft Teams Voice. Are you able to assist with this enquiry?

See less

Type a new message

Stop consulting **Transfer** ▾

On hold 02:47

Resume

Chat

Teams

Calendar

Calls

Files

...

Apps



Hayden van Roon



See less

8:38 AM  
Hey mate, I have a caller on the line enquiring about Microsoft Teams Voice. Are you able to assist with this enquiry?

See less

Type a new message



Stop consulting

Transfer

- Work
- Work voicemail
- Mobile +61 400 000 000

04:41





On hold 00:49

Resume

00:53

Chat

Teams

Calendar

Calls

Files

...

Apps



00:08     

# SPEED DIAL





- Activity
- Chat
- Teams
- Calendar
- Calls
- Files

### Calls

- Speed dial
- Contacts
- History
- Voicemail

Your number: 1300 985 875

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

### Speed dial

[Add speed dial](#) [New group](#)

#### Marketing



**Hayden van Roon**  
General Manager - Marketin...  
In a meeting


☐ 📞 ⋮



**Vivek Agarwal**  
Junior Data Analyst  
Available


☐ 📞 ⋮

#### Support




**Albert Ransford**  
Team Leader - Support  
Busy

☐ 📞 ⋮




**Cameron van Roon**  
Support Analyst  
Available

☐ 📞 ⋮



**Ryan Henwood**  
Level 2 Support Analyst  
Available


☐ 📞 ⋮



**Simon Laffan**  
Support Analyst  
Available


☐ 📞 ⋮

#### Hardware



**Ben Kerr**  
Support Analyst  
Available


☐ 📞 ⋮



**Nathan Kettle**  
Team Leader - Servers & Infr...  
In a call


☐ 📞 ⋮

#### Operations




**Anna Choi**  
Accounts and Administratio...  
Available

☐ 📞 ⋮



**Nikki McClintock**  
Team Leader - Service Opera...  
In a call

☐ 📞 ⋮



**Subha Gopalan**  
Operations Coordinator  
Available

☐ 📞 ⋮

#### EUC

# Calls

## Speed dial

Speed dial

Contacts

History

Voicemail

Add speed dial

New group

Marketing



**Hayden van Roon**  
General Manager - Marketin...  
In a meeting



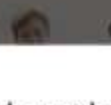
**Vivek Agarwal**  
Junior Data Analyst  
Available



Support



**Albert Ransford**  
Team Leader - Support  
Busy



**Cameron van Roon**

Add speed dial

Type a name or number

Cancel

Add



**Ryan Henwood**  
Level 2 Support Analyst  
Available



**Simon Laffan**  
Support Analyst  
Available



Hardware



**Ben Kerr**  
Support Analyst  
Available



**Cameron van Roon**



Operations



**Anna Choi**  
Accounts and Administratio...  
Available



**Nikki McClintock**  
Team Leader - Service Oper...  
In a call



**Subha Gopalan**  
Operations Coordinator  
Available



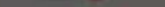
ITUC



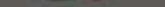
**Bart Ferguson**  
Team Leader - EUC  
In a call



**Brodie Hamdorf**  
Support Analyst  
In a call



**Varun Kapoor**  
System Administrator  
Busy



Your number: 1300 985 875

1	2	3
	ABC	DEF
4	5	6
GHI	JKL	MNO
7	8	9
PQRS	TUV	WXY
*	0	#
	+	

Speed dial

Contacts

History

Vicemail

Add speed dial

New group

Marketing



**Hayden van Roon**  
General Manager - Marketin...  
In a meeting



**Vivek Agarwal**  
Junior Data Analyst  
Available



Support



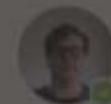
**Albert Ransford**  
Team Leader - Support  
Busy



**Cameron van Roon**



**Ryan Henwood**  
Level 2 Support Analyst  
Available



**Simon Laffan**  
Support Analyst  
Available



## Add speed dial

 **Hayden van Roon**  
info@ftpl.com.au

Cancel

Add

Hardware



**Ben Kerr**  
Support Analyst  
Available



**Cameron van Roon**



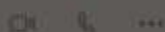
Operations



**Anna Choi**  
Accounts and Administratio...  
Available



**Nikki McClintock**  
Team Leader - Service Opera...  
In a call



**Subha Gopalan**  
Operations Coordinator  
Available



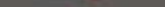
IT&C



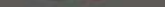
**Bart Ferguson**  
Team Leader - IT&C  
In a call



**Brodie Hamdorf**  
Support Analyst  
In a call



**Varun Kapoor**  
System Administrator  
Busy



Your number: 1300 885 875

1	2	3
4	5	6
7	8	9
*	0	#

- Calls**
- Speed dial
  - Contacts
  - History
  - Voicemail

# Speed dial

Add speed dial    New group

Speed dial



**Hayden van Roon**  
General Manager - Marketin...  
In a meeting

Icons: Video call, Voice call, More options

- Marketing
- Support
- Hardware
- Operations
- EUC
- Other Contacts
- Suggested contacts

Your number: 1300 985 875

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

# VOICEMAIL



- Activity
- Chat
- Teams
- Calendar
- Calls**
- Files
- ...

### Calls










- Speed dial
- Contacts
- History
- Voicemail**

Your number: 1300 985 875

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call

### Voicemail

Name	Duration	Date	Time
 Nebuchadnezzar	11s	6/16/20	1:08 PM
 +61 400 000 000	15s	6/10/20	3:05 PM
 +61 400 000 000	14s	5/21/20	3:29 PM
 +61 400 000 000	16s	5/15/20	3:59 PM
 Yoni Kirsh	8s	12/13/19	8:50 AM
 Eren Ercan	11s	11/11/19	1:35 PM
 Vivek Agarwal	1m 9s	11/11/19	1:33 PM
 Cameron van Roon	6s	11/11/19	1:32 PM
 Eren Ercan	12s	11/11/19	1:31 PM



Search



### Calls

Speed dial

Contacts

History

Voicemail

### Voicemail

Name	Duration	Date	Time
Nebuchadnezzar	11s	6/16/20	1:08 PM ...
+61 400 000 000	15s	6/10/20	3:05 PM ...
+61 400 000 000	14s	5/21/20	3:29 PM ...
Hayden van Roon	17 sec	5/08/2020	1:16 PM ...
<span style="margin-left: 100px;">00:00</span> <span style="margin-left: 20px;">1x</span> <span style="margin-left: 20px;">Hi Eren, it's Hayden just checking in on you and making sure you have everything you need for today's big meeting. See you soon.</span>			
Yoni Kirsh	8s	12/13/19	8:50 AM ...
Eren Ercan	11s	11/11/19	1:35 PM ...
Vivek Agarwal	1m 9s	11/11/19	1:33 PM ...
Cameron van Roon	6s	11/11/19	1:32 PM ...
Eren Ercan	12s	11/11/19	1:31 PM ...

Your number: 1300 985 875



1

2

3

ABC

DEF

4

5

6

GHI

JKL

MNO

7

8

9

PQRS

TUV

WXYZ

\*

0

#

+

Call

Navigation and Action Bar:

- New:** New Email, New Items
- Delete:** Delete, Archive
- Respond:** Reply, Reply All, Forward
- Quick Steps:** Personal, To Manager
- Move:** Move, Rules
- Tags:** Unread/ Read, Assign Policy, Categorize, Follow Up
- Groups:** New Group, Browse Groups
- Find:** Search People, Address Book, Filter Email
- Speech:** Read Aloud
- Add-ins:** Get Add-ins, Adobe Acrobat, HubSpot, OneNote, Insights

- Navigation Pane:**
- ✓ Favorites
    - Inbox**
    - Sent Items
    - Workshop
    - Drafts
    - Deleted Items **673**
  - info@ftpl.com.au
    - Inbox
    - Drafts
    - Sent Items
    - > Deleted Items **673**
    - Archive **42**
    - > Conversation History **2**
    - Junk Email [178]
    - Outbox
    - ✓ Merchandise
      - Equipment **1**
      - Lanyards
      - Socks
    - ✓ Programs and Partners
      - DAM
      - Equinix
      - Logitech
      - Microsoft
      - Personal
    - ✓ Venues

**Mail List:**

- All Unread By Date ↓
- Monday
  - Hayden van Roon
    - Voice Mail (5 seconds)
    - You received a voice mail from
    - Mon 8:01 PM

**Voice Mail (5 seconds)**

Hayden van Roon  
To: Eren Ercan

audio.mp3  
16 KB

You received a voice mail from Hayden van Roon at [info@ftpl.com.au](mailto:info@ftpl.com.au)

Job Title: General Manager - Marketing & Digital  
Company: Fastrack Technology  
Work: [1300 985 875](tel:1300985875)  
Mobile: [+61 400 000 000](tel:+61400000000)  
Email: [info@ftpl.com.au](mailto:info@ftpl.com.au)

---

Thank you for using Transcription! If you don't see a transcript above, it's because the audio quality was not clear enough to transcribe.

[Set Up Voice Mail](#)

Fri 24/07/2020 9:22 AM



# CALL TESTING





### Teams

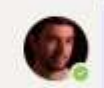
Pinned

- Melbourne  
Fastrack Technology
- Accounts Enquiries  
Fastrack Technology
- Business Intelligence  
Service Delivery Team

Your teams

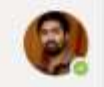
- Marketing
- General
- Campaigns
- Events and Webinars
- In-person events
- MS Partner
- Website chat
- Customers
- Service Delivery Team
- Fastrack Technology

### General Posts Files Meeting Notes Marketing Team (1)



**Eren Ercan** 10:11 AM  
Hey Hayden,  
Can you please review the merchandise designs I've sent.

Reply



**Vivek Agarwal** 10:22 AM  
The Account-Based Marketing | Recently added by HubSpot.  
<https://www.salesforce.com/au/resources/articles/why-account-based-marketing-is-important-in-2020/>



**Why Account-Based Marketing Is Important in 2020**  
Account-based marketing has grown more sophisticated over the years. Learn why it's become successful within your business.  
[www.salesforce.com](https://www.salesforce.com)



**Eren Ercan** 10:26 AM  
Nice!

Reply



**Eren Ercan** 12:32 PM  
Isn't this exciting our Microsoft Security: Where to start blog is currently 3x more popular than our second most viewed blog for this quarter!!!

Top Blog Posts [Article >](#)

Over-views: This quarter so far [Report settings](#)

BLOG POST	VIEWS ↓
Microsoft Security: Where to start your security journey.	21
Adding Components to Existing Microsoft Office 2016 L...	21
What's the role of colocation in modern cloud architectu...	0
MDT 2016 - Unable to Update Deployment Share	0
How to integrate Android Zero-Touch Enrollment with Mi...	0



**Eren Ercan** 12:32 PM  
The Security workshop has really given us the goods to make some awesome content

**Eren Ercan**  
Change picture

- Available
- Set status message
- Saved
- Settings**
- Zoom (100%)
- Keyboard shortcuts
- About
- Check for updates
- Download the mobile app
- Sign out

## Settings

General

Privacy

Notifications

Devices

Permissions

Calls

### Audio devices

PC Mic and Speakers

Speaker

Speakers (Realtek High Definition Audio(SST))

Microphone

Microphone Array (Realtek High Definition Audio(SST))

Make a test call

### Secondary ringer

None

### Camera

Surface Camera Front



Reply

Irifan reacted to your reply 1:05 PM  
Service Delivery Team > Hardware Orders  
Hopefully you're not "on it" otherwise you'd brake...

Varun +2 replied 11:58 AM  
Fastrack Technology > Random  
and I feel like this 100% of the time when Brodo...

Arun reacted to your message 11:39 AM  
Chat with Arun  
(L: RingCentral, MS, 8x8, Zoom and CISCO7

Varun reacted to your reply 10:47 AM  
Fastrack Technology > Random  
My favourite is Rachel.

Ben +1 reacted to your post 10:47 AM  
Fastrack Technology > Random  
PowerPoint has an icon for any situation

Simon reacted to your reply 10:21 AM  
Service Delivery Team > Hardware Orders  
should of upsold them \$105 worth of something

Hayden +1 replied 9:04 AM  
Service Delivery Team > Hardware Orders  
Nice work

Tim mentioned Support 17/11  
Service Delivery Team > Support  
Multiple VMs with the same name in VMM ->

Tim mentioned Support 17/11  
Service Delivery Team > Support  
Please sign out of iLOs when done - Support Whe...

Tim mentioned you 17/11  
Fastrack Weekly Team Meeting  
Eren Ercan I can't find the meeting in stream. Can...

Albert +1 reacted to your message 17/11  
Fastrack Weekly Team Meeting  
I am the master of pressing record after I've said...

Tim mentioned you 17/11  
Fastrack Weekly Team Meeting  
Seeing as Eren Ercan was away yesterday as well I...

## Settings

General

Privacy

Notifications

Devices

Permissions

Calls

## Call answering rules

Choose how you want to handle incoming calls.

 Calls ring me  Forward my callsAlso ring If unanswered 

Ring for this many seconds before redirecting

## Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

## Ringtones

Choose a ringtone for incoming calls

Calls for you Forwarded calls Delegated calls 

## Accessibility

Turn on TTY to use text to communicate over the phone line. To get this

- Ifan reacted to your reply 1:05 PM  
Service Delivery Team > Hardware Orders  
Hopefully you're not "on it" otherwise you'd brake...
- Varun +2 replied 11:58 AM  
Fastrack Technology > Random  
and I feel like this 100% of the time when Brodo...
- Arun reacted to your message 11:39 AM  
Chat with Arun  
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I am the master of pressing record after I've said...
- Tim mentioned you 17/11  
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Seeing as Eren Ercan was away yesterday as well I...

### Settings

- General
- Privacy
- Notifications
- Devices
- Permissions
- Calls**

#### Call answering rules

Choose how you want to handle incoming calls.

Calls ring me  Forward my calls

Also ring

If unanswered

- New number or contact
- No one else
- Call group
- 1300 985 875
- 1300 985 875

#### Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

#### Ringtones

Choose a ringtone for incoming calls

Calls for you

Forwarded calls

Delegated calls

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Arun reacted to your message 11:39 AM  
Chat with Arun  
(re: RingCentral, MS, 8x8, Zoom and CISCO?)

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Multiple VMs with the same name in VMM -...

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## Settings



General

Privacy

Notifications

Devices

Permissions

Calls

## Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

## Ringtones

Choose a ringtone for incoming calls

Calls for you Default

Forwarded calls Default

Delegated calls Default

## Accessibility

Turn on TTY to use text to communicate over the phone line. To get this working, make sure to connect a TTY device.

 Turn on TTY mode

## Call queues

Choose whether or not to receive calls for the following queues.

Sales Short Straw Support - AH Support BH

# MICROSOFT TEAMS VOICE PRICING





# AUSTRALIAN PRICING

Inclusions	1-20 users	21-50 users	51+ users
<b>Managed Microsoft Teams Voice Calling</b>	<b>\$30</b> per user / per month	<b>\$25</b> per user / per month	<b>Talk to us</b>
<b>Direct Routing Installation</b> Includes number porting, SIP trunk creation, direct routing and number assignment in Microsoft Teams tenant.	\$500 (One-time fee)	\$500 (One-time fee)	Talk to us
<b>Teams Phone System Consultation, Design &amp; Setup (Optional)</b> Including initial discovery workshop, design and setup of IVRs, call queues and auto-attendants.	\$900 (One-time fee)	\$900 (One-time fee)	Talk to us
<b>Unlimited National Calls</b> Unlimited calls to Australian landline and mobile phone numbers from any Microsoft Teams-enabled device.	✓	✓	✓
<b>Ongoing Management &amp; Training</b> Addition, modification and removal of user accounts and changes to existing call-queues and auto attendants.	✓	✓	✓
<b>Fault Response</b> Fastrack will respond to and resolve faults with Microsoft Phone System and Direct Routing to PSTN.	✓	✓	✓
<b>Remote 24/7 Support**</b> Remote support and troubleshooting for end-users' Teams features such as voicemail and call forwarding after initial setup.	✓	✓	✓
<b>Hardware Support***</b> Remote support, troubleshooting and warranty management for hardware procured from Fastrack.	✓	✓	✓
<b>On-site Support****</b>	✓	✓	✓



# ADDITIONAL SERVICES

Additional services	Price
1300 / 1800 Number Hosting (AUS)	\$5.00 per number/month
10 Number Range Hosting (AUS)	\$10.00 per month
50 Number Range Hosting (AUS)	\$20.00 per month
100 Number Range Hosting (AUS)	\$30.00 per month
International call rates	<a href="#">As published.</a>
Special Numbers call rates	<a href="#">As published.</a>
Project management for complex deployments	POA
Custom hardware procurement, install and/or management	POA
Customised end-user training workshop	POA

## Additional considerations

\*Microsoft Teams Voice (MTV) requires an Office 365 or Microsoft 365 license. In some licensing models, MTV the Microsoft Phone System License to be purchased.

\*\*Fastrack will provide 24/7 support for priority one issues. All other issues will be resolved within business hours.

\*\*\*Excludes freight liaison with hardware vendor.

\*\*\*\*Fastrack will provide remote support by default and provide on-site support only where Fastrack deems it is required.

\*\*\*\*\*All pricing excludes GST.



# WHY CHOOSE FASTRACK'S MICROSOFT TEAMS VOICE?



**No lock-in  
contracts**



**Unlimited  
calling**



**No charge for  
SIP channels**





# WHAT'S NEXT?



# WHAT'S NEXT



**WE WILL SEND YOU THE  
POWERPOINT**



**THE RECORDING**



**A SURVEY**



# WHAT'S NEXT?

# BOOK A DISCOVERY CALL





***fastrack***  
*technology*

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