

Daisy Direct2 for Microsoft Teams

Unified Communications

Cloud & Hosting



● **A flexible voice solution**

Enhances productivity and **boosts your projects** ●

Microsoft Teams has seen great success as a remote working and collaboration tool, especially since the unprecedented requirement to work from home during the on-going pandemic. As we look towards our post-pandemic workplace culture, we are already seeing the demand for simplified voice and audio-conferencing solutions which are truly scalable.

Daisy's Direct2 for Microsoft Teams is a suite of services designed to address your home working collaboration requirements in three ways; for businesses looking to provide external calling, call centre and voice recording capabilities directly from Microsoft Teams, for integration into an existing telephony solution, or for a brand-new telephony platform within a Microsoft Teams cloud environment.

80%
of employee time is spent collaborating

*Microsoft 2019

7 Million
0365 licences in the UK and 92% of Microsoft Teams users don't have the ability to make external calls

*Gamma 2019

By 2022
contact centre as-a-service will be the preferred adoption model

*Gartner 2019

50%
said Security and Collaboration were the top challenges when adapting to home working

*Microsoft 2019

72%
of workers will be working remotely by 2021

*Microsoft 2019

we are **daisy.**

dcs.tech/direct2-for-microsoft-teams

How Direct2 for Microsoft Teams works

Direct2 for Microsoft Teams suite of services is designed to deliver:

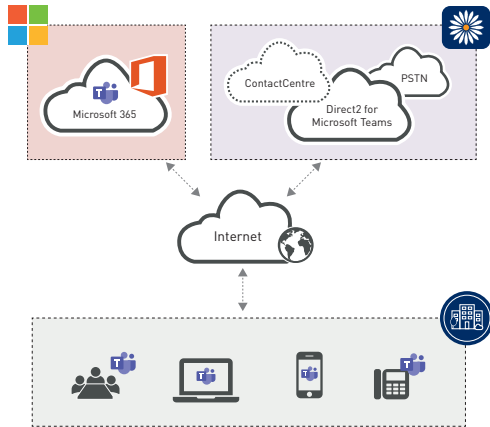
1. A Direct Routing experience by adding external calling capability from Microsoft Teams.
2. A hybrid voice option, where calls can be routed between Microsoft Teams and an existing PBX.
3. A feature-rich cloud-hosted phone system, which replaces legacy on-premise or VoIP systems.

All of the above have the options of adding contact centre functionality and voice recording to Microsoft Teams. Perfect for growing businesses looking to access world-class cloud telephony on a reduced scale.



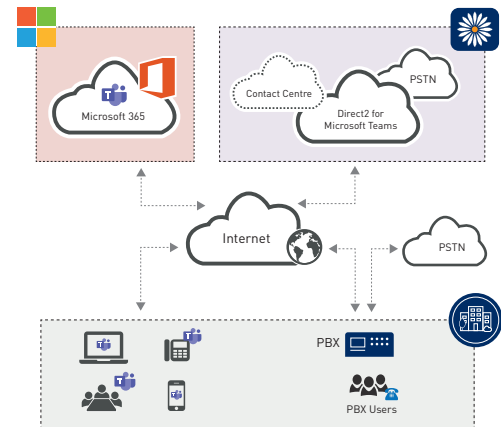
1.

Add enhanced calling features to an existing Microsoft Teams environment.



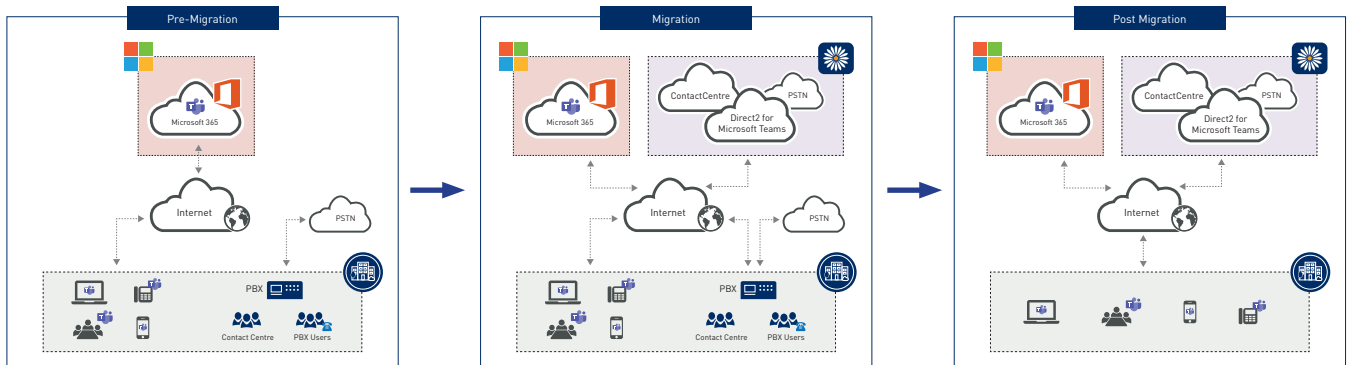
2.

This scenario allows you to run a voice hybrid solution where calls can be routed between Microsoft Teams and an existing PBX.



3.

Replace legacy on-premise or VoIP systems with a feature-rich cloud-hosted phone system.



Benefits of Direct2 for Microsoft Teams

- No CapEx or set up costs
- Your users can call anywhere, anytime with competitive calling rates
- Scalable and flexible - a cloud delivery on a per-user basis
- Highly resilient triple entry points into Microsoft Azure
- Added business continuity functionality
- Fraud protection
- Automated provisioning
- PCI, GDPR and MIFID 2 compliant call recording
- Contact centre functionality as an option
- The option to maintain an existing voice service



Why choose Daisy Direct2 for Microsoft Teams



SECURITY & COMPLIANCE

Do you need to provide compliant recording when working in Microsoft Teams?

Daisy Direct2 for Microsoft Teams provides compliant recording and archiving across all communication channels in Microsoft Teams, managing complex regulatory requirements with ease.



AGILE & FLEXIBLE

In need of a new cloud telephony platform?

Daisy Direct2 for Microsoft Teams provides a highly resilient and secure cloud telephony service, bringing together Microsoft Teams, enterprise-grade telephony and contact centre capabilities into a single service. Perfect for anyone looking to re-think the way they work, creating a modern and flexible digital workplace which allows businesses to work and serve their customers from any location and on any device.



INTEGRATE & TRANSFORM

Are you looking to integrate an existing telephony platform?

Daisy Direct2 for Microsoft Teams will seamlessly connect your existing on-site or cloud telephony platform into Microsoft Teams. This integration allows you to leverage your existing investment, utilising existing SIP/PSTN trunks, keep all existing numbers, routing, and call centre functionality in place, while using Microsoft Teams as the single user interface and transform the way you use voice.



4D ADOPTION AND TRAINING

Developing your adoption and training journey

In order to use Direct2 for Microsoft Teams, to its full potential we will work with you to provide virtual workshops, on-site training as well as online training, helping to boost adoption within your business. What is needed is more than just delivering technology to employees but also behavioural changes, as you are fundamentally creating a different way of working.

Daisy is a Microsoft Gold partner and CSP, with seven specific accreditations across the various elements of the server and desktop portfolios. As one of the UK's largest telecoms providers, not only can we deploy Microsoft 365 licenses for our customers, we can also provide project management and professional services – ensuring a seamless transition when migrating any voice user to Microsoft Teams Phone System, whether they are moving from an onsite PBX, an alternative VoIP product or Skype for Business. Offering you end-to-end deployment, customisation, training, onboarding and support services for Microsoft Teams Phone System.

To find out more about **Daisy Direct2 for Microsoft Teams**,
speak to one of our specialists today: ☎ **0344 863 3000**