



cobweb

# Microsoft 365 Business Voice

*The phone system built for productivity*



Microsoft 365 Business Voice is an all-in-one phone system in Microsoft Teams created to work with Office 365 and deliver a complete productivity, communication and collaboration solution for businesses with up to 300 users.

Microsoft 365 Business Voice enables you to work confidently with a reliable, powerful, and intelligent phone system, delivered from Microsoft's trusted cloud.

Business Voice delivers a feature rich, cloud-based phone system, and online and audio meetings, enabling the small and medium size business to use the power of Microsoft Teams, centralise communications into a single interface, and unify communications.

## Increase productivity and simplify communications

*Simplify your communications by unifying calling with chat and meetings in Microsoft Teams.*

Your contacts and calendar are connected across Teams and Outlook, while Business Voice is integrated in with Office 365, and taking collaboration to the next level with the ability to use Word, Excel, and PowerPoint within calls and meetings.



# What is Microsoft 365 Business Voice?

Microsoft 365 Business Voice gives you flexibility at your fingertips, with two main deployment options:

## 1. Microsoft 365 Business Voice

Microsoft 365 Business Voice delivers a complete phone solution, incorporating the phone system, audio conferencing and domestic calling, with international calling available as an add-on.

## 2. Microsoft 365 Business Voice (without calling plan)

Microsoft 365 Business Voice (without calling plan) incorporates the phone system and audio conferencing features. To support businesses for whom the without calling plan is most suitable, Cobweb has partnered with several telephony providers:



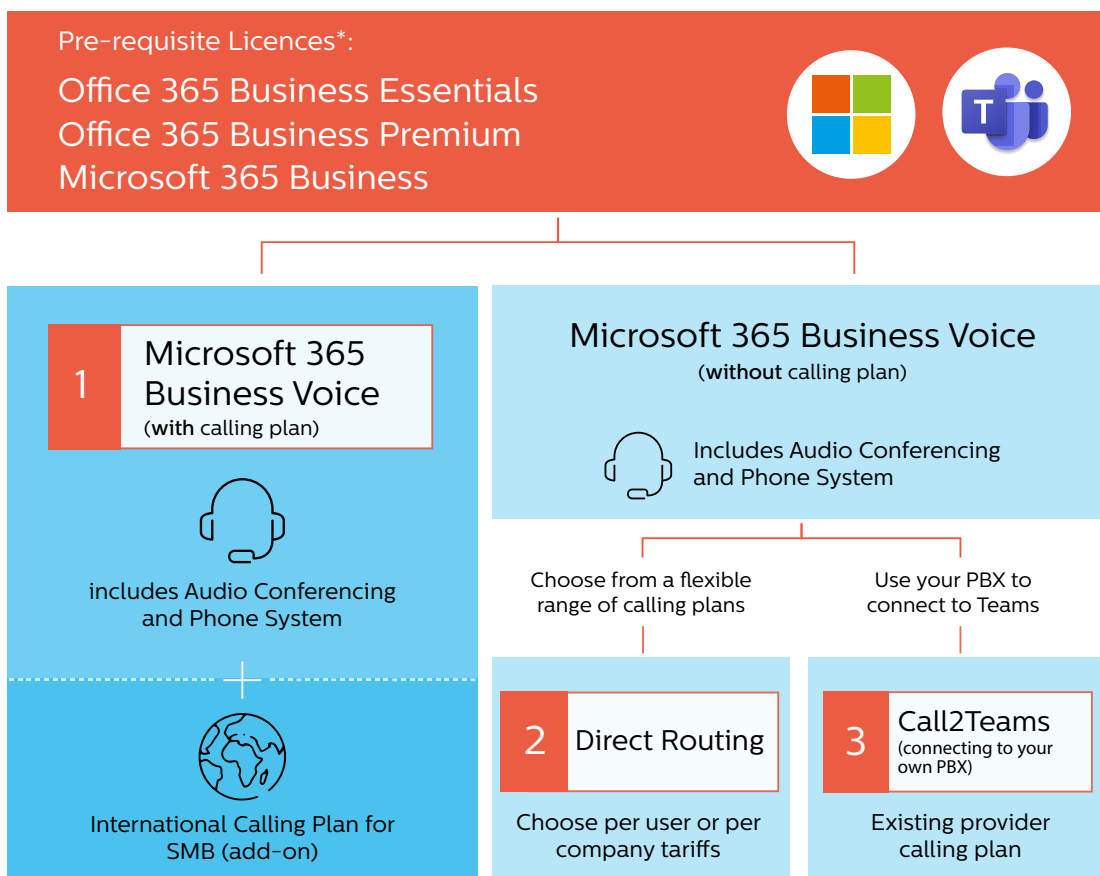
### Business Voice with direct routing

With a direct routing option, businesses use their own selected telephony carrier for the PSTN (Public Switched Telephone Network).



### Business Voice with existing PBX system

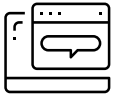
For businesses wanting to continue to use an existing PBX system, handsets and phone system features, Qunifi's Call2Teams will connect any PBX phone system to Business Voice.



\*Additional qualifying pre-reqs: Office 365 E1, E3, A1, A3; Microsoft 365 E3, A3 - capped at 300 users

# Benefits of Business Voice

At Cobweb, we believe that Business voice is *the* phone system for small and medium size businesses. Key benefits include the ability to:



## Communicate from a single app

Streamline user communication by unifying calling with chat, and see a single feed for all communication activity.



## Keep contacts in-sync effortlessly

Details for your customers and colleagues are at your fingertips, with Office 365 and a single contact platform.



## Call from anywhere, on any device

Stay connected wherever work takes you with a single number accessible across computers, mobile devices, and desk phones – helping to enable a mobile workforce.



## Make meetings inclusive

Ensure everyone can be heard with a dial-in conferencing number, plus real-time captioning and translation in Teams meetings.



## Work together to handle calls

Work together to handle calls and voicemails, so no requests fall through, with call control, location-based routing, and multi-level auto attendants.



## How Cobweb can help

Cobweb has been delivering Microsoft phone systems to larger businesses for years, and with the introduction of Microsoft 365 Business Voice, a broader range of customers can unlock even more value from Office 365 by adding telephony services to the Microsoft Teams collaboration hub.



### Solution discovery

Cobweb's team of specialists can work with you to not only understand how best to implement Microsoft 365 Business Voice in your business but also how to transition from your current solution.



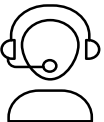
### Design and deployment

Cobweb's voice specialists will ensure that your new Microsoft 365 Business Voice solution is perfectly tailored and configured to your needs, and that your teams know how to take advantage of all the new capabilities.



### Devices and hardware

To provide your business with a complete solution we have partnered with a best in business device vendor to provide devices ranging from handsets, to headsets, to meeting room solutions, and available as an outright purchase or as part of your monthly fees.



### Managed services and support

Whether you're looking for 24\*7 expert support, or for a complete managed service to maintain and manage your systems, we're here to help.

## Next Steps

Whether opting for an end-to-end Microsoft solution, Call2Teams and connecting to your existing PBX, or choosing an alternative telephony provider for your voice minutes, find out how using a phone system in the cloud and Microsoft Teams can help your business become more agile.

☎ 0333 009 5941  
✉ [hello@cobweb.com](mailto:hello@cobweb.com)

## Let the cloud work for you.

Call us now to find out how Cobweb can help your business become more agile, productive and mobile.

### UK Office

☎ 0333 009 5941

✉ [hello@cobweb.com](mailto:hello@cobweb.com)

🖱 [www.cobweb.com](http://www.cobweb.com)

### About Cobweb

Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

