# Microsoft Teams

BCSquared Microsoft Teams Overview

The BCSquared platform offers a number of integrations to compliment a customer Microsoft Teams strategy. This can include the overlay of BCSquared services into MS Teams, including Cisco Webex Contact Center, PSTN Direct Routing, and CCBox productivity suite components.

For users for whom the MS Teams solution is not functionally complete for voice services e.g. required PBX features, or have legacy Cisco estates, Cisco voice solutions in Webex Calling, and CUCM Cloud can be directly accessed as apps within MS Teams via the Calling and Jabber apps respectively.

Lastly, where advanced MS Teams features are required, for example, client to client or MS Teams meetings recording, or MS Teams based compliance recording, BrightCloud Group are able to support such requirements through our portfolio of products and partners.

PSTN Direct Routing

Where MS Teams is used as the choice for internal telephony services, utilising appropriate MS Teams Phone System licenses (utilising phone system add on licenses) BCSquared Hosted Gateway can deliver calls directly to MS Teams clients for access to and from the PSTN. All BCSquared Hosted GW services are available under these circumstances, including call recording and archiving, channel and user based models, as well as all geographic and non geographic numbering provisioning, porting, and minutes bundles. BrightCloud Group partner with AudioCodes to deliver services direct to MS Teams, providing competitive benefits to the provision of standard MS Teams calling plans, and carrier driven user / channel based services.
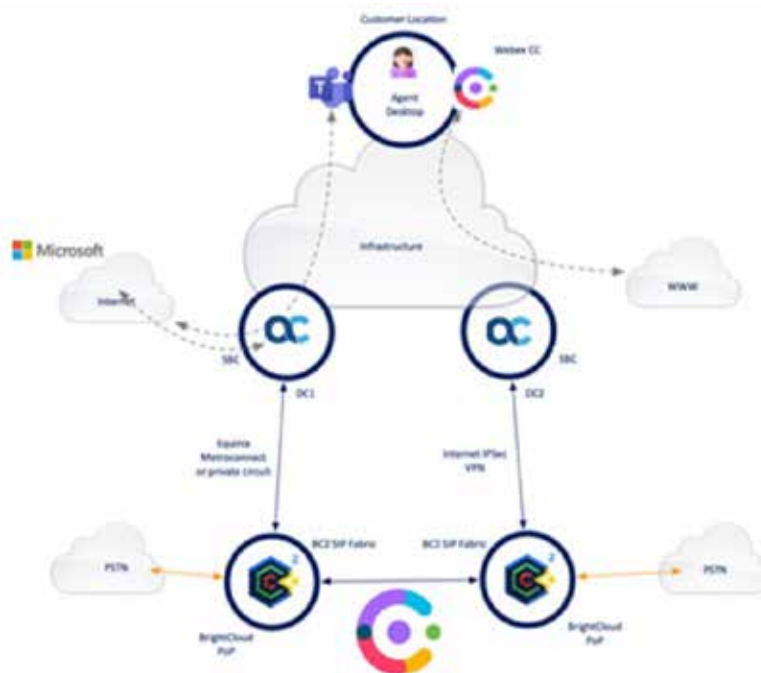
O365 Pre-requisites

Prior to service engagement it is the responsibility of the customer to verify that all users targeted for the service have the appropriate MS Teams licenses – any license with 'Phone System' assigned and are available within the tenant. Users should be configured in O365 in "Teams only" mode.

This is our cloud.

End Point Devices
(Phones and Meeting Room)

BrightCloud Group can provide a range of Microsoft certified phones and meeting room (conferencing) devices. These can be added to the service and paid for monthly.

Cisco Webex Contact Center using MS Teams

Cisco Webex Contact Center (WxCC), as an over the top solution is able to integrate with MS Teams via either direct PSTN routing, or via DDI provisioned by a third party. This allows for the complete use of the WxCC solution from Cisco, in collaboration with any MS Teams environment that has the phone system enabled. Utilising such a service ensures that users in MS Teams are able to take advantage of the collaboration elements of Teams, e.g. messaging, teams, presence, whilst using the WxCC solution. If necessary, BrightCloud Group can provide direct integration to customer Active Directory, such that for example, WxCC phone books are able to automatically synchronise with Azure AD and propagate simple WxCC transfers to non WxCC queues and users across the MS Teams phone system dial plan.

Cisco Webex Calling and Jabber using MS Teams

The Webex Call application provides access to business-quality voice and video on your desktop using Webex. Powered by a choice of the market-leading Cisco Cloud Unified Communications Manager (UCM) call-control solution or Cisco Webex Calling for cloud deployment.

In order to use this application users must have the Webex app installed on their Windows or Apple workstation. The Webex Call app in Microsoft Teams will launch voice and video calls using the Webex app. The Webex app must be enabled for calling using either Cisco Webex Calling or Cisco Unified Communication Manager. Users can install both the Webex Call app with the Webex Meetings app to have access to both Cisco Calling and Meetings from Microsoft Teams.

Calls can be made using a dial pad or by turning a chat conversation into a call using Microsoft Teams for Windows, Mac, Android, iPhone, iPad or Web browser. Users can also call Azure Directory and Outlook contacts, and add these contacts as speed dials.

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