



TeamUp!
for Voice



WHITEPAPER

THE TOP 5 THINGS TO AVOID WHEN MIGRATING TO MICROSOFT TEAMS VOICE CALLING

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Introduction

Microsoft Teams has made its mark as a powerful collaboration tool that significantly boosts organizational productivity, especially in the hybrid workplace, by combining chat, video meetings, content sharing and voice calling in one easy to use platform. With Microsoft Teams voice calling, users can make and receive phone calls directly within the Teams client, meaning that organizations can consolidate their communications systems and reduce the costs associated with traditional phone systems.

Time to Think Ahead

However, migrating to Teams voice calling requires careful planning and execution to ensure a smooth transition. This white paper identifies the five most common pitfalls that you are likely to encounter when you kick off your migration project and outlines practical strategies for successfully avoiding them.

1 Skipping Over the Planning Stage

It is no exaggeration to say that a successful migration to Microsoft Teams voice calling is directly proportional to the amount of preparation that you put into the project beforehand. Before commencing the migration process, one of the first things that you need to review in depth is the quality of your existing network and IT infrastructure. During this vital preparatory stage, which can be termed “network readiness”, it is absolutely essential to undertake a thorough assessment of your network, which should include an examination of its capacity, bandwidth and latency.

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One of the most critical aspects of network readiness is assessing your network's capacity and bandwidth, especially when moving from TDM-based telephony to IP telephony. Teams voice calling requires a stable internet connection capable of specific minimum speeds, as defined by Microsoft¹. It is imperative to ensure that your network can handle the expected volume of voice and video calls without suffering from any degradation in call quality.

Another important consideration when assessing network readiness is network latency. Network latency is the amount of time it takes for voice communications to travel from one person to another in the network, with high latency potentially causing delayed or unintelligible audio and resulting in a poor user experience. Network latency can be impacted by factors such as network congestion, distance between users and network hardware.

After all these different aspects have been accurately assessed, you should go ahead and make any necessary changes to ensure optimal network performance prior to migration.

2 Selecting a PSTN Connectivity Method That Doesn't Really Match Your Needs

When planning your migration to Microsoft Teams voice calling, it is important to determine exactly how you will connect your Microsoft Teams deployment to the PSTN. There are currently three different ways to achieve this, each with its own distinct advantages and disadvantages. These are:

- **Microsoft Calling Plans** – This is a native PSTN calling solution offered by Microsoft for a selected number of countries that allows users to make and receive calls directly from Teams. Here, you purchase phone numbers and calling minutes from Microsoft as a subscription service. However, your existing call plans and line costs may be more cost-effective than a calling plan from Microsoft and you may also incur a penalty if you are still under contract with your current provider.
- **Direct Routing for Microsoft Teams** – Direct Routing allows you to leverage all the benefits of Teams while staying with your current provider, or another provider in over 180 countries², for your lines and minutes. It uses a Microsoft-certified session border controller (SBC) to mediate between your on-premises PSTN or SIP trunk and the Microsoft Teams Phone System. It can reduce the total cost of ownership by giving you lower calling charges and offers more flexibility and control over your communications solution.
- **Operator Connect** – Operator Connect gives you the flexibility to choose which operator³ you would like to select for your PSTN calling directly from the Microsoft Teams admin center. All you have to do is click the **Operators** tab, where a list of qualified operators is displayed, and select your preferred operator. After doing this, the selected operator contacts you and connects you to the service. At this point, you receive all the phone numbers you need for your users, or you can keep your existing ones.

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Your chosen PSTN connectivity method can have a real effect on the overall success of your migration project, so careful thought should be given to the pros and cons of each one in relation to your particular business needs.



3 Failing to Consider Solution Monitoring and Analytics

End-to-end analytics is an essential component of any Microsoft Teams voice calling deployment. It gives you valuable insights into what is really going on in your voice network, which in turn makes it possible for you to optimize your communication experience. There are two main reasons why you should have analytics up front and center in your migration plans.

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Firstly, analytics helps you monitor and measure the quality of voice calls. With analytics, your administrators can view call metrics such as call volume, call duration and call quality. This information can be used to identify potential voice quality issues and take corrective action to improve the user experience. By proactively monitoring voice quality, organizations can prevent user frustration and ensure that voice and video calls are always crystal clear.

Secondly, analytics gives you the tools to optimize your communications environment. By analyzing call data, your administrators can identify patterns in call usage, such as peak call times, call volume by department or location and call duration. This information can be put to work to optimize call routing and ensure that calls are directed to the right teams or individuals. Analytics can also help identify areas where additional resources may be needed, such as additional phone numbers or call agents, to improve overall call handling efficiency.

4 Omitting the Role Played by Other Voice Applications

In many organizations, unified communications go beyond simple voice calling capabilities to encompass things like voice and interaction recording, interactive voice response, contact centers, fax servers and more.

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Consequently, when migrating to Microsoft Teams voice calling, it makes sense to establish in advance which of these voice applications you might need and then integrate them into your deployment. To give just one example, interaction recording for compliance purposes is an obvious but often overlooked area where thoughtful planning can pay big dividends further down the line for the following reasons:

- In many industries, such as finance and healthcare, there are stringent statutory regulations that compel companies to retain and protect certain types of communications, including phone calls and other messages. If you fail to comply with these regulations, you can incur severe penalties, fines and legal complications.
- Interaction recording can provide legal protection for organizations and customers in case of disputes or misunderstandings. Should a disagreement arise about what was said during a phone call, the existence of a recording can offer much-needed clarity and help you resolve the issue.

- Interaction recording can be used as a tool for quality assurance and staff training. By reviewing recorded calls, you can ensure that employees are providing a high level of customer service and also identify areas where they may need additional training.
- By recording calls and other interactions, you can identify suspicious activity and take appropriate action to protect your organization and your customers from fraud and security breaches.

5 Overlooking the Importance of Effective User Management

User management with Microsoft Teams voice calling, which involves ensuring that users have access to the right features, resources and permissions without compromising security or compliance, can be a time-consuming and resource-intensive process. Managing a large user base requires significant effort, often calling for expensive PowerShell expertise, and IT teams may struggle to keep up with the demands of user management while also dealing with their other day-to-day IT-related assignments.

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This situation is further exacerbated by the fact that Microsoft Teams is in some ways quite a complex platform in itself. It has many features, each of which has its own set of permissions and policies that need to be configured correctly to ensure that users have the right level of access. On top of that, voice calling in Microsoft Teams requires additional configuration, such as assigning phone numbers, routing calls and setting up call queues, as well as performing moves, adds, changes and deletes. All these tasks require a deep understanding of the platform and expertise in configuring its various features.

You should therefore seek to simplify the management of your Microsoft Teams deployment as much as possible, since doing so means that less-skilled and less-expensive resources can handle the issues around user management and changes can be implemented more rapidly.



BONUS TIP: Don't Forget Training!

One of the most common challenges associated with migrating to Microsoft Teams voice calling is user adoption. Users who are not familiar with the Teams platform and the full range of its voice calling features may struggle to adopt the new technology. This can lead to frustration and reduced productivity, which can actually end up defeating the object of moving to Teams in the first place.

To ensure successful adoption of Teams voice calling, it is crucial to provide adequate training and resources to end users. This includes training on the Teams platform as a whole, as well as in-depth training on the individual voice calling features themselves. Many organizations go one step further and provide end users with resources such as user guides and video tutorials to help them learn how to use Teams voice calling effectively.

Get on the Fast Lane to Microsoft Teams Voice Calling

At AudioCodes, we want each and every organization to be able to enjoy the considerable productivity-boosting powers of Microsoft Teams voice calling. However, at the same time, we also understand that not every organization has the in-house tech know-how to manage a full deployment from start to finish.

That's why we created [AudioCodes Live for Microsoft Teams](#), a portfolio of voice-as-a-service solutions that eliminates the complexity of integrating team collaboration, unified communications and enterprise telephony.

AudioCodes Live provides a seamless, rapid and cost-effective migration to Teams for high quality voice and video collaboration, with our seasoned experts taking care of your entire migration, whether the deployment is on-premises, fully cloud-based or hybrid. We plan the deployment, install the hardware and oversee every part of the solution on a day-to-day basis, including Teams tenant and user management, with support given 24/7.

And if you want to enhance your employees' Teams experience even further, we also offer additional subscription-based options, all available on a per-user per-month basis. These include [business phones](#), [meeting room solutions](#), [interaction recording](#) and our unique [Meeting Insights](#) solution for getting the most out of your meetings.

Meer informatie, [neem contact met ons op](#).



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¹ <https://learn.microsoft.com/en-us/microsoftteams/prepare-network>

² [https://download.microsoft.com/download/d/b/6/db6992c5-ec9a-4b02-8742-59df17dd90a7/country-and-region-availability-\(v-19OCT2021\)-\(en-us\).xlsx](https://download.microsoft.com/download/d/b/6/db6992c5-ec9a-4b02-8742-59df17dd90a7/country-and-region-availability-(v-19OCT2021)-(en-us).xlsx)

³ <https://cloudpartners.transform.microsoft.com/practices/microsoft-365-for-operators/directory>