



Unified Communications with QSOL IT



What is Unified Communications



Voices matter

for building personal connections
and creating clarity

Remote and hybrid work has made it challenging to maintain personal connections and enable serendipitous problem-solving that often happens in the office.

Studies show that **voice is the human signal that creates understanding and connection.**

Calling can help restore connections and build new ones with colleagues and customers.

Using Computers, Smartphones, or Desk Phones, you can make **crystal clear and encrypted calls** from anywhere in the world.



You need a modern communications solution that meets today's needs



Hybrid workspaces split between office & home

Users should be able to place and receive calls from any workplace, on any device, including mobile, via the Microsoft Teams app.



Evolving calling scenarios

Solutions need to enable modern capabilities and devices, while providing traditional features.



Pressure on IT budget and resources

Modern calling solutions and easy-must be cost-effective to-manage.



650+ Million

Calls made in one month*

That is **11x from March 2020**.

On average, calls are just **1/4 the length** of a typical meeting, making calling a quick and efficient way to reconnect, collaborate, and stay updated.

Solution Overview



Replace your traditional PBX with Unified Communications

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.* Reduce reliance on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics via QSOL IT's Expert IT Support Team.

Scale globally

Connect your phone system to the Microsoft worldwide network, and get the power of the Microsoft cloud wherever your business goes.

*A complete voice solution is possible with a combination of Teams Phone, Calling Plans, Operator Connect and/or Direct Routing.



QSOL IT Unified Communications Features

Provide modern and legacy PBX capabilities with the cloud

Unify your legacy PBX system in Microsoft 365

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- Busy on busy
- Call escalation
- Call park
- Call quality dashboard
- Caller ID masking
- Calling transfers and handling
- Click to call
- Cloud auto attendants
- Cloud call queues
- Cloud voicemail with transcription
- Custom contact groups
- Custom ring tones
- Dial plans
- Direct Routing
- Direct Routing dashboard
- Do not disturb and breakthrough
- Dynamic emergency calling
- Extension dialing
- Full delegation support
- Group call pick-up
- Location-based routing
- Media bypass (Direct Routing)
- Microsoft Calling Plans
- Number porting for Calling Plans
- Out of office support
- Routing rules
- Screen sharing from chat
- Secure calling between tenants
- Shared line appearance
- Simultaneous ringing
- Speed dial
- Teams admin center
- Teams and SfB calling
- Three-way PSTN calls
- TTY support

...and more

Customer Choice at the Center of QSOL IT's Offerings

QSOL IT meets your diverse needs with flexible and simple options to bring calling to Teams. There are now three options for enabling Teams Phone.



Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Available globally through partners.

Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of Direct Routing.

Available in 42 markets.

Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in 28 markets.

Unified Communications Availability

Microsoft Teams Calling Plans

Microsoft is your operator

Operator Connect

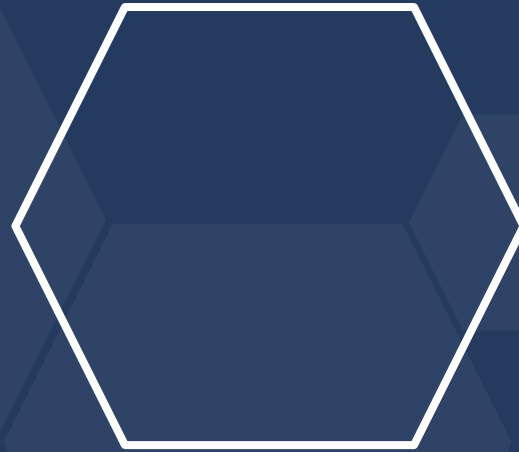
Simply and seamlessly integrate qualified operators

Direct Routing

Use your existing infrastructure, supported in >180 countries



Unified Communications Endpoint Overview



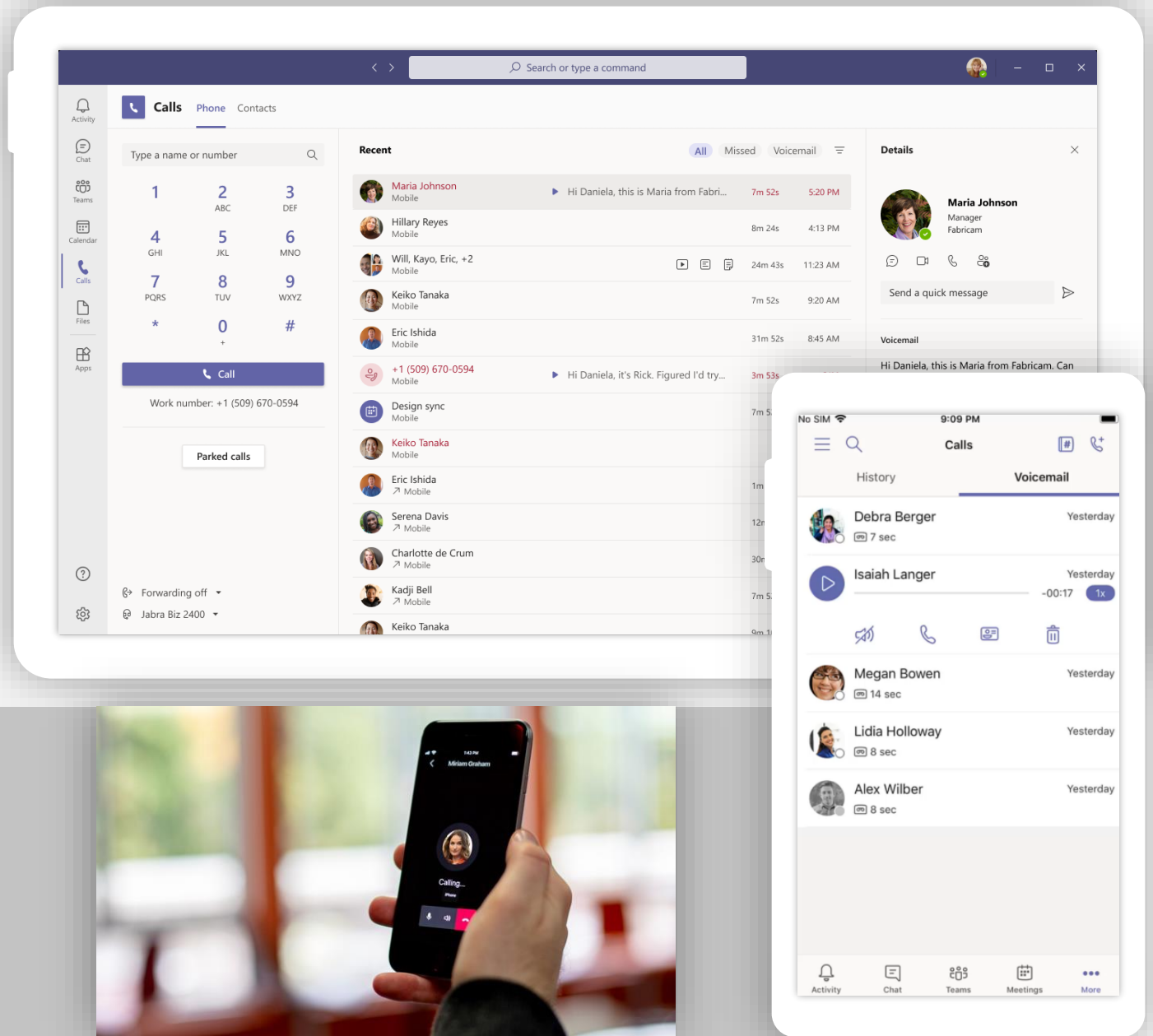
Increase productivity with one app that integrates calls seamlessly into the flow of work

Work smarter by bringing together calling, chat, and meetings in an all-in-one app.

Quickly start a call from chat, contact card, Outlook, or the Calls app.

Collaborate in the Office apps within calls and meetings – call out M365.

Make and receive calls from anywhere, anytime including mobile devices and remote locations.



Unify Existing Infrastructure, Modern Desk Phones, and Meeting Rooms

Utilize existing PSTN Telephony Gateways or implement new SIP Session Border Controllers to ensure you are always connected.

Desk Phones, Meeting Room Kits, Conference Phones, and more are all available to purchase at extremely competitive prices.

With QSOL IT's Procurement & Configuration Services, scaling is easier than making dinner. Order Online & QSOL IT will take care of the rest shipping you a Pre-Configured device certified and ready to go out of the box.

Our phones work seamlessly anywhere in the world, whether it be your HQ, Satellite Office, Home Office, or Vacation Home.

