BT WHOLESALE

Selling WHC Teams Direct Connect

Discover everything you need to get started

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Businesses are communicating in new ways

In terms of collaboration tools, the market has spoken. In a relatively short time, Microsoft Teams has and Cisco Webex have come to dominate, with millions of UK businesses trusting them for their video calling, instant messaging and file sharing needs.

As remote and hybrid working have gained popularity, businesses are looking for ways to keep their teams on the same page. As a unified communication and collaboration tool, Teams give them everything they need in one place - with one key exception. Without additional services, Teams doesn't offer a way to make and receive regular phone calls.

WHC Teams Direct Connect solves that problem. A first for the UK market, it gives businesses the ability to access external calling for Teams using our cloud-based phone solution Wholesale Hosted Communications (WHC).

WHC Teams Direct Connect is designed for the channel market, allowing you to quickly add voice calling services in Teams. Combined with our current Webex offering on WHC, we can now support millions of UK businesses.

In this guide, we'll show you why WHC Teams Direct Connect is good for your customers and for you. You'll also find a full step-by-step guide to the ordering process and answers to frequently asked questions.
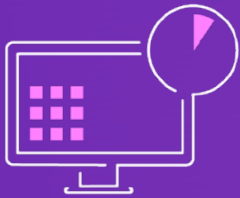
What is WHC Teams Direct Connect?

This cloud-based solution brings WHC voice services into Microsoft Teams. Built for businesses like yours, WHC Teams Direct Connect lets you integrate WHC with Teams' voice services for the channel market.

Key benefits

WHC Teams Direct Connect is good for your business in a few different ways:
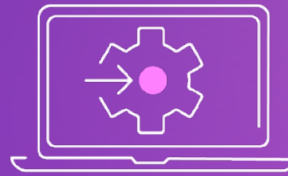
Simplicity

It's quick and easy to deploy and doesn't require any IT support to enable. The service is natively connected to our WHC automated ordering journey. And end users can be added in real time, so they can make calls through WHC.

Savings

There's no need to invest in IT development, and it's competitively priced per user per month.

Flexibility

You can mix and match Hosted PBX, Hosted SIP Trunking and Microsoft Teams to build better solutions.

Additional benefits

WHC Teams Direct Connect lets you give your customers a voice platform that suits their needs. You can offer Hosted PBX, Hosted SIP Trunking and Microsoft Teams in a single WHC site for a single WHC customer, porting over any numbers. And you can offer SIP trunk integration with Cisco, Mitel, Avaya, Asterisk and 3CX.

Whichever platform your customers choose, they can get free on-net calling too. You can also offer them all the usual benefits and features of WHC, including call recording and analytics. And you don't have to worry about updates or maintenance, because we roll them out remotely.

Get your Teams licences first

It's important to note that we don't provide licences for Microsoft Teams, and your customers will need those before they can use WHC Teams Direct Connect. Specifically, they'll need Microsoft licences that include the Phone System capability. Please make sure your customers have the correct licences before ordering WHC Teams Direct Connect.

What it means for your customers

By combining WHC and Teams, your customers can have a truly unified communications and collaboration solution. Wherever their users are, they can access voice calls, instant messaging, video calling and file sharing. That makes WHC Teams Direct Connect ideal for remote and hybrid working.

Your customers can also look forward to a quick and simple set-up, competitive monthly pricing, easy management of phone numbers, and all the usual features they want from their phone system - including call centre services.

Comparison to other solutions

There are two other main ways of adding calling features to Microsoft Teams - Microsoft Calling Plans and Direct Routing. Here's how they compare.

Microsoft Calling Plans

One of the simplest ways to add external calling to Teams is to use Microsoft's own Calling Plans. Users can quickly get a phone number and a bundle of minutes for international or domestic calls.

But Calling Plans have some limitations, particularly in terms of geographic coverage and availability of PBX features. They're also significantly more expensive than alternatives, including WHC Teams Direct Connect.

Direct Routing

Using a Microsoft-certified Direct Routing provider or a session border control (SBC), you can connect Teams to third-party phone carriers. This lets you and your customers access better-value rates than you can get with Microsoft Calling Plans.

Although this means you have more flexibility, the set-up and hardware can be expensive. You'll also need the right skills to set up Direct Routing providers or SBCs, including PowerShell for configuration.

WHC Teams Direct Connect

WHC Teams Direct Connect is based on the newest addition to Teams' calling options, Operator Connect. We're one of a select group of providers worldwide that have worked with Microsoft to bring this solution to market - and the first in the UK.

As an Operator Connect solution, WHC Teams Direct Connect lets you quickly and easily add phone services to Teams. It doesn't require any coding or PowerShell, like Direct Routing, and it offers more flexibility and better pricing than Microsoft Calling Plans.

	Microsoft Calling Plans	Conventional Direct Routing	WHC Teams Direct Connect
Keep existing phone number	•	•	•
Keep existing PBX, devices and integrations			•
Nearly instant order journey	•		•
Zero-touch provisioning	•		•
Competitively process per user per month			•

How to order WHC Teams Direct Connect

Using our Business Zone portal, it's straightforward to order WHC Teams Direct Connect for your customers. Please note, though, that WHC Teams Direct Connect doesn't include any Microsoft licences. Your customer will need their own Office 365 account with Teams licence.

1. Select the main Wholesale Hosted Communications order journey.
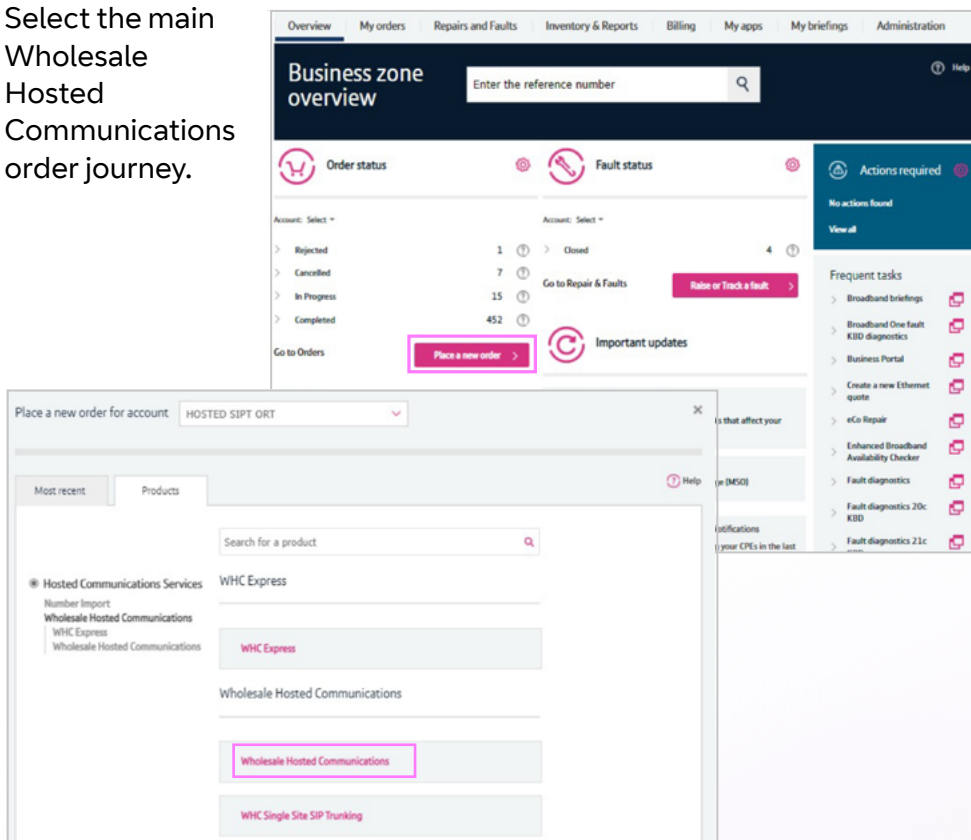
2. Set up a company as normal.
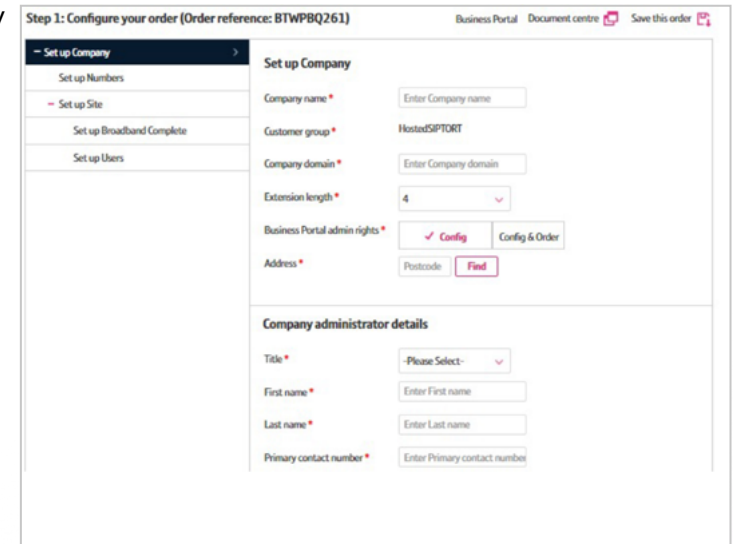
3. Add new and/or ported numbers.
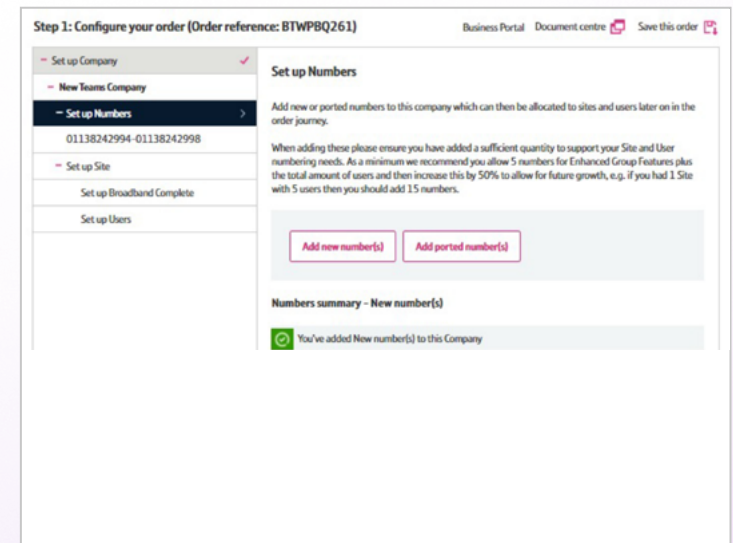
4. Complete the first four steps of the site set-up as normal.

5. Select **Teams Direct Connect**.

6. Within the Microsoft 365 admin centre, select BT as the operator, and locate the O365 tenant ID. Enter the tenant ID and click **Validate**.

7. Click **Confirm Tenant**.

8. Enter **Trunk** information. Note that some standard trunk fields are not required.

9. Click **Next** then **Confirm & close**.

10. In the **Users** column, select **Add**.

11. Select **Add Trunking users**.

12. Select the trunk.

13. Select the **Teams number type.**

14. Click **Confirm**, and add numbers as required. Repeat for other numbers if needed.

15. Once all Users/ DDIs are added, click **Next**.

16. Select the number of channels.

17. Set the HSIPT contract term.

18. Select the channel type (Basic unless an advanced configuration is required with additional PBX trunks).

19. Complete the **Billing, Activation** and **Review** steps as normal.

20. Submit the order.

How to set BT as an operator in Teams

You'll need to carry out this process to get WHC Teams Direct Connect set up.

1. Log into the Microsoft 365 admin centre.

2. From the menu select **Show all**.
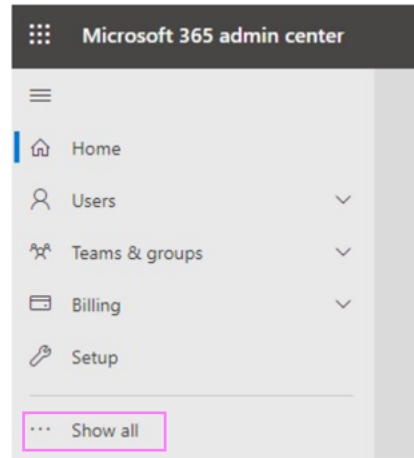
3. Under **Admin centres**, select **Teams**.
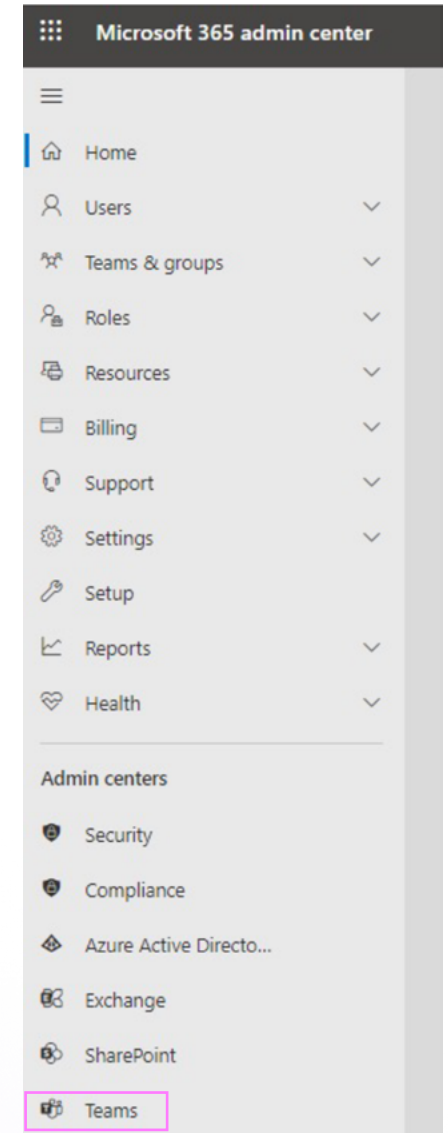
4. In the left-side menu, click **Voice**.

5. Now select **Operator Connect**.

6. Choose **BT** from the list of operators.
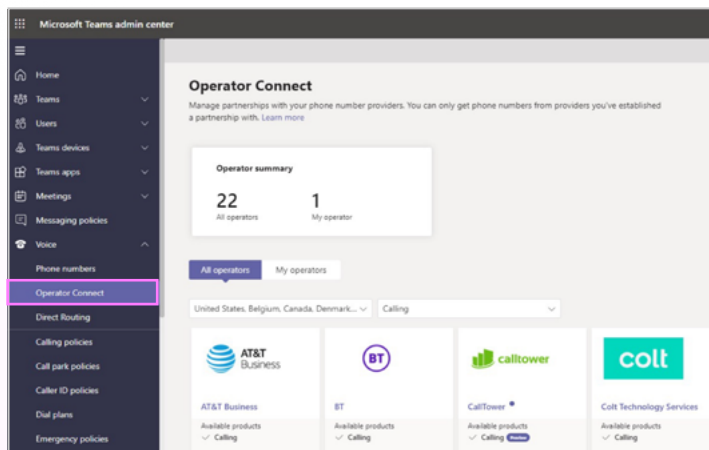
7. Under **Operator setting**, select **United Kingdom**.
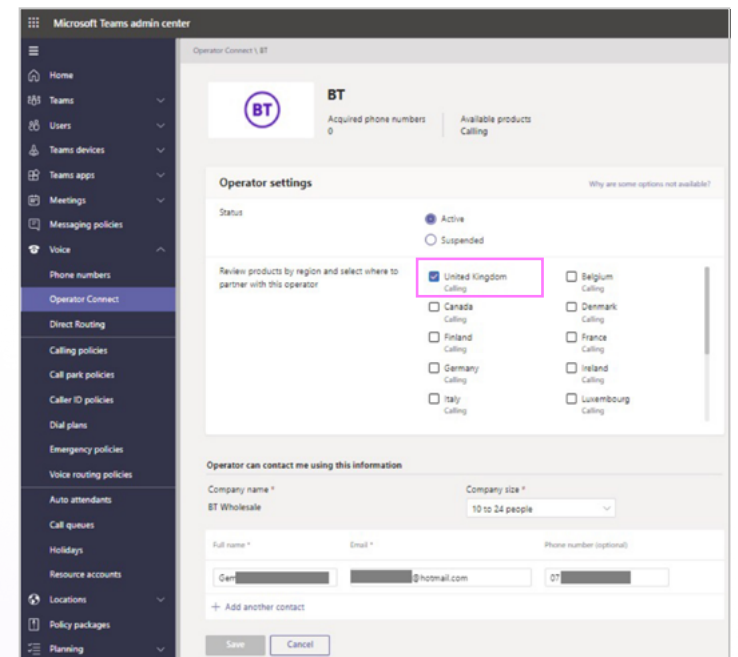
8. Pick the appropriate **Company size** from the drop-down menu.
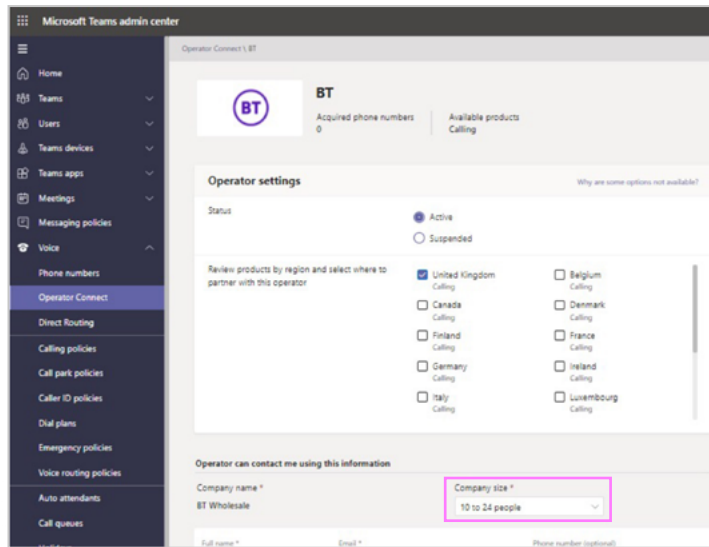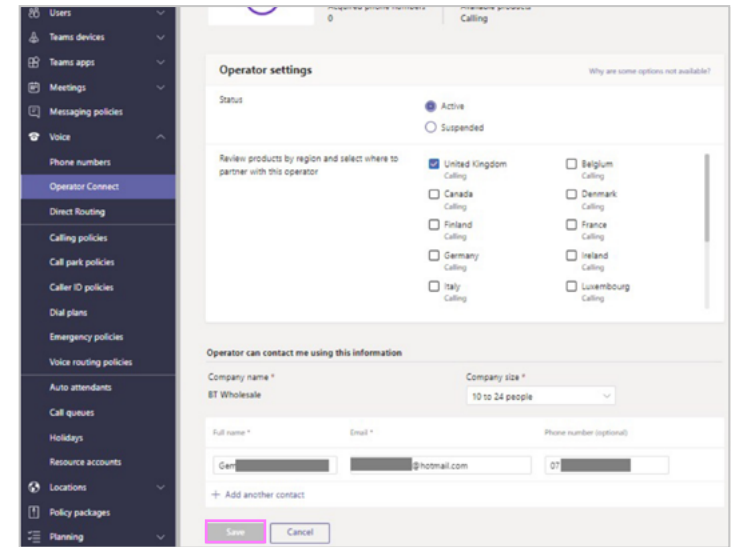
9. Check that your admin details are listed as a contact, and not those of your customer.

10. Click **Save**.
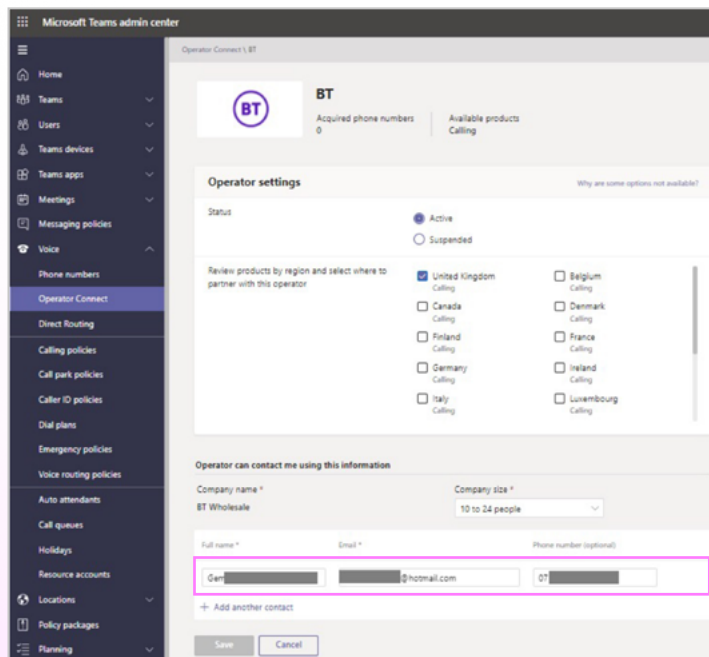
11. Check the operator details are correct and active in the **My operators** list.
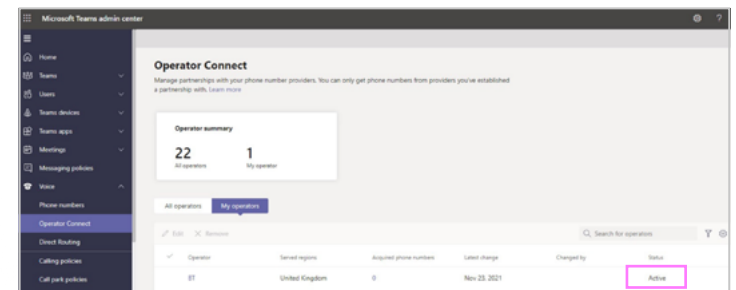
How to find the tenant ID

You'll need this information when ordering WHC Teams Direct Connect. Here's how to find it.

1. In the Microsoft 365 admin centre, look under **Admin centres**, and select **Azure Active Directory**.
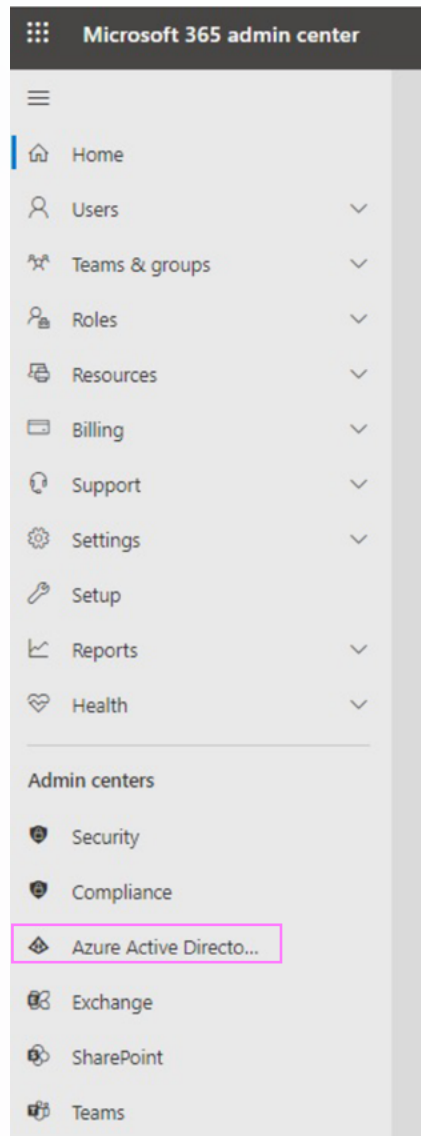
2. Now, in the Azure Active Directory admin centre, click **Azure Active Directory**.
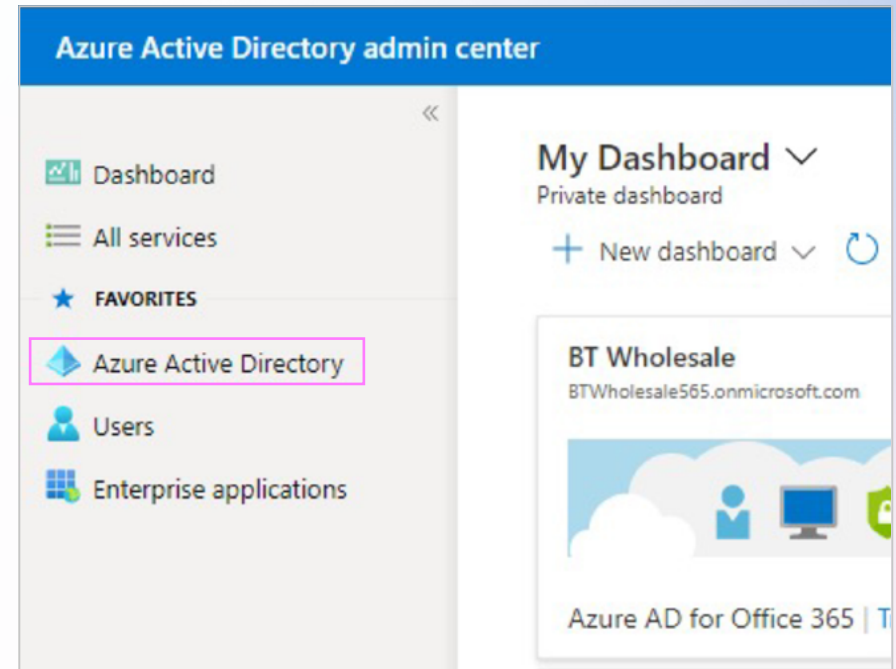
3. Under **Basic information,** you'll see **Tenant ID.** You can copy and paste this ID directly into your WHC order journey.

How to assign direct dial-ins (DDIs) to users

Once you've completed a WHC Teams Direct Connect order, DDIs will be pushed to the Teams admin centre, ready for you to assign to users.

1. From the left-side menu, select **Voice**.

2. Now select **Phone numbers** to view the DDIs ordered with WHC.
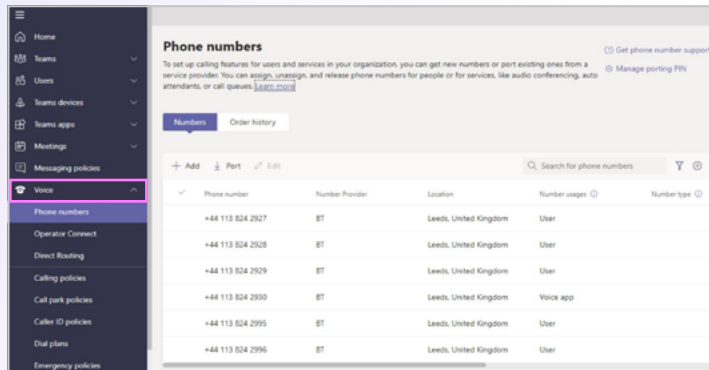
3. Select a number, and click **Edit**.
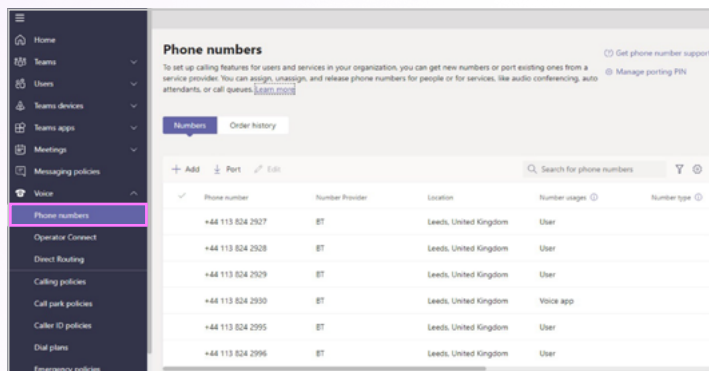
4. Search for a user to assign the DDI.
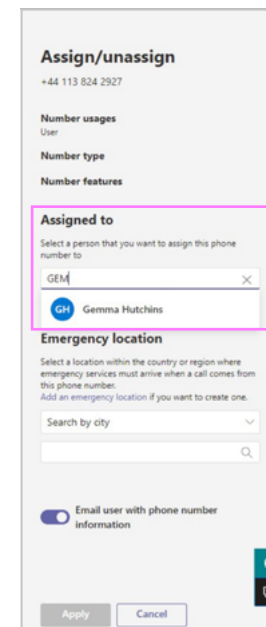
5. Search for and select an existing site as the **Emergency location**. Or click **Add an emergency location**.

6. Select **Email user with phone number information**, and click **Apply**.
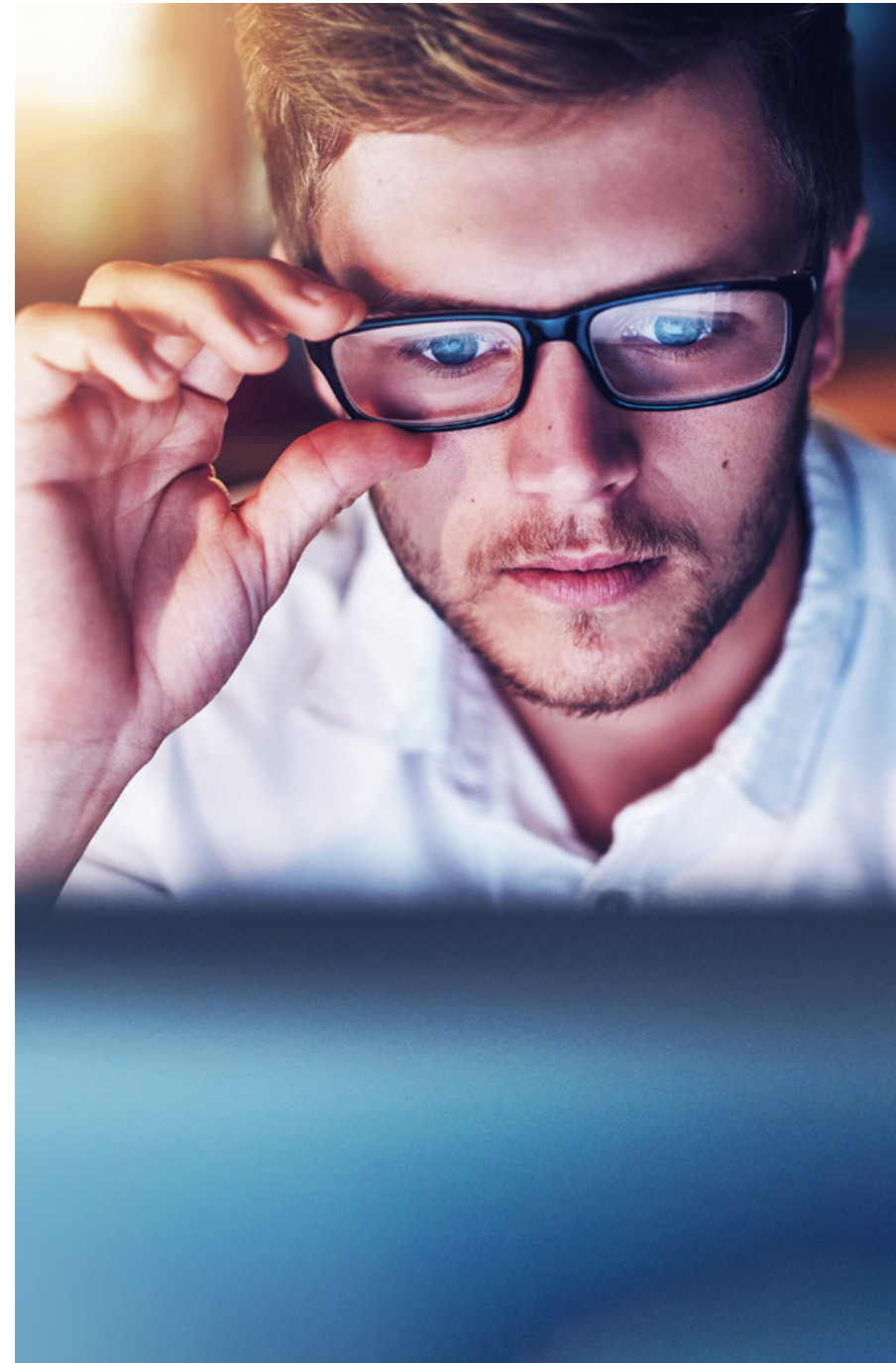
How to check the Teams User account

To confirm that WHC Teams Direct Connect is set up properly, follow these simple steps.

1. In Teams, click the **Calls** icon in the left-side menu.
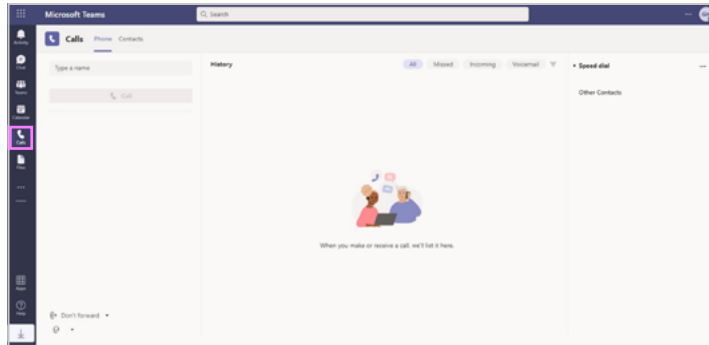
3. This is what you should see - a dial pad with a phone number below it.
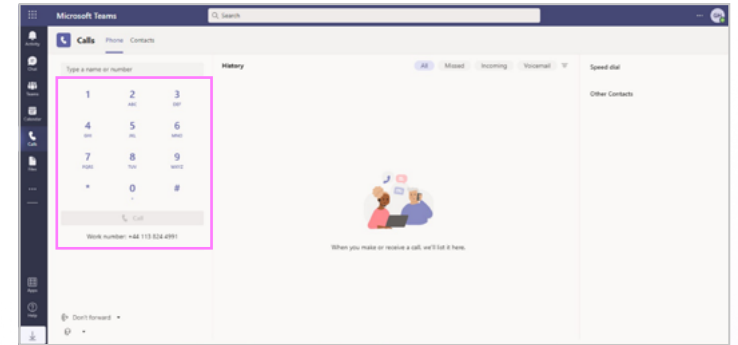
2. If you don't see a dial pad or a phone number, the user doesn't have a direct number assigned to them.

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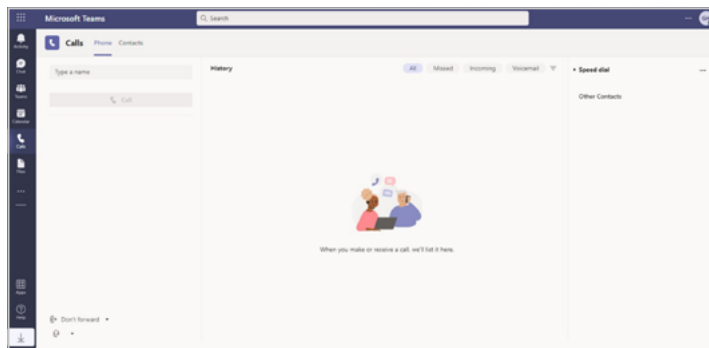
WHC Teams Direct Connect FAQ

What's the product?

WHC Teams Direct Connect is a cloud-based solution that uses WHC to power Microsoft Teams voice integration. Essentially, the product enables you to offer WHC calling solutions to your customers using Teams.

How can I order the product?

WHC Teams Direct Connect will be enabled by default for all resellers on WHC. Ordering is done via our Business Zone ordering portal. The order journey will be very similar to existing Business Zone automated ordering and provisioning journeys but optimised for Teams.

Can I use WHC Teams Direct Connect with Hosted PBX or Hosted SIP Trunking customers or sites?

Yes, WHC Teams Direct Connect is designed to work with existing Hosted PBX or Hosted SIP Trunking customers. Your customers can have a mixed site with Hosted PBX, Hosted SIP Trunking and WHC Teams Direct Connect in a single site or multiple sites. For existing WHC sites, the site needs to be set up as a mixed or Hosted SIP Trunking site. It's not possible to add WHC Teams Direct Connect to an existing site if it's set up as Hosted PBX only.

Can I port numbers into the product?

Yes, of course. WHC Teams Direct Connect is built natively on the WHC platform. All porting scenarios that are covered in WHC will be supported for WHC Teams Direct Connect. The porting will be identical to the current solution for WHC.

How can I move numbers for Hosted PBX or Hosted SIP Trunking to WHC Teams Direct Connect?

You'll need to create a new WHC Teams Direct Connect site under the WHC customer you're looking to move the numbers between. You'll need to un-provision the numbers for the Hosted PBX or Hosted SIP Trunking sites under the same customer. The numbers will then be available at the customer level to reallocate to WHC Teams Direct Connect.

If moving numbers from another BT Wholesale platform like Wholesale SIP Trunking or IP Exchange, a porting request will need to be submitted following 'business as usual' journeys.

What's not included?

The WHC Teams Direct Connect product includes the ability to make and receive calls through Microsoft Teams. Additional items are priced as normal, as per the rate card. Resellers will pay for:

- the outbound calls and calls bundle, if applicable, based on the agreed ratecard
- new numbers
- additional features, such as call recording, analytics and more
- number porting of DDIs.

Can I buy Microsoft Teams handsets?

At launch, there won't be a way to purchase Microsoft handsets through Business Zone. We're actively looking at introducing a range of customer premises equipment for Teams.

If on PAYM, how many minutes are included in the WHC Teams Direct Connect licence?

The calling minutes package is set at the channel partner level and applied to the WHC Teams Direct Connect licence. If on PAYM, then 5,000 landline minutes per month and 2,000 mobile, +03 fair usage minutes per month. If on PAYG, then standard per minute rates apply.

Can a WHC Teams Direct Connect licence be added to a contact centre or automatic call distribution group?

No, it can't be at launch. We are looking to integrate Microsoft Teams into the WHC contact centre solution.

What are the steps to set up WHC Teams Direct Connect?

At a very high level, the following steps need to be completed:

- You use Business Zone to order a WHC Teams Direct Connect service and new or ported numbers.
- You or your customer use the Microsoft Teams admin centre to assign the WHC numbers to the end user.
- The configuration between WHC Business Zone and the Microsoft Teams admin centre is done automatically at the ordering stage by BT Wholesale.

How are you supporting me?

All WHC resellers will get a support pack created by us, including white-label guides and videos to support with setting up users, installation and making calls. Your account manager and the WHC proposition team are also available to help you.

Why work with us?

- We have the network the UK relies on, with 99.999% availability.

- Our network of cybersecurity experts provides 24/7, all-year-round protection for you and your customers.

- We invest more in research and development than any other telecommunications company in the UK.

- Our fibre broadband and mobile networks reach more users than anyone else's.

- We spend more than £3.7 billion on our network every year.

- We do all the heavy lifting, managing and developing solutions, so you can focus on your customers.

What next?

If you have any questions, please speak to your account manager. Whether you want to know more about the features and benefits of WHC Teams Direct Connect or the ordering process, they'll be happy to help.

Call: **0800 671 045**
Email: **clientreception@bt.com**
Visit: **btwholesale.com**

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