



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.

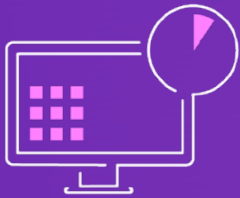


What is WHC Teams Direct Connect?

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:



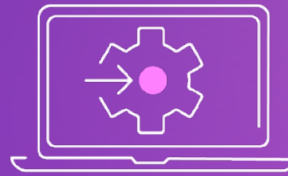
Simplicity

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

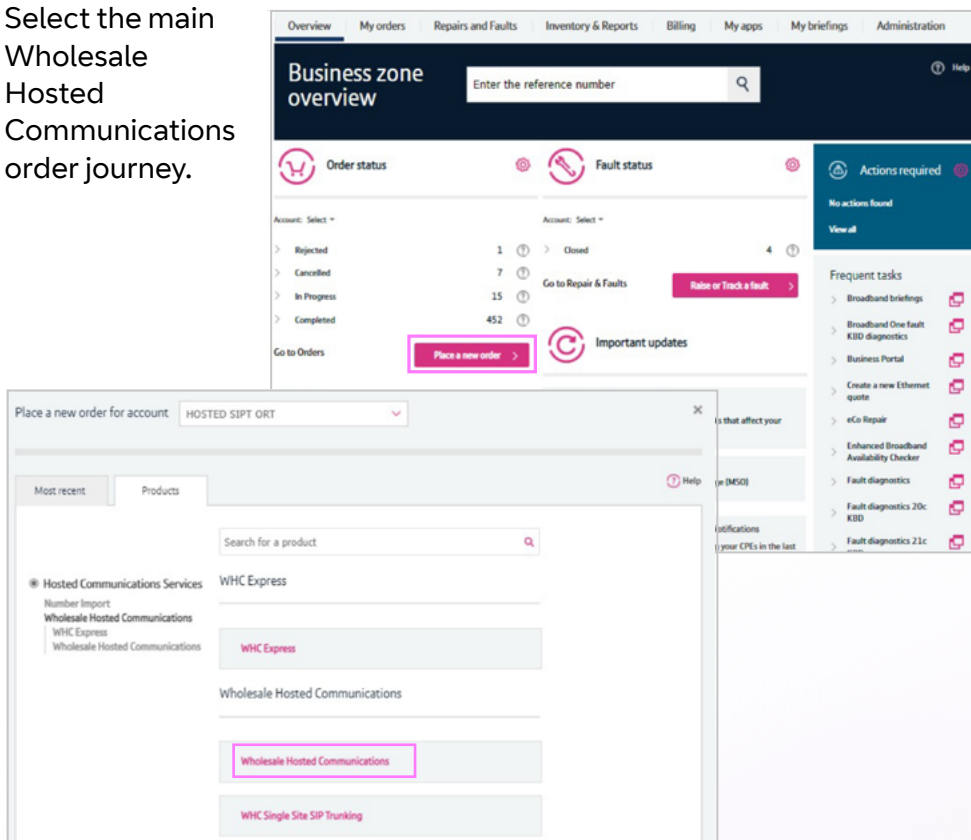
WHC Teams Direct Connect

Keep existing phone number	•	•	•
Keep existing PBX, devices and integrations			•
Nearly instant order journey	•		•
Zero-touch provisioning	•		•
Competitively process per user per month			•

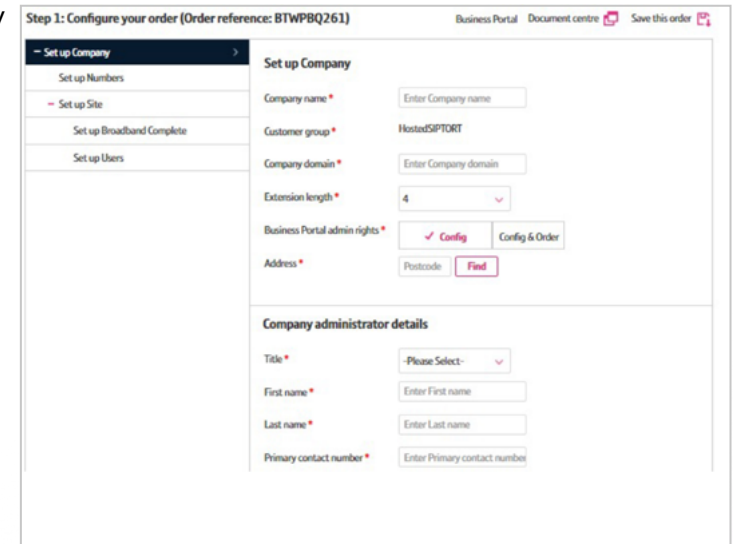
How to order WHC Teams Direct Connect

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.

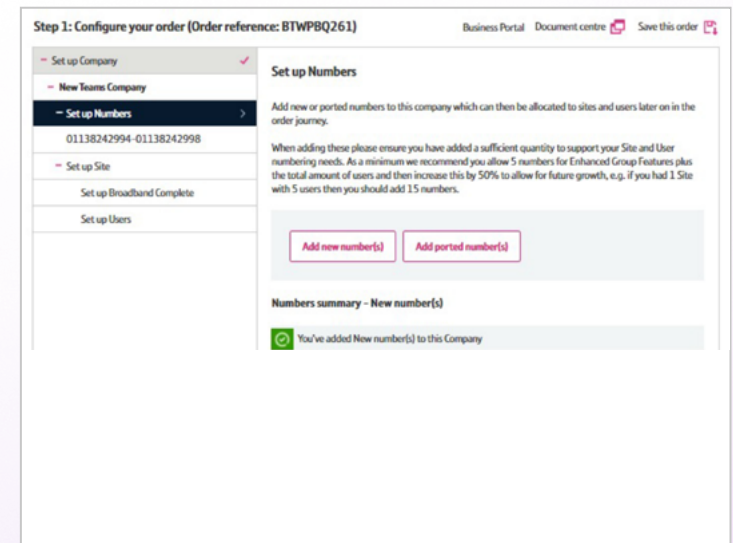
1. Select the main Wholesale Hosted Communications order journey.



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.

SIPT site details: Step 4 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

Voice Recording Storage ⓘ

30 days 180 days VR 7 year storage

Call analytics ⓘ

ICS Insight ICS Report ICS Premier

*Mandatory field

< Previous Next >

5. Select **Teams Direct Connect**.

SIPT site details: Step 5 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

SIP device(s) Add this

Teams Direct Connect Add this

*Mandatory field

< Previous Next >

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**.

SIPT site details: Step 5 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

Tenant id * Validate

How do I find my Microsoft Teams Tenant ID
How do I select BT as the operator

*Mandatory field

< Previous Confirm Tenant >

7. Click **Confirm Tenant**.

SIPT site details: Step 5 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

SIP device(s) Add this

Teams Direct Connect Add this

Friendly name	Tenant id	Edit	Delete
Teams Direct Connect	6c29f353-1a94-411e-a917-a7066c5c8b71		x

*Mandatory field

< Previous Next >

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

SIPT site details: Step 6 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

Trunk(s)

Friendly name* Teams Direct Connect Trunk

SIP device name* Teams Direct Connect

Phone number* 01138242994 Change

Total number of channels* 3

Enable PBX CLI pass-through* Yes No

< Previous Confirm trunk >

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

SIPT site details: Step 6 of 6

1 Site details > 2 Site emergency contact > 3 Site numbers > 4 Site add-ons > 5 SIP device configuration > 6 Trunk details

Trunk(s) Add this

Friendly name	Phone number	Extension	Total number of channels	User location	999 Display Name	Enable PBX CLI pass-through	Edit Delete
Teams Direct Connect Trunk	01138242994	2994	3	Onsite	NA	No	

< Previous Confirm & close >

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

Step 1: Configure your order (Order reference: BTWPBQ261) Business Portal Document centre Save this order

- Set up Company ✓
- New Teams Company ✓
- Set up Numbers ✓
01138242994-01138242998
- Set up Site >
+ Newcastle Office

Set up Site

Add new site(s) to this company. Once a site is created, you can then add connectivity and users to it using the buttons below.

Sorry, there are no spare numbers available in the Company pool to allocate to any new Sites. Please navigate back to the 'Set up Numbers' section and add more numbers.

Add Centre Site Add SIPT Site Add Mixed Site

You've added Site to this Company

Site name	Site workstyle	Site billing reference	Site technology	Connectivity	Users	Edit Delete
Newcastle Office	Onsite Only	NA	SIPT			

< Previous Cancel Submit order Next >

11. Select **Add Trunking users**.

Set up Users

Add user(s) to this site now or click next if not needed at this time.

Please ensure a SIPT user or Trunking user is created for each phone number configured on the PBX to make and receive calls.

SIPT users have hosted features assigned and can be given [optional] access to Business Portal. SIPT users can be added one user at a time, or if you have all the details handy in a spreadsheet, add up to 20 multiple users in one go up to a maximum of 75 items per order.

Trunking users should be created for all other numbers used to make or receive calls from the PBX. Up to a maximum of 100 can be added per order.

Add SIPT user Add 2 - 20 SIPT users

Add Trunking user

< Previous Cancel Submit order Next >

12. Select the trunk.

The screenshot shows the 'Trunking user(s): Step 1 of 2' configuration page. The 'Select a trunk' dropdown menu is open, and 'Teams Direct Connect Trunk' is selected. The 'Trunk details' section shows: Friendly name: Teams Direct Connect Trunk, Phone number: 01138242994, Authentication username: 01138242994. The 'Teams direct connect details' section shows: Tenant id: 6c29f733-1a94-411a-a917-a7066c5c8b71. The 'Select Teams number type' section has 'Teams User' selected. A 'Next' button is at the bottom right.

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

The screenshot shows the 'Trunking user(s): Step 2 of 2' configuration page. The 'User type' is set to 'Phone number'. The 'Selected phone number(s)' list contains: 01138242995, 01138242996, 01138242997, 01138242998. There are 'Add' and 'Remove' buttons between the lists. The 'User location' is set to 'Onsite'. A 'Confirm' button is at the bottom right.

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

The screenshot shows the 'Trunking user(s): Step 1 of 2' configuration page. The 'Select Teams number type' section has 'Teams User' selected. The 'Next' button is at the bottom right.

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

The screenshot shows the 'Step 1: Configure your order (Order reference: BTWPBQ261)' page. The 'Set up Users' step is highlighted. A table shows the added users:

Username	Telephone Number	Extension	User location	999 Display Name	Edit	Delete
01138242996	01138242996	2996	Onsite	NA		X
01138242995	01138242995	2995	Onsite	NA		X

Buttons for 'Previous', 'Cancel', 'Submit order', and 'Next' are at the bottom.

16. Select the number of channels.

The screenshot shows the 'Company SIPT channel capacity' form. The 'Total number of channels' field is highlighted with a pink box and contains the value '3'. The 'Channel type' is set to 'Basic'.

Site name	Max channels per trunk	SIP device	Trunk name	Capacity
Newcastle Office	3	Teams Direct Connect	Teams Direct Connect Trunk	3

Your current total channel capacity across all the trunks in this order is: 3
You have a site in this order with the highest max channels per trunk as: 3

Company SIPT channel capacity

Total number of channels *

Contract term

Channel type * Basic Premium

* Mandatory field

[Confirm >](#)

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

The screenshot shows the 'Company SIPT channel capacity' form. The 'Channel type' is highlighted with a pink box and set to 'Basic'. The 'Total number of channels' is '3'.

Site name	Max channels per trunk	SIP device	Trunk name	Capacity
Newcastle Office	3	Teams Direct Connect	Teams Direct Connect Trunk	3

Your current total channel capacity across all the trunks in this order is: 3
You have a site in this order with the highest max channels per trunk as: 3

Company SIPT channel capacity

Total number of channels *

Contract term

Channel type * Basic Premium

* Mandatory field

[Confirm >](#)

17. Set the HSIPT contract term.

The screenshot shows the 'Company SIPT channel capacity' form. The 'Contract term' dropdown menu is highlighted with a pink box.

Site name	Max channels per trunk	SIP device	Trunk name	Capacity
Newcastle Office	3	Teams Direct Connect	Teams Direct Connect Trunk	3

Your current total channel capacity across all the trunks in this order is: 3
You have a site in this order with the highest max channels per trunk as: 3

Company SIPT channel capacity

Total number of channels *

Contract term

Channel type * Basic Premium

* Mandatory field

[Confirm >](#)

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

The screenshot shows the 'Step 2: Review billing account and address' page. The page is divided into four sections: Configuration, Billing, Activation, and Review. The 'Billing' section is highlighted with a pink box.

Step 2: Review billing account and address (Order reference: BTWPBQ261) Business Portal Document centre Save this order

Legal entity details HOSTED SIPT ORT

Billing account details

Please note: The account below will be used to pay for all services raised for this order. Includes connectivity, telephone lines, phones and accessories.

Billing account number 0455820619

Billing address Telecom House, 224, Church Street, Wolverhampton, West Midlands, WV2 4BA

Billing type Electronic Bill

Order contact details

These are the details we'll use to keep you informed about the order. [Change](#)

Name Parmod Rai

Email address parmod.raigbt.com

Contact 01902776212

Additional contacts (optional)

Email address 1:

Please enter a valid email

Email address 2:

Enter Email address

[Previous](#) [Cancel](#) [Next >](#)

20. Submit the order.

Configuration
Customise your product specifications, extras and more.

Billing
Review billing account.

Activation
Tell us when to activate and book the engineering appointment if required.

Review
Check that everything is correct before placing your order.

Step 4: Review and confirm your order (Order reference: BTWPBQ261) [Business Portal](#) [Document centre](#) [Save this order](#)

Customer reference New Teams Company	Activation Overall activation time & date 14:03, 15 Dec 21	Billing Billing account number 0455820619 Billing address Telecom House, 224 Church Street Wolverhampton West Midlands WV2 4BA Billing type Electronic Bill
--	---	--

Company details
Company name: H251D SPY ORI

Order contact details
Name: Parmod Rai
Email: parmod.raib@bt.com
Phone number: 01902 776212

Company summary

1 Company 1 New number[] 1 Site 2 Trunking User

Summary	Quantity	Activation time and date
+ Company: New Teams Company		
+ New number[]: 01138242994-01138242998		
+ Site: Newcastle Office		
+ Trunking User: 01138242995		
+ Trunking User: 01138242996		

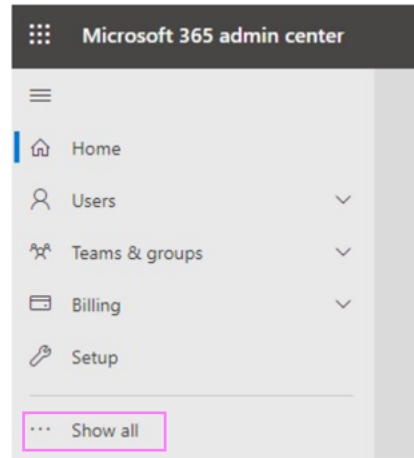
[Previous](#) [Cancel](#) [Place this order](#)

How to set BT as an operator in Teams

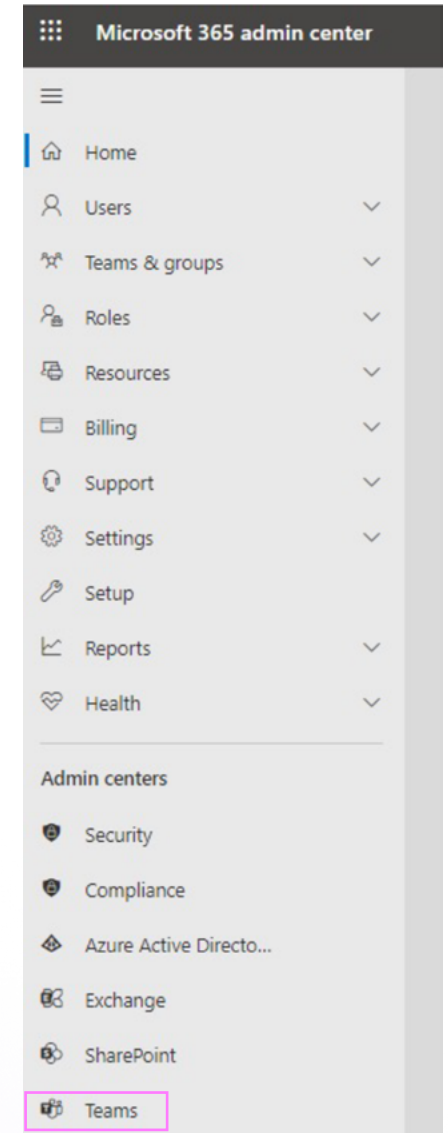
You'll need to carry out this process to get WHC Teams Direct Connect set up.

1. Log into the Microsoft 365 admin centre.

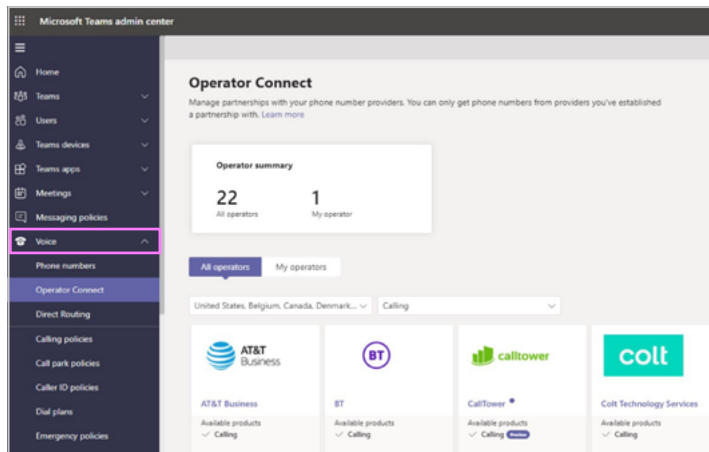
2. From the menu select **Show all**.



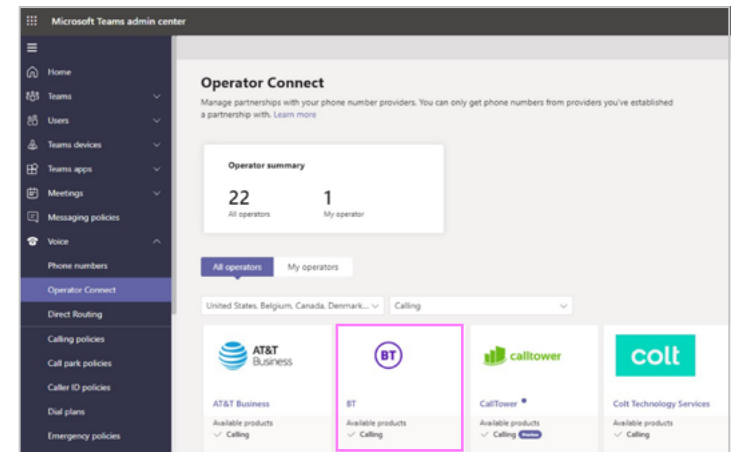
3. Under **Admin centres**, select **Teams**.



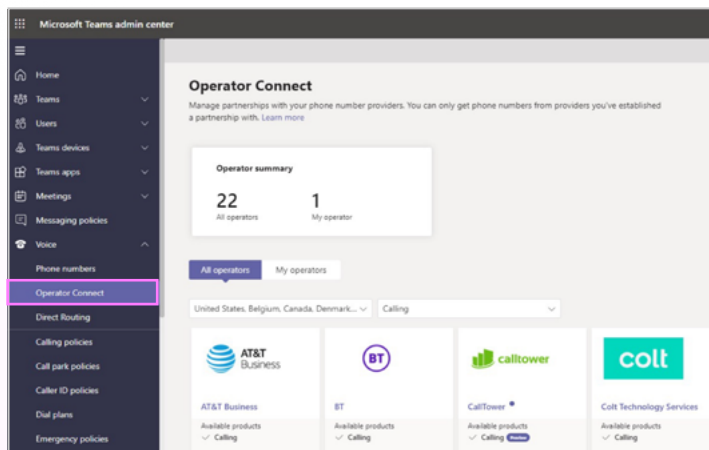
4. In the left-side menu, click **Voice**.



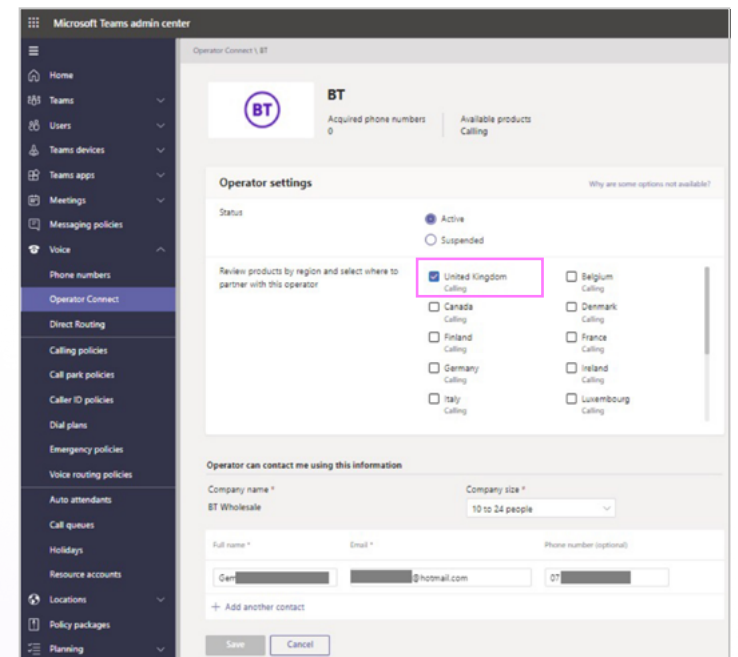
6. Choose **BT** from the list of operators.



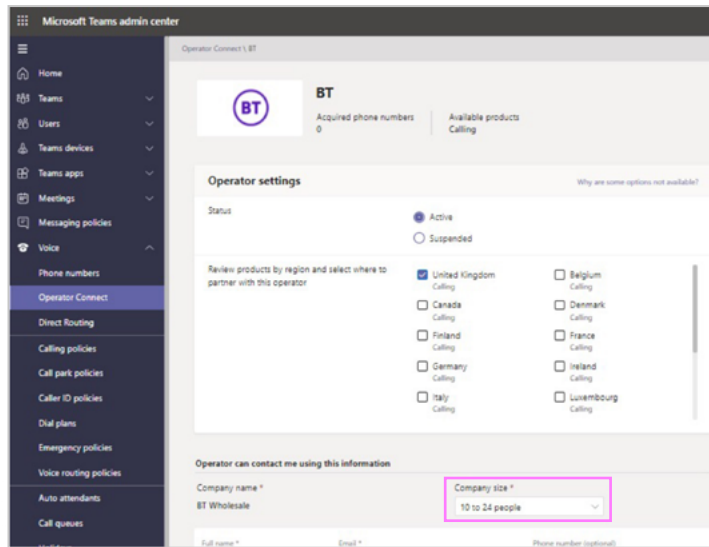
5. Now select **Operator Connect**.



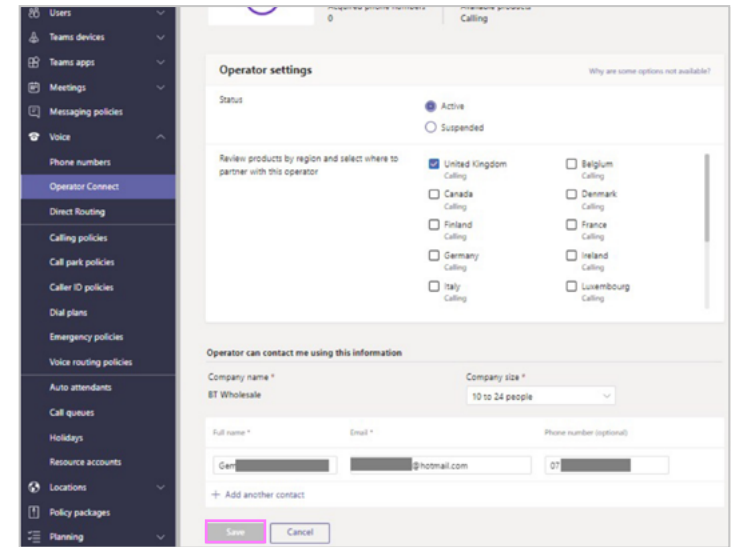
7. Under **Operator setting**, select **United Kingdom**.



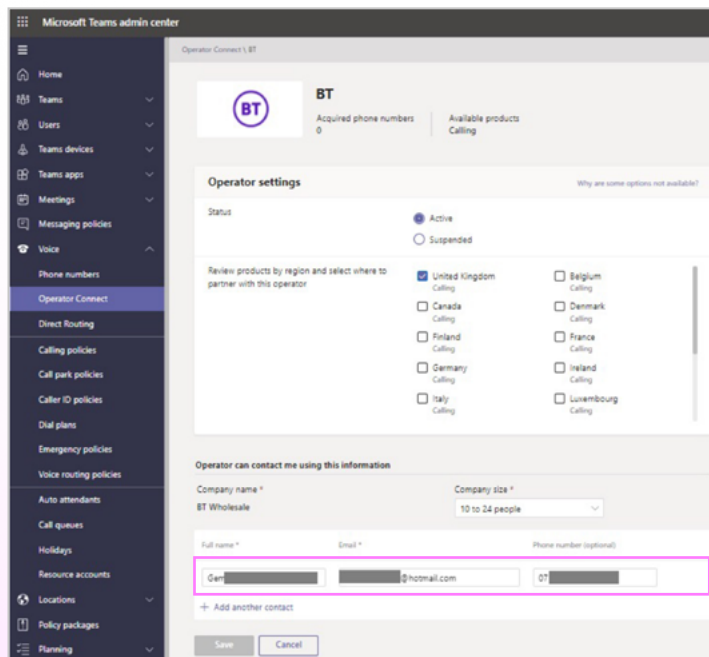
8. Pick the appropriate **Company size** from the drop-down menu.



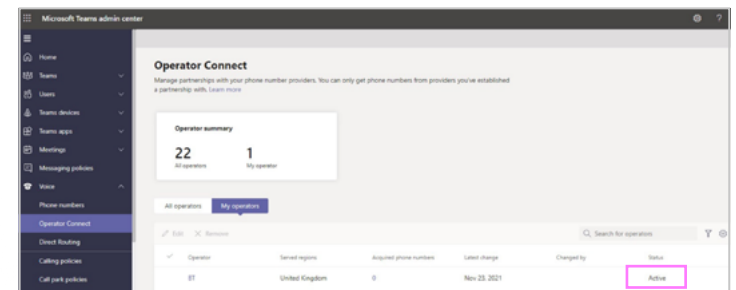
10. Click **Save**.



9. Check that your admin details are listed as a contact, and not those of your customer.



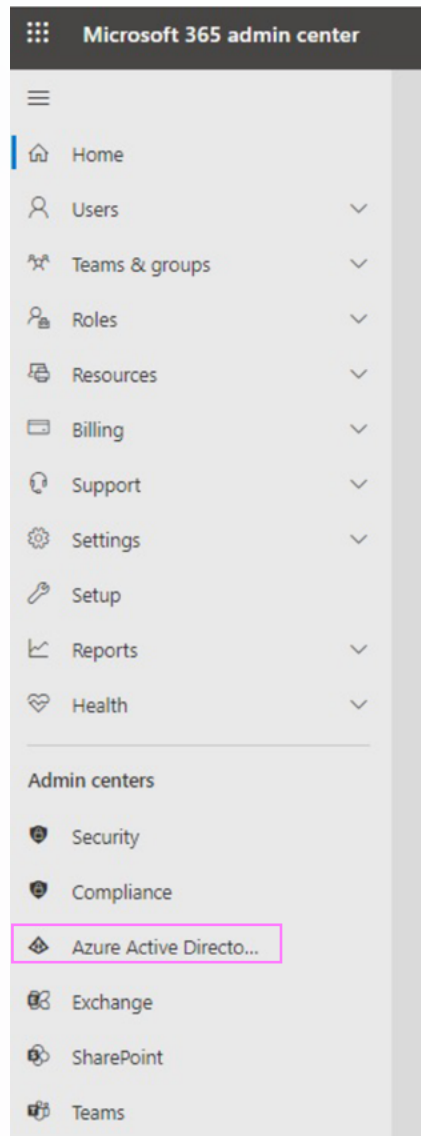
11. Check the operator details are correct and active in the **My operators** list.



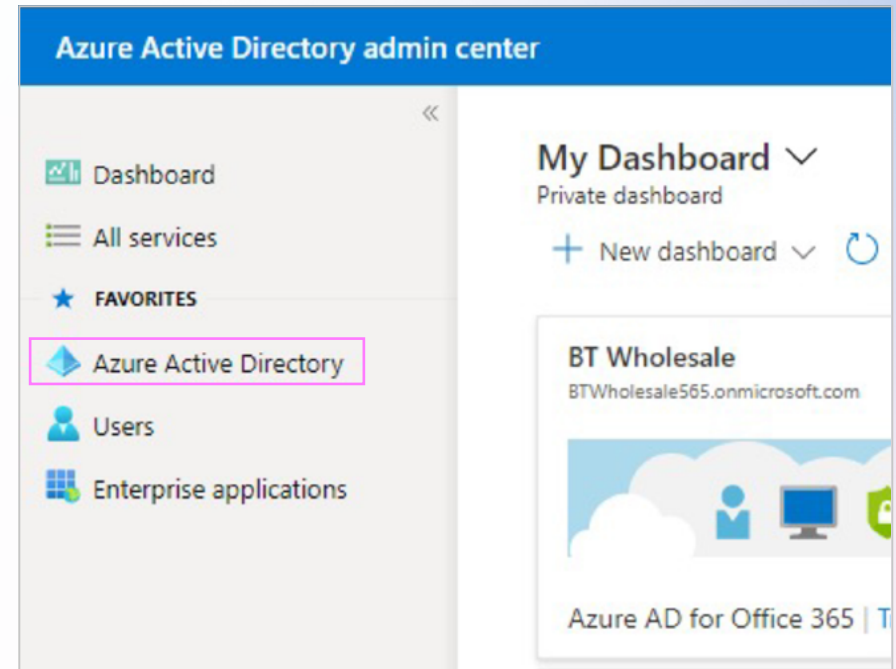
How to find the tenant ID

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.

The screenshot shows the Azure Active Directory admin center interface for the 'BT Wholesale' tenant. The 'Basic information' section contains a table with the following data:

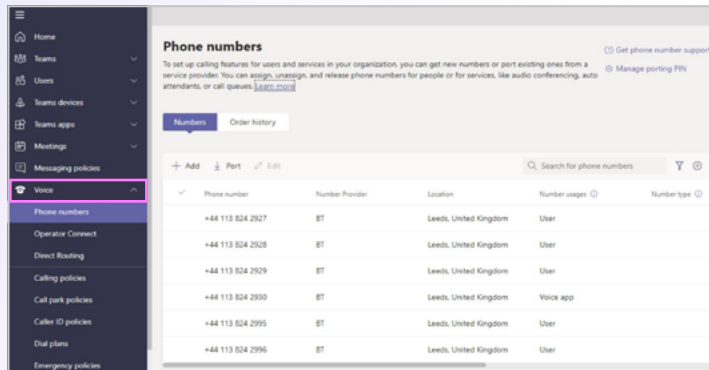
Basic information			
Name	BT Wholesale	Users	1
Tenant ID	445e3c9f-4a7d-4749-b858-91710e3b5778	Groups	1
Primary domain	BTWholesale565.onmicrosoft.com	Applications	0
License	Azure AD Free	Devices	0

The 'Tenant ID' value is highlighted with a pink box, and a copy icon is visible next to it.

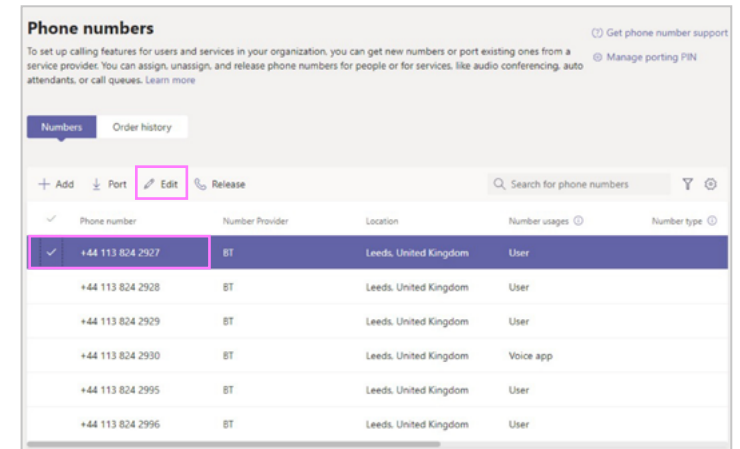
How to assign direct dial-ins (DDIs) to users

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.

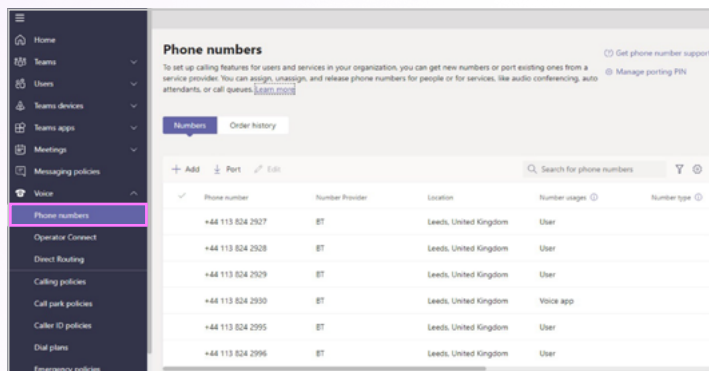
1. From the left-side menu, select **Voice**.



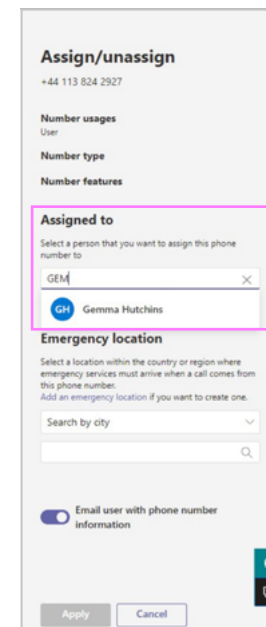
3. Select a number, and click **Edit**.



2. Now select **Phone numbers** to view the DDIs ordered with WHC.



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**.

Assign/unassign
+44 113 824 2927

Number usages
User
Number type
Number features

Assigned to
Select a person that you want to assign this phone number to

GEM

GH Gemma Hutchins

Emergency location
Select a location within the country or region where emergency services must arrive when a call comes from this phone number.
Add an emergency location if you want to create one.

Search by city

Email user with phone number information

Apply Cancel

6. Select **Email user with phone number information**, and click **Apply**.

Assign/unassign
+44 113 824 2927

Number usages
User
Number type
Number features

Assigned to
Select a person that you want to assign this phone number to

GEM

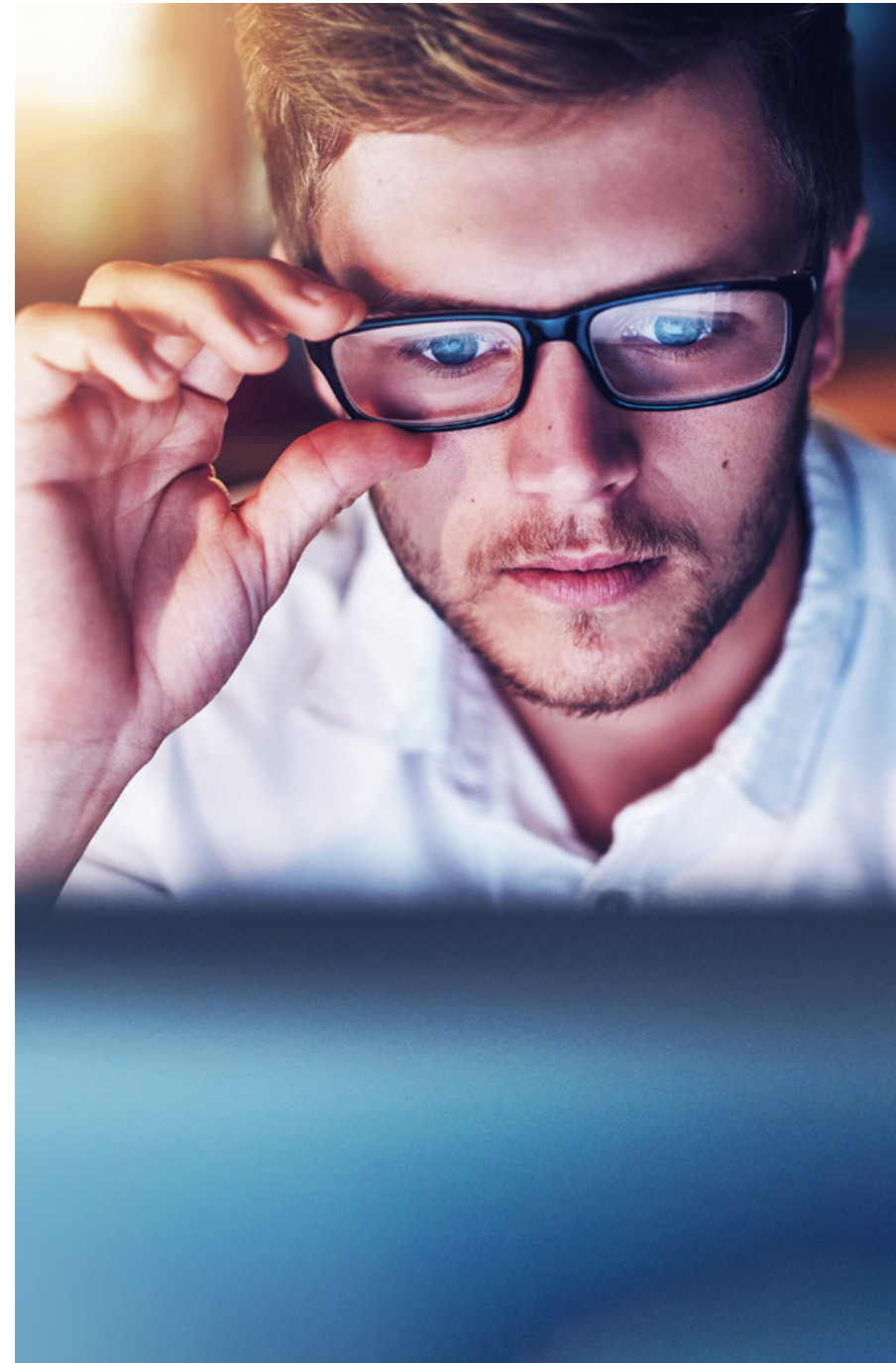
GH Gemma Hutchins

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Select a location within the country or region where emergency services must arrive when a call comes from this phone number.
Add an emergency location if you want to create one.

Search by city

Email user with phone number information

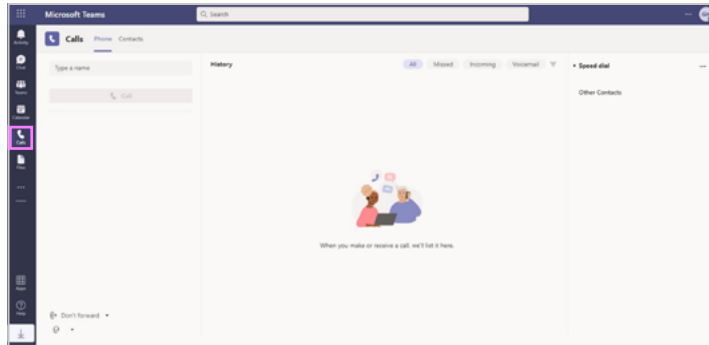
Apply Cancel



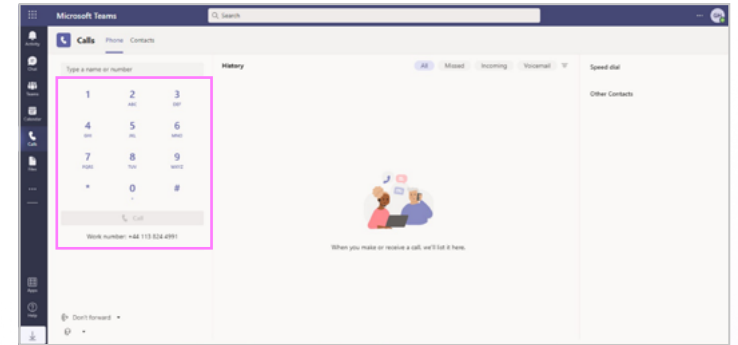
How to check the Teams User account

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

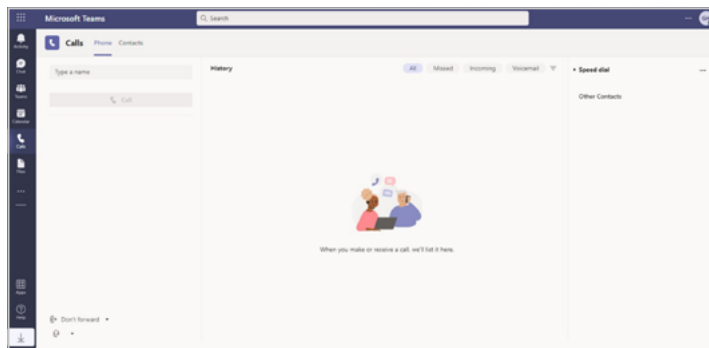
1. In Teams, click the **Calls** icon in the left-side menu.



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.



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



Offices Worldwide

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