

2 Circles

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callable

**2 Circles
Callable**

Unlock the potential of SIP and
Microsoft Teams

About Microsoft Teams

2 Circles



Microsoft 365 is used by over 1 million companies worldwide and 258 million monthly users



Teams is the fastest growing business app in Microsoft's history. In April 2020 there were 44 million daily users, as of Oct 2020 there were 115 million



Can connect across 5 devices now – in January you will be able to move calls between devices i.e. laptop to phone

 Office 365



Collaborate with all the integrated Microsoft 365 applications

Why use Microsoft Teams



Known User Interface - Windows desktop penetration
85%



Maximise the potential of your Microsoft Teams
investment



No need for additional software



Increase efficiency with a single platform for
collaboration and calls



Provide remote and mobile workers with a complete set
of tools for use across desk-based and mobile devices





Callable and Microsoft Teams

Use TEAMS as a collaborative tool with SIP breakout – a user can call someone's mobile from TEAMS

Control call routing through our market leading Callable platform

All-inclusive call package

Call recording

A per concurrent call cost, 90% of the market charge a per user license cost on top of the TEAMS Phone system license

Hybrid solutions (run SIP to both TEAMS and a PBX at the same time)

Full number ranges for customers



callable

Per channel
billing, not per
user

Full UK Number
ranges

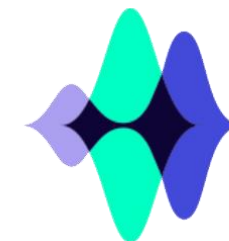
UK Routing and
Porting

Can deliver
complex inbound
and out bound
call routing

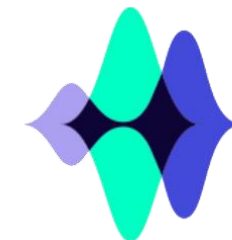
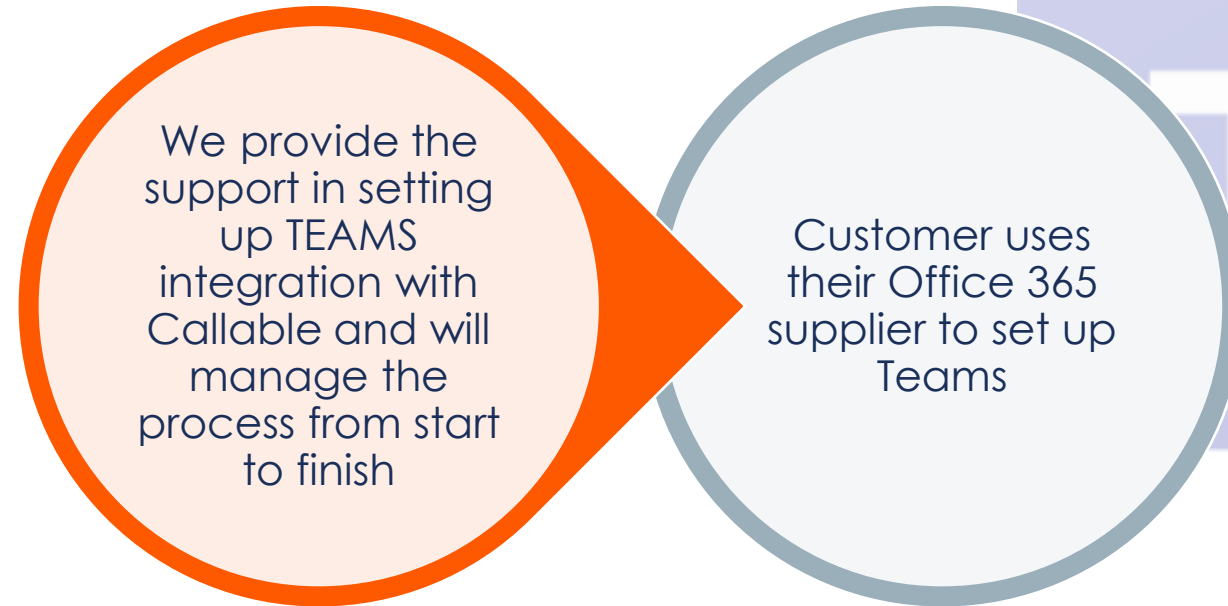
Access to portal
for moves and
changes

Minimal staff
training as user
interface is
Microsoft Teams

UK-based support
team



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SIP Enhanced – even more support to you



An enhanced level of service for our Callable customers

Providing improved service levels to our Callable customers via; 24/7 support, training refreshers, faster response time and lots more. Our Enhanced Support service was created in response to our customers' feedback around the increasing need to have an enhanced service wrap, that compliments and bolsters the existing service and will add significant benefit to customers' businesses.

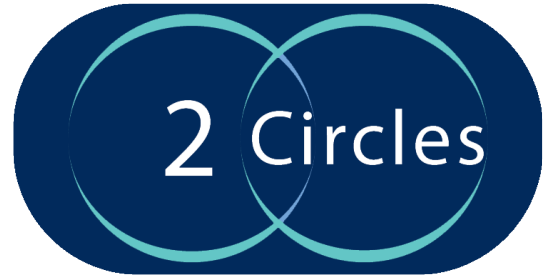


	Standard Support Included	Enhanced Support Plus £1.00 per Channel	Enhanced Support Plus £3.00 per Channel
Telephone support with 8 hour response on major faults. 2 day response on minor faults and no SLA on change requests. Changes are subject to fair usage.	✓	✓	✓
4 hour response on major faults		✓	✓
8 hour response on minor faults		✓	✓
24 hour completion on change request		✓	✓
Unlimited adds, moves and changes		✓	✓
Inclusive training refreshers*		✓	✓
Callable software support		✓	✓
24/7 remote support on P1 and P2 faults (excluding bank holidays)		✓	✓
24/7/365 Support on ALL Faults and Programming (including bank holidays)			✓

* Subject to T+C's



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Comparing the options

2 Circles Callable vs Microsoft's Direct Routing solutions

Microsoft Teams comparison



Feature	2 Circles Callable with Teams	2 Circles Future Office with Teams	Microsoft Teams Phone System	Microsoft Teams Business Voice
Auto Attendants	Y	Y	Y	Y
Analogue Device Attachment	Y	Y	N	N
Advanced Call Logging	N	Y	N	N
Basic Analytics	Y	Y	Y	Y
Call Barring	Y	Y	N	N
Call Forwarding	Y	Y	N	Y
Call Hold	Y	Y	Y	Y
Call Park	Y	Y	Y	Y
Calling Line ID - Outgoing any Configurable No	Y	Y	N	N
Calling Line ID -Incoming Blocking	Y	Y	Y	Y
Call Recording	Y	Y	Y	Y
Call Transfer - Blind	Y	Y	Y	Y
Call Transfer Consult	Y	Y	Y	Y
Call Waiting	Y	Y	Y	Y
Company Phone Book	Y	Y	N	N
Conference Calling	Y	Y	Y	Y
CRM Integration	Y	Y	N	Y
Failover	Y	Y	N	N
Fax to Email	N	Y	N	N
Hunt Groups	Y	Y	Y	Y
Intercom feature	Y	Y	N	N
Music On Hold	Y	Y	Y	Y
Number Porting	Y	Y	Y	Y
Pooled minutes*	Y	Y	Y	Y
Reception Console	N	Y	N	N
Voicemail	Y	Y	Y	Y
Voicemail to Email	Y	Y	Y	Y
Wallboards	N	Y	N	N