



MICROSOFT OPERATOR CONNECT

For Business and Government

Atlantech Online, Inc.

How to leverage the power of Microsoft Teams and Atlantech Online for seamless communication and collaboration



Introduction

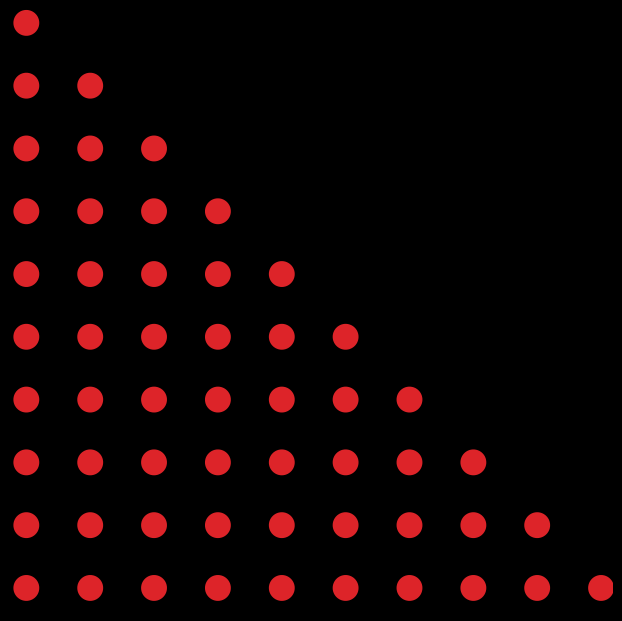


Microsoft Operator Connect is a new service that allows businesses to enable PSTN calling from a Microsoft-certified carrier and use Microsoft Teams, the leading platform for chat, video, voice, and collaboration, as your softphone. With Microsoft Operator Connect, businesses can enjoy the benefits of a unified communication solution that combines the best of both worlds: the flexibility and reliability of their own phone system and the rich features and integrations of Microsoft Teams.

Microsoft Operator Connect works with a select group of certified operators, such as Atlantech Online, who provide the connectivity and support for the service. Atlantech Online is a leading provider of voice, data, and cloud services for business and government in the Washington DC metro area and beyond. Atlantech Online has been a trusted partner of Microsoft for many years and Atlantech Online is also one of the first operators to offer Microsoft Operator Connect, giving its customers an edge in the market.

In this ebook, we will explore the technical details of how Microsoft Operator Connect works, how it can benefit your business, and how to get started with Atlantech Online as your carrier. We will also share some success stories of companies that have adopted Microsoft Operator Connect and how they have improved their communication and collaboration with their teams, customers, and partners.

What is Microsoft Operator Connect?



Microsoft Operator Connect is a new way of connecting your existing phone carrier to Microsoft Teams. Or, you can select a new carrier from the list of authorized Microsoft Operator Connect carriers. It allows you to use Teams as your primary softphone application, while keeping your existing phone numbers, calling plans, and features. You can make and receive calls from any device, anywhere, using the Teams app or a Teams-compatible phone. You can also access advanced features such as voicemail, call forwarding, call transfer, call park, call pickup, and more.

Microsoft Operator Connect works by creating a direct connection between your phone system and Microsoft Teams, using a certified carrier (or, Operator, as Microsoft calls it) as the intermediary. The operator provides the SIP trunking, the PSTN connectivity, the billing, and the support for the service. The operator also handles the provisioning and management of the phone numbers, the calling plans, and the features. You can use your existing phone numbers or request new ones from the operator. You can also keep your existing calling plans or choose new ones from the operator.

Microsoft Operator Connect is different from other options for connecting your phone system to Teams, such as Microsoft Calling Plans or Direct Routing. Microsoft Calling Plans are a cloud-based solution that requires you to buy new phone numbers and calling plans from Microsoft. Direct Routing is a do-it-yourself solution that requires you to set up and manage your own SIP trunking and PSTN connectivity, or have a third party carrier do it for you. Microsoft Operator Connect is a hybrid solution that gives you the best of both worlds: the simplicity and convenience of a cloud-based solution and the flexibility and control of a do-it-yourself solution using the Microsoft Teams Global Administrator portal.

What are the Benefits of Microsoft Operator Connect?

Microsoft Operator Connect offers many benefits for businesses that want to enhance their communication and collaboration with Teams. Amongst the benefits are:

- **Seamless integration:** You can use Teams as your primary phone app, without changing your existing phone system or losing your existing phone numbers, calling plans, and features. You can also integrate Teams with other Microsoft 365 apps, such as Outlook, SharePoint, and OneDrive, as well as third-party apps, such as Salesforce, Zendesk, and Slack.
- **Enhanced productivity:** You can make and receive calls from any device, anywhere, using the Teams app or a Teams-compatible phone. You can also use Teams for chat, video, voice, and collaboration, all in one place. You can easily switch between different modes of communication, such as chat, voice call, video call, or a video meeting. You can also use Teams to share files, screen, and whiteboard, as well as co-edit documents in real time.
- **Improved customer service:** You can use Teams to communicate with your customers, partners, and suppliers, using your existing phone numbers or new ones from the operator. You can also use Teams to create and join online meetings, webinars, and events, with up to 1,000 participants and 20,000 viewers. You can also use Teams to create and manage contact centers, using features such as call queues, auto attendants, call recording, and analytics.
- **Reduced costs:** You can save money by using Teams as your primary phone app, instead of buying and maintaining a separate phone system and devices. You can also save money by using your existing calling plans or choosing new ones from the operator, instead of buying new ones from Microsoft. You can also save money by using the operator's SIP trunking and PSTN connectivity, instead of setting up and managing your own.
- **Increased security:** You can enjoy the security and compliance of Microsoft Teams, which is built on the Microsoft cloud and meets the highest standards of data protection and privacy. You can also enjoy the security and reliability of the operator's network, which is certified by Microsoft and offers high availability and redundancy. You can also use the operator's support and expertise, which can help you troubleshoot and resolve any issues that may arise.

How to get started with Microsoft Operator Connect & Atlantech Online

Getting started with Microsoft Operator Connect and Atlantech Online is easy and fast. You just need to follow these steps:

1. Contact Atlantech Online and request a quote for Microsoft Operator Connect. Atlantech Online will assess your needs and provide you with a customized solution that suits your budget and requirements.
2. Sign up through the Microsoft Teams Admin portal, go to Operator Connect and select Atlantech Online as your carrier. Atlantech Online will provision and manage your phone numbers, calling plans, and features. You can use your existing phone numbers or request new ones from Atlantech Online. You can also keep your existing calling plans or choose new ones from Atlantech Online.
3. Configure your Teams app and devices for Microsoft Operator Connect. Atlantech Online will help you set up and configure your Teams app and devices for Microsoft Operator Connect. You can use the Teams app on your PC, Mac, mobile, or web, or use a Teams-compatible phone from vendors such as Poly.
4. Start making and receiving calls with Teams and Microsoft Operator Connect. You can now use Teams as your primary phone app, while keeping your existing phone system and features. You can also use Teams for chat, video, voice, and collaboration, as well as online meetings, webinars, events, and contact centers.



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Success Stories

Many businesses have already adopted Microsoft Operator Connect and Atlantech Online as their communication and collaboration provider. Here are some of their success stories:

· A law firm in Washington DC wanted to upgrade their communication and collaboration system, as they were using an outdated PBX system and a separate video conferencing system. They wanted to use Teams as their primary phone app, but they did not want to change their existing phone numbers and calling plans. They also wanted to use Teams for online meetings, webinars, and events, as well as integrate Teams with their document management system. They chose Microsoft Operator Connect and Atlantech Online as their solution, as they were able to keep their existing phone system and features, while using Teams for all their communication and collaboration needs. They also enjoyed the security and reliability of Atlantech Online's network and support.

· A healthcare provider in Maryland wanted to improve their customer service, as they were using a legacy contact center system that was expensive and difficult to manage. They wanted to use Teams as their contact center app, but they did not want to buy new phone numbers and calling plans from Microsoft. They also wanted to use Teams for chat, video, voice, and collaboration, as well as integrate Teams with their CRM system. They chose Microsoft Operator Connect and Atlantech Online as their solution, as they were able to use their existing phone numbers and calling plans, while using Teams for their contact center and other communication and collaboration needs. They also enjoyed the flexibility and scalability of Atlantech Online's SIP trunking and PSTN connectivity.

· A manufacturing company in Virginia wanted to enhance their productivity, as they were using multiple communication and collaboration tools that were not well integrated. They wanted to use Teams as their unified communication and collaboration app, but they did not want to set up and manage their own SIP trunking and PSTN connectivity. They also wanted to use Teams for file sharing, screen sharing, and whiteboard, as well as co-edit documents in real time. They went into Microsoft Operator Connect and chose Atlantech Online as their carrier, as they were able to use Teams as their primary phone app, without setting up and managing their own SIP trunking and PSTN connectivity. They also enjoyed the simplicity and convenience of Atlantech Online's provisioning and management.

Get Started with Operator Connect, Today

Microsoft Operator Connect is a new service that allows businesses to integrate their existing phone system with Microsoft Teams, the leading platform for chat, video, voice, and collaboration. With Microsoft Operator Connect, businesses can enjoy the benefits of a unified communication solution that combines the best of both worlds: the flexibility and reliability of their own phone system and the rich features and integrations of Microsoft Teams.

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If you are interested in learning more about Microsoft Operator Connect and Atlantech Online, [please contact us today](#). We will be happy to provide you with a free consultation and a quote for your communication and collaboration needs.

