



# Avaya Integration for Microsoft Teams

AVAYA

 Microsoft

Microsoft Teams is the collaboration application of choice for many businesses. While Teams provides many essentials for collaboration, one feature has left many organizations hungry for a better solution: telephony. The built-in telephony capability in Teams often doesn't meet the needs of modern-day organizations.

Alongside Teams, you likely have a significant investment in Avaya telephony – technology, established workflows and call flows, adjacent applications intertwined, training, reports and more. You have integration options to use your existing Avaya telephony platform seamlessly within Microsoft Teams.

## Microsoft Teams Integration Available for Every Avaya Platform

As the largest provider of UC and CC seats globally, Avaya addresses the needs of all customers with whatever combination of architectures they choose to deploy. Integrations are available for cloud and on-premises solutions including:

- Avaya Aura®
- Avaya IP Office™
- Avaya Cloud Office®
- Avaya Enterprise Cloud™

### What's the Most Convenient Implementation Option for Me?

#### Click-to-Call (for Microsoft E3 or below licensing)

With Click-to-Call, the user initiates a call through the Teams UX, which launches an Avaya soft client to dial the call.

#### Direct Routing (for Microsoft E5 licensing)

With Direct Routing, the user initiates a call through the Teams UX, as a full native Teams experience.



## Avaya Integration Benefits

- **Flexibility** – Avaya offers flexibility with both Click-to-Call and Direct Routing integration with existing Avaya telephony infrastructure.
- **Major cost savings** – Click-to-Call integration with Avaya only requires Microsoft E3 licensing, a significant savings of \$15 to \$21/user/month vs. the cost of Microsoft E5 licensing required for Direct Routing. While many organizations will have E3, the additional costs for E5 licensing can be major; for example, with 2,000 users, the additional cost can be \$500,000 per year.
- **Native Teams environment** – Enterprises can get the pure Teams environment, and if there are any issues with Teams, they have a fully functioning Avaya phone system behind it.
- **Use existing carrier services** – Organizations can continue with their existing carrier contracts.
- **More control** – Companies have more control over their telephony environment.
- **Business continuity** – Firms have their existing softphone and video meetings entitlements for business continuity. If Teams goes down, customers can continue with their Avaya applications.
- **Reliability** – Avaya can deliver 5-9's uptimes, which is 5 minutes of outage per year.
- **Microsoft Certified** – Avaya Session Border Controller for Enterprise (SBCE) is a Microsoft certified SBC that provides integration with the Direct Routing feature of Teams.

## Avaya Aura®

- **Click to Call / Microsoft E3:** Avaya Calling for Teams integrates with Teams to drive the Avaya Workplace client for calling. Avaya Workplace is included in Avaya Core and Power Suite entitlements.
- **Direct Routing / Microsoft E5:** Avaya Session Border Controller for Enterprise integrates with Teams for a native experience.

## Avaya IP Office™

- **Click-to-Call / Microsoft E3:** Avaya Calling for Teams integrates with Teams to drive the Avaya Workplace client for calling. With PLDS licensing, Teams and IP Office users are supported by the Office Worker, Teleworker, and Power User profiles. Subscription licensing users are supported by the UC User profile.
- **Direct Routing / Microsoft E5:** Avaya Session Border Controller Enterprise integrates with Teams for a native experience.

## Avaya Cloud Office®

- **Click-to-Call / Microsoft E3:** Avaya Calling for Teams integrates with Teams to drive the Avaya Cloud Office Embedded Dialer.
- **Direct Routing / Microsoft E5:** Avaya Cloud Office – Cloud PBX for Microsoft Teams integrates with Teams for a native experience.

## Avaya Enterprise Cloud™

- **Click to Call / Microsoft E3:** Avaya Calling for Teams integrates with Teams to drive the Avaya Workplace client for calling. Avaya Workplace is included in Avaya Core and Power Suite entitlements.
- **Direct Routing / Microsoft E5:** Avaya Session Border Controller for Enterprise integrates with Teams for a native experience.



## Licensing and Costs for Teams Telephony Without Avaya Integration

You can easily enable integration with your existing Avaya telephony platform; or you can choose one of Microsoft's options. With both Microsoft 365 E3 and E5 licensing, you must purchase a calling plan with added cost.

### Microsoft 365 E3 Enterprise Plan:

- Includes access to Microsoft 365 apps including Teams.
- Does not include calling between Teams users.
- For an additional \$8/user/month, or by moving to a Microsoft E5 plan, Microsoft Teams Phone Standard enables calling between Teams users; but this isn't a calling plan.
- Calling outside the Teams environment (landlines, mobile phones, etc.) requires an additional calling plan via Microsoft Operator Connect, Direct Routing, or the Teams Phone with Calling Plan bundle at an additional cost.

### Microsoft 365 E5 Enterprise Plan:

- Includes access to Microsoft 365 apps including Teams.
- An increase of \$21/user above E3 for Microsoft 365 for Enterprise, or \$15/user for Office 365.
- Includes calling between Teams users through Teams Phone Standard, bundled in the E5 plan.
- Like above with Microsoft E3, Teams Phone enables Teams to Teams user calls, but organizations still need to purchase a calling plan for external connectivity.

## Avoid Expenses of Teams Calling Plans and More Licensing with Avaya Integration

Avaya offers flexibility with both Click-to-Call and Direct Routing integrations. Organizations can continue with their existing carrier contracts while maintaining control over their telephony environment.

They can get the pure Microsoft Teams user experience, and if there are any issues including downtime, they have a fully functioning Avaya phone system behind it and can continue business with their Avaya applications.

To learn more about the Avaya integration for Microsoft Team, visit [this page](#).

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### About Avaya

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com).

