

Modern communication in the home office
with a one-client approach



Change Driver

The previous telephone system of a large German shoe retail chain was getting on in years and was no longer supported by the manufacturer.

During the pandemic, most employees were working from home on administrative tasks and were no longer able to use their previous telephone terminals. Calls had to be forwarded centrally to the employees' landlines or mobile phones, which increased the utilisation of the customer's external lines.

Furthermore, outgoing calls from the home office did not display the business extension number, but the number of the employee's private connection.

Microsoft Teams was used for internal communication at the start of the pandemic. This enabled collaboration and internal telephony (also from home).

The customer was looking for a modern and future-proof communication system that would also fulfil the requirements for external telephony.





D A M O V O



Damovo Approach

Damovo analysed and evaluated different solutions for telephony and contact centre functionalities as well as their architecture (private vs. public cloud).

The customer decided in favour of extending the MS Teams application with external telephony.

In a proof of value, power users tested the functionality and range of functions of MS Teams Phone System. Some employees were given MS Teams certified Yealink phones.

However, the majority only wanted to work with the soft client and a headset. Furthermore, an on-premise session border controller from AudioCodes was used for Microsoft Direct Routing, which provides the connection between the PSTN and the MS Teams Cloud.



How the **IT team** benefits

In future, the IT team will only have to manage one system for collaboration and internal and external telephony (MS Teams Phone System).

The effort and complexity will be greatly reduced. This frees up capacity for other projects.

How the **company** benefits

The accessibility of employees has improved, regardless of where they work.

The external image has been professionalised, as only the business extension numbers are transmitted.

How the **employees** benefit

The standardised and consistent user interface of the MS Teams client for collaboration and telephony makes work easier.

The presence status of employees in MS Teams is now also displayed for external phone calls. Due to the majority use of the soft client, there is no longer any difference for employees in the operation of the system whether they are working from the office or from home.

The private telephone lines are once again used exclusively for private purposes.