

Nvoice for Microsoft Teams Service Description

The next-generation telephone system.



NFON
Cloud Telephone System

Nvoice for Microsoft Teams

Service Description



Version 1.1

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2 Introduction

"Nvoice for Microsoft Teams" is a bolt-on that supplements the "Telephone System" service with a Voice over IP (VoIP) interface into Microsoft Phone System. Nvoice for Microsoft Teams uses Microsoft's Direct Routing solution to enable PSTN services from within Microsoft Teams

This document provides a description of the services operated and provided by NFON and is not meant to be a comprehensive list of all features available to the user, or to the Microsoft Phone System.

NFON is committed to providing its services using the latest level of technology and security and evolves its platform and services continuously. Accordingly, features may change over the duration of the contract and this document focuses only on the fixed characteristics.

Nvoice for Microsoft Teams can only be used as an add-on to an NFON Cloudya Phone Extension. The bolt-on acts as a device onto a Phone Extension.

The ordering and provision of the service takes place independently of the services of third parties, in particular Microsoft Office 365, Microsoft Teams, Microsoft Phone System and Microsoft Direct Routing.

This service description applies in conjunction with the customer contract, the general terms and conditions, the Service Level Agreement and the respective current price list. In case of contradiction, the following descending order of priority shall apply:

1. Customer contract (highest priority);
2. This Service Description;
3. Service Description Cloudya;
4. Service Level Agreement;
5. NFON General Terms and Conditions (lowest priority).

3 Device Management

Nvoice for Microsoft Teams uses "Device Management", as defined in Service Description Cloudya, amended as described below.

Specific features of the Nvoice for Microsoft Teams devices are supported where technically and, in terms of security, feasible. Features may change over time due to continuous improvement of the Microsoft Phone System, Microsoft Direct Routing solution, or of the NFON platform.

3.1 Device Provisioning

The "Device Provisioning" service is not used by Nvoice for Microsoft Teams.

The operation of the service and support of specific features is dependent on the features and support provided by Microsoft. Accordingly, the ability to use specific features is subject to Microsoft providing continuous support of such features.

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3.2 Device Integration

The Nvoice for Microsoft Teams device interacts with services on the NFON platform through several technical interfaces. These include:

- Telephony: Transmission of calls and voice data via Voice over IP (VoIP) between the Microsoft Phone System and the NFON platform;
- Encryption: Telephony between the Microsoft Phone System and the NFON platform are encrypted using TLS.

The features Busy Lamp Field and Phone Menu are not supported.

Nvoice for Microsoft Teams bolt-on doesn't consume a device license in the NFON portal.

The configuration of the bolt-on is done via the Phone Extension configuration screen, by adding or removing the "inbound trunk number Teams". Adding the inbound trunk Teams configuration to a Phone Extension will automatically create a Teams device. Accordingly, removing the trunk number for Teams, will remove the associated device. The maximum number of concurrent calls supported per device is 5. The configuration of Nvoice for Microsoft Teams on a phone extension requires a DID for the extension on which the bolt-on is configured. This DID cannot be shared with other phone extensions or Cloudya Telephone System services (Call Queue, IVR, etc.) and is required for as long as the bolt-on is configured.

4 Additional Services

The Computer Telephony Integration services described in the Service Level Agreement are not available to be used in conjunction with the Microsoft Teams client, or Microsoft Teams telephone devices. When such integration is required, a NFON Certified Desk Phone should be used, or an alternative integration solution designed for Microsoft Teams should be sought.

5 Responsibilities of the Customer

To ensure that the service can be used as described, the customer is required to:

- Customer's Microsoft Office 365 tenant: The management, maintenance and configuration of the Office 365 Tenant with connection to the NFON telephone system is the responsibility of the customer. For the required configuration to connect the Microsoft Phone System, using Microsoft Direct Routing, the customer can use the configuration guidelines provided by NFON. These guidelines are based on Microsoft documentation, which is subject to change without notice, and are provided as is;
- Using 3rd party telephony functions within Microsoft Phone System: It is the responsibility of the customer to check whether Microsoft supports such function or feature for use with Microsoft Direct Routing, during the implementation phase and for as long as the Nvoice for Microsoft Teams service is used.

Responsibilities listed under section 8 of the Service Description Cloudya still apply.

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6 Service Level Agreement

The Nvoice for Microsoft Teams service is classed as terminal integration in accordance with section 5.4.1 of the Service Level Agreement (SLA). The terms defined in the SLA apply to this service accordingly.

The Microsoft Office 365 Platform, Microsoft Teams, Microsoft Phone System, Microsoft Direct Routing are not managed nor supported by NFON. NFON cannot assume any responsibility / liability for the functionality and service features of the services and software provided by Microsoft, or for any changes made by Microsoft on their platform that could impact the service provided. Accordingly, no SLA's defined by NFON applies to the Microsoft environment.

Setting up and operating Microsoft Teams, Microsoft Phone System and Microsoft Direct Routing is not part of the service provided by NFON. NFON provides documentation containing configuration guidelines to facilitate the configuration of Microsoft Direct Routing and Microsoft Phone System. These guidelines are based on Microsoft documentation, which is subject to change without notice, and are provided as is. Where the customer chooses not to fully follow the provided configuration guidelines, NFON's ability to support the solution shall be diminished.