

How does a **travel** company manage calls from Office 365?

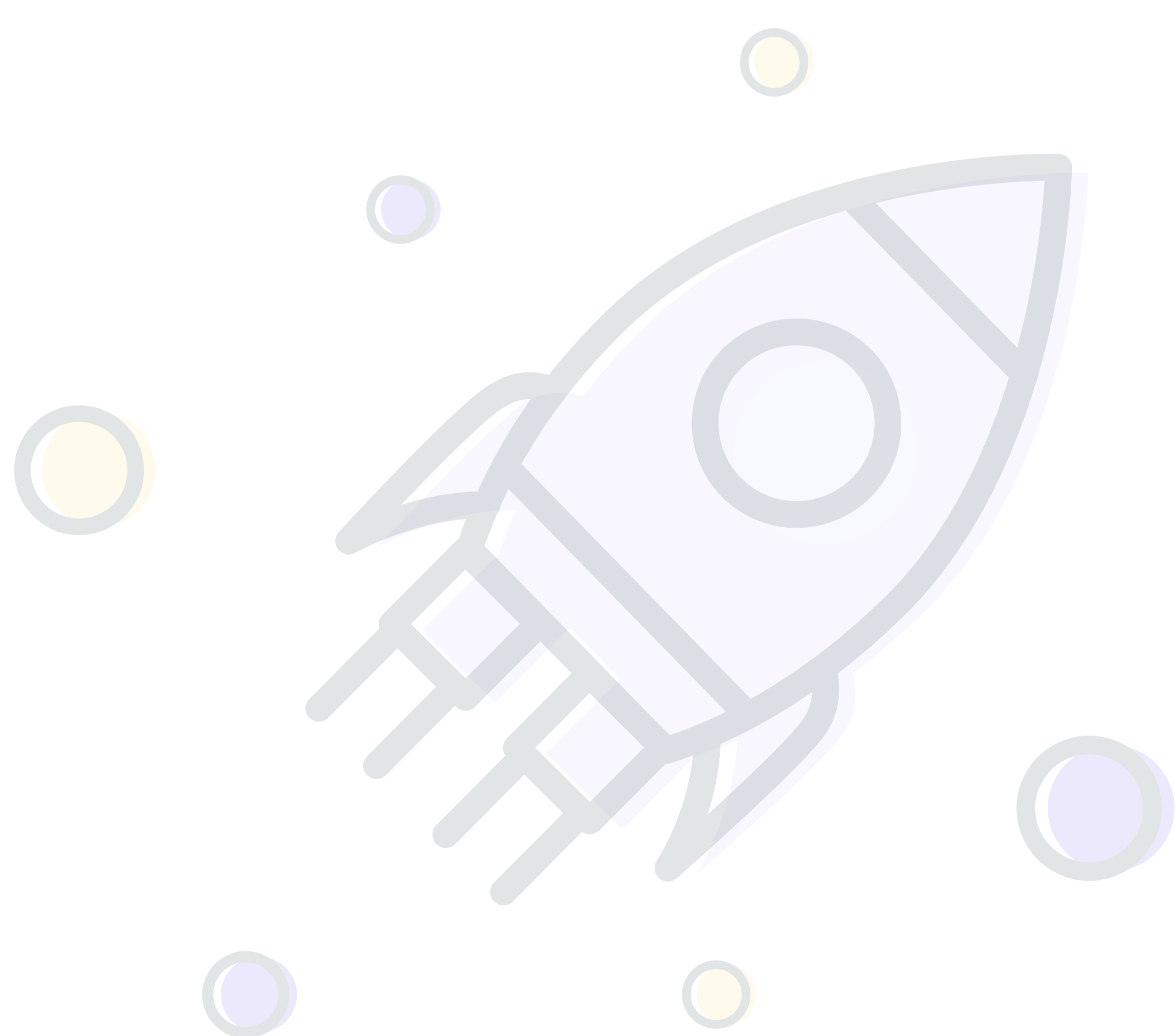


How does a travel company manage calls from Office 365?

VoIP is undoubtedly the best technology for integrated voice communication. However, the VoIP system setup is complex and costly. It also requires expertise to integrate VoIP solutions with other business apps to enhance the complete workflow. Thus, SMEs having a strict budget cannot accommodate a VoIP system. Here is where the need for a VoIP alternative emerges.

The Project

A Mississauga-based client who serves in the Canadian tourism industry approached us back in 2019 to employ a VoIP solution to streamline business telephony. They had a very simple requirement – deploy an easy and affordable business calling system without making them shoulder the additional financial burden. Their requirements could be addressed with a VoIP alternative. So, we offered them the cloud-based Microsoft PBX.



 Industry	: Tourism
 Location	: Ontario, Canada
 Employee	: 15-25
 Year	: 2019
 Service	: VoIP and Collaboration

Objectives & Problem Statements



01 Affordability

The business telephony solution should be as affordable as possible.

02 Uninterrupted Calls

Users should be able to easily share screens, videos, and messages among teammates and external stakeholders.

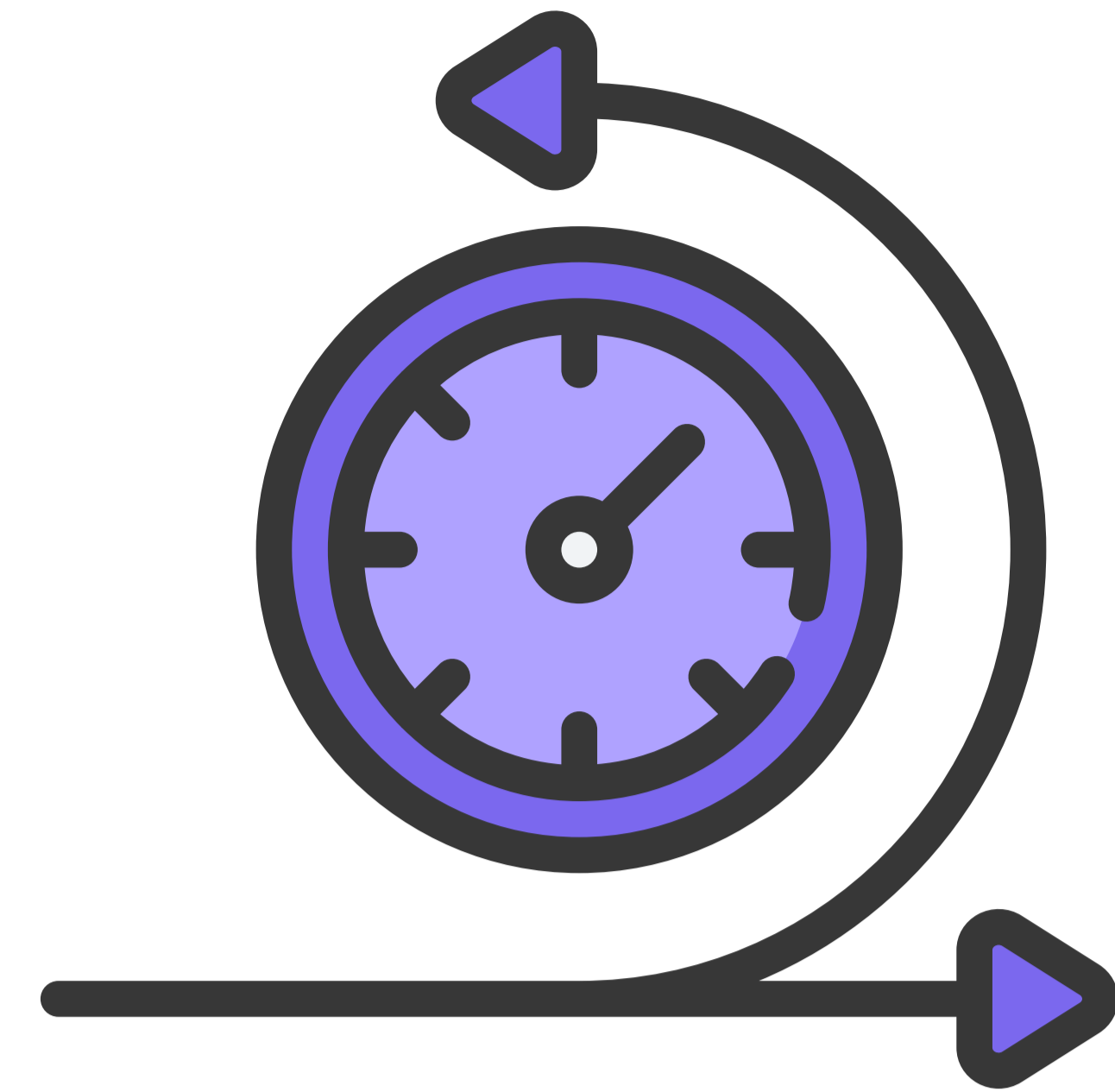
03 Smart Call Routing

Users should be able to make, receive, and transfer calls by using a laptop or a smartphone.

04 Office 365 Integrations

The business telephony solution should be connected to Office 365.

The Action Plan



01 Requirement Gathering

We understood the requirements of the client precisely.

02 VoIP Solutions Assessment

We started looking for an affordable alternative to VoIP by keeping the budget of the client in mind.

03 Present Different Solutions

We came up with 3 VoIP solutions that justified the client's needs.

04 Solution Evaluation

We made the client familiar with the benefits of each solution.

05 Execution Strategy Planning

We mutually decided to deploy Microsoft Cloud PBX as it is the most affordable and value-for-money business telephony solution.

06 Strategy Deployment Planning

We took the backup of the client's existing Office 365 and we choose the calling plan and bought calling plan licences.

07 Solution Deployment

We got phone numbers for users from the Teams admin center, got service phone numbers for audio conferencing, auto attendants, and call queues as well as set up calling plans, audio conferencing, cloud call queue, and call auto-attendant.

08 Solution Deployment

We finally assigned a service number to each service. For example, we assigned a dedicated number for audio conferencing.

The Outcome



01 Workability

The client has been making, receiving and routing calls, even through computer and smartphone.

02 Extensibility

The client has been managing the calls right from Office 365.

03 Affordability

The client has been saving \$500+ on business telephony every month.

04 Reliability

Since Microsoft PBX lives in the cloud, the client does not have to worry about repairs and downtime.

01

We not only help you **FIX** your IT bugs but also help you recreate your IT environment with **SMARTER** solutions that cost **5%** of your gain with smart IT.

02

Process Automation.

Core Values

03

Delivery over doubts.

04

Be smart AND Irresistible.

05

Do more, with less.

06

Count results.

07

Easy system for a powerful team.

08

Accuracy shines.

09

Innovation for humanity.