

CHECKLIST

# What to look for when choosing an Operator Connect provider for Microsoft Teams

Operator Connect checklist



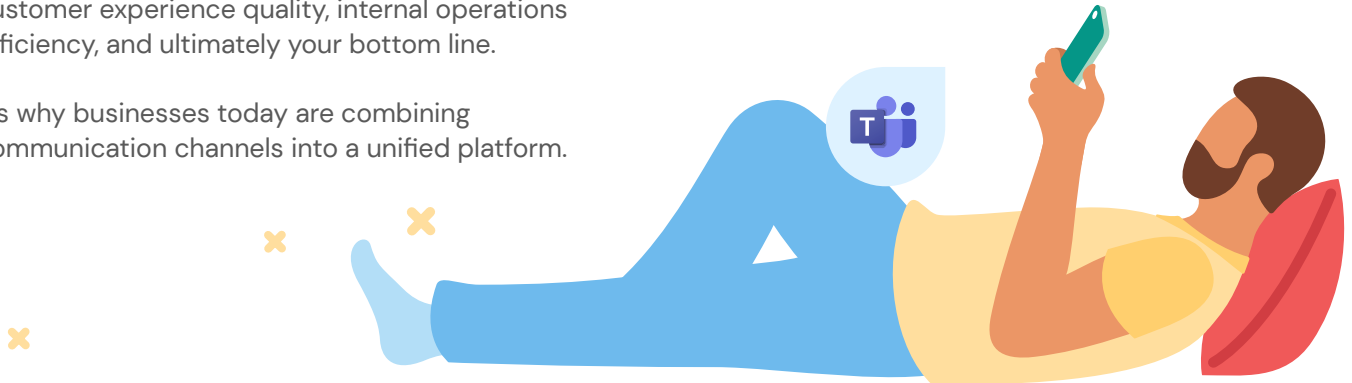
# 5 tips to voice-enable Teams

Communication — whether internally between employees or externally with clients — is the lifeblood of any organization. ✕

Communication — internally between employees or externally with clients — is the lifeblood of any organization. Good communication directly affects customer experience quality, internal operations efficiency, and ultimately your bottom line.

It's why businesses today are combining communication channels into a unified platform.

Microsoft's Operator Connect program brings Public Switched Telephone Network (PSTN) calling directly into the Microsoft Teams experience.



## Why work with an Operator Connect provider?

- ✓ Greater control over PSTN services
- ✓ Reduced costs with operators handling all PSTN calling services
- ✓ Improved customer experience via top-class technical support
- ✓ Fast setup thanks to speedy deployments
- ✓ Quick and easy integration
- ✓ Make calls outside of the organization with PSTN functionality

✕

Getting started is as easy as finding an operator to meet your communication needs. Microsoft has a selection of preferred partners, but what does the ideal Operator Connect provider look like for your business? ✕



# What to look for

## 1. Reliable service

Voice service reliability is a top priority for any organization. Look for a provider with broad network coverage allowing users to get in touch no matter where they are. High uptime is also critical to make sure calls are always delivered.

## 2. Transparent pricing

Partnerships with any Operator Connect provider come with cost savings because they'll take complete care of the infrastructure. But beware, pricing models vary, so it's essential to find the balance between cost efficiency and functionality. Look for per-usage pricing rather than the more traditional per-user model.

## 3. Dedication to customer service

Leading businesses compete on customer experience, so exceeding expectations is crucial for success and market share.

Grade-A customer support from an Operator Connect provider is vital. Whether it's direct help or self-service options, quality operators understand businesses need help getting the most value from their communication platform.

Ideal providers will offer

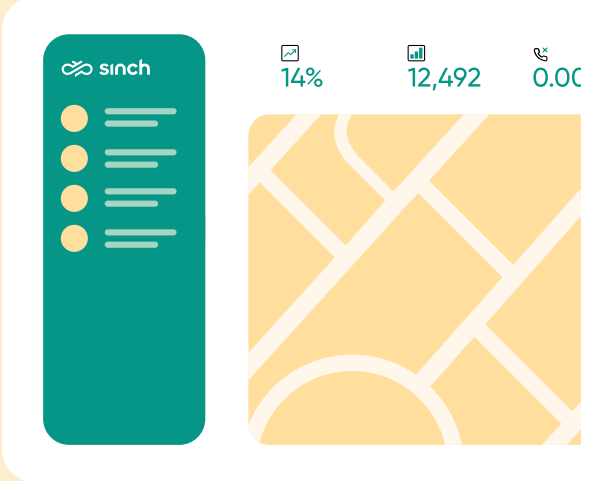
# 24x7

support, a self-serve portal, and a shared service level agreement (SLA).

## 4. Support for your business use case

A basic deployment of Operator Connect will help you generate and provision numbers, but what if there are more use cases to consider?

How about fax lines or specific services like number porting? Look for an operator with a robust catalog of services to meet the needs of a growing business.



## 5. E911 emergency calling

Companies have a legal and moral responsibility to deliver emergency calling services across networks, yet only a few select providers are certified by Microsoft to offer this service through Teams. Be sure to work with a certified provider who can provide this critical service!

# Achieve best-in-class communications with Sinch

The Operator Connect for Microsoft Teams partner program is the perfect way to introduce high quality PSTN calling capabilities directly into the Teams experience.

Bringing these technologies together, you can achieve a unified experience internal teams and clients alike can use to connect and collaborate.

An ideal Operator Connect provider should have Microsoft-certified E911 capabilities, 24x7x365 service, and

# 99.999%

uptime at the very least



Reliable and accessible communications are the key to competing in a crowded space.

Are you looking for a proven Operator Connect partner?

Discover how our industry-leading network, reliability, and compliant voice services can transform business communications.

Find out more at [sinch.com](https://sinch.com)



A Microsoft Operator  
Connect Partner



## About Sinch

Sinch's leading cloud communications platform lets businesses reach everyone on the planet, in seconds or less, through mobile messaging, email, voice and video. More than 150,000 businesses, including many of the world's largest companies and mobile operators, use Sinch's advanced technology platform to engage with their customers. Sinch has been profitable and fast-growing since its foundation. It is headquartered in Stockholm, Sweden, and has local presence in more than 60 countries.

To find out more, please visit:

[sinch.com](https://sinch.com)