

# Operator Connect by Vox Telecom

# Operator Connect

Operator Connect enables users to make, receive, transfer, forward and put a Voice call on hold from any location on a Teams-enabled computer or smart device

- Experience the highest call quality possible with Microsoft Azure Peering Services and Vox last mile Quality of Service (QoS) for Teams and Voice traffic
- A high availability, fully Vox-managed, pure cloud solution with no hardware footprint for customers
- Save up to 60% on your Voice bill with Unlimited or Post-paid Voice packages
- Integrated, end-to-end Number management experience in your Teams Admin Center
- Operator Connect enables calls to and from anywhere in the world using a PC or smart device
- Simply migrate your existing Vox Voice Services, or port your numbers, to Operator Connect by Vox

## Product Overview

Operator Connect is a Cloud Phone System that enables closer alignment between Microsoft Teams and Vox, offering Voice over Internet protocol (VoIP) access to all Microsoft Teams users. Whether your organisation is already invested in Microsoft Teams, or if you want to deploy Teams cost effectively, you can quickly and simply enable VoIP calling directly from the Teams application running on personal computer or smart devices, by selecting Vox as your Voice operator from within the Microsoft Teams IT Admin Centre.

Operator Connect delivers an enhanced Teams experience by giving each Teams user the ability to make and receive calls to and from any telephone number around the world. Operator Connect enhances integration between Vox's latency-optimised and quality-controlled Voice network and Microsoft Teams, through Microsoft Azure Peering Services for Voice (MAPS), enabling streamlined Voice service provisioning and monitoring, with fully managed Vox Voice services and radically improved call quality.

With Microsoft Teams increasingly becoming *the* business-critical unified communications platform, we understand the need for integrated solutions that support your business communications. This is why Vox is among the first South African operators to provide you with best-in-class, seamless and integrated PSTN calling, to and from your Microsoft Teams environment.

With this pure cloud offering from Vox and Microsoft, you benefit

from a comprehensive, quality and performance managed PSTN replacement service to enhance your organisational efficiency whilst maximising the return on your Microsoft Teams investment.

Vox is the only service provider that has considered and addressed all aspects of maximising the value of your Teams investment:

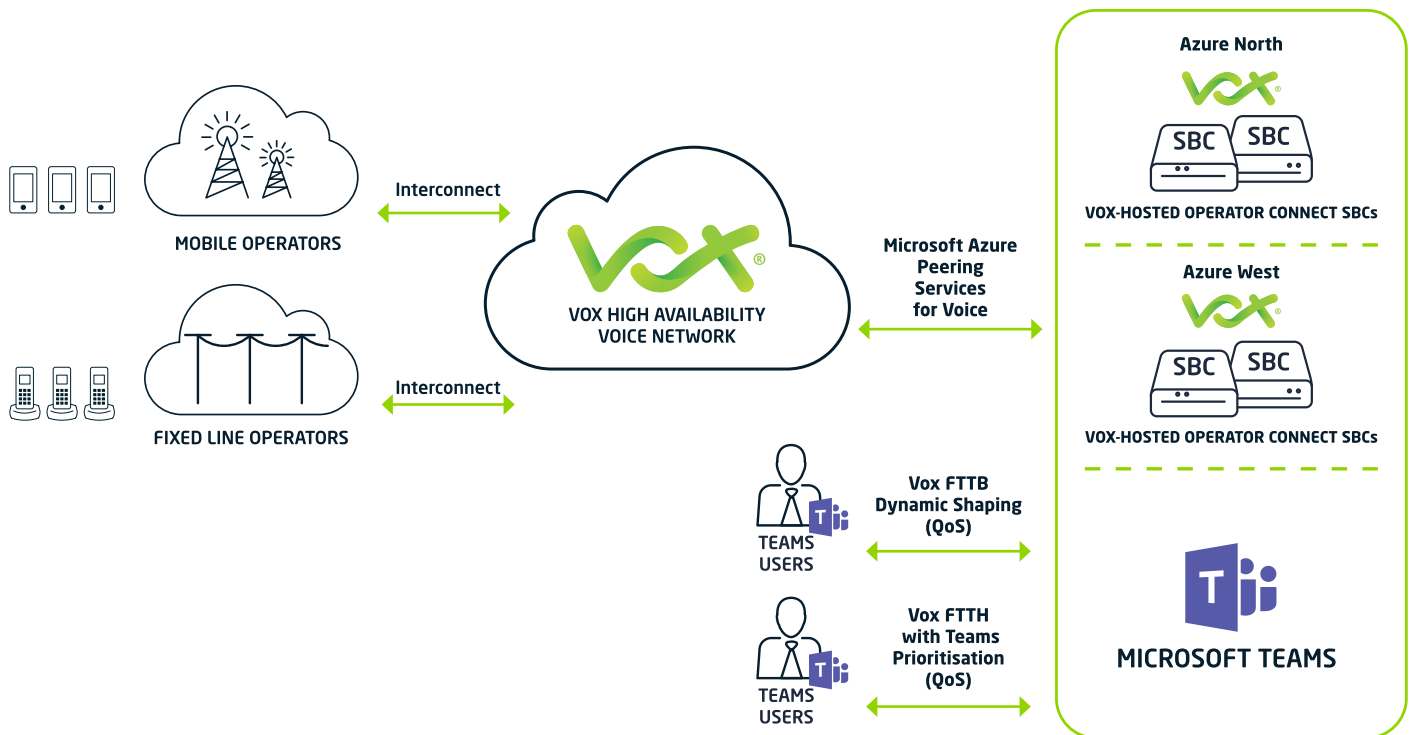
- Business and Home fibre with prioritisation of Teams and Voice traffic for exceptionally high-quality communication,
- A highly resilient Vox-managed cloud infrastructure to enable hybrid work with Vox-provided support and fraud monitoring, with no hardware consideration for our customers,
- 24/7/365 trunk and call quality monitoring, on Vox's world-class Voice network,
- Post and Pre-paid Voice package offerings that will save you money on your Voice traffic,
- Geographic and non-geographic number provisioning and inventory management,
- One local contact centre number to call if any element of the solution should require support.

For more information on complementary or alternative products, visit us at [vox.co.za](http://vox.co.za)

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## How It Works



## Main Features and Benefits

A quick and easy way to integrate Voice calling into Teams while maintaining your existing Voice agreement with Vox and leveraging the customisation and flexibility that Vox provides to every single customer.

Deeper integration for speed of deployment and joint Microsoft and Vox service level delivery	Direct peering between Vox and Azure enhances resilience, performance and delivers Quality of Service (QoS) for Teams and Voice traffic.
Quick and Easy to deploy. Effortless to manage.	Vox's managed services mean you do not need to do or manage any part of the provisioning process – you simply allocate the numbers that you port to Vox, or new Vox allocated numbers, to your users within the Teams admin centre.
Flexibility to migrate your current Vox Voice services to Operator Connect, or simply port from your existing operator.	Port numbers from your existing operator quickly and easily (Geographic and Non-Geographic numbers)
Absolute peace-of-mind with a quality-managed Vox Voice Service.	Absolute peace-of-mind with a quality-managed Vox Voice Service. Secure, highly reliable services with Vox Voice quality, fraud monitoring and call quality monitoring and reporting.
Save up to 60% on your Voice billing	With either unlimited or post paid Voice packages to choose from, Vox will tailor a calling plan suited specifically to your business.
Select Vox as your Voice Operator and eliminate the pain associated with managing and maintaining your Voice communications.	Quickly deploy Vox Voice services through the Microsoft Teams admin centre and let Vox manage all provisioning, monitoring and call quality reporting on your behalf.

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