



CHECKLIST

Streamlining voice communications within your company

Operator Connect makes voice easy by bringing Public Switched Telephone Network (PSTN) calling directly into the Microsoft Teams experience.

But first, you'll need to find a provider.



Here's a checklist to help you find the ideal partner:

- Can they meet your performance and reliability needs?
- Do they have high network uptimes?
- Do they have a deep understanding of Microsoft Teams?
- Do they provide an SLA detailing how support is provided?
- Do they offer 24x7 support?
- Have they been approved by Microsoft as an official Operator Connect provider?
- Is service available in the countries you need?
- Can they support the different types of phones you use?
- Do they have a streamlined number porting process?
- Do they offer Managed Services?
- Do they enable you to grow and implement additional Microsoft services in the future?
- Can they support any advanced features you need?
- Can they support your compliance requirements?
- Do they support E911 regulations and provide dispatchable location information?
- Are they transparent about the different pricing models they offer?

The right provider should be able to check off all the boxes!



Why work with an Operator Connect provider?



Improved customer experience with world-class technical support



Reduced costs with operators handling all PSTN calling services



Calling outside of the organization with PSTN functionality



Greater control over PSTN services



Fast setup thanks to speedy deployments



Quick and easy integrations

Operator Connect for Microsoft Teams 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 for internal teams and clients alike to connect and collaborate.

An ideal Operator Connect provider has:

E911

Microsoft-certified capabilities

24x7

service

99.999%

uptime guarantee

Are you looking for a proven Operator Connect partner?

Discover how our industry-leading network, reliability, and compliant voice services make adding voice to Teams easy. sinch.com

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