

ADDING VALUE

**Adding Value
to Your Business
Microsoft Teams
Implementations:**
Next Telecom
Enhances
Microsoft Solutions
for Seamless
Collaboration



Implement a multitude of
Teams powered solutions
through a single provider.

- + Microsoft Teams Direct Routing
- + Call Centre Solutions
- + Teams Video Conferencing

next.[®]
telecom
a commsgroup business

Introducing Next Telecom: Enhancing Your Microsoft Teams Experience with Powerful Add-On Solutions

In today's fast-paced world, effective communication and collaboration are essential for the success of any organisation.

That's why Next Telecom is proud to offer a range of innovative add-on solutions designed to maximise the potential of Microsoft Teams, the leading collaboration platform.

At Next Telecom, we understand that your business's needs extend beyond the standard capabilities of Microsoft Teams. That's where our expertise comes in. Our suite of add-on solutions is specifically tailored to enhance your existing Teams implementation, enabling you to achieve greater productivity, efficiency, and collaboration across all levels of your organisation.



+ Microsoft Teams Direct Routing

Our first offering, Microsoft Teams Direct Routing, empowers your team to seamlessly make and receive external calls directly within the familiar Teams interface. By integrating your existing telephony infrastructure with Teams, you can consolidate your communications, simplify workflows, and significantly reduce costs.



+ Call Centre Solutions

Next, our Call Centre Solutions revolutionise your customer service operations. With advanced features such as intelligent call routing, real-time analytics, and comprehensive reporting, you can optimise your call handling processes, deliver exceptional customer experiences, and ensure your business serves its customers with excellence.



+ Teams Video Conferencing

Next Telecom's Video Conferencing offers a powerful solution tailored to the needs of businesses. Our technology enables seamless connectivity across any VC device or platform, empowering business teams to collaborate effectively regardless of their locations.

**Taking your Teams setup
to new levels has never
been easier...**

**SIMPLY ADD
NEXT TELECOMS**

Adding a single solution or multiple

Contact us today to schedule a personalised consultation, and let our professional and experienced team guide you through this transformative journey with utmost professionalism and timeliness.



+ Microsoft Teams Direct Routing

Teams Calling for Businesses

One Phone System,
a World of Opportunity

Communicate through voice & video calls, chat and meetings to your team and clients Globally using a single Unified platform with a single provider.

Make calls to landline, mobiles and international destinations from a single dedicated geographic or mobile number from over 6000 cities globally. Host Audio and Video Meetings and Conferences with staff and clients globally.

Use native applications for Contact Centre, Call Reporting, Call Recording, Call analytics and SMS from the Teams GUI.

Direct Routing for Microsoft Teams Features:

- Rapid, centralised mass deployments using a single provider across any number of global sites
- Number portability for your VoIP, ISDN, PSTN or Mobile Numbers
- 100s of PBX features including Auto Attendants, Queues and Hunt Groups
- Each user has a dedicated phone number (DID) linked to Office 365
- Office 365 licensing remains with your Microsoft partner

Domestic, global & feature rich Cloud Communications for business.

Visual voicemail

If you are not available to take a call, let visual voicemail take the message for you. Collecting all your messages in one place, visual voicemail sorts all messages into a list and can even transcribe your messages as text.

Privacy everywhere

Teams Calling means you only need hand out your landline to business contacts, Teams will send the call to wherever you are and whatever device suits you. Your smartphone and laptop will still be at the centre of doing business, but your mobile number can stay private.

We give you the control you need

Manage your phone number and system features from anywhere, using any device. No need for techs, no need for equipment changes on site – the time and cost of manually configuring your PABX is a thing of the past.

Next Telecom make Global Teams calling easy



User Licensing

Arrange new Office 365 Licencing or deploy on your existing O365 tenancy

O365/M365 License	Teams PBX License
All Business Basic Plans +	Teams Phone Std
E1/A1/F1 +	Teams Phone Std
E3/A3 +	Teams Phone Std
E5/A5 +	Teams Phone Std
	Includes Teams Phone Std

Gold
Microsoft Partner



PBX Deployment

next:
telecom
a commgroup business

Teams phone system deployment to



Pricing



Select a

PAYG Plan

Or

Unlimited Plan



Hardware & Advanced Features

Add hardware and any advanced features

- Teams Certified desk phones, VC & headsets
- Contact Centre
- Call Recording or Reporting
- Multi-National Deployments

Microsoft Teams Certified phones and headsets

Need more than just Calls, Video & chat?



Add Call Recording option for Compliance, Training & Quality Assurance



Add Call Reporting & Analytics option for insight into Client behaviours



Add Contact Centre for Teams Calling from Australia's experts



Multi National? No problem we deploy Teams Calling to over 100 Countries

+ Call Centre Solutions

Native Contact Centre for Teams

Call Centre Phone System solutions using Microsoft Teams Direct Routing.



The Microsoft Teams Calling phone system is evolving with amazing capability. Now businesses are looking for contact centre integration into Microsoft Teams Direct Routing.

Our cost effective deployments mean you get an ROI fast. And we don't just deliver a bare bones solution. Our contact centre solutions offer a feature rich but cost effective solution.

MS Teams Contact Centre solution's now have robust features including:

- Extendable with API's & Powerframe
- Omni-channel communication
- Microsoft Graph API – Use your existing connectivity from Teams Calling
- Native Microsoft Teams application
- Graphical Call flow designer
- Business application & CRM integration

Interact more effectively with your customers:

- Auto Attendants
- Schedules
- Music on Hold
- Announcements
- Text to Speech
- Position and/or time in queue
- Call back
- Reason Codes
- Supervisor active monitoring
- Reporting
- Social Messaging
- Chatbot (Web Chat)
- Customer API
- CRM integration
- Graphical Call Flow
- Form Based Call Flow

Touchpoint connections such as voice/call queues, WhatsApp for Business, Facebook Messenger, Twitter, SMS and Custom APIs are also configured within the admin portal. Access to the admin interface is configured via Azure Enterprise Application.



Why use a native Call Centre for Microsoft Teams?

One advantage of a native contact centre for Microsoft Teams is that it keeps the audio stream within the Microsoft environment, avoiding disruptions and potential call quality issues. With a native solution, there's no need for the audio stream to go through supplier servers.

It also offers professional call/media distribution functionality, allowing you to upgrade your MS Teams calling. You can create call/media queues for customers and route calls to agents based on availability or defined skills.

Included Call Centre Features

- Next Telecom Teams IP Voice Failover for enhanced availability
- World Class Clients for Web, Teams, Windows and Smartphones
- Mobile Agents for Increased Flexibility – Work from Anywhere
- Fully featured Windows switchboard attendant and contact centre client
- Advanced calendar monitoring with presence
- Auto attendant, ACDs, IVRs, CRM integration, advanced routing and call handling
- Clear and informative statistics with interactive graphs
- Modern web-admin for easy configuration and maintenance



+ Call Centre Solutions

Cloud-Based Contact Centre Solution:

Cutting-edge cloud-based contact centre solution and customer experience technology.

Next Telecom provides a cloud-based contact centre platform that is scalable and feature-rich. It offers integration options with other systems and allows businesses to interact with their customers through various channels such as voice, web chat, email, and SMS.

Innovative Cloud Customer Experience Technology:

Next Telecom's customer experience technology is designed to help businesses improve their interactions with customers. It provides real-time analytics, reporting, and recording capabilities, empowering staff to meet changing customer demands.

Preferred Channel Communication:

Next Telecom allows businesses to respond to customers through their preferred communication channels. This includes calls, emails, web chat, and SMS, enabling businesses to create positive customer interactions.

Data-Driven Decisions:

The platform offers data visualisation tools that help businesses make data-driven decisions. It provides insights into contact centre performance, including call volumes, reasons for customer queries, and customer satisfaction scores. Next Telecom also integrates with Business Intelligence tools like Power BI to produce valuable reports.

Security and Compliance:

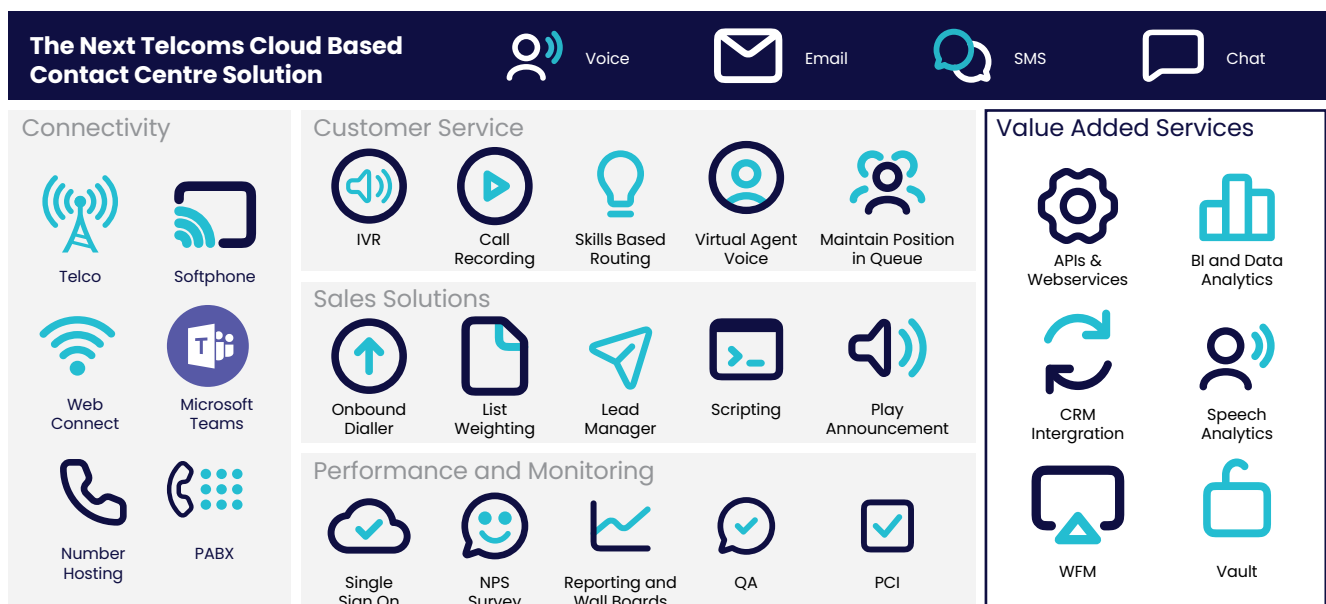
We offer features such as quality assurance, call recording, and PCI payment tools to help businesses achieve contact centre compliance objectives.

Sales, Customer Service, and Fundraising Tools:

We provides tools tailored to optimise sales performance, enhance customer service, and assist with tele-fundraising for charities. These tools include a sophisticated dialer, lead management features, and multi-channel communication options.

Business Continuity and Collections:

Next Telecom offers options for building resilient contact centres with business continuity features. We also provide efficient contact strategies for collections, allowing businesses to reach more contacts and report outcomes effectively.





+ Teams Video Conferencing

Microsoft Teams Video Conferencing Implementation

Seamless Collaboration,
Anytime, Anywhere.

Next Telecom Video Conferencing offers a powerful solution tailored to the needs of your organisation. Our technology enables seamless connectivity across any VC device or platform, empowering your team to collaborate effectively regardless of their locations.

In today's fast-paced world, it is crucial for government entities to create productive working environments that foster digital habits and collaboration. Next Telecom, in partnership with MS Teams, provides the driving force behind enterprise-grade video, voice, and collaboration experiences. By leveraging our solution, government teams can make faster decisions, encourage innovation, and enhance communication efficiency.

Our comprehensive video conferencing solution seamlessly integrates with our Team Calling & Cloud Business Phone Hosted Voice platforms, ensuring a unified communication experience for any sized business. Whether teams are working locally or globally, our hosted gateways enable effortless connectivity across a diverse range of equipment. This means even overseas offices with different platforms can join the conversation seamlessly, promoting effective collaboration among entities.

By choosing Next Telecom Video Conferencing, you can unlock the full potential of digital collaboration, enabling efficient decision-making, fostering innovation, and ultimately enhancing the delivery of public services.

Introducing the Yealink MeetingBoard all in One Video, Display & Whiteboard

Yealink MeetingBoard revolutionizes collaboration spaces with its all-in-one design, suitable for any meeting room. Powered by Yealink-Genic Premium Audio Processing and Enhanced AI Video Tracking, it delivers an immersive meeting experience. Combined with native Microsoft Teams or Zoom App, it provides a fluent digital paper writing experience, enabling online meetings, brainstorming, and collaboration on cloud whiteboarding services from anywhere. With an extended Optical PTZ camera, wireless microphones, second touchscreen, Windows OPS, upgradable Android OPS module, and wireless USB-BYOD mode, this versatile device boosts productivity in various ways.



65/86 inch LED Touch Screen



Built-in 4K Camera



Optional PTZ Camera



16 MEMS MIC Array



Smart Inking



4+2 Stereo SPK Array



Make Everywhere
A Collaborative
Workplace

We offer video conferencing hardware tailored to different room sizes:

Small Rooms

Your Teams needs a break out room or small conference room video conferencing kit. For when you don't need the whole office. Ideally sized for 4 - 10 people, Next Telecoms range of Small and Medium Video Conferencing room hardware delivers the perfect small room VC solution.



Medium to Large Rooms

When you have a room that seats 8-20 staff, you need a suitable sized Video Conferencing s that people at the rear of the room can hear, be seen and be heard. Our Video Conferencing platforms with carousel cameras, hi fidelity sound and distributed voice activated distributed microphones provide an exception Video Conferencing user experience.



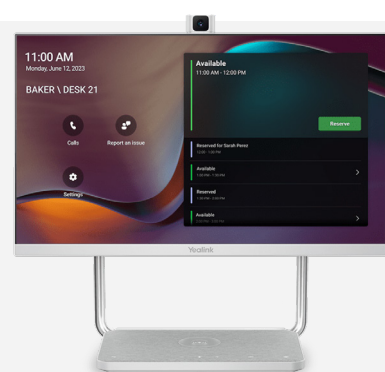
Large Rooms

When you have a larger room and need to handle 15+ people in Video Conferencing, Next Telecoms large Video Conferencing Room solutions are ideal. With solutions designed for up to 250 seat ultra large Conference with up to 9 carousel cameras, intuitive speaker & voice activation technologies



DeskVision - Video Conferencing at a Desk

Video meetings at your desk, home office, or hot desk room. The Yealink A24 DeskVision allows you to run your meetings along with Interactive Whiteboard.



Transform Your Communication with Expert Video Conferencing Solutions

If you need assistance with designing, scoping, project managing, and installing your Video Conferencing solution in Australia, our Next Telecom team is here to help. Our services include project management, site inductions, hardware training, and professional installation with hidden cabling and data cabling installation.



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For More info, or to take advantage
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solution consultation, call on
1300 722 320

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