Skype for Business Voice Solutions

Choose an all-in-the-cloud, hybrid, or on-premises solution

How to begin

Use this poster to choose the right Voice solution for your organization: an all-in-the cloud solution delivered by Office 365 or a hybrid solution that combines on-premises software and Office O365 services. Decide how to best provide Private Branch Exchange (PBX) functionality along with access to the Public Switched Telephone Network (PSTN) for all users in your organization by answering some questions and following the flowchart. Let's get started!



Cloud PBX

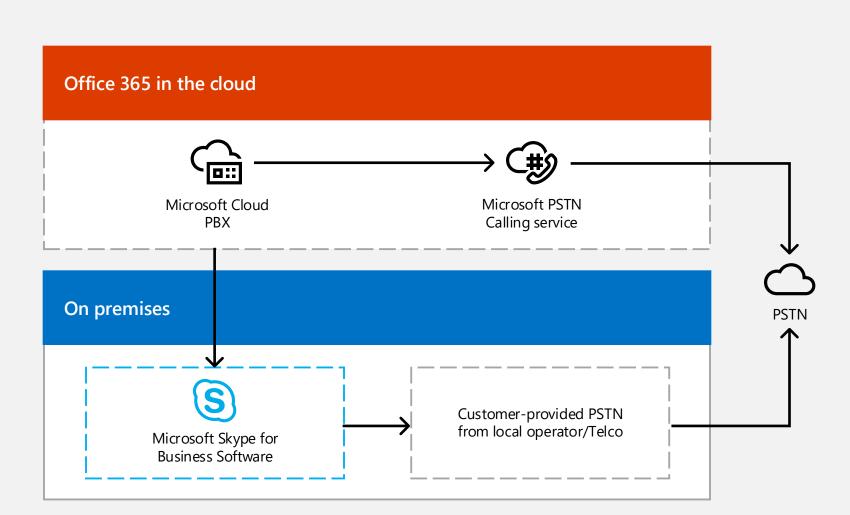
Cloud PBX is Microsoft's technology for enabling call control and PBX capabilities in the Office 365 cloud with Skype for Business Online. Skype for Business Cloud PBX allows you to replace your existing PBX system with a set of features directly delivered from Office 365 and tightly integrated into the company's cloud productivity experience.

Enterprise Voice

Enterprise Voice is Microsoft's software-powered Voice over Internet Protocol (VoIP) solution, included in on-premises deployments of Skype for Business Server. It is a full PBX system that uses PSTN connectivity through your local operator.

Choose your solution

You can choose a completely-in-the-cloud offering, or you can choose a hybrid deployment that takes advantage of Cloud PBX, but keeps some functionality on premises. Depending on your needs, you can choose to have PSTN functionality provided by the Office 365 service or by your on-premises software.



All-in-the-cloud, on-premises, or hybrid? The solution you choose depends on your current and future needs, such as whether you want--or are required--to retain functionality provided by your on-premises deployment, whether you need features that are currently available only with your on-premises Enterprise Voice solution, and what your plan is for moving people to the cloud.

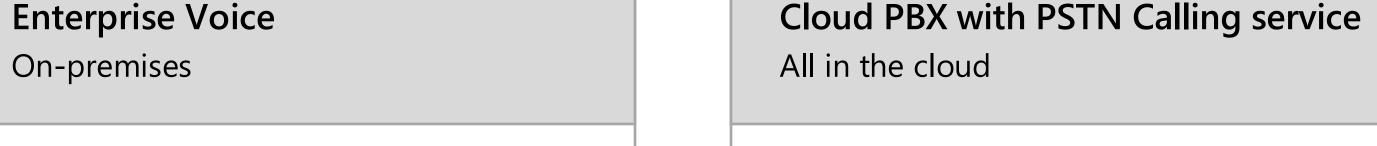
If you choose a hybrid deployment, you can choose from one of two options to connect your existing PSTN carrier, circuit, and contract with Office 365. Your users are homed in the cloud and are enabled for Cloud PBX, but their calling is processed through software on premises.

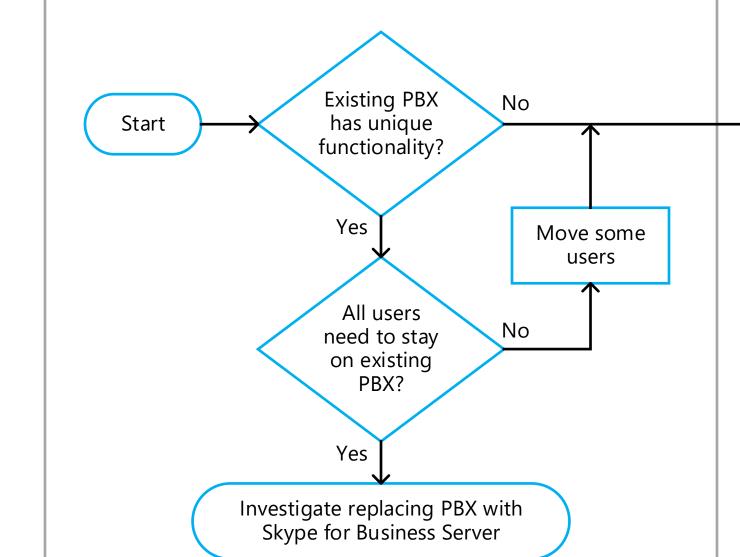
Use the flowchart. Make sure you know the answers to the following questions, and then follow the flowchart to choose your solution:

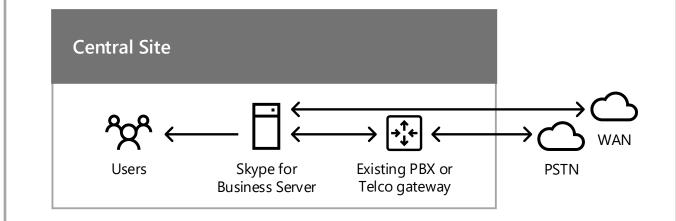
- Do I have an existing on-premises Skype for Business Server deployment?
- Are my users homed in Skype for Business on-premises, in the cloud on Skype for Business Online, or both? Do I want to move my on-premises users to the cloud?
- Is Microsoft's PSTN Calling service available in my region?
- Do I want to keep my current telephony carrier? Do I need to keep my current telephony carrier because of an existing contract?
- Do I have an existing on-premises legacy PBX that I want or need to keep?
- Does my current legacy PBX offer unique features that are critical to my business?
- Do any or all of my users require features not currently offered in Cloud PBX?

For a complete list of Cloud PBX features available to you, see <u>Here's what you get</u>

For more information about planning your Cloud PBX solution, see <u>Plan your Cloud</u> PBX solution.







Voice over Internet Protocol (VoIP) solution, included in onpremises deployments of Skype for Business Server. Enterprise Voice offers a rich set of capabilities and features, including Response Groups, Call Park, Enhanced 9-1-1, and much more. Enterprise Voice is a full PBX system for your organization, including PSTN connectivity through your local operator.

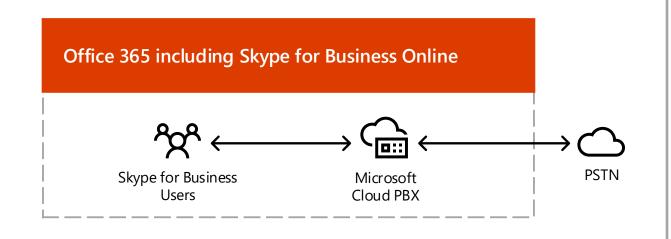
Consider this solution if: Your PBX system offers unique features that you need to retain, and all your users need to stay on an existing PBX.

Investigate replacing your PBX with Skype for Business Server. You can use Skype for Business Server Enterprise Voice as a full PBX system for your organization, including PSTN connectivity through your local operator. If your need for PBX features changes in the future, you can reconsider Microsoft Cloud PBX.

Consider a combination solution. For example, if your organization has an existing Skype for Business Server deployment, all your users are in the United States, but some of your users require advanced calling features such as Response Groups and Group Call Pickup. Those users who do not need to use advanced calling features can be moved to the cloud now, using Cloud PBX with PSTN connectivity. Later, when the required features are added to Skype for Business Online, you can move the rest of your users to the cloud as well.

For more information about Microsoft's Enterprise Voice solutions, see Plan for a voice solution in Skype for Business Server 2015.

Is Microsoft PSTN available in your region? Yes Consider Microsoft PSTN?



Cloud PBX with PSTN Calling

Cloud PBX with PSTN Calling service – This solution provides Microsoft-hosted Cloud PBX functionality with an added PSTN Calling service that enables calling to landlines and mobile phones around the world (depending on the level of service being licensed). Because the PSTN Calling service operates out of Office 365, this is a completely-in-the-cloud offering that does not require an on-premises server deployment.

Consider this solution if: Your PBX does not offer unique features that you need to retain, PSTN Calling service is available in your region, and you want to use Microsoft-provided PSTN services.

With this option, your users are homed in Skype for Business Online in Office 365 and have access to Skype for Business Online voice services. Microsoft is the provider of both core calling and PSTN services, and can even provide or port your users' phone

PSTN Calling allows you to search, acquire, and assign phone numbers to users in your organization so that users can make and receive phone calls with people inside and outside of your organization.

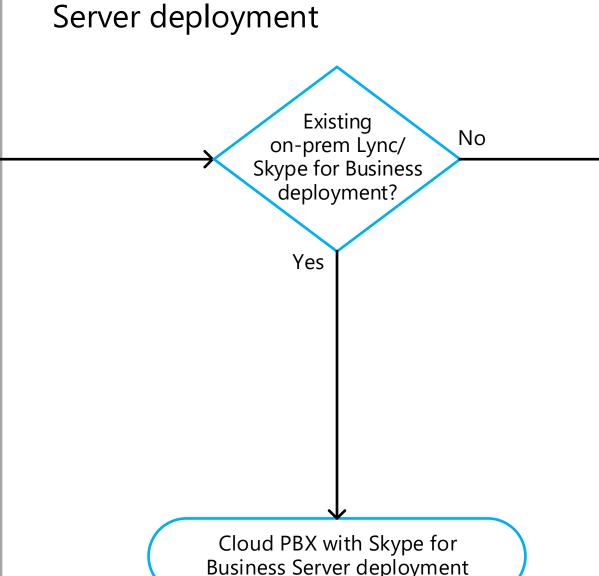
In all types of business, having a phone number that allows users to send and receive voice calls is an important requirement to do business as phone numbers are used to identify a user and allow for communication across organizations. The users that are assigned phone numbers will be able to make voice calls across all Skype for Business devices including VoIP phones, PCs, and mobile devices.

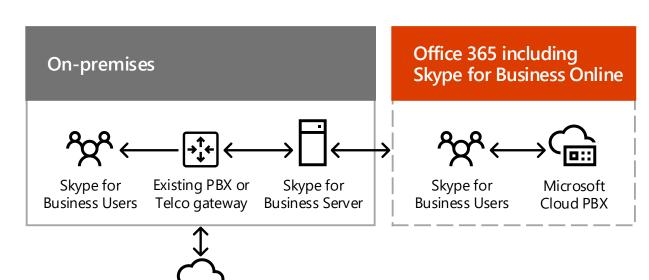
For more information, see What is PSTN Calling?

PSTN Calling service is available in specific but growing geographic locations. Please check with your Microsoft representative for availability in your area.

Cloud PBX with On-premises PSTN connectivity

A choice of hybrid solutions





Cloud PBX with an existing Skype for Business Server deployment – If you have an existing Skype for Business Server deployment, you can choose a hybrid offering that consists of a Skype for Business Server on-premises deployment modified for hybrid PSTN. Users in your organization who are homed in the cloud can receive PBX services from the Microsoft cloud, but PSTN connectivity is provided through Enterprise Voice on your on-premises Skype for Business Server deployment.

Consider this solution if: Your PBX does not offer unique features that you need to retain, PSTN Calling service is not available in your region, and you have an existing Lync or Skype for Business Server deployment.

With this option, your Skype for Business Online users get their PSTN connectivity through Enterprise Voice on your on-premises Skype for Business Server deployment, with Skype for Business call control in the cloud.

Users in your organization, whether homed in the cloud or on premises, will be able to send and receive calls with landlines and mobile phones through the existing on-premises voice infrastructure.

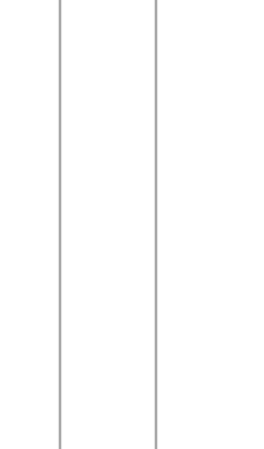
In this scenario it is also possible that PSTN Calling service is available in your region, but you cannot consider moving to Microsoft-provided PSTN for other reasons-- such as contractual obligations with your existing carrier.

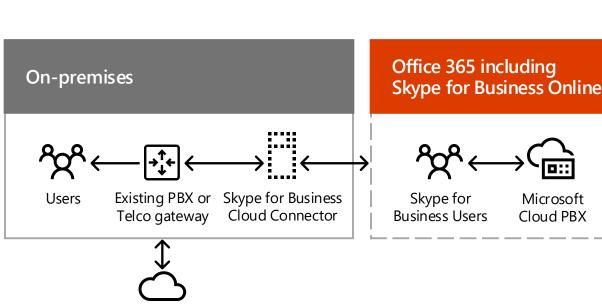
You can retain your users' voice capabilities as you begin to move them to Skype for Business Online. You can move your users at your own pace, knowing that their voice features will continue no matter where they are homed.

In the future, if you decide you can leave your current carrier, you can port your cloud users in the United States to Microsoft's full Cloud PBX with PSTN Calling service, with Microsoft providing all PBX and PSTN capabilities.

For more information about this option, see <u>Plan Cloud PBX with on-premises PSTN connectivity in Skype for Business Server 2015</u> and <u>Deploy Cloud PBX with on-premises PSTN connectivity in Skype for Business Server 2015</u>.

Cloud Connector Edition





Cloud PBX with Cloud Connector

Skype for Business Cloud Connector Edition – Cloud Connector is a hybrid offering that consists of a set of packaged Virtual Machines (VMs) that implement on-premises PSTN connectivity. By deploying a minimal Skype for Business Server topology in a virtualized environment, users in your organization who are homed in the cloud can receive PBX services from the Microsoft cloud, but PSTN connectivity is provided through the existing onpremises voice infrastructure.

Consider this solution if: Your PBX does not offer unique features that you need to retain, PSTN Calling service is not available in your region, and you do not have an existing Lync or Skype for Business Server deployment.

With this option, you deploy a set of packaged VMs that contain a minimal Skype for Business Server topology--consisting of an Edge Server, Mediation Server, and a Central Management Store (CMS) role. These services are configured for hybrid with your Office 365 tenant that includes Skype for Business Online services.

In this scenario, it is also possible that PSTN Calling service is available in your region, but you cannot consider moving to Microsoft-provided PSTN for other reasons-- such as contractual obligations with your existing carrier.

You can retain your users' voice capabilities as you begin to move them to Skype for Business Online. You can move your users at your own pace, knowing that their voice features will continue no matter where they are homed.

In the future, if you decide you can leave your current carrier, you can port your cloud users in the United States to Microsoft's full Cloud PBX with PSTN Calling service, with Microsoft providing all PBX and PSTN capabilities.

For more information about this option, see <u>Plan for Skype for Business</u> <u>Cloud Connector edition</u> and <u>Configure Skype for Business Cloud</u> <u>Connector edition</u>.

