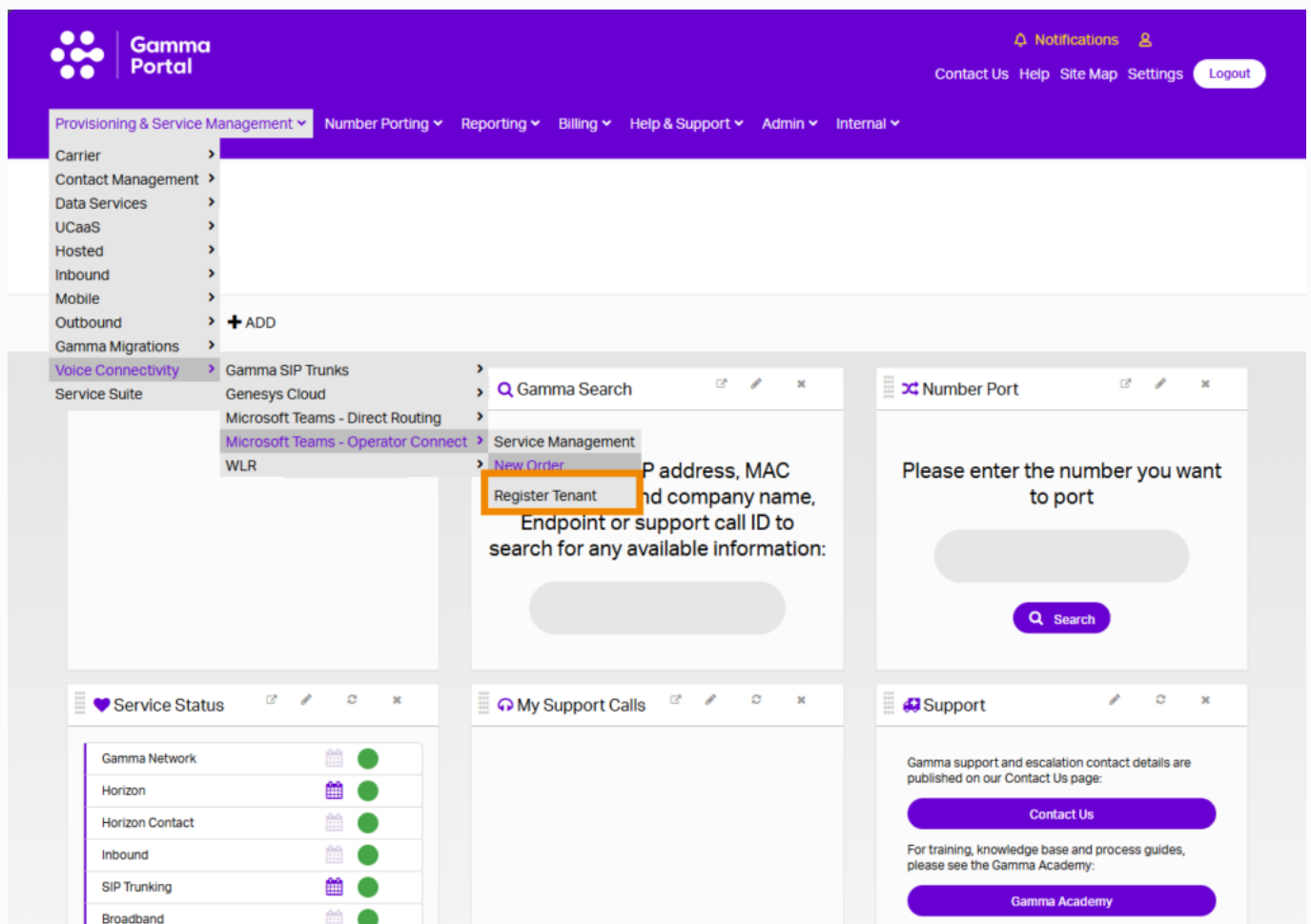


[Place an order for a Microsoft Teams - Operator Connect Service](#)

Start a new order

You can start a new order from the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Microsoft Team - Operator Connect” and “New Order”.



Partner and Customer Details

Select the account that you wish to provision the Gamma Microsoft Teams - Operator Connect on and then enter the following details:

- Your email address
- Enter the Tenant ID in the “Microsoft Tenant ID” table.
 - Please note: The customer must give consent to Gamma via the Teams Admin Centre prior to you starting an Operator Connect order.
- Your customer details go in the “Customer Contact Details” table. The customer contact details must include the name of an individual at the site where calls are being delivered.

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New Microsoft Teams - Operator Connect Order

1 Contact Details | 2 Contract Terms | 3 Access Type | 4 Service Configuration | 5 Call Manager Configuration | 6 Number Selection | 7 Order Confirmation

Channel Partner Details	
Account: *	Please Select...
Email Address: *	

Microsoft Tenant ID	
Microsoft Tenant ID: *	

Customer Contact Details	
First Name: *	
Last Name: *	
Telephone: *	
Mobile:	
Email Address: *	
Job Title: *	
Company Name: *	



Customer address

Customer address information is a regulatory requirement and details will be used to populate the emergency services database to identify a location when calling 999. For businesses with multiple locations, please use the primary address – Emergency Call handlers are trained to ratify location from VoIP numbers.

If the address you wish to select is not in the list below, please add the address through Microsoft Teams Admin Center, and click Refresh to refresh the list.

Address: *

Address Line 1:

Address Line 2:

Town:

Postcode:

Please note: The address must be set up in the Customer's Microsoft Tenant, cannot be added manually on Gamma Portal. If no address is available in the dropdown, the Customer must update Emergency address details via Teams Admin Centre. It may take up to 48 hours for the address details being registered by Microsoft.

Contract Terms

Select the contract terms you wish to apply. Check the service description and the price list.

There are three options available:

- One Month Rolling
- Three Year
- Five Years

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Test Mode

Standard Build
 4-week Test Mode

If Test Mode is selected, the service will be offered without cost, subject to a number of restrictions:

- Available for a maximum period of four weeks
- Available for a maximum number of five users
- A maximum of ten DOIs (numbers)
- Call barring enabled whereby the following destinations are forbidden: International, Premium (09), Directory Enquiries (118), 084, and 087
- Fraud management limits set at £10 daily

These restrictions will be removed after the Test Mode has expired. You may cancel the service or leave the Test Mode at any time during the test period. If the test service is not cancelled, it will automatically convert into a fully operational service with associated billing, and aligned to the contract term chosen below. Configuration changes, such as increasing the number of users, can be managed in-life through the portal.

Contract Terms

Please click to identify your required option:

Rolling Monthly Contract
 Three Year Contract
 Five Year Contract

All options include the fraud management tool and free UK geographic calls (01,02,03), subject to a fair usage policy of 2,000 minutes per user per month.
Should you opt for a three-year or five-year contract, free UK mobile calls will also be included, subject to a fair usage policy of an additional 2,000 minutes per user per month.

[← Back](#)
[Continue →](#)

Test Mode

There is also a Test Mode option available. If a Test Mode is selected the service will be offered without cost, subject to a number of restrictions:

- Available for a maximum period of four weeks
- Available for a maximum number of five users
- Call barring enabled whereby the following destinations are forbidden: International, Premium (09), Directory Enquiries (118), 084 and 087
- Fraud Management limits set at £10 daily.

The restrictions will be removed after the Test Mode has expired. You may cancel the service or leave the Test Mode at any time during the test period (see In-Life changes section for details). If the

test service is not cancelled, it will automatically convert into a fully operational service with associated billing and aligned to the contract term chosen. Configuration changes, such as increasing the number of users can be managed in-life through the Portal.

Access Type

Select the Access Type used by the Customer to connect to Microsoft Azure.

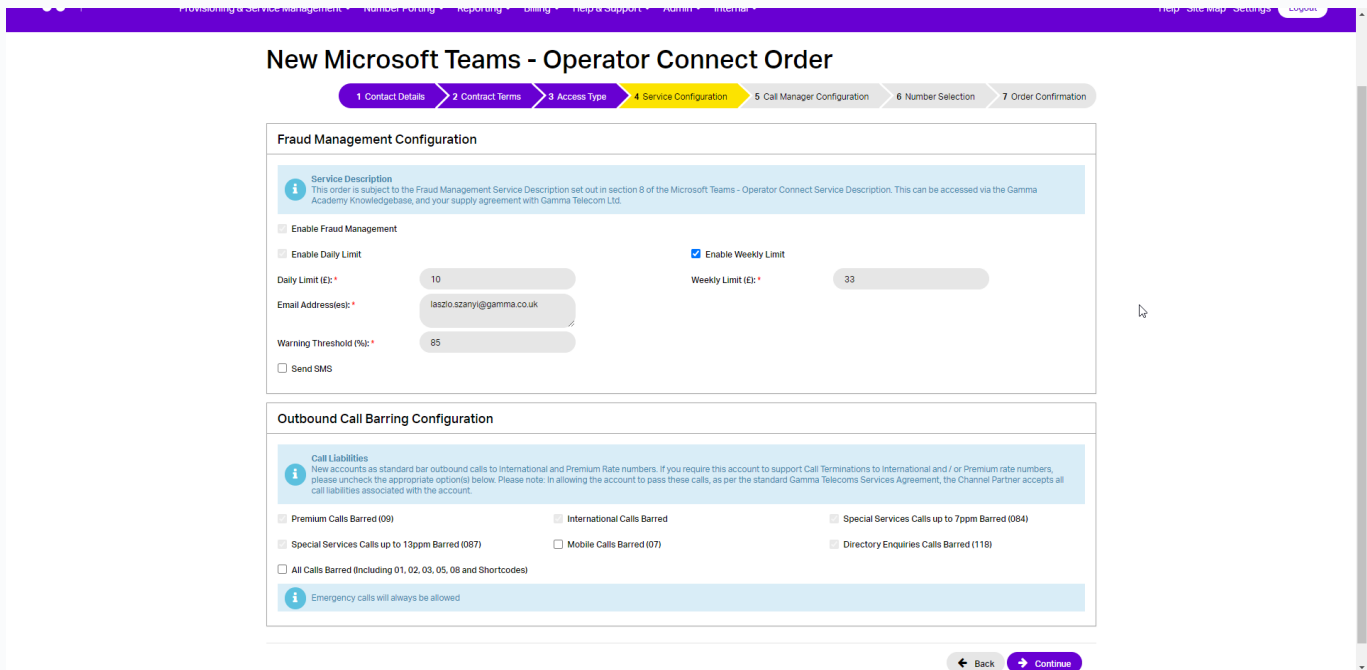
The screenshot shows the 'New Microsoft Teams - Operator Connect Order' form in the Gamma Portal. The form is currently on step 3, 'Access Type', which is highlighted in yellow in the progress bar. The progress bar includes steps: 1 Contract Details, 2 Contract Terms, 3 Access Type, 4 Service Configuration, 5 Call Manager Configuration, 6 Number Selection, and 7 Order Confirmation. The form contains the following sections:

- Access:** A light blue information bar states 'This is the internet access used to connect to Microsoft Azure.' Below it, the 'Access Type' dropdown menu is set to '3rd Party FTTC' with a green checkmark.
- Metaswitch Endpoint 1 Details:** An empty form field.
- Metaswitch Endpoint 2 Details:** An empty form field.
- Ribbon Endpoint 1 Details:** The 'IP Address' field is set to '10.1.1.1' with a green checkmark.
- Ribbon Endpoint 2 Details:** The 'IP Address' field is set to '10.1.1.1' with a green checkmark.

At the bottom right of the form, there are 'Back' and 'Continue' buttons.

Service configuration

You can enable your Fraud Management settings here. If you want to set up Fraud Management and have notifications go to multiple email addresses, you can do this by separating the email addresses with a semi-colon. For example test.person1@gamma.co.uk; test.person3@gamma.co.uk



SIP Trunk Call Manager configuration

Enter an admin username and admin email address. If the admin username is already in use then you will be advised to enter another username.

You will also be presented with some new options which will help you configure your SIP Trunk Call Manager Service. These options are:

<p>Announcement</p>	<p>Announcements can be combined with an underlying call plan to play a message to the caller prior to the call connecting or, alternatively, as a broadcast which plays an announcement, such as notifying the caller of a change of numbers, and then ends the call.</p>
<p>Area Based Routing</p>	<p>Area nodes are used to define an underlying call routing planning based on the originating telephone number, for a predefined area name consisting of one or more area codes or CLIs.</p>
<p>Standard Auto Attendant (IVR)</p>	<p>The Interactive Voice Response (IVR) control feature enables the creation of a personalised menu announcement with up to 10 options to be played to the caller, each leading to a defined call routing/action based on the caller's key press on their keypad.</p>

Call Divert Barring

This allows you to bar diverts to certain destinations. These are:
International Low Risk Destinations
International Medium Risk Destinations
International High Risk Destination
Special Service Numbers (084)
Mobile Destinations
01, 02, 03, 05 and 080 destinations
For more information on International Destination Risks please see the Billing Home page on the Gamma Portal (Billing [Billing Home](#))

The screenshot shows the 'SIP Trunk Call Manager Configuration' page in the Gamma Portal. The page is part of a multi-step process for creating a new Microsoft Teams - Operator Connect Order. The current step is '5 Call Manager Configuration', with previous steps being '1 Contract Details', '2 Contract Terms', '3 Access Type', and '4 Service Configuration', and subsequent steps being '6 Number Selection' and '7 Order Confirmation'.

The configuration page includes the following sections:

- SIP Trunk Call Manager:** A text box explaining that SIP Trunk Call Manager is included with Microsoft Teams - Operator Connect and offers a business continuity solution.
- Admin Details:** Fields for Admin Forename (Laszlo), Admin Surname (Szanyi), Admin Username (LaszloSzanyi4), and Admin Email Address (laszlo.szanyi@gamma.co.uk), all with green checkmarks indicating they are valid.
- Service Add-ons:** A checkbox for 'Limit Caller Admissions'.
- Number Add-ons:** Checkboxes for 'Announcement', 'Area Based Routing', and 'Standard Auto Attend (IVR)'. The 'Announcement' checkbox is checked.
- Divert Destination Barring:** A section with a blue information banner stating: 'Premium number (09), Personal Number (070), Directory Enquiry (118), and other shortcode destinations are always barred divert destinations. Destinations that are ticked and disabled are also barred divert destinations because the corresponding outbound destination has been barred.' Below this are checkboxes for:
 - International Low Risk Destinations
 - International Medium Risk Destinations
 - International High Risk Destinations
 - Special Service up to 7ppm Destinations (084)
 - Special Service up to 13ppm Destinations (087)
 - Mobile Destinations (07)
 - 01, 02, 03, 05, and 080 destinations

At the bottom of the page, there are 'Back' and 'Continue' buttons.

Number selection

Now you can add Gamma ranged telephone numbers to your new Operator Connect Endpoint. Select up to 5 prefixes and the quantity of numbers required for each. Ticking consecutive will ensure you are provided with a consecutive range.

- You must check the availability of the range before proceeding with the order.

- The CLI rules will set the format of the CLI and DDI presented for incoming calls.

If you require a specific number, you should use the Gamma Number Search under Help & Support to identify what numbers Gamma has available, and then use the web chat facility to get the number allocated to your account.

If there are any unavailable area codes for your selection, you'll be presented with a message that advises there aren't enough available. To progress the order, you should select any available number (which can be used for testing) and when your order is complete then you can contact Number Management who can review number availability.

If you wish to port your number(s) to Gamma, then you still need to select one number from an area so that we can set the Endpoint up. Your endpoint also needs to be set up before you place your Geographic Port Order. For more information on porting please see our Gamma Numbers and Porting guide.

- The default format for both CLI and DDIs presented for incoming calls for Operator Connect is E.164 format (i.e. +441618703374).

You can change this to the following:

- Leading zero (i.e. 01618703374)
- No leading zero (i.e. 1618703374)

Customers should be aware that modifications to the format of the B-number presented to the customer must align with the format currently defined in the applicable Microsoft calling plan in the customer tenant. If the two formats are not aligned, then calls will fail.

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New Microsoft Teams - Operator Connect Order

1 Customer Details | 2 Contract Terms | 3 Access Type | 4 Service Configuration | 5 Call Manager Configuration | 6 Number Selection | 7 Order Confirmation

Number Selection

Area code	Quantity	Consecutive
113 - Leeds ✓	5 ✓	<input type="checkbox"/>
Please select...		<input type="checkbox"/>
Please select...		<input type="checkbox"/>
Please select...		<input type="checkbox"/>
Please select...		<input type="checkbox"/>

[Check Range Availability](#)

Range availability will also be checked on submit.

Calling Line Identity Rules

Incoming CLI Rule*

E.164 format (+44207) ✓

[Back](#) [Continue](#)

Order confirmation

You should read and accept the terms and conditions and then click Submit. The Gamma portal will now start to build your endpoint and will send you an email when complete.

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New Microsoft Teams - Operator Connect Order

1 Customer Details | 2 Contract Terms | 3 Access Type | 4 Service Configuration | 5 Call Manager Configuration | 6 Number Selection | 7 Order Confirmation

Order Summary

You can view the details of this order by clicking the button below.

[View Order Summary](#)

Terms and Conditions

Microsoft Teams - Operator Connect

Please tick this box to confirm that you have read, understood and accepted the features of this service as described in the current Microsoft Teams - Operator Connect Service Description.

I have read, understood and accepted the Terms and Conditions:

[Back](#) [Finish](#)

Order in progress

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Microsoft Teams - Operator Connect” and “Service Management” to see your order Status.

The screenshot shows the Gamma Portal interface. The top navigation bar is purple and contains the Gamma Portal logo, a menu with items like 'Provisioning & Service Management', 'Number Porting', 'Reporting', 'Billing', 'Help & Support', 'Admin', and 'Internal', and links for 'Notification', 'Help', and 'Site Map'. The main content area is white and titled 'Microsoft Teams - Operator Connect Service Search'. It features a search bar with the placeholder 'Search Here...' and a 'Use Classic Search' link. Below the search bar are 'Advanced Search Options' and a 'Search' button. A 'Download' button is also present. The search results are displayed in a table with the following data:

Service ID	Company	Endpoint	SBC	Status	Features	Action
239662	Sven Diagram	TO2N22PNU05708	MT3007	Active		View

The table indicates 'Showing 1 to 10 of 29' results.