

Cytrack Teams Calling Product and Plan Selection Guide

The Cytrack Teams Calling Product description provides additional detail and suggested steps to follow when placing and order for Cytrack Teams Calling.

Step 1: Choose one user plan based on the customer's requirements:

User Option A: Cytrack Calling for Teams - CCMTc1


Cytrack Calling for Teams is based on Microsoft Teams direct routing. Cytrack will configure the customer's 365 instance to enable them to be able to make and receive calls via their Microsoft Team's interface. In addition to being able to make and received calls, Cytrack Calling for Team's features can be found in the Seller Guide - Cytrack Teams Calling for Microsoft Teams.

To enable Cytrack Calling for Teams, the customer will require an internet connection and the relevant Microsoft phone licenses to use this service. The internet can be shared to use with other applications.

User Option B: Cytrack Calling for Teams - Advanced with CCM PBX user - CCMTc2

Cytrack Calling for Teams - Advanced with CCM PBX user is based on Teams direct routing. In addition to the Cytrack Calling for Teams features the Advanced with CCM PBX user will have access to advanced IVR options, additional ring group, recording and integration options.

Steps to order

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
Choose one user plan based on the customer's PBX requirements.	Choose one calling plan based on the customer's expected call volumes.	Will the customer be making international calls?	Does the customer have an existing number they would like to port?	Would the customer like to add a new phone number or numbers to the system?	Does the customer have an existing 1300/1800 Number?	Would the customer like a new 1300/1800 Number?	Add the base engineering resources to assist with setting up Cytrack Calling for Teams.
							
Choose one option:	Choose one option:	Add if required	Add if required:	Add if required:	Add if required:	Add if required:	Always include the below two items
CCMTc1 - Cytrack Calling for Teams.	CCM250 - Essential Connect Call Plan.	CCMI250 - International Select Calling Plan.	CCMNR - Australian Geographical number (new or ported in). + Qty	CCMNR - Australian Geographical number (new or ported in). + Qty	CCMT500 - 1300/1800 Inbound Call Plan + Qty	CCMT500 - 1300/1800 Inbound Call Plan + Qty	CCMTS - Cytrack Calling for Microsoft Teams activation
or	or		And one from the following options:		and	or	and
CCMTc2 - Cytrack Calling for Teams-Advanced with CCM PBX user.	CCM1000 - Advanced Connect Call Plan.		CCMP3 - CAT A (Simple) Port		CCMP2 - 1300/1800 Port + Qty	CCMP1 - 1300/1800 New Number + Qty	CYMKTS01 - Cytrack Service Credits - one-time
			or				
			CCMP4 - CAT C (Complex) Port : 1-5 Numbers				
			or				
			CCMP5 - CAT C (Complex) Port : 6-100 Numbers				
			or				
			CCMP6 - CAT C (Complex) Port : 101+ Numbers				



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Step 2: Choose the calling plan that best fits the customer requirements:

A calling plan is required for each User and the minutes are then pooled across the organisation.

For example:

If you purchase 10 x Cytrack Calling for Teams users and would like to choose the Essential Connect Call Plan you would also purchase 10 x Essential Connect Call Plans.

This would provide you with 10 x 250 (2500) Included minutes of outbound calls to:
Local Number, National Number, Australian Mobile, 1300 and 13 Numbers. *

Essential Connect Call Plan - CCM250

The Essential Connect Call Plan is perfect for organisations who light users of their phone system.

One Essential Connect Call Plan is required for each user and the minutes are pooled across the organisation.

The plan includes up to 250 minutes of outbound calls to:
Local Number, National Number, Australian Mobile, 1300 and 13 Numbers. *

* Cytrack Calling Plans Overage Packs are available for users who exceed their monthly included calls.



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Advanced Connect Call Plan - CCM1000

The Advanced Connect Call Plan is designed for organisations who spend a large amount of time making outbound voice calls.

One Advanced Connect Call Plan is required for each user and the minutes are pooled across the organisation. Includes up to 1000 minutes of outbound calls to: Local Number, National Number, Australian Mobile, 1300 and 13 Numbers. *

* Cytrack Calling Plans Overage Packs are available for users who exceed their monthly included calls.

International Select Calling Plan - CCMi250

The international Select Calling Plan is for organisations who call out to international destinations.

The International Select Calling Plan Includes up to 250 minutes of outbound calls to a select number of international destinations – Per Organisation”.

A list of Select international destinations can be provided upon request.



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Step 3: Determine the customer's phone number requirements.

When setting up a customer we need to determine if they will be keeping their existing phone numbers, or we will be supplying new numbers.

Australian Geographical number (new or ported in) - CCMNR

An Australian Geographical number is a single phone number. At least one number is always required for calls to arrive on the system.

Providing a new number or numbers is a simple process, new numbers will be assigned based on the organisations physical address.

Number ports are required when a customer would like to keep their existing phone number. Time frames are determined by the category, complexity and quantity of the numbers being ported.

1300/1800 New Number - CCMP1

1300/1800 numbers are numbers that can be called from within Australia from an Australian mobile or landline. Each 1300/1800 number will require an Australian Geographical number for the call to arrive on the system.

This option is for customers who require a new simple 1300 or 1800 number with a single landing point.

1300/1800 Port- CCMP2

If a customer would like to keep their existing 1300 or 1800 numbers, we would need to submit a porting request. The port will also involve determining the correct Australian Geographical number for the call to arrive on once ported.



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Product and Plan Selection Guide

Step 4: Understanding once off costs.

Cytrack Calling for Microsoft Teams activation - CCMTS

To configure Cytrack Calling for Teams Cytrack an activation fee is required. This involves the services required to synchronize customers Microsoft 365 Tenancy to Microsoft Teams Direct Routing, includes provision of new numbers if applicable. Excludes any configuration for Microsoft Teams or existing number porting.

Cytrack Service Credits - one-time - CYMKTSC1

Cytrack Service Credits allow you to engage our professional services team for assistance and configuration services. Each credit provides 1 hour of professional services. Service Credits are retained in a customer account and charged by the minute; they expire after 1 year.

Once-time costs relating to new numbers and ports.

When ordering numbers there are once off costs associated with generating and porting 1300/1800 numbers and porting Australian Geographical numbers. These costs are based on the porting category and the quantity of numbers ported as per the table below:

CCMP1	1300/1800 New Number	1300/1800 number provision
CCMP2	1300/1800 Port	1300/1800 porting service
CCMP3	CATA (Simple) Port 1 Number.	Per number, Per submission
CCMP4	CATC (Complex) Port : 1 -5 Numbers	Per submission
CCMP5	CATC (Complex) Port : 6 -100 Numbers	Per submission
CCMP6	CATC (Complex) Port : 101+ Numbers	Per submission



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Key Details

- Your Teams Calling Direct Routing Plan enables inbound and outbound calls via O365. Excess calls, value added services and equipment fees are charged in addition to your Monthly Access Fee.
- The customer will require an internet connection and the relevant Microsoft phone licenses to use this service.
- This service may not be suitable if you require an uninterrupted phone service with access to 000 emergency services. Priority assistance is not available on this service.
- There is no included hardware with Cytrack Calling for Teams. You can choose to purchase or finance a range of Microsoft Certified devices from your MSP.



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