



**CORPORATE  
TECHNOLOGIES  
GROUP**

## **12 Benefits of Integrating Your Phone System with Microsoft Teams**



There are multiple ways to add telephony to Microsoft Teams: one is by choosing one of Microsoft Calling Plans. If you choose one of Microsoft Calling Plans, you can use Microsoft as your telephony carrier, *but* there will be some restrictions, including limited PBX functionalities and feature capabilities. If you choose integration through one of our select partners, you can choose your own telephony carrier or PBX services to connect directly to a PSTN.

When you integrate your phone system with Microsoft Teams through one of our select partners, you will have access to enterprise-grade phone system features while retaining Microsoft Teams as your messaging application provider. All incoming and outgoing calls are routed through the provider of your choice right from the Microsoft Teams application—everything is seamlessly tied together with a native experience within the Teams interface.

### **Here are 12 benefits you'll experience with MS Teams Integration:**

#### **1. Intuitive Teams experience**

Your phone system integrates natively into Teams, so you can still use the same Microsoft Teams interface with the functionality of your selected phone provider to back it up. No additional downloads, bots, or plugins are needed!

#### **2. Innovative PBX features**

Gain access to a list of advanced PBX features that can help your team increase productivity, such as call controls, IVR and call handling, automatic call recording, reports and analytics, call queues, SMS, and fax capabilities. You will also have access to 24/7/365 support as well as employee training.

#### **3. Unbeatable reliability**

Experience 99.999% uptime SLA – that equals only six minutes of downtime a year! Microsoft's calling plan only boasts 99.9% uptime SLA or up to nine hours of downtime. Nine hours of downtime could cost your business thousands!

#### **4. Top-notch security**

Our select providers offer industry-leading security certifications that include SOC 2, SOC 3, HITRUST, FINRA, HIPAA, C5, ISO 27017, ISO 27018, and GDPR compliance—meaning you will always operate securely and in accordance with industry standards.

## 5. Any mode, any device, anywhere

Even if you have moved away from being fully remote, your team needs a telephony carrier that can adapt to hybrid work. MS Teams integration can allow end-users to easily communicate with any device on mobile, desktop, or the web. Your team can communicate wherever they are working.

## 6. Flexible according to your needs

Enjoy flexibility and scalability. Quickly add new users within a few seconds as your business and team grows.

## 7. Ready to deploy

Managing a new technical setup and getting it off the ground can be a pain. Save yourself the headache by letting one of our select providers take over the complicated work for you.

## 8. Out-of-the-box integrations

Have some fun and customize your workflows with 200+ integrations in and open APIs. You and your team can work directly from your favorite apps, like Salesforce, Google Cloud, Zendesk, ServiceNow, and many more.

## 9. In-depth analytics

Identify key trends, set automated alerts, access quality of service, and more with access to a comprehensive analytics portal. Complete visibility into all your voice communications in Teams will completely change the way you strategize your communications approach.

## 10. Global calling

Choose one of our select partners for your telephony carrier, and you'll have access to local and toll-free numbers in 110+ countries. On top of that, you'll have the power to reach 40+ countries, up from the 26 countries that Microsoft Calling Plans offers.

## 11. Better voice quality

Your voice traffic will travel through a cloud network, which means traffic going to Microsoft's data centers is reduced, leading to better voice quality.

## 12. Simplified management

Centrally manage and organize your entire user base from one intuitive interface. Take advantage of Single Sign-on (SSO), so users can be automatically authenticated and connected when end-users log in to Microsoft Teams.

## How We Can Help

No matter if you choose single or multiple vendors to build your communications system, with our vendor-agnostic approach, we can find you the perfect carrier, provide project management and carrier support, and help you build it according to your exact specifications. Whether your business already uses Microsoft Teams or is considering it, let us upgrade you to enterprise-grade telephony and much more. To get started, call us at 330-655-8448, Option 2, to speak with one of our business development representatives today!