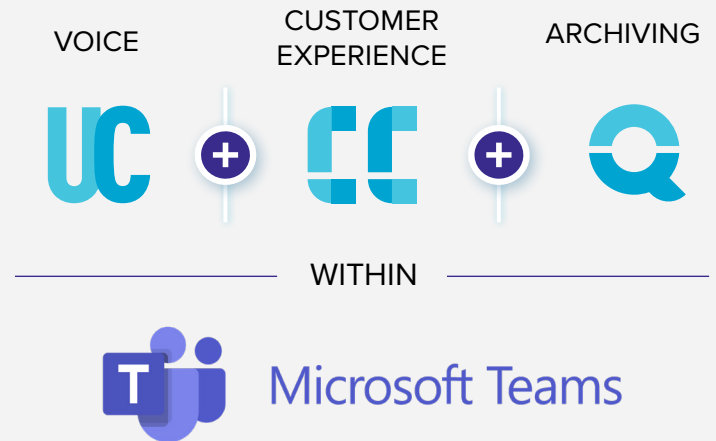


Unified Communications (UC) for Microsoft Teams



NO ONE DOES BUSINESS COMMUNICATIONS IN MS TEAMS BETTER

Our Unified Communications (UC), Contact Center (CC) capabilities, Archiving, and Microsoft Teams collaboration — all in one seamless, embedded solution.



Fully Embedded UC App

Single-app desktop and mobile experience with no MS Teams Phone license required.

Advanced Features

Advanced cloud-based phone system, Contact Center, Archiving, and more.

Built-in Redundancy

If business's MS Teams goes down, use our UC's mobile app for calls.

For businesses centered around Microsoft (MS) Teams, their employees/users likely use the MS Teams desktop app. When combined with a business's MS Teams client, our UC for Teams Embedded solution delivers these same users with an enterprise-grade cloud phone system and AI-powered Contact Center communications - seamlessly integrated within their MS Teams desktop app. Users can also place business calls directly from the MS Teams mobile app for flexible, on-the-go connectivity - all without requiring the business to have a MS Teams Phone license. Plus, users can capture, retain, and search UC and Teams data with retention from 30 days to 10 years for enhanced productivity and secure message preservation.

HERE'S HOW USERS USE EACH APPLICATION WHEN ALL 3 ARE ACCESSIBLE TO THEM:

Microsoft Teams for Collaboration

Use MS Teams collaboration tools to manage chat, file sharing, and video meetings.

UC for Phone Service

Simply click on the UC Teams icon within the MS Teams app to place business calls using your work number, with advanced features like auto attendants, call queuing, hunt groups and SMS/MMS.

Contact Center for Better Customer Experiences

Add Contact Center to our UC for Teams for omni-channel support, intelligent routing, AI insights, and analytics - plus a no-cost soft phone (CC standalone) for voice via extension, embedded in Teams or CC desktop.

HOW OUR UC, CONTACT CENTER AND TEAMS WORK TOGETHER

Add-On



FEATURES	USE TEAMS FOR	USE UC FOR	USE CC FOR
Chat/Instant Messaging	•		
Video Meetings	•		
File Sharing & Cloud Storage	•		
Microsoft Teams Mobile App	•	•	
UC Mobile App		•	
Enterprise PBX (100+ Calling Features)		•	
Unlimited Calling (Local + LD)		•	
Archiving for Teams & Communications Data (Retention options up to 10 years)		•	•
Call Monitor, Barge, Whisper		•	•
Advanced Hunt Groups		•	
3rd Party Integrations (Salesforce,ServiceNow, NetSuite, & more)		•	•
Dashboard & Reports		•	•
Advanced Reporting and Analytics			•
Omni-channel Support (Voice, Chat, Email)			•
Intelligent Call Routing			•
Call Queuing		•	•
Interactive Voice Response (IVR)			•
Customer Self-Service Tools			•
Outbound Customer Engagement (Voice, Email)			•
AI Interaction Summary			•
AI Sentiment Analysis			•
Real-Time Agent Management			•
AI Workforce Engagement			•
AI Quality Management			•
Post-Call Survey			•



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