

TeamsCaller

Microsoft Teams

**Direct**

**Routing**

The local Teams integration solution for South African environments.

**We grow customer  
confidence.**

**illation**

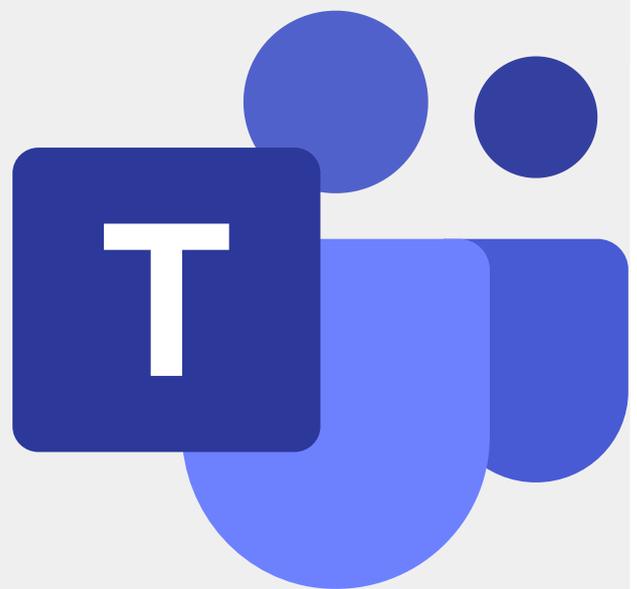
# Why Microsoft Teams?

Microsoft Teams is a versatile tool that greatly enhances employee collaboration. In modern work environments, many companies need a collaboration tool that enables employees to work both at home, or from the office. Microsoft Teams is the ideal tool to assist with such hybrid work conditions.

**The simple benefits offered by Teams include the following:**

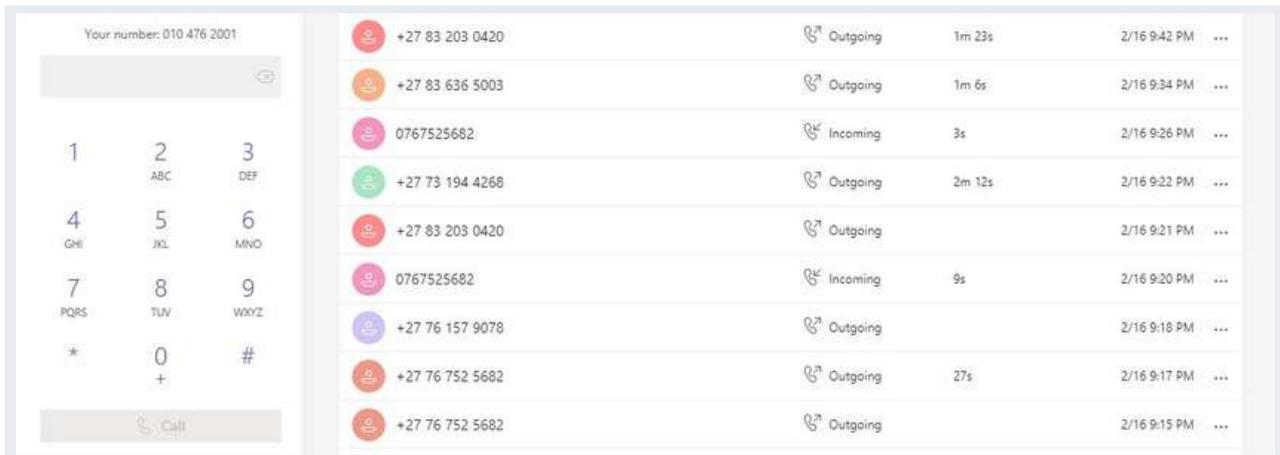
- The software is part of the Microsoft Office Suite, making it readily available.
- Easily make video and voice calls internally.
- Schedule meetings with both internal and external participants.
- Host conferences, webinars and other virtual events.
- Share your screen with other participants and grant them permission to work on your screen.
- Instantly share documents with co-workers.
- Chat with co-workers via text messages.
- Record calls, meetings and conferences.

Although Teams is the ideal tool to facilitate collaboration in the workplace, it doesn't currently support the ability to make phone calls. Standard Teams calling only works from one Microsoft user to another, not via phone numbers.



# Incorporating TeamsCaller

With additional call functionality, Teams becomes a powerful communications and collaboration tool. Incorporating TeamsCaller adds a softphone directly on the application interface. This softphone facilitates better workflow, as employees can make and receive calls all from the Teams interface. With TeamsCaller, everything the user needs is easily accessible from the Teams application.



## TeamsCaller Capabilities

Although there are many Microsoft Teams Direct Routing solutions available, TeamsCaller offers unique benefits:

- Our solution is 100% South African developed
- Centralised communications from the Teams application
- Quality calls over reliable infrastructure
- Competitive pricing model
- Integrate MS Teams with your existing UC, PABX or contact centre solution

With TeamsCaller, your basic UC and PABX requirements will be accessible via Microsoft Teams. This means you can take your solution with you anywhere you go, either on your desktop or your mobile phone.

By integrating TeamsCaller with your current PABX or contact centre solution, you can facilitate seamless communication between Teams users and other employees. This also enhances the migration experience, as your whole workforce can remain connected throughout the transition period.



Although Direct Routing offers certain PABX functions into the Teams app, it's important to note that certain limitations exist. TeamsCaller can only replace a traditional PABX solution in cases where there isn't a need for more advanced PBX functionality.

Basic PABX functionality that can be integrated with TeamsCaller includes:

- Delegation
- Call forwarding
- Basic auto-attendance

TeamsCaller does not currently support number directories (i.e. company or speed dial directories) within the Teams application.

## Our SBCs

Quality SBCs are fundamental to a reliable Microsoft Teams Direct Routing experience. TeamsCaller uses BT SBCs – which is a locally developed solution. With BT SBCs, you have the choice to either make use of our voice service, or to use your own carrier.

Using BT SBCs also allows the option for various feature add-ons, such as call recording and monitoring. BT SBCs are secure, dependable and affordable. As a uniquely South African SBC, it offers the additional benefits of being easy to manage and highly affordable.



# Contact



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