



# Arxus Cloud Voice



## Microsoft Teams Calling-as-a-Service

Transform your existing Microsoft 365 solution to the ultimate all-in-one communications solution, unifying chat, calendar, email, online meetings and calling. Enable both your home workers and office workers to use their office phone at any time, from any location on any device.



### Predictable cost



No upfront payments or hardware to purchase, just a subscription to the calling plan and a Microsoft license add-on per user per month. Predictable cost as your workforce scales up or down.

### Company-wide calling minutes



Share your included calling minutes across all your users. Calls outside of the calling plan will be invoiced separately per second at attractive rates.

### Cloud based, no hardware



This voice calling solution in the cloud can replace your on-premises PBX entirely, no hardware or phone lines on-site required.



### Keep your existing phone numbers

All existing phone numbers (including international numbers) can be ported to this new unified solution. All users keep their numbers.



### 24/7 local unified support

Arxus can be your single point of contact for the entire Microsoft 365 solution, including your phone system. 24/7 support in your local language.

## Straightforward solution

### 1 Calling plan

- ✓ 1 Belgian regional phone number
- ✓ 100 calling minutes to Belgian fixed and mobile numbers (total minutes shared across users)

5€  
per user  
per month

### 1 Calling bundle EU+

- ✓ 100 calling minutes to the EU, UK, US & Canada (shared across users)

5€  
per  
month

#### Options:

*Additional Belgian and international  
DDI numbers, service numbers, ...*

## Advanced Contact Center options

We extend the native Teams calling solution to enable advanced contact center functionality including (but not limited to):

- ✓ Advanced graphical IVR and chat flow management
- ✓ Configurable queue phrases including queue position and queue wait time
- ✓ Agent wrap-up time and quarantine rules
- ✓ (Holiday) schedules
- ✓ Realtime wallboards
- ✓ Advanced reporting options
- ✓ CRM Integration
- ✓ Full Teams integration on any device
- ✓ Omnichannel communications



Arxus Cloud Voice is the future proof answer to your telephony challenge. Have your users carry their virtual desk phone anywhere at any time.

Fully integrated within their familiar collaboration environment.

### Convinced?

Plan a meeting with one of our  
cloud voice experts

### Not sure yet?

Start a 2 month trial with 10 new  
phone numbers for €250

*Calling minutes included*



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