

ENTERPRISE VOICE WITH MICROSOFT TEAMS

GET YOUR DEVICES TALKING

MAKE AND RECEIVE CALLS DIRECTLY FROM YOUR PBX (OR OFFICE) DESK-PHONES TO YOUR MICROSOFT TEAMS APP.



Cloudware Enterprise Voice Service takes advantage of 'Teams Direct Routing', a unique cloud service which offers Microsoft 365 users and their organizations the ability to use Microsoft Teams as fully-fledged PBX in the cloud. The service integrates with the company's Microsoft 365 productivity suite and features extensions that integrate with non-Microsoft products.

As envisioned by Cloudware, Enterprise Voice (EV) is a revolutionary core intelligent communication platform that allows employees to communicate and relate in radically pervasive manners.

TEAMS AND PBX

Out of the box, Microsoft Teams and Microsoft Phone System empower organizations to be highly coordinated and more efficient with respect to how their employees interact, share, and ideate around routine tasks, projects, strategy, and transformational goals. These interaction continuums include the following:

- Persistent one-to-one and one-to-many chats and voice/video calls with call forwarding features.
- Immersive meeting experiences incorporating live presentations, document sharing, co-authoring, and in-meeting chats.
- In-App experience of external Apps like Microsoft Planner, PowerApps, Wiki, Stream etc.

THE BENEFITS

Enterprise Voice solution takes teams' communication to an unprecedented level where legacy barriers no longer limit the pace of business. Cloudware believes that organizations that consider EV as part of their corporate strategy plays are likely to account for more than 70% productivity leap and drastically drive down their cost to income ratio.



Location-agnostic Communication

As long as you're online – you can take advantage of Enterprise voice to make calls from devices to a PBX from anywhere in the world.



PSTN Call Controls

Group Calls, Call Routing, Conditional, Auto-forward from PBX to Teams, DND, and many others can be harnessed from the users' or administrator's console.



Call Log Management

Granular call logs can be generated for organization's use. Log Analytics can be delivered using PowerBI to create useful correlations with company benchmarks.



Integrations with CRM and IVR

Enterprise voice can be integrated with CRM, PowerApps and external IVR solution to generate actionable insights from call activities.



Trunk Assignment & Management

Authorized employees can seamlessly use the PSTN trunks lines attached to either Teams or PBX making them reachable wherever they are.



Toll Charge and Roaming Avoidance

You can use Wi-Fi and mobile data instead of minutes from your mobile phone plan to make phone calls on Enterprise Voice - allowing you to talk for free.