

ctelo Business Phone

for Microsoft Teams





Microsoft Teams as a business phone solution

Collaboration have changed people's communication behaviour



Separate phone solution

- Reception
- Switchboard
- Support
- Sales
- Administration
- Status
- Chat
- Calls

20%
calling



Microsoft Teams

- Status
- Chat
- Calls
- Video
- Meetings
- Documents
- **TELEPHONY?**

80%
collaboration

Consequences of a separate phone solution

Start ←



Changing telecom provider requires new evaluation of business phone solution



Additional apps and web-based views



Just a few people know how to use the apps and interfaces



All phone data is lost when the employee leaves the company



Difficult to forward, include people and transfer calls to other devices



What you see is what you get, few integration options.

Every 2-3 years

Solving business calling with Microsoft Teams

- Azure Active Directory
- Compliance
- Endpoint Manager
- Exchange
- Power Automate
- Search & intelligence
- Stream
- OneDrive
- Power Apps
- Security
- SharePoint
- Dynamics 365
- Teams
- Yammer



- Status
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- **TELEPHONY**

ctelo Business Phone for Microsoft Teams


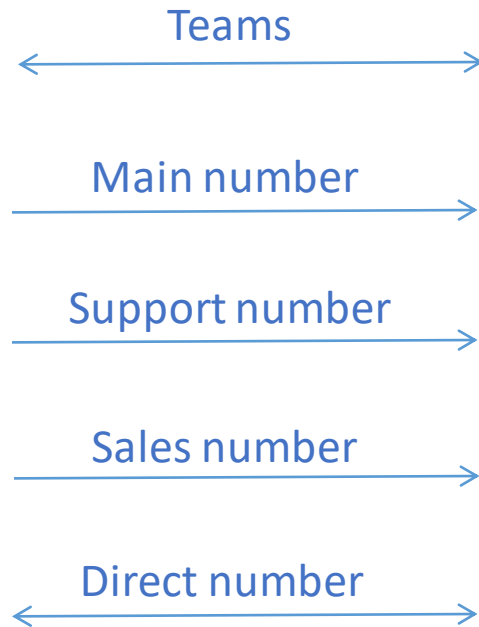


- Reception
- Switch board
- Support
- Sales
- Administration
- Contact Center

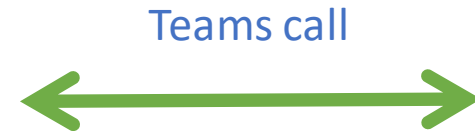


Simplifies Business Communication

BUSINESS CALLS



TEAMS ADMIN CENTER
Auto Attendants
Call Queues
User Admin
Holidays
Support
Add-on services



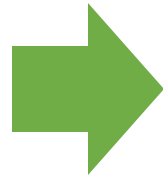
EMPLOYEES



Teams-client on
PC/MAC/Mobile

One App
Better Calls
Easy Admin

One App - Business Phone 3.0



Business Phone 1.0

Desk phone

Fixed calls

Business Phone 2.0

Mobile

Mobile calls

Business Phone 3.0

Any device

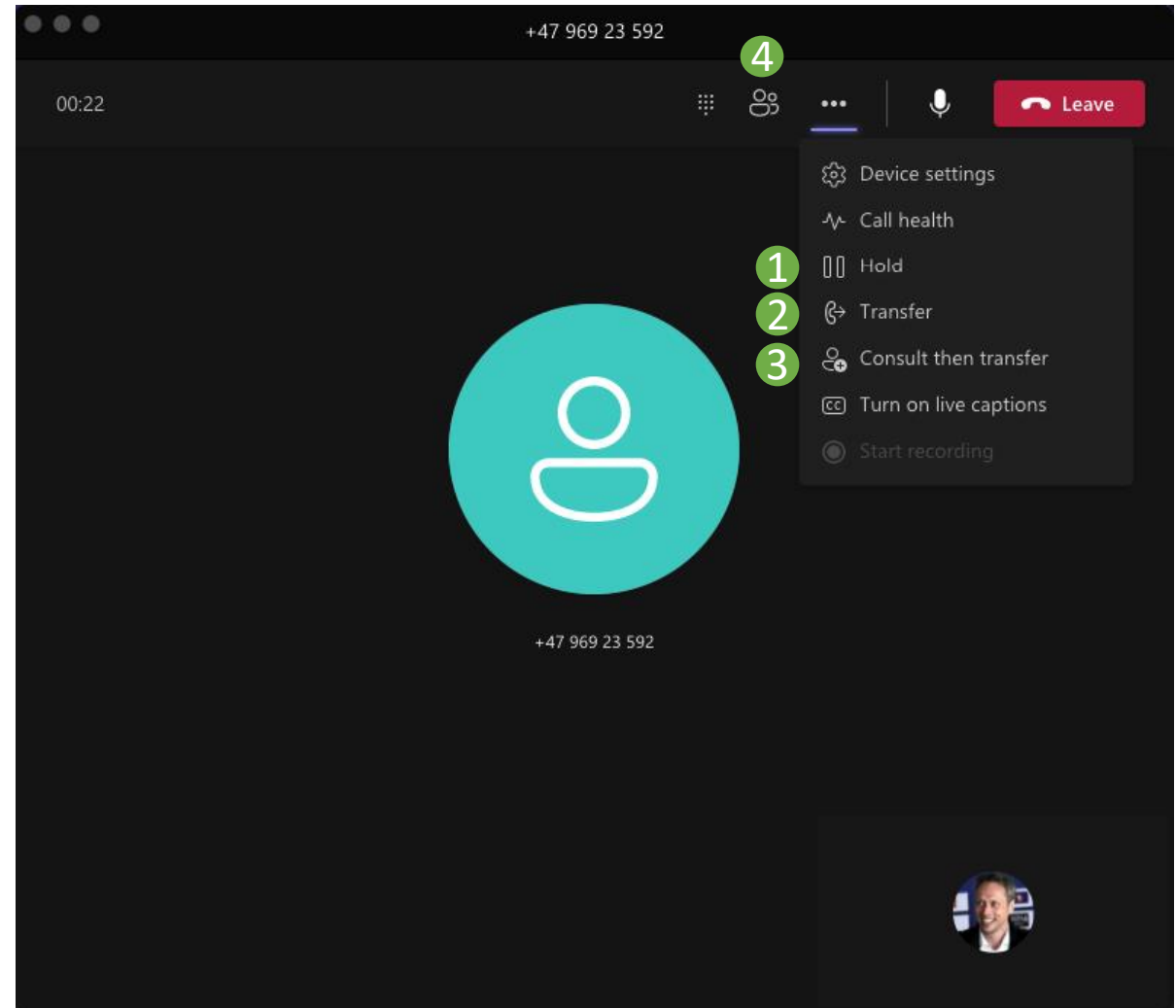
Collaboration

Better Calls - collaborative call handling

Answer calls to the company in a professional way:

1. Put calls on hold and bring it back.
2. Transfer a call to a colleague when you see the presence status.
3. Ask in a chat or call if the colleague is available before transferring.
4. Pull a colleague into the conversation if you need assistance in answering a question.

This works the same in all Teams clients on any device.



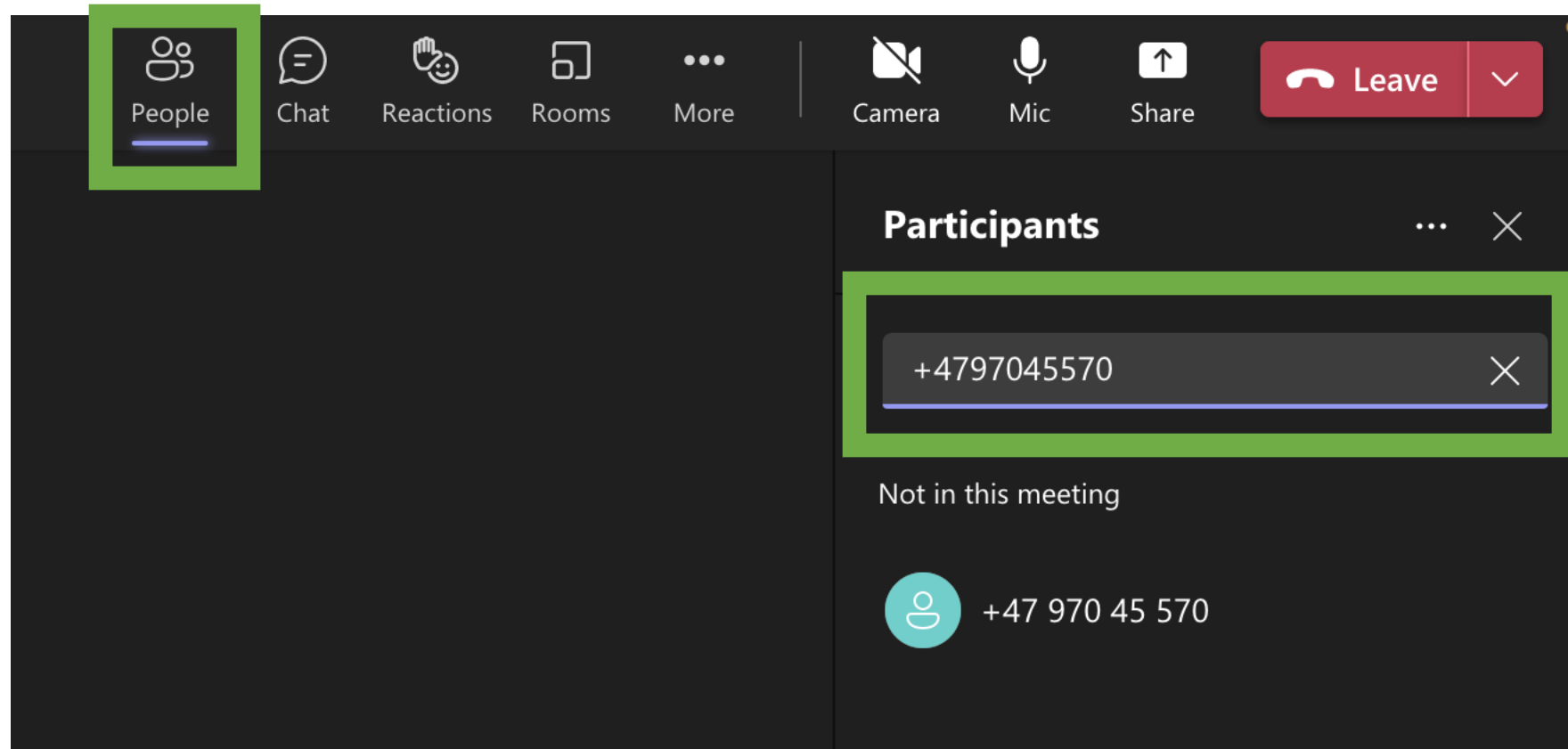
Move calls between devices

A phone call can seamlessly be transferred between the devices you are logged into.

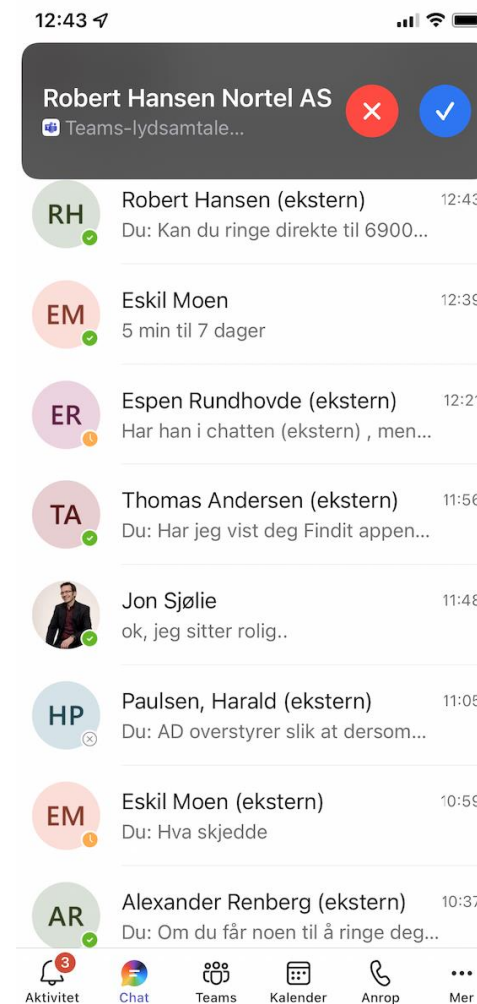
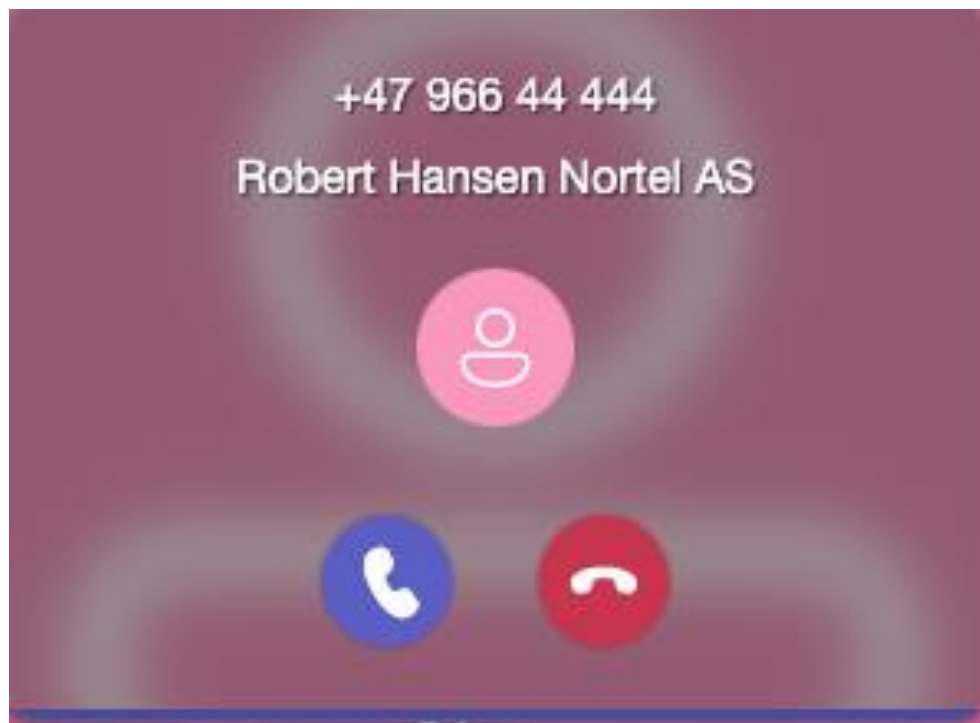


Call people to include them in meetings

Call people on their phone number to make them join the meeting.



Number lookup



Easy Admin - within Teams

The screenshot displays the Microsoft Teams interface with the 'Call Queues' admin center open. The top navigation bar shows 'General' selected, with options for Posts, Files, Calls, Auto Attendants, Call Queues, Holidays, Users, and Helpdesk. The main content area features a search bar and a table of call queues.

Call queues

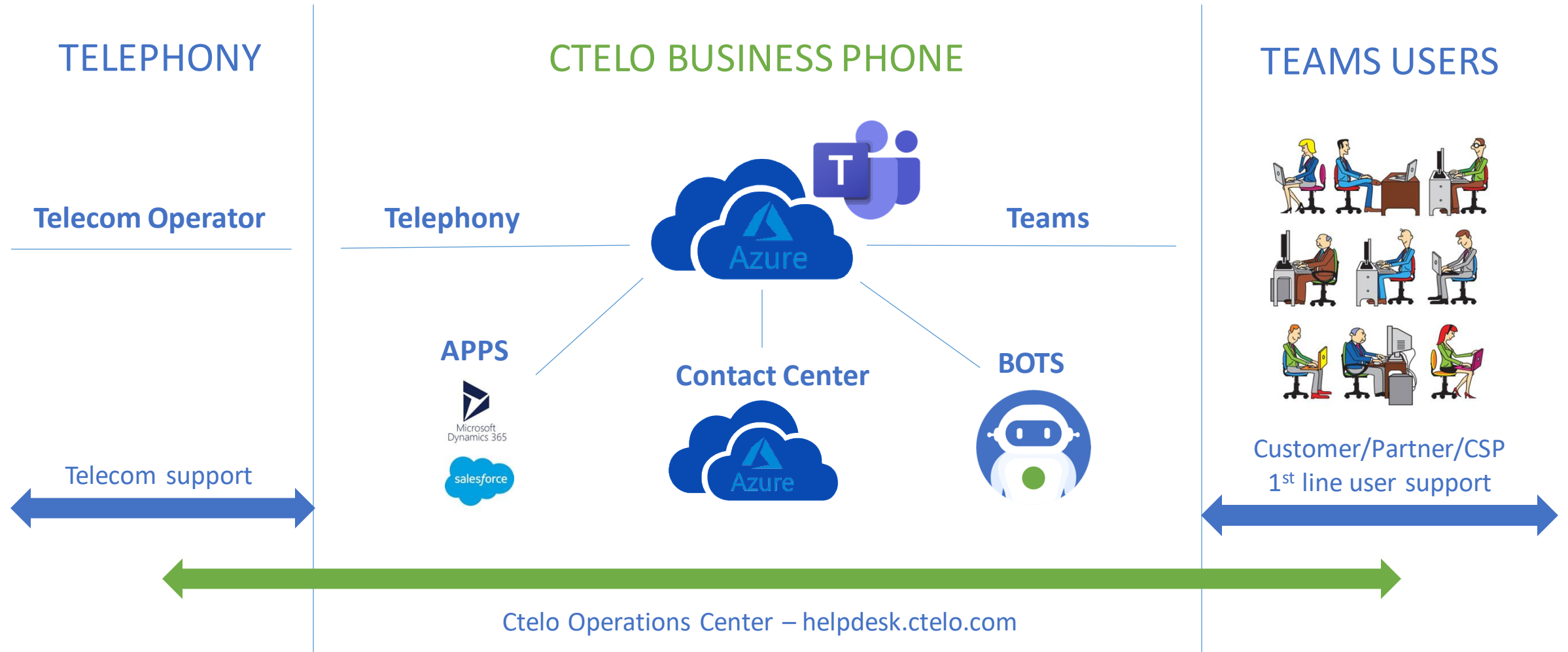
Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue (who are known as agents). While waiting for an agent, a greeting message and music may be played to callers. [Learn more](#)

Name	Resource accounts	Call agents	Maximum calls	Maximum wait time
Reception Benelux	1	5	50	20 minutes, 0 seconds
Reception Norway	1	3	50	0 minutes, 45 seconds
Support Benelux	1	0	50	20 minutes, 0 seconds
Support Norway	2	4	50	0 minutes, 45 seconds
Test IVR Queue	1	4	50	20 minutes, 0 seconds
Test no PSTN	1	1	50	20 minutes, 0 seconds



One support from Ctelo Operations Center

Ctelo Operations Centre



Certified Telecom Vendors

Overview

EMEA



APAC



NALA





Certified Contact Centers

Certified Contact Centers List

Certified Solution Provider

8x8

Solution website

<https://www.8x8.com/8/8x8-contact-center-for-microsoft-teams>

Anywhere365

<https://anywhere365.io/direct-routing-contact-center-for-microsoft-teams/>

ComputerTalk

<https://www.computer-talk.com/product/enterprise-contact-center/ice-contact-center-for-teams>

Content Guru

<https://www.contentguru.com/microsoft-teams-integration/>

Enghouse Interactive

<http://www.enghouseteams.com/>

Five9

<https://www.five9.com/products/application-integration/uc-integration>

Genesys

<https://www.genesys.com/campaign/genesys-started-genesys-cloud-microsoft-teams>

NICE inContact

<https://www.niceincontact.com/microsoft-teams>

Tendfor

<https://www.tendfor.com>

Solution Provider in Process

Competella

Solution website

<https://www.competella.com/microsoft-teams-skype-for-business>

ContactCenter4All

www.contactcenter4all.com

Cirrus

<https://www.cirrusresponse.com/cloud-contact-centre/microsoft-teams/>

FrontStage

<https://www.frontstage.cc>

Geomant

<https://www.geomant.com/buzzeasy-contact-centre-for-microsoft-teams>

Heedify

<https://heedify.io/call-center/>

Intermedia

<https://www.intermedia.com/products/contact-center>

Landis Technologies

<https://landistechnologies.com/microsoft-teams-contact-center/>

Luware

<https://luware.com/en/solutions/>

Mida Solutions

<https://www.midasolutions.com/c3-cloud-contact-center-for-teams/>

Netcall

<https://www.netcall.com/platform/contact-centre/>

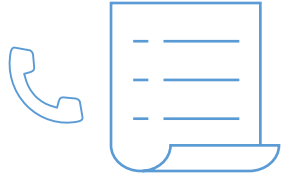
novomind

<https://www.novomind.com/en/customer-service-software-call-center/microsoft-teams/>

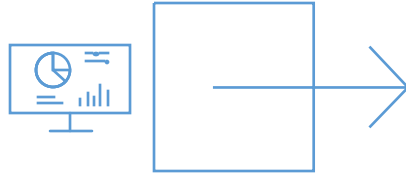
talkdesk

<https://www.talkdesk.com/cloud-contact-center/integrations/microsoft-teams/>

Get started



Fixed numbers



Ctelo Business Phone

ctelo



Teams Phone Standard

(included in O365 E5)

Microsoft

A long term investment

BUSINESS VALUE

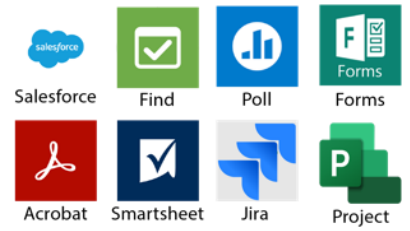
CRM/CSM



CALL CENTERS



APPS



BOTS&AI



CARRIERS



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ctielo

Smarter Calls @Work