iSSC Teams PSTN Voice

What is Microsoft's PSTN Voice?

• Microsoft PSTN (Public Switched Telephone Network) Voice is a feature of Microsoft Teams that enables users to make and receive phone calls directly within the Teams app using traditional phone networks. This means that users can use Teams to call anyone, anywhere, even if they don't have a Teams account or aren't using the app.

• PSTN voice in Teams integrates with the traditional phone system, allowing users to make and receive calls to and from landlines, cell phones, and other PSTN-enabled devices.

Why we recommend Teams PSTN Voice:

Communication needs:

If your company relies heavily on phone calls to communicate with customers, clients, or other stakeholders, then PSTN voice in Teams may be a good fit. It allows users to make and receive phone calls directly within the Teams app, providing a more unified user experience and streamlining communication.
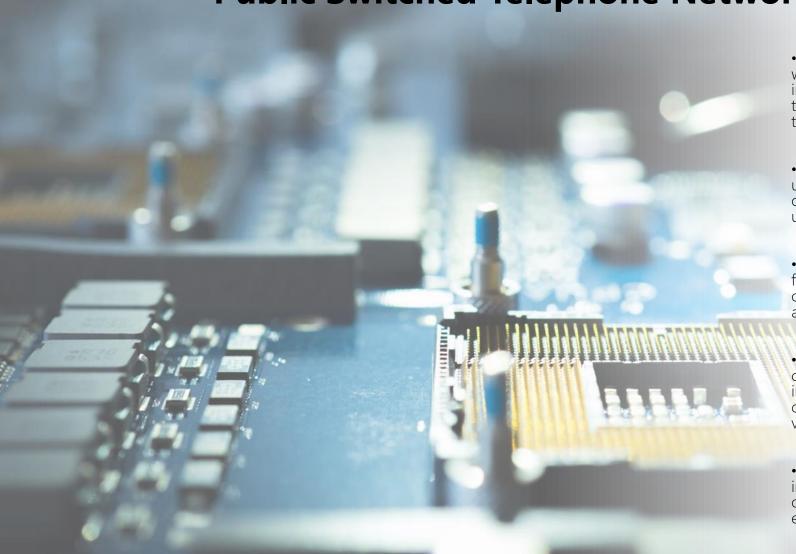
Security:

PSTN voice in Teams utilizes the same security protocols and encryption standards as the rest of the Teams app, which is compliant with various security and privacy regulations.

Unified user experience:

With PSTN voice, users can make and receive phone calls directly within the Teams app, using the same interface and features that they are already familiar with for chat, file sharing, and video conferencing. This provides a more unified and consistent user experience, reducing the need for employees to switch between different tools and interfaces throughout the day.

Older Private Branch Exchange (PBX) solutions
VS
Public Switched Telephone Network (PSTN) Voice

- Infrastructure: Old PBX systems require physical hardware and wiring, whereas PSTN voice is a software-based solution that can be integrated into existing infrastructure. PSTN voice can be accessed through the Teams app, which can be installed on desktops, laptops, tablets, and smartphones.

- Scalability: Old PBX systems may require significant hardware upgrades or replacements to scale up or down. PSTN voice, on the other hand, can be easily scaled up or down by adding or removing user licenses.

- Features: Old PBX systems typically offer basic call handling features such as call forwarding and voicemail. PSTN voice, on the other hand, provides a range of advanced call handling features such as call routing, queuing, and advanced analytics.

- Integration: Old PBX systems may not integrate with other communication tools and platforms, whereas PSTN voice can be integrated with the Microsoft Teams app, which provides a range of collaboration and communication tools such as chat, file sharing, and video conferencing.

- Cost: Old PBX systems typically require significant upfront investment in hardware and installation costs. PSTN voice, on the other hand, is a subscription-based service that can be more cost-effective, especially for smaller businesses.

Why choose us?

✓ We have the ability to successfully handle large scale projects despite being a medium-sized company in South Africa.

✓ The qualifications, superior relevant technical knowledge combined with corporate infrastructure, resources and support from within our company.

✓ Our team understand the full process requirements and can perform the entire spectrum of work as a seamless service.

✓ Capacity to implement incomparable management solutions based on world-class standards.

✓ A dynamic and innovative approach that includes risk management, change management, operational business process reengineering and soft issues.

✓ Appropriate capacity to staff any assignment with the right calibre and skilled professional staff which includes industry experts with proven track records.