

Microsoft Teams Telephony

is the new communication paradigm in Covid-era

Move to the most productive & business-friendly **Cloud-based**
and Unified Communication solution

by Office Line

It's your  all



The new era of Telephony on Microsoft Teams

Amplify your telephony investment on Microsoft Teams



It's time to find out the telephony capabilities of Teams. If you already use Microsoft 365 and Teams, then you are already familiar with flexibility and communication enhanced experience. By enabling Microsoft Teams telephony, you extend your existing PBX and make calls with customers and partners. Use your preferred Telco provider, with any device running on the app, from anywhere you are, as long as you have Internet access.

Microsoft Teams Telephony among leaders in Gartner MQ, worldwide!



More flexible working

You don't need to be tied to an on-site legacy PBX, or be issued with company mobile phones, to make and receive external calls. With Teams Direct Routing you leverage into a cloud telephony solution, available on any device running the Teams application. Your employees can make calls from various devices, wherever they are. It doesn't matter if they are on site, working remotely from home or out in the field.

Improved productivity

Adding the ability to make and receive external calls, the Teams platform becomes a unified communications tool. Your team use it to collaborate and communicate with customers and partners. This saves time wasted switching between different tools.

Better user experience

Teams can respond to enquiries efficiently, as they'll be able to take calls anywhere, on any device. In case you have customers or partners that they interact with your organization through Microsoft Teams in other ways, like chat, file sharing, etc, by adding the calling functionality their experience becomes even more seamless.

Bring your own Telco

Connect your PBX with Teams through Session Border Controllers (SBCs) and a SIP Trunk platform. Bring your existing Telco provider and get high availability and reliability assurance. It's important to consider, this especially if you're a business where downtime in your on-site PBX can seriously impact your operations.

Microsoft Phone System

24 Key features to meet your business needs

1. **One click** or touch to call
2. **Easily make calls with other companies** who also use the Microsoft Cloud
3. **Centralized management** for your calling deployment in Microsoft Teams
4. **Park a phone call** and others can answer by entering the code
5. New or incoming calls can be rejected with a **busy signal**
6. Easily go from a **1:1 to group calling** with screen sharing, video and more
7. **Monitor & trouble** your calling deployment
8. **Consultative transfers** forwarding, safe, hold, block and transfer to PSTN
9. **Voicemail with transcription** that is stored in your mailbox
10. **Group your contacts** in Teams
11. Makes it easy to know when it is your **phone ringing**
12. Bring **your own telco** and use with Teams Voice
13. **Monitor connections** between Session Border Controllers and Direct Routing
14. **Block unwanted calls** while allowing important callers to ring you
15. Support for requirements **emergency calls**
16. Allowing other to **answer calls on behalf of others**
17. **Easily answer** your teams calls and configure from Teams Settings
18. Configure how **PSTN calls are handled** based on the regulatory environment
19. Shorten the media traffic path and hops for **better performance**
20. **Easy and fast setup** with Microsoft as your dial tone provider
21. **Port your existing numbers** into Microsoft Teams
22. Have your **choice of devices ring** for incoming calls
23. Configure the Teams client with your **important numbers** to save time
24. Use VOIP between these products and **avoid unnecessary PSTN charges**

YOUR BUSINESS VALUE WITH OFFICE LINE

It's your



**Empowered with
future-proof
solutions**



**#1 Stop Shop
support**



**Easy
Adoption**



**Global
experience
& know-how**



**Credibility
agility &
scalability**



**Strategic
& ongoing
consulting**