

Total Voice by Noventiq

A Cloud-hosted Microsoft Teams Direct Routing as a Service solution with billing management, adoption analysis, and call center engagement reporting

Total Voice is a SaaS application that lets you migrate your legacy, on-premises phone system to a cloud-hosted PBX powered by Microsoft Teams Phone System. With its web-based management console, Total Voice makes it easier than ever to manage and provision your phone system in the Cloud, making Microsoft Teams your sole platform for unified communications and collaboration

Total Voice enables you to migrate your analog, digital, or IP PBX to the Cloud and gives you management, visibility, and control of a full-featured Cloud Phone System powered by Microsoft Teams

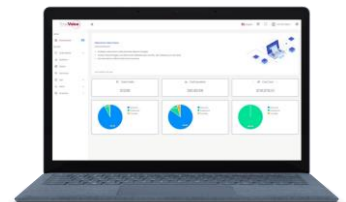
Why migrate your telephony system to Microsoft Teams?

Most companies run their telephony with an on-premises PBX (Private Branch Exchange) system connected with a local PSTN (Public Switched Telephone Network), which presents the following challenges:

- Outdated PBX system or coming to the end of its life and needs to be upgraded.
- High costs to manage and maintain your on-premises PBX system.
- Difficult to scale when you open a new branch office as it requires new equipment to be purchased.
- Lack of features, and acquiring new features requires additional investments in equipment and licensing.



- Calling
- Billing
- Adopting
- Engaging



From this...



...to this  Microsoft Teams

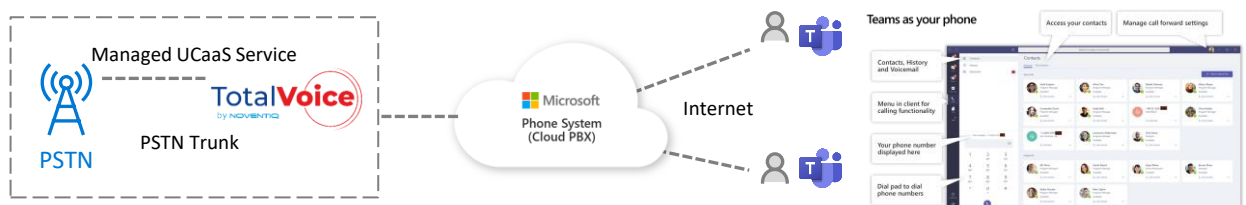
With Total Voice, you can implement Microsoft Teams Phone System in one or more of the following scenarios

1. Fully Migrate your existing PBX to Microsoft Teams Phone System

2. Interconnect your legacy PBX to Microsoft Teams for dual operation

3. Implement simultaneous ring between your existing PBX and Microsoft Teams

4. Open new location(s) only enabled with telephony from Microsoft Teams



Why Total Voice?



Bring your own carrier of choice (BYOC)

Want to keep your numbers and connect them to Teams? Total Voice allows you to work with what you have and connect your current phone lines to Microsoft Teams Phone System



Work with a new carrier

Do you want to have new inbound numbers, or change your existing carrier? With Total Voice you can choose your DIDs and the carrier you want and enjoy better rates and services



Connect to multiple telephony providers with one solution

Work with multiple telephony providers and manage them from a single console. Connect Microsoft Calling Plans, local or International phone lines, or Total Voice callings plans and use single billing solution with Total Voice



Scale your business globally with International Inbound numbers and Calling Plans

With our global network, get international DIDs and calling plans in a country of your choice. Make and receive international calls in Microsoft Teams and serve your global customers



Control your calling costs and budget with Total Voice Billing

Use customized reports to track costs. Assign bags of money or minutes to your users with Noventiq callings plans and provision your own cost centers, areas, and divisions of your company to map costs to them accordingly.



Advanced Reporting with Adoption and Engaging Modules

With Total Voice Adoption module, analyze the usage of Microsoft Teams across your organization and make sure all users are leveraging its benefits. Use the Engaging module analyze auto attendants and calling queues and track the performance of your call center agents using Teams Phone



Compliance Call Recording

With Total Voice, we can implement compliance call recording so that you can comply with regulations if there is a requirement for call recording of your internal calls or your call center operations.



KEY BENEFITS

NO MAINTENANCE

SaaS – Noventiq ensures that the product is always up-to-date with security standards and latest features

EASY TO SETUP

Cloud-to-Cloud integration between Total Voice and Microsoft 365 tenant

24x7 Support

100% Fully-managed SaaS with 7x24 Support, available worldwide

USER-FRIENDLY

Do complex tasks with few clicks thanks to a simple to use web-based interface

FLEXIBLE

The customer can choose which modules they need from four modules (Billing, Calling, Adoption, and Engaging).



AWARDS

Frost & Sullivan Awards:

- 2022 Product Leadership Award
- 2021 New Product Innovation Award

Microsoft Partner Awards:

- FY21 LATAM Microsoft Partner of the Year in TEAMS Calling & Meetings
- FY20 LATAM Microsoft Partner of the Year in TEAMS Calling & Meetings

Ready to move your PBX to Microsoft Teams?
Speak to a UCaaS Consultant today and sign
up for a 30-day Free POC

