



# Teams Calling by VENZO

Our approach empowers your organization to successfully adopt Microsoft's secure, reliable and function rich Teams Calling solutions with a tried and tested roll-out plan, best-in-class training, and 3rd party contact center integrations.

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## Make online voice calls

With Microsoft Teams you can call, chat, meet, share files and work together virtually, on any device, with the same app.

Our specialists can help you understand your needs and opportunities and guide you to the best subscription solution and feature usage. VENZO can help you all the way. From transferring from your legacy phone solution, integrating with TELCO or Teams Calling Plans, to operating and monitoring your final solution.

## Integrate with 3rd parties

We have experience in combining Teams Calling with 3rd party contact center solutions, such as Competella, through our established partnerships. These can allow agents to handle and transfer calls with a high level of service, as incoming calls can be transferred to the right person quickly and easily. In turn, this improves both the user- and the customer experience as well as reducing telephony costs. We can also integrate the solution with other systems, such as your CRM, to connect phone numbers to customer data.

## Access best-in-class trainers

VENZO has implemented Teams Calling in many different organisations, and the solutions have resulted in both increased efficiency and communication.

Through training workshops with our specialists, our clients have experienced quicker and higher adoption rates. Our adoption and roll out plans have resulted in a smooth transfer to virtual collaboration and ensured a complete utilization of all the features that Teams offers.