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UNIVOIP HELPS REAL ESTATE FIRM SAVE TIME AND MONEY WITH A CUSTOM CLOUD VOICE FOR MICROSOFT TEAMS SOLUTION

The Firm Now Has a Streamlined, Cloud-Based Phone System To Support 1000+ Agents, Contractors, & Knowledge Workers

SUMMARY:

The East Coast -based real estate firm was spending too much on their phone system. The company wanted to transition to Microsoft Teams Phone System – but the platform lacked a critical feature needed to cut back on costs while keeping their 800 contractors connected.

THE CHALLENGE:

- They already had 100 Office365 E3 licenses with Voice for Teams included – but were still paying license fees.

- Once the contract was up, the real estate company wanted to migrate to Teams Phone System.

- However, Teams Phone System lacked a critical feature: the ability to add as many extensions to a phone number as needed – a must for routing calls to the firm's contractors.

> "Coming up with a custom solution for us was no small feat, but [UniVoIP] delivered exactly what we were looking for. Everyone is happy, from IT all the way up to the CEO."
>
> **- MATTHEW**
> Director of Information Technology

UNIVOIP BENEFITS:

99% customer
retention rate

Cloud-native
voice services

Auto onboarding
workflow

24/7/365
U.S.-based support

Lowest prices
in the industry

THE ACTION:

They presented the issue to UniVoIP, who developed a custom solution for the real estate firm. The UniVoIP team created a speech-enabled directory bot that automatically transferred calls to their agents – without having to purchase additional MS Teams Phone licenses for each of its 800 contractors.

THE RESULTS:

They were able to onboard the entire company into MS Teams, and routing calls to full-time agents and contractors alike was seamless. With UniVoIP's help, the firm received:

A custom solution for roughly the same cost as the outdated product.

Voice for Teams that filters out spam, so agents only receive legitimate calls.

Time back in the day, which has resulted in increased productivity.

A seamless user experience on one application, no longer having to juggle between Microsoft Teams and a separate communications system.

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