MICROSOFT TEAMS
TELEPHONY OPTIONS

univoip

MICROSOFT TEAMS USAGE SOARS

The need to support remote workers in 2020 was a big driver of Teams' growth, and the trend has continued in 2021. In July 2021, Microsoft reported[1] that Teams was supporting 250 million monthly active users – no small accomplishment.

Teams is an effective collaboration tool, but it was never meant to be an enterprise communications system. Regardless, businesses are looking for ways to incorporate voice into Teams to reduce costs and increase productivity.

1. https://www.zdnet.com/article/microsoft-teams-hits-250-million-monthly-active-user-milestone/

THE RUSH TO INTEGRATE VOICE INTO TEAMS

Collaboration doesn't only happen via email, meetings, or by sharing documents – a lot of it happens on the telephone. Businesses are interested in including voice in the Teams app to get all their collaboration tools in one place.

The challenge is figuring out the best way to achieve that goal. The available Microsoft Teams telephony options can be a challenge to understand and implement. There are three main options you'll need to consider.

MICROSOFT TEAMS TELEPHONY PLANS

- You can use the standalone app, Microsoft 365 Audio Conferencing, or the Microsoft 365 Phone System that requires a calling plan and allows placing and receiving calls on the PSTN.

- Unfortunately, domestic and international calling plans typically have high costs with per-user pricing.

- Microsoft 365 Business Voice – including a phone system, audio conferencing, and a domestic calling plan – is available.

- The Office 365 ES and Microsoft 365 E5 plans include a phone system and audio conferencing, but you need to add calling plans.

DO BUSINESSES WANT MICROSOFT TO BE THEIR TELEPHONE COMPANY?

- The opportunity to capture new business is huge. You can strategically position yourself to beat your competition by adding another valuable solution to your partner portfolio to improve client retention.

- Microsoft solutions typically offer little support and limited capabilities, but they do allow the customer to leverage their investment in Microsoft by using the built-in phone system in Office/Microsoft 365 to reduce costs

INTEGRATE TEAMS WITH YOUR CLOUD UC VENDOR

OPTION
2

Some cloud unified communications providers offer integration with Teams. They will encourage users to use Teams for collaboration but require them to use their proprietary soft client for outbound calling.

This is not true unified communications because it involved using old technology to deliver trunking to local or premise-based equipment – in most cases. This method is antiquated and exposes users to local failure.

This option is not ideal for businesses that want reliability from their communications solution – something only available through the cloud.

THE UNIVOIP CLOUD VOICE FOR MICROSOFT TEAMS SOLUTION

- ✓ UniVoIP is one of the few companies that offer a Cloud Voice solution using a purpose-built for Teams platform.

- ✓ This approach eliminates additional costs, equipment, third-party clients, and increased points of failure.

- ✓ UniVoIP's solution is embedded and inherent within the Teams client, making MS Teams a true unified communications solution.

- ✓ We can also overlay other non-Microsoft features and services such as fax, analog, paging, hybrid UCaaS, and contact center, making Teams a true enterprise-grade PBX phone system.

BENEFITS OF CLOUD VOICE FOR MICROSOFT TEAMS SOLUTION

- UniVoIP Cloud Voice for MS Teams is delivered from a fully virtualized, cloud-native calling platform that is geographically redundant, resilient, and scalable. The solution has no single point of failure and can automatically recover or self-heal in case of a disruptive event.

- UniVoiP offers a fully-managed migration process to ensure uninterrupted switchover from an existing legacy premise-based or hosted platform with full project management, number porting, and a flexible calling plan.

MORE BENEFITS OF THE UNIVOIP CLOUD VOICE FOR MICROSOFT TEAMS SOLUTION

- A single point of access allowing partners full control and visibility into their customers' activities. This single sign-on environment includes but isn't limited to service control, the operations support system, and the billing system.

- A fully automated provisioning process for direct and indirect channels.

- A self-serve portal that allows you to sell this solution with very little interaction with UniVoIP.

- Users can use the Teams client as a standalone soft phone or in combination with desktop phones.

UNIVOIP SUBSCRIPTION PLANS

UNLIMITED USER PLAN

- DR for MS Teams User Telephone Number

- Unlimited U.S. and Canada Calling

- Call Session

- E911

- Number Porting

- Project Management

- 24/7/365 U.S.-Based Support

ENTERPRISE PLAN

- DR for MS Teams User Telephone Number

- Plus Call Sessions

- Plus Long Distance Usage Bundle

- Plus Toll Free Number and Usage (if any)

- E911

- Number Porting

- Project Management

- 24/7/365 U.S.-Based Support

WHY UNIVOIP?

- UniVoIP has a low churn rate of less than 1% – a testament to happy partners and happy customers.

- We are a Tier1 carrier and CLEC, offering free number porting, white-glove project management, 24/7/365 U.S.-based support, guaranteed outcomes, and SLA to the desktop.

- UniVoIP has one of the lowest pricing options in the industry.

- UniVoIP provides full partner support from pre-sales to post implementation.

READY TO GROW YOUR BUSINESS? CONTACT US TODAY!

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