

myTeamsConnect

# MICROSOFT TEAMS INTEGRATION



## Increase your productivity by integrating Enreach UP & Microsoft Teams

As part of Microsoft 365, Microsoft Teams is increasingly being used in businesses for messaging and other collaboration functions.

contact that works wonders



# WITH ENREACH'S MYTEAMSCONNECT YOU CAN NOW ADD EXTENSIVE TELEPHONY FUNCTIONALITY TO ENHANCE YOUR TEAMS EXPERIENCE



- Make and receive business calls in Teams while at home or on the road, for desktop and Android/iOS, easily add video and sharing
- PSTN calling through Enreach UP UC platform ensures every user can make and receive calls, with control – a true enterprise voice solution
- Collaboration and voice together: **myTeamsConnect** enables customers to leverage Teams as best-in-class internal collaboration tool with additional external channels from Enreach UP

## FULL INTEGRATION WITH TELECOM INFRASTRUCTURE MADE EASY:

**myTeamsConnect** is a simple add-on to Office 365 that connects any enterprise tenant to MS Teams with a MS Teams direct routing as a service.

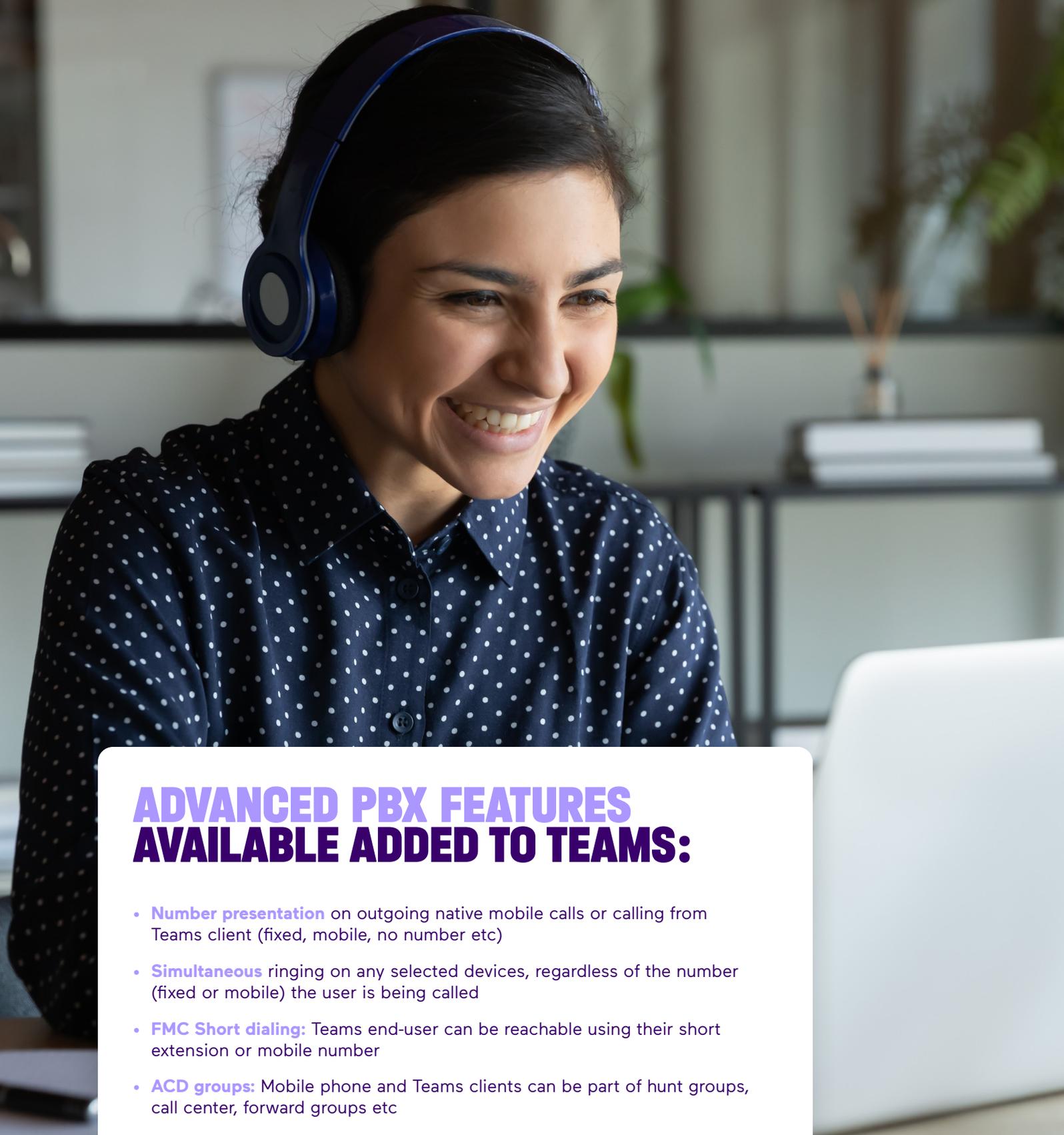


This cloud service connects Enreach UP to Microsoft Teams customers in minutes with minimal configuration efforts:

- Zero-touch SBC provisioning
- Zero-touch Teams tenant provisioning via a multi-tenant web portal
- BYOC for Teams Business Voice

**Your customers will be able to:**

- Use MS Teams as their phone to make/receive/transfer calls through the public telephone network
- Use by control devices or a Teams client as part of the same Business Phone System
- Add all advanced functionalities (call recording, FMC, call centre tools etc) to the Teams based experience



## ADVANCED PBX FEATURES AVAILABLE ADDED TO TEAMS:

- **Number presentation** on outgoing native mobile calls or calling from Teams client (fixed, mobile, no number etc)
- **Simultaneous** ringing on any selected devices, regardless of the number (fixed or mobile) the user is being called
- **FMC Short dialing:** Teams end-user can be reachable using their short extension or mobile number
- **ACD groups:** Mobile phone and Teams clients can be part of hunt groups, call center, forward groups etc
- **Systematic recording:** Incoming/outgoing call via mobile phone or Teams client can be recorded
- **Voice Call Continuity:** Switch from a Teams call to GSM or any client without interruption
- **Call Barring / Restriction:** Block or restrict some destinations or special numbers even when calling from a Teams client
- **Call Control & Event API & CRM integration:** Teams calls can be monitored by Enreach Call Control & Events API e.g., for CRP/ERP/Vertical integrations
- **Presence:** Enreach UP have a smart routing based on Teams user's presence status. Teams will also display the presence of users in a mobile call

# TEAMS AS A TELEPHONE SYSTEM

## APPLICATION SCENARIOS

Office 365 in combination with Enreach UP offers a cost-effective alternative to Microsoft Teams and adds extra cloud telephony features to your calling experience.

myTeamsConnect is available for configuration in the following two scenarios:

### 1) Microsoft Phone System licence + myTeamsConnect

Integrate with Enreach UP and purchase Microsoft Phone System license to benefit from extensive PBX features through Teams client for both incoming and outgoing calls.

#### You will be able to:

- BYOC and keep your margins
- integrate with many devices
- offer more PBX functionalities than with Teams Calling, such as systematic call recording, voice call continuity, FMC and unified presence)

### 2) Myteamsconnect + your own certified sbc

Integrate with Enreach UP and deploy myTeamsConnect cloud service via your own certified SBC with a Direct routing (BYOX).



## BENEFITS OF MYTEAMSCONNECT

- Easy to deploy: myTeamsConnect is a multi-tenant cloud service, customers use it on a per-user subscription basis – increasing sales ARPU
- Competitive edge: by offering myTeamsConnect you can attract and retain customers looking for Teams and voice capability
- Minimal support: have customers up and running using Teams for calling in minutes. No hardware or software to manage

## HIGHLIGHTS

- Companies can implement business-critical telephony functions that are in demand today.
- The simple deployment of myTeamsConnects helps Service providers manage customer onboarding with the initial setup in minutes.
- MS Teams client is managed as an additional Cloud PBX Terminal.
- Provide enhanced communications and collaborative tools for users to boost productivity in teams and their projects.