



Teams Calling-as-a-Service

SERVICE SUMMARY

Teams Calling-as-a-Service enables secure, efficient external voice calling from within Microsoft Teams. Connect inbound and outbound calls directly through Microsoft Teams. Make and receive UK, international and mobile calls even with non-Teams contacts, with reliable and cost-effective calling bundles. Users can keep all their communication activities (chat, messaging, video, phone calls) in one place for easy tracking, organisation, and productivity. Teams Calling-as-a-Service is a wholly Cloud-based solution; there's no need for any onsite infrastructure, just make the switch and start calling from your Teams client.

KEY BENEFITS

- Microsoft certified solution
- Simple management interface for managing users, call routing and more
- Free UK calls
- UK and international numbering and porting (keep your important business numbers)
- Detailed call analytics using Power BI.

VALUE STATEMENT

By utilising our geographically resilient, high-availability network, backed by multiple voice carriers, Teams Calling-as-a-Service keeps your calls connected and ensures the best possible user experience, wherever you are located. The service is fully deployed, supported, and maintained by our expert team. However, an intuitive self-service management portal is available.

Optional features such as Disaster Recovery Call Routes, Call Recording and Virtual Contact Centre mean we can tailor a solution designed to meet your unique business needs.

- Make calls from anywhere, on any device
- A fully managed and supported service
- Ensure call availability with disaster recovery option
- Bespoke service designed around your business needs.