

Microsoft Teams Voice



Unified collaboration with Microsoft Teams

Microsoft Teams Voice by CBTS empowers businesses to streamline their communication through one of the most widely adopted collaboration tools in the world, Microsoft Teams. CBTS can integrate its robust VoIP core into a business’s Microsoft Environment via Direct Route to deliver inbound and outbound calls to the Microsoft Teams applications.

The end result is a hybrid-capable organization that is more secure, flexible, and agile. Ease the burden on your IT staff by integrating voice calling into Microsoft Teams today!

Included calling features:

- Dial plan integrations with PBX
- Unlimited local calling
- Unlimited long distance¹
- Concurrent call paths included
- CBTS Hosted session border controllers
- DIDs
- Auto attendants
- Call queues (hunt groups)
- Caller ID
- Voicemail
- E911
- Automatic disaster recovery
- Mass notification and paging

¹U.S. only

Here's what Microsoft Teams Voice offers

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| Flexible deployments | CBTS tailors its integrated solution for businesses including the design, delivery, implementation, and support for all services. All clients also have direct access to a dedicated project management team. |
| Ease of operation | Through Microsoft Teams Voice, clients benefit from all of the features their businesses need, such as DIDs, multi-level auto-attendants, call queues, contact center, e911 and more. |
| Full integration with existing PBX and O365 solutions | By leveraging Microsoft and Cisco, business owners and IT staff can be certain that their collaboration solution is future-proof. |
| Availability and business continuity | All CBTS voice solutions are built with business continuity in mind. We utilize redundant data centers and networks to ensure all your calls are still delivered. |
| World-class contact centers | Microsoft Teams Voice can be integrated with any CBTS Contact Center as a Service solutions. Whether your organization needs a private or public cloud option. |
| Secure access for local and remote workers | With the help of single-sign-on (SSO) and multi-factor authentication, your organization can rest easy knowing that local and remote employees alike can connect securely. |
| Up-to-date features | CBTS continuously adds unique applications and features so you are never out of date. |
| Support when you need it | Your team can access U.S.-based support services 24x7x365. |

Why use Microsoft Teams Voice?

- CBTS is a Gold Microsoft Partner and certified Cloud Solution Provider (CSP) which allows us to provide our customers with an end-to-end Microsoft cloud experience and provide value to our customers with supplying licenses, consulting services, support, and management.
- Consolidate entire enterprise calling and numbers to Microsoft Teams with one solution provider for a full-featured calling and collaboration experience, from virtually anywhere.
- When deploying Microsoft Teams Voice, customers gain a new level of reliability, support, and expertise from a Microsoft Gold Partner and Cloud Solution Provider.
- Microsoft Teams Voice from CBTS has the flexibility needed to handle any enterprise's complex calling requirements.
- Most enterprises see a savings of 30-60% or more vs. purchasing directly from Microsoft.

Microsoft Teams Voice is an all-in-one solution

- Keep your teams connected with calling, chat, video conferencing, and more.
- Collaborate effectively and increase productivity with shared files and a wide range of Office 365 applications.
- Give remote workers the confidence to securely connect to every aspect of the enterprise.

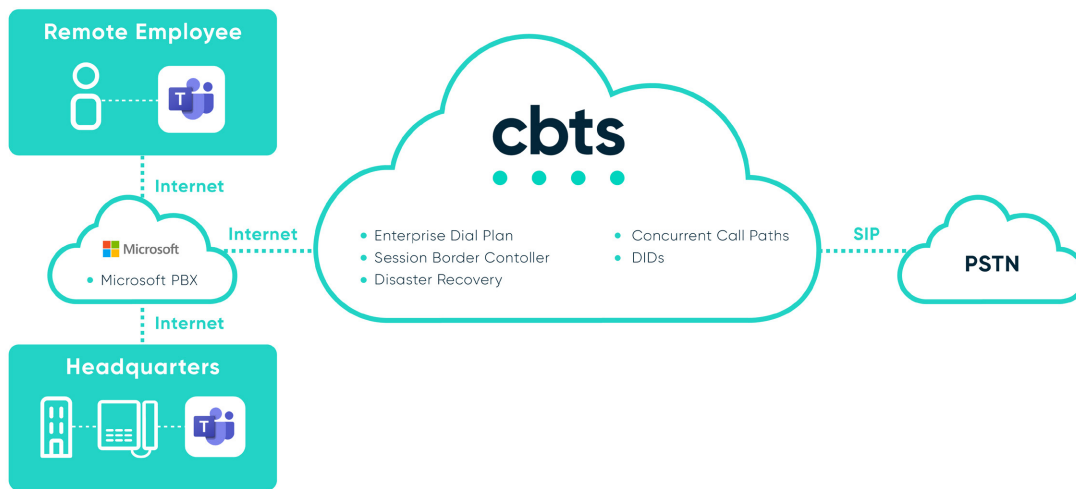
Enabling teams everywhere

- Threaded, persistent, and contextual chat functionality.
- Private one-on-one chats or group conversations.
- Share information easily and transparently.
- Communicate with parties across the globe.
- Liven up the digital workspace with gifs, stickers, and emojis.

Engaging, high-quality meetings

- Communicate easily in online meetings with VoIP and dial-in audio conferencing.
- Keep the whole team engaged with HD video.
- Collaborate in real time with screensharing functionality and integrated applications.
- Join meetings on mobile devices, desktops, or through a web browser.
- Instantly launch meetings with a single click.

Our design



Microsoft Teams Certified Devices

Calling through the MS Teams desktop and mobile applications provides flexibility and convenience, but CBTS recognizes that most organizations will still need some physical phones. CBTS offers the Poly CCX and Yealink MP series of Microsoft Teams certified handsets. Headsets are also available.

- Predictable OpEx or purchase models available.
- Devices come preloaded with Microsoft Teams Firmware.
- Simplified deployment and activation process—users can simply sign into their handset with their Microsoft 365 credentials just like signing into the Microsoft Teams application.
- Perfect for hybrid workplaces and employees who only spend occasional days in the office.
- Devices visible in MS Teams admin center for troubleshooting and analytics.

Contact us for more information on how CBTS and Microsoft Teams Voice can modernize your organization's remote collaboration, voice, and conferencing capabilities.