

# Microsoft Teams

## Phone Calling

### Replace Your Legacy Phones with a Microsoft Teams Phone System

Your cloud-based unified communications solution with enterprise-grade telephony



With today's dynamic workforce, legacy phone systems are unable to provide businesses with the flexibility, enhanced productivity, centralised control and mobility-related features that they require and end-users' demand. Now more than ever, businesses need a complete phone system which could fit into increasingly varied and digital ways of working, facilitating clear and productive communication, as well as promoting collaboration and efficiency across the organisation.

**Microsoft Teams Phone Calling** offers you a complete, secure, cloud-based modern unified communication solution & phone system powered by Microsoft Teams, that combine reliable, enterprise-grade calling capabilities and your most-used collaboration tools under a single platform which helps deliver seamless, collaborative experience for your employees, business partners, and customers.

An all-in-one communication solution that helps create efficiencies and foster a culture of connection

#### ✔ Microsoft as your telephony carrier

Your all-in-the-cloud solution that provides PBX functionality & calls to PSTN, with Microsoft acting as your Telco. Eliminating the need for on-premises PBX.

#### ✔ Teams-certified devices

Make and receive calls from Teams-certified desk phones, including intuitive screens & controls.

#### ✔ Simplified setup and management

Easily deploy, add phone numbers and manage your entire phone system in a central location, increasing flexibility & security.

#### ✔ Connectivity on the go

Call from anywhere, on any device through availability of the Teams app on desk phones, desktop, mobile and web.

# Key features of the unified communication solution, powered by Microsoft Teams

## Your powerful business cloud-based PBX

### Cloud Auto Attendants

Provide callers with menu options to route calls to an appropriate person / department based on the callers' input.



### Cloud Call Queues

Possibility to keep callers on hold until a relevant agent is available to help the callers with a particular issue or question.



### Call Forwarding

Immediately forward incoming calls to colleagues, to voicemail or to another number, or forward after specific number of seconds.



### Music on Hold

Get a custom announcement, promotional messages across to your callers or simply play some music.



### Simultaneous Ring

Allows incoming calls to ring you and someone else (such as a delegate) at the same time.



### Call Transfer

Transfer your calls to another user within the organisation or to external number.



### Voicemail

Access to business voicemail under your Exchange mailbox.



### Hold & Resume Calls

Easily place calls on hold and resume calls.



### Contact Center Integration

Allows for third-party contact center solutions integration with Microsoft Teams.





### Call Reporting


Get visibility into inbound and outbound PSTN calls across the organisation.





## Microsoft Teams Phone Calling Includes


 **Consulting** – Access to trusted experts who will understand your business telephony requirements & help you integrate a modern communication solution strategy that meets your goals.

 **Microsoft Licensing** – As a Microsoft CSP Direct Partner, we will make sure that your Phone System is licensed with the right Microsoft Calling plan, based on your organisation's needs.

 **Network Readiness** – Our team will help you ensure your network is optimized to get the best Phone System experience.

 **Training & User Adoption** – In-person / remote hands-on end-user & administration training, for the users to effectively use & manage the Phone System.

 **Supply & Installation** – Our team will help you choose the appropriate desk phone(s) for your business, from a wide range of Teams-certified devices & remotely install your Phone System, ensuring you are up and running in no time.

 **Support** – Email & chat-based post-installation support, with industry-leading SLA.

## Contact Us

[www.tcf.cloud](http://www.tcf.cloud)

### Mauritius Office

The Cloud Factory EMEA Ltd  
1, The Factory Building, Vivéa Business  
Park, Moka | Mauritius  
T: +(230) 433 7629 | E: [hello@tcf.cloud](mailto:hello@tcf.cloud)

### UK Office

TCF EMEA LTD  
228 Portland Crescent, Stanmore,  
Middlesex, England HA7 1LS  
T: +(44) 20 8078 7251 | E: [hello@tcf.cloud](mailto:hello@tcf.cloud)



Copyright © 2023 The Cloud Factory. All Rights Reserved.