



# Teams Connector

## Complete PBX Softphone Solution

## Why Teams Connector?

Microsoft Teams combines chat, video meetings, file storage, collaboration, and more in one service that's integrated with the Office 365 productivity suite. All Teams plans enable you to make online audio and video calls, but for many organizations, that's not enough. Even if you are on the Enterprise plan, which enables you to purchase audio conferencing and phone system add-ons, the phone system requires a Microsoft calling plan and has limited PBX features.

That's where Teams Connector comes in. Teams Connector is a complete and native softphone solution that provides full control of our advanced PBX features and the collaboration features of Microsoft Teams—giving you the full PBX functionality your companies require, conveniently within the Teams interface.

|                                   | Microsoft Teams   | Teams Connector  |
|-----------------------------------|---|--|
| <b>Reliability and Uptime</b>     | Teams experiences frequent App, Login, and Server Connection downtime (according to DownDetector.com).  | Our network offers true UCaaS geo-redundancy with multi-endpoint registration. Even if Teams is down, we still ring all desktop and mobile devices per user for seamless call completion.  |
| <b>Call Quality—QoS</b>           | Voice packet loss can result in choppy voice calls.   | Our multi-site geo-redundant voice network delivers optimum voice quality along with best-of-breed uptime. Integrate our SD-WAN solution for superior QoS and traffic shaping.   |
| <b>Advanced PBX Features</b>      | If you want more than just basic online calling, you need to either switch back and forth between Teams and your PBX or use Microsoft Phone System which has only limited PBX features. | Get the full power of PBX—call queues, auto-attendants, call recording, voicemail transcription, call parking, presence, SMS responders, extension-to-extension dialing, and more—as well as fax capabilities and PBX management integrated within Teams. Supports real-time BLF of Teams users and the PBX. |
| <b>Contact Center (UCCaaS)</b>    | Not designed to support contact center (UCCaaS) requirements.   | Use Teams as your client with wallboard, extensive call analytics, and role-based contact center functionality.  |
| <b>Deployment and Support</b>     | Microsoft and their dealers aren't PBX experts. Support can be slow, cumbersome, and inherently non-existent.   | Get local system design, installation, support, and technology refresh from trusted experts with deep PBX expertise who are solely invested in your success.   |
| <b>Custom Programming</b>         | MS Teams out of the box does not contain custom PBX programming.  | Program custom PBX feature codes for one-click recording, call parking, intercom, and more.  |
| <b>Failover Strategy</b>          | Little or no strategy to failover to other devices and carrier networks.  | Use Teams, deskphones, mobiles apps, or all of the above, and get the full capabilities of Teams from a browser, desktop, and mobile devices.  |
| <b>Hybrid Environment Support</b> | MS Teams dealers are simply not equipped to integrate multi-site, multi-premises-based PBXs within Teams.   | Connect our Teams Connector to any premises-based PBX via SIP trunks with custom dial plans for extension-to-extension dialing between native Teams and any desktop phone to any PBX.  |