Cloud SERVICE NETWORKS
THE VOICE OVER IP COMPANY.

Teams Connector

Complete PBX Softphone Solution for Microsoft Teams

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 seamless access to our advanced PBX and the collaboration features of Microsoft Teams, giving you the PBX functionality that your require, conveniently within the Teams interface.

Microsoft Teams vs. Teams Connector

	Microsoft Teams	Teams Connector
Reliability and uptime	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.
Call quality—QoS	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.
Advanced PBX features	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.
Contact center (CCaS)	Not designed to support contact center (CCaaS) requirements.	Use Teams as your client with wallboard, extensive call analytics, and role-based contact center functionality.
Deployment and support	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.
Custom programming	MS Teams out of the box does not support custom PBX programming. Little or no strategy to failover to other devices and carrier networks.	Program custom PBX feature codes for one-click recording, call parking, intercom, and more.
Failover strategy	Little or no strategy to failover to other devices and carrier networks.	Use Teams, desk phones, mobiles apps, or all the above, and get the full capabilities of Teams from a browser, desktop, and mobile devices.
Hybrid environment support	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.

Which Solution is Right for You?

Bring the power of our PBX to Microsoft Teams with the Teams Connector and Teams Connector Call App. We offer two types of Teams Connector Licenses, giving you the flexibility to choose the right fit for your organization. Both licenses work across multiple devices and platforms, allowing you to mix and match licenses to suit your needs.

- **Teams Connector:** Utilizes the native telephony functionality but requires a Microsoft Phone license. It suits the power user and provides full control of advanced PBX features.
- **Teams Connector Call App:** Uses a third party dialpad but doesn't require a paid Microsoft Phone license. It offers similar calling functionality at a lower cost and is targeted at light users.

Licensing	Teams Connector	Teams Connector Call App
Ideal prospect	Power user	Low volume user
Microsoft Phone License (required per user, included in E5)	Yes - per user	One per tenant
Additional MS Phone License and User License (required per tenant)	Yes - Temporarily for direct routing	Yes - Temporarily for direct routing
Teams Phone Resource Account (required, but is free)	No	Yes*
Additional PBX seats needed?	No	Yes* - One per tenant

Features	Teams Connector	Teams Connector Call App
Works across multiple devices and platforms?	Yes	Yes
Teams Voicemail	Recommend disabled*	Recommend disabled*
PBX Voicemail	Yes	Yes
Dialpad	Teams native	Call App dialpad
Blind Transfer	Yes	Yes
Attended Transfer & Conferencing	Yes	No
Queue Membership	Yes*	Yes*
PSTN Dialing	Yes	Yes
Recording	Yes	Yes
Simultaneous Ring	Yes	Yes
Forward/RNA (ring no answer)	Yes	Yes
Works on mobile devices?	Yes	Yes
Works on a Teams Phone?	Yes	No - No native dialpad

*Queue length should be shorter than the time out set in Teams call settings.
*Recommended to disable Teams voicemail and centralize voicemail on the PBX.
*Teams Phone Resource Account is free but requires one Microsoft phone license to enable it and can be used for a receptionist or power user.

CONTACT US TO LEARN MORE

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