



VOICE FOR TEAMS

Cost Effective Calling for
Microsoft Teams



EXCEPTIONAL
CUSTOMER CONTACT

GIVE MICROSOFT TEAMS A VOICE

MAKE AND RECEIVE EXTERNAL CALLS FROM MICROSOFT TEAMS.

Organisations using Microsoft Teams for internal collaboration and meetings can now also benefit from full voice capability. As a trusted VOIP integration partner, IPI can integrate Teams with your existing contact centre system for improved collaboration and to enable voice calling for Teams users, without incurring expensive call costs.

VOICE FOR TEAMS

IPI's Voice for Teams is a Cloud end-to-end service that delivers flexible, reliable, and secure SIP connectivity between Teams, your contact centre system and the PSTN. Teams users can continue to make calls through the Teams client on their PC, laptop and other devices like they always have, but now with more options to dial and receive calls from landline and mobile numbers, whether they are internal or external. No retraining required.

A Microsoft certified Session Border Controller (SBC) hosted in the IPI Cloud sits at the core of the solution connecting your Microsoft Teams users to the contact centre and PSTN via our SIP trunks. We will handle all the telephony services and configuration for a smooth integration with no disruption to business-as-usual.

COST-EFFECTIVE

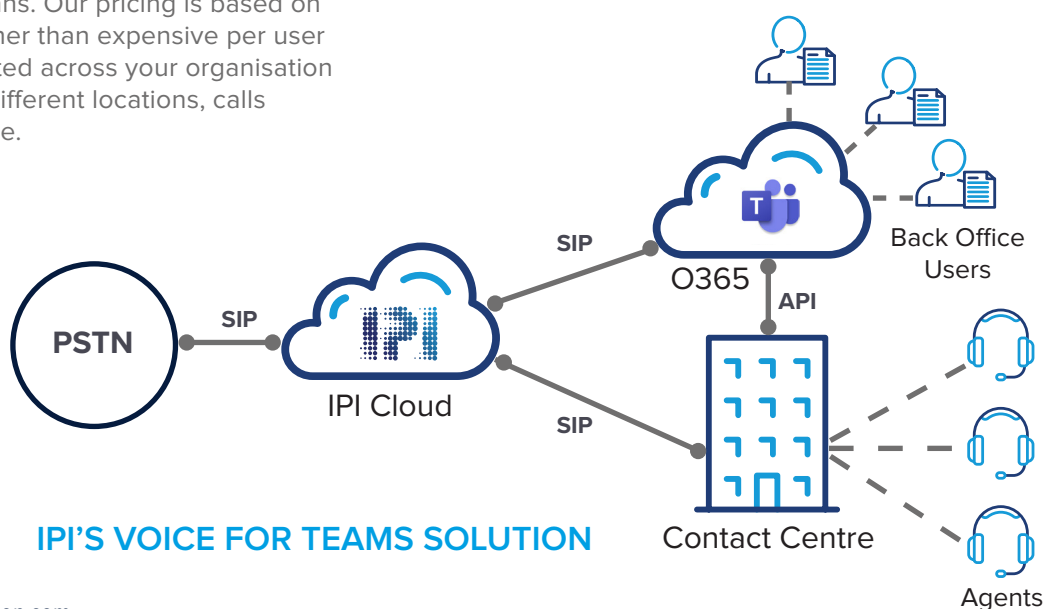
Voice for Teams is a simple Cloud service without large project cost overheads, and there is no on-premise hardware or software to install. Because calls are routed through IPI's SIP Trunks there is no need for any expensive 3rd party call plans. Our pricing is based on concurrent trunk usage rather than expensive per user charges. Usage is aggregated across your organisation and, if you have offices in different locations, calls between these sites are free.

BENEFITS:

- Quick and easy to deploy
- Scalable licenses
- Cost-effective – cuts down on call charges
- Minimal disruption to existing phone system
- Leverage your investment in Teams for improved collaboration
- Enable remote workers and teams to collaborate effectively
- No software or hardware to install
- Teams users get to make and receive calls just like on their existing desk phone
- Easily integrates with existing SIP trunks
- Secure SIP trunk connectivity

FIRST CONTACT RESOLUTION

In addition to adding simple voice calling to an existing Teams deployment, IPI can fully integrate Teams with your contact centre for true collaboration across your organisation. Advanced routing presents calls to the most appropriate team or person first time, while seamless callflow and presence means agents can effortlessly engage back-office experts to deliver a faster resolution and better experience.





CONNECT AND COLLABORATE

Whether you need help extending and managing your Teams deployment, configuring Office 365, troubleshooting call quality, or enabling direct call routing for Teams, our Microsoft and networking experts are here to help.



Improve
Collaboration and
First Call Resolution



Secure Service with
High Availability
infrastructure



Cost Effective
Cloud Solution with
Simple Pricing

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