Microsoft Teams External Voice

Unify all your voice needs into one Microsoft 365 Teams application.

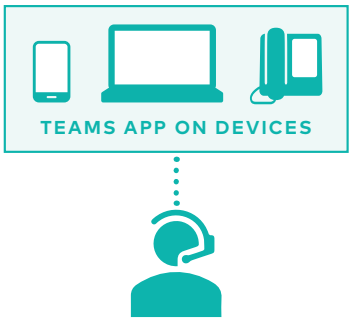
Microsoft Teams is a great solution for collaboration and intra-company voice communications but falls short of satisfying a company's voice needs. Since employees can't use standalone Teams to make outbound calls, companies are forced to supplement Teams with additional voice plans or with expensive flat-rate packages that you may not need. MetTel's Microsoft Teams External Voice provides a unified solution to enable external calling from the Microsoft Teams application.

Keep your PBX or cut it loose. It's up to you.

MetTel offers two Microsoft Teams External Voice options.

DIRECT ROUTING

Employees make calls exclusively using the Teams mobile or desktop application using Microsoft's PBX. Or, logging into Teams from an optional new desktop phone.



INTEGRATED ROUTING

Employees can make calls through the Teams app or with their existing desktop IP phone. Incoming calls ring simultaneously through their PBX phone and Teams application.

Benefits

COST EFFICIENCY

Bundle your entire company minute usage and only pay for what you use, rather than paying for flat-rate packages that you aren't fully utilizing.

CONNECT EXTERNALLY

Make and receive external calls using Teams through the desktop/mobile app, or even traditional desktop IP phones.

STREAMLINE MANAGEMENT

Eliminate the need to manage multiple voice apps and systems.

SEAMLESS CONVERSION

MetTel ports all numbers so your employees can keep their current phone number.

ENHANCED FEATURES

Take advantage of additional features such as auto-attendant, call recording, and real-time call analytics.

EASE OF USE

The calling feature will intuitively fit into your employees' existing Microsoft Teams workflow.

For more info, contact your MetTel agent or visit **mettel.net**.

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Flexible solutions to fit your business needs.

Eliminate your PBX with Direct Routing or integrate your PBX—including MetTel's Cloud PBX—and Teams with Integrated Routing.

DIRECT ROUTING

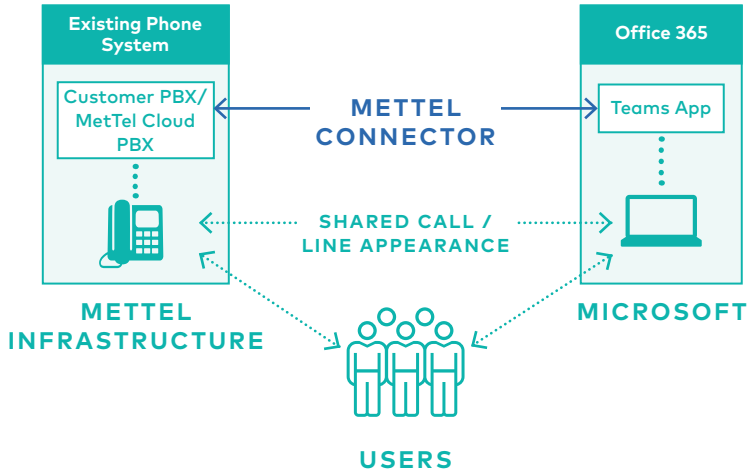
This cost-effective solution makes Microsoft Teams your primary source for calls. You can eliminate the need for your own PBX and desktop phones altogether and make and receive all voice calls natively through Teams.

- Use desktop app, mobile app and/or desktop phone
- Keep your current phone number
- Get call recording, auto-attendant and real-time call analytics
- Just buy the SIP Trunks you need and only pay for the minutes you use

INTEGRATED ROUTING Coming soon!

This innovative solution integrates Teams with your existing PBX, including MetTel's Cloud PBX. You can make and receive PBX phone calls in Microsoft Teams while maintaining all the features of your PBX.

- Keep existing features, settings, and phones
- Keep your current phone number
- Use the same phone number across Teams and desktop phone
- Answer calls on handset or through the app—incoming calls ring to both
- Get call recording, auto-attendant and real-time call analytics
- Experience easy setup



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Still want a desk phone with Direct Routing?

Coming soon!

Poly CCX series phones are designed specifically for Microsoft Teams Voice. Simply log into your Teams account as you would on your other devices.

Why choose MetTel?

MetTel is a leader in communications and digital transformation (DX) solutions for enterprise customers with 20 years of experience with IP telephony. By converging all communications over a proprietary network, MetTel gives enterprises one, unified view and control point for all their communications and advanced network services. MetTel's comprehensive portfolio of customer solutions can boost enterprise productivity, reduces costs, and simplifies operations.

Contact us for a consultation to learn which model, Direct Routing or Integrated Routing is the better fit for your organization.