

Microsoft Teams Integration For Sangoma UC

Sangoma believes all businesses should have access to powerful, affordable, innovative communication solutions. Our complete Unified Communications (UC) portfolio includes everything your business needs to grow, connect, and collaborate with customers in exciting new ways - including a seamless integration with Microsoft Teams.

Complete Sangoma Microsoft Teams Integration

Add Switchvox / PBXact advanced telephony and contact centre capabilities to Microsoft Teams

Natively integrate Switchvox or PBXact to MS Teams; available for cloud, on-site, and hybrid deployments. Benefit from the UC capabilities and **greater call control** of Switchvox / PBXact.

Optimise your collaboration experience with Teams

Consolidate your business communications and collaboration on a single platform. Sangoma's direct routing integration allows you to make and receive calls directly from Teams on web, desktop, and mobile - no downloads, no separate interface - making ALL registered devices ring simultaneously (or in sequence as per your settings), including the Teams app.

Sangoma UC enables enterprise-grade telephony without relying on Microsoft Call Plans

With our MS Teams integration, you get the best of both worlds; industry leading business phone system benefits and full UC and contact centre capabilities incorporating 25 years of excellence tightly integrated with the Teams client.

Sangoma Microsoft Teams Integration Advantages

- ✓ Manage inbound calls with the superior call control provided by Sangoma UC
- ✓ Teams users are simply treated as another extension on the PBX; therefore can receive calls simultaneously on Teams or any other device
- ✓ Benefit with low cost calling plans by utilising your existing phone lines / SIP trunks
- ✓ No additional equipment or software required
- ✓ Teams calls can be tracked & recorded in Switchvox / PBXact
- ✓ Internal calls can be made from Teams

SAVE MONEY BY NOT BEING FORCED TO USE MICROSOFT CALL PLANS

Sangoma Microsoft Teams Integration Features & Benefits



Complete Call Control



Conference



Call Queue



Inbound Call Management



Caller ID



Call Recording



Interactive Voice Response (IVRs)



Music On Hold



Ring Group



Time Conditions



Call Forwarding



Voicemail-to-Email

	Sangoma UC for MS Teams	Microsoft Calling Plan	Self-managed SBC* Direct Routing
Connect Teams users with non-Teams colleagues	✓	✗	✓
Extensive advanced PBX and contact centre features	✓	✗	✓
Customisable IVRs	✓	✗	✓
Call control (Forward, transfer, hold, mute...)	✓	✗	✓
Real-time call analytics	✓	✗	✓
Manager Tools (Record, monitor, whisper, barge)	✓	✗	✓
Wallboard	✓	✗	✓
Switch to Video Conferencing during voice call	✓	✗	✗
Keep existing phone numbers	✓	✗	✓
No additional hardware or software	✓	✓	✗
Quick and easy setup and configuration	✓	✓	✗
No technical expertise required	✓	✓	✗

*Session Border Controller

Save Money With Sangoma Microsoft Teams Integration

Use Your Own SIP Trunking--Don't Pay For Expensive Calling Through Microsoft!

By using Sangoma's solution for MS Teams you will not need to purchase Microsoft's calling plan. This means you can take advantage of our low-cost call plans, which are significantly cheaper than Microsoft's call charges.

Microsoft Requirements

The following are required by Microsoft to use Teams as a phone client:

- Microsoft O365 Business: Requires Microsoft Phone System license
- Microsoft O365 E1 / E3: Requires Microsoft Phone System license
- Microsoft O365 E5: Nothing required

