

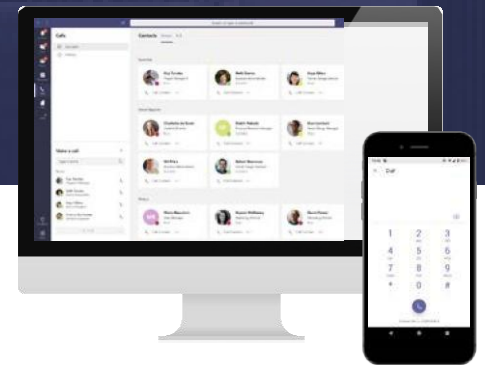
# TeamsLink

## **TeamsLink** External Calling for Microsoft Teams

### Product Overview



# TeamsLink Overview



## TeamsLink Overview

Enable external voice calling from within your Microsoft Teams client securely and efficiently with TeamsLink. Connecting inbound and outbound calling directly through Microsoft Teams. Make and receive UK, international and mobile calls even with non-Teams contacts with reliable and cost-effective calling bundles.

TeamsLink is also a fully cloud-based solution, so there's no need for any onsite infrastructure, just make the switch and start calling from your Teams client.

## Features

- TeamsLink Management Portal
- Microsoft Approved Solution
- Microsoft Certified Hardware
- Simple, Per-user Pricing
- Unlimited in Country Minutes
- Numbers available in 60+ countries
- Location-based Routing
- Monitoring Tools for Call Traffic
- Full UK Porting & Ranges
- Integration with PBX (TeamsLink Connect)
- MiFID II Compliant Call Recording

## Benefits

- Cost Savings on Calls
- Simple Set Up
- Feature-rich Portal
- Optimise Bandwidth & Voice Quality
- Infinitely Scalable System
- Integrate Existing Phone System
- Hybrid Platforms for Smooth Migration
- UK-based Technical Support
- 20+ Years Porting & Carrier Experience
- Teams Integrated Handsets
- Keep Your Existing Numbers



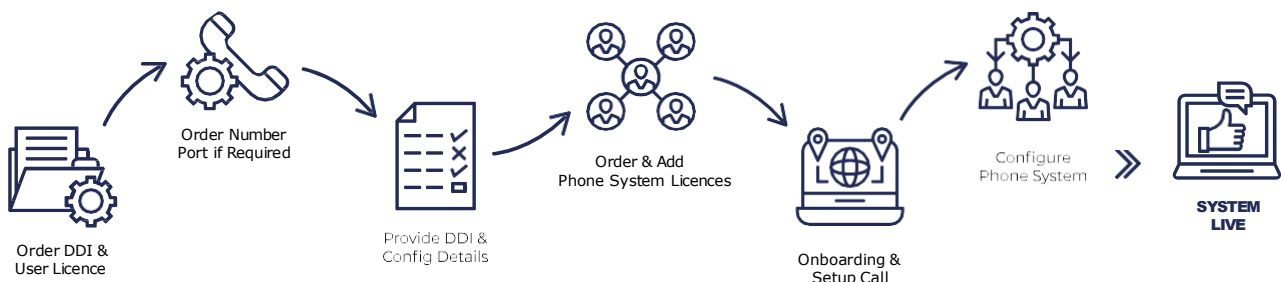
# Features & Order Journey

## TeamsLink vs Microsoft Comparison

	TeamsLink	TeamsLink PRO	Microsoft
UK Inclusive Minutes *	<b>Unlimited</b>	<b>Unlimited</b>	1,200 Minutes
Number Porting Supported	<b>Yes</b>	<b>Yes</b>	Yes, with Limitations
New UK DDI	<b>All</b>	<b>All</b>	90 Major Cities
International DDI	<b>60+ Countries</b>	<b>60+ Countries</b>	33 Countries
International Outbound In-Country Dialling	<b>33 Countries</b>	<b>33 Countries</b>	33 Countries
Ring Groups	Yes	Yes	Yes
Follow-the-Sun Routing	Yes	Yes	Yes
Auto Attendant	Yes	Yes	Yes
Music on Hold	Yes	Yes	Yes
Call Queues	-	Yes	Yes
Visual Routing Manager	<b>Yes</b>	<b>Yes</b>	-
Advanced Disaster Recovery	<b>Yes</b>	<b>Yes</b>	-
Skill Based Routing	-	<b>Yes</b>	-
PowerBI Reporting	<b>Yes</b>	<b>Yes</b>	Yes
<b>TeamsLink Advanced Add-ons</b>			
Group Voicemail	Yes	Yes	Yes
Address Book	<b>Yes</b>	<b>Yes</b>	-
MiFID II Compliant Call Recording	<b>Yes</b>	<b>Yes</b>	-
Manual Pause/Resume for PCI Compliance	<b>Yes</b>	<b>Yes</b>	-
Live Listen	<b>Yes</b>	<b>Yes</b>	-
Supervisor Licence (inc Wallboards & Dashboards)	-	<b>Yes</b>	-
<b>Further Integrations</b>			
Full Omni-Channel Capabilities	<b>Yes</b>	<b>Yes</b>	-

\* Fair Usage Policy Applies

## TeamsLink Order Journey



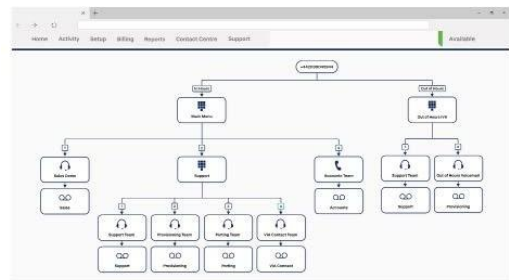
# TeamsLink Pro Overview

## What is TeamsLink Pro?

TeamsLink Pro brings contact centre features to your TeamsLink platform, available as both an Agent licence and a Supervisor licence. Boost your capabilities with skill-based routing, wallboards, supervisor dashboards and Power BI reporting.

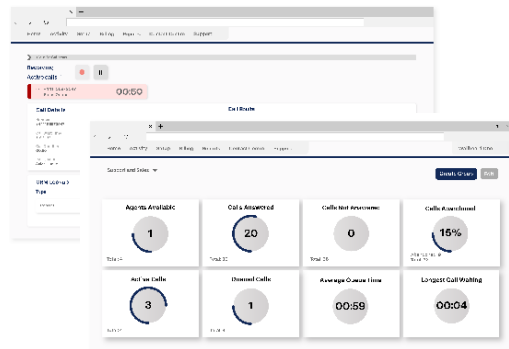
## Advanced Call Routing

TeamsLink Pro provides advanced call features not available with Microsoft Teams, controlled through a visual management portal, you can control your solution and make changes with just a few clicks.



## Dashboards & Wallboards

TeamsLink Pro gives both agents and supervisors access to the best visual tools to meet their customer's needs. The agent dashboard is perfect for helping contact centre agents manage their calls more efficiently, seeing details instantly to give the best customer service. For contact centre supervisors, the dashboard keeps track of activity and agent availability with a wallboard feature to display key KPIs and statistics.



## Power BI Reporting

TeamsLink Pro comes with Power BI integration and templates so you can create customised reports for your contact centre for live reporting that has the ability to pull data from multiple dashboards.



## What is TeamsLink Connect?

TeamsLink Connect is a solution that enables you to connect your traditional phone system to Microsoft Teams. Because every system is different and customer requirements will differ, TeamsLink Connect is designed on a per solution basis to offer the highest level of integration and functionality.



# TeamsLink FAQs

## What is TeamsLink?

TeamsLink is a Microsoft certified way to connect the Office365 Phone system to the Voice network to enable voice calling to traditional telephone numbers.

## Can I use Microsoft Teams as a replacement for my customer's Phone System?

Yes, providing you have the required licensing. The majority of traditional PBX features are available today including Hunt groups, Auto Attendants, Call Forwarding, Mobile Twinning etc. For a full list of functions see the Skype vs MS Teams Sheet.

## What do I need to use Teams to make and receive telephone calls?

To enable Voice in Microsoft Teams you need two items:

1. Either a Phone System or Business Voice Licence add on.  
This can be purchased from your O365 supplier
2. A connection to the outside world - this is where TeamsLink comes in!

## Which Office 365 Licences can use TeamsLink?

Microsoft has split licensing depending on the number of users and licence plans:

Less than 300 Users	More than 300 Users
Business Essentials + Business Voice Business Premium + Business Voice Microsoft Business + Business Voice E1 + Business Voice E3 + Business Voice A1 + Business Voice A3 + Business Voice F3 + Business Voice	E1 + Microsoft Phone System E3 + Microsoft Phone System E5 (comes with Microsoft Phone System)

## Can I provide Handsets and Hardware?

There are a range of Microsoft Teams enabled Handsets from Audiocodes, Polycom and Yealink which can be used, and more manufacturers are being added all the time. Please be aware older 3PIP Skype Phones support is being removed in 2021 so we ensure any devices supplied are fully teams compatible.

## How do numbers work with TeamsLink?

TeamsLink can provide a new number and port your customer existing numbers in the UK and in many countries around the world. With all of the UK number ranges available to TeamsLink and non-geographic numbers are also available.

## I can buy Microsoft Calling Plan directly, why do I need TeamsLink?

TeamsLink takes all the features of Microsoft Calling and makes them better value, better features, better management, better support, it's just better for your Business. By leveraging our 20 years of Voice experience we have built a market-leading solution.



# TeamsLink FAQs

## **My company has offices and people all over the globe, can I still use TeamsLink?**

TeamsLink and Microsoft Teams are designed for the global mobile workforce. With outbound calling available from over 33 Countries globally, and inbound numbers available in 127 countries worldwide, TeamsLink provides the best global reach for your business.

## **Can I integrate Teams with my existing Phone System?**

TeamsLink can provide integration with your existing Phone System and Microsoft Teams. Our team of over 80 experienced Voice engineers can help plan, design and deliver integration.

## **What about analogue lines?**

Analogue lines can be connected via an ATA (Analogue Terminal Adaptor) or retain your existing analogue lines.

## **Is the service reliable and how good is the quality?**

The platform is based on Microsoft certified hardware operating in fully redundant Datacentres at the core of our network. The solution operates in high availability, diverse connectivity to maximise performance. Our network is directly connected to the major UK and global carriers to ensure the highest call quality at all times.

## **What sort of Connection do I need to use TeamsLink?**

TeamsLink calling uses the G711 Codec which needs approximately 80k of bandwidth for each call. However equally as important is making sure you have low latency and jitter to ensure the best quality calls and avoid sounding like a Dalek. If you are using teams for video conferencing and calling you will need extra bandwidth.

## **How do I manage and configure my Office 365?**

TeamsLink makes managing your telephony simple. Our management portal will sync with your active directory making administration of users, call routes, ring groups etc easy and intuitive. Once you have the Office 365 licences allocated, TeamsLink provides the rest.



# TeamsLink

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External Calling for Microsoft Teams

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**Making your Business Brilliant**