



Product Sheet

Calling Services for Microsoft Teams

Enable global hybrid workforces with next-generation calling services

What are Calling Services for Microsoft Teams?

Fusion Connect offers Direct Routing and Operator Connect delivering UCaaS features to Microsoft Teams to leverage your existing Microsoft 365 investment. Each service has its own advantages and can be used together to meet nearly every business need. Operator Connect is the next-generation of Direct Routing, and adds full PSTN connectivity to Microsoft Teams and allows you to easily turn Teams into a business phone system. Call anyone, anywhere, even if they don't use Teams. Together with Fusion Connect's service guarantees and award-winning customer service, you are enabled to accelerate your business.

With Calling Services from Fusion Connect, you can further converge your use of Microsoft 365 services, and take full advantage of essential collaboration, continuity, and employee management features, including:

Business Continuity

Fusion Connect's design and implementation of Operator Connect delivers uninterrupted voice service even if Microsoft Teams service is not available, allowing clients to maintain full business operations.

Global Coverage

Phone numbers are available in the US, Canada, Mexico, and more than a dozen European countries, with a broader international expansion throughout 2023 into additional countries in Europe, Latin America, and Asia Pacific.

Professional Implementation Support

Peace of mind with managed implementation support to handle system configuration, technical staff training, and service activation, all leveraging an automated set of tools to ensure a quick start for all clients.

Simplified Administration

Enhanced management portal simplifies the native Microsoft administration console, allowing administrators to obtain new phone numbers and deploy new Microsoft Teams seats, in real-time and on-demand.

Microsoft Cloud Solution Provider

As a Microsoft CSP, Fusion Connect provides more flexible licensing and billing options, and real-time Tier 1 support for Microsoft 365.

Employee Productivity Management

This Fusion Connect value added service enables companies to manage productivity of a hybrid workforce by identifying strong performers and those who need additional coaching to drive productivity.

Why Choose Microsoft Teams?



Ecosystem Convergence

Enable a more integrated and easier to manage IT ecosystem by converging IT services into Microsoft 365.

Reduce Costs

Eliminate the cost to manage and maintain an onsite PBX system and desk phones.

Platform Consolidation

Eliminate redundant collaboration tools (Zoom, Webex, etc.), reducing costs, while gaining control over official communications channels.

Improved Productivity

Take full advantage of the Microsoft 365 platform you are already paying for, to improve employee productivity and streamline communication channels.





Industry Leading Service Guarantee

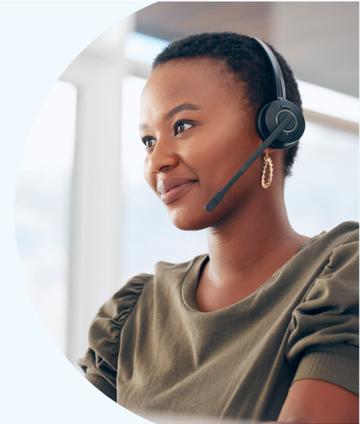
Ensures the availability of the platform and services, backed by Fusion Connect's comprehensive service guarantees, that includes on-time installation and 100% availability for next-generation services.

Comprehensive Calling Service for Microsoft Teams

Fusion Connect is a next-generation Managed Communications Service Provider (MCSP) and Microsoft Cloud Solution Provider enabling mid-market and enterprise businesses to connect people and applications globally and securely—all backed by our industry-leading service guarantee. We tailor our highly available cloud communication, connectivity, and security services to meet the unique needs of our clients.

Additional Services Complimenting Operator Connect

- ✓ [Hosted Voice \(VoIP\)](#)
- ✓ [Contact Center as a Service \(CCaaS\)](#)
- ✓ [POTS Phone Line Replacement](#)
- ✓ [SIP Trunks](#)



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Visit www.fusionconnect.com to learn more.

Or, contact a Fusion Connect Business Consultant today at **888-301-1721**.

