

CONTINUANT HYBRID CALLING FOR Microsoft Teams

Connect Hybrid Calling for Microsoft Teams is a comprehensive solution designed in part to address the communication challenges faced by companies worldwide. By seamlessly integrating on-premises phone systems with Microsoft Teams, this solution empowers companies to enhance collaboration, improve customer experiences, and optimize costs.

Key Benefits

- **Streamlined Communication:** Enable seamless communication and collaboration among personnel regardless of location or device.
- **Enhanced Customer Experiences:** Connect customers with the right personnel promptly improving satisfaction and loyalty.
- **Cost Optimization:** Reduce/eliminate hardware costs, reduce telecom expenses, and simplify maintenance thereby achieving substantial cost savings.
- **Reduce telecom administrative overhead** by utilizing a single portal.
- **Simplify connectivity in store locations:** Internet connection can now provide data, voice, and video.
- **Business Continuity** is built-in with Microsoft's global infrastructure and Continuant Connect offering 7 nines of uptime plus mobile devices, and remote functionality.

Features

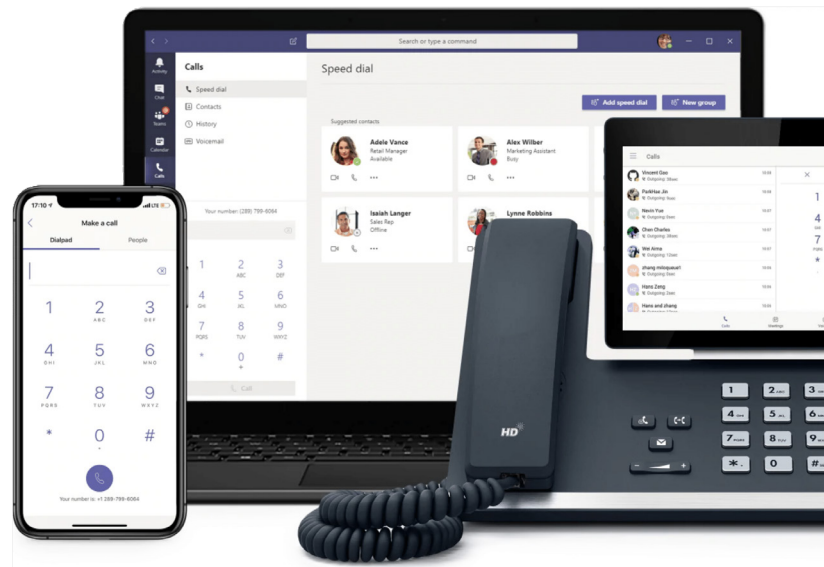
- **Integration with Existing Phone Systems:** Seamlessly integrate on-premises phone systems with Microsoft Teams, ensuring a unified communication experience.
- **Call Routing and Management:** Advanced call routing capabilities ensure calls reach the appropriate personnel, enhancing customer service.
- **Voicemail and Transcription:** Centralized voicemail inbox with transcription services for efficient management of voicemails.
- **Call Analytics and Reporting:** Gain valuable insights into call volumes, durations, and customer wait times to make data-driven decisions.



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Implementation

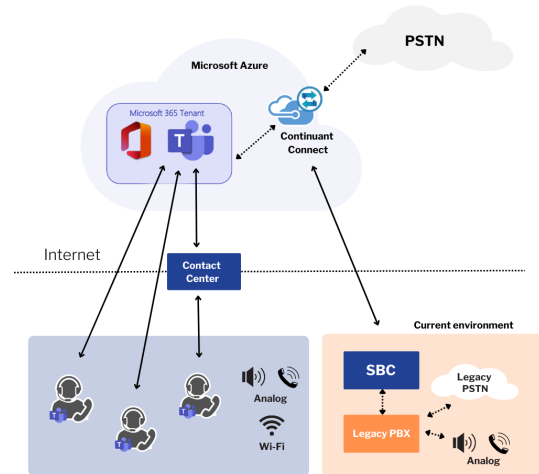
- **Assess Current Infrastructure:** Evaluate existing phone systems and communication channels to determine integration requirements.
- **Implement Direct Routing:** Connect on-premises phone systems to the Microsoft Phone System using Continuant Connect's DRaaS for inbound and outbound calling from Teams.
- **Training and Adoption:** Provide comprehensive training to store personnel on Microsoft Teams and hybrid calling functionalities for smooth adoption.



Continuant Connect Hybrid Calling

Hybrid Calling offers these features:

- **Continuant Connect serves** as the PSTN carrier for Teams users and devices.
- **Continuant Connect provides** PBX calling via SIP trunks.
- May require SBC/PSTN for connectivity to legacy PBX if needed.



Technical Requirements

- **Connectivity:** Provide a network infrastructure capable of handling voice traffic, with adequate bandwidth and quality of service (QoS) configurations.
- **Integration with Existing Infrastructure:** Plan and configure integration with on-premises phone systems, considering compatibility, routing configurations, and authentication mechanisms as well as need of integration.
- **Security and Compliance:** Implement secure authentication, encryption, and comply with data protection regulations to safeguard customer and organizational data.

Conclusion

Hybrid Calling for Microsoft Teams empowers companies to transform their communication and collaboration landscape. By leveraging the power of Microsoft Teams and Continuant Connect to integrate on-premises phone systems, companies can achieve streamlined communication, enhanced customer experiences, and significant cost optimization.

Contact us today to explore how Continuant Connect can transform your collaboration landscape.

[Connect with us](#)

About Continuant

Continuant is a global Managed Services Provider and Systems Integrator operating in the enterprise Unified Communications and Collaboration space. We specialize in PBX Maintenance and Migration, Microsoft Teams Calling and Meeting Rooms and Audio Video systems.

Recognized as a Microsoft Partner of the Year for Teams Calling and Meetings, Continuant is trusted by hundreds of Fortune 500, healthcare, and higher education organizations—in over 50 countries—to design, deploy, and manage solutions within their UC&C ecosystems.

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