



# Microsoft Teams Voice from CBTS



## Unified collaboration with Microsoft Teams

Microsoft Teams Voice by CBTS empowers businesses to streamline their communication through one of the most widely adopted collaboration tools in the world, Microsoft Teams. CBTS can integrate its robust VoIP core into a business's Microsoft Environment via Operator Connect to deliver inbound and outbound calls to the Microsoft Teams applications.

The end result is a hybrid-capable organization that is more secure, flexible, and agile. Ease the burden on your IT staff by migrating voice calling to Microsoft Teams today!

### Included calling features:

- Unlimited local calling
- Unlimited long distance<sup>1</sup>
- Concurrent call paths included
- CBTS-hosted session border controllers
- DIDs
- Auto attendants
- Call queues (hunt groups)
- Caller ID
- Voicemail
- E911
- Automatic disaster recovery
- Teams Certified handsets & devices available

<sup>1</sup> U.S. only

## Here's what Microsoft Teams Voice offers

<b>Flexible deployments</b>	CBTS tailors its integrated solution for businesses including the design, delivery, implementation, and support for all services. All clients also have direct access to a dedicated project management team.
<b>Operator Connect</b>	Utilize the Teams Admin Center portal to manage the Teams Phone system. This includes call routing and phone number assignments for users, auto-attendants, and call queues.
<b>Merge Teams Voice with legacy voice platforms</b>	Solutions for legacy voice platforms including analog that may need to reside outside of Teams.
<b>Availability and business continuity</b>	All CBTS voice solutions are built with business continuity in mind. We utilize redundant data centers and networks to ensure all your calls are still delivered.
<b>Secure access for local and remote workers</b>	With the help of single-sign-on (SSO) and multi-factor authentication, your organization can rest easy knowing that local and remote employees alike can connect securely.
<b>Up-to-date features</b>	Never gets outdated. Microsoft continues to update Teams with new features while CBTS adds valuable applications and enhancements.
<b>Support when you need it</b>	Your team can access U.S.-based support services 24x7x365.

## Why use Microsoft Teams Voice from CBTS?

- CBTS is a Microsoft Solutions Partner in Modern Work and certified Cloud Solution Provider (CSP), which enables us to provide our clients with not only an end-to-end Microsoft cloud experience but also value in supplying licenses, consulting services, support, and management.
- CBTS completed a rigorous certification process to receive an Advanced Specialization in Calling for Teams from Microsoft. This Specialization from Microsoft recognizes Partners with "deep knowledge, extensive experience, and proven success."
- As a Microsoft Operator Connect Partner, CBTS voice solutions are deeply and securely integrated into your Microsoft Cloud Environment.
- Gain a new level of reliability, support, and expertise from a Microsoft Solutions Partner with decades of experience managing UCaaS solutions for clients.
- Microsoft Teams Voice from CBTS has the flexibility needed to handle any enterprise's complex calling requirements.
- Microsoft Teams Voice from CBTS includes unlimited local and long distance so there is no need to worry about overages.

## Microsoft Teams Voice is an all-in-one solution

- Keep your organization connected by merging Calling, Messaging, and Meetings into one unified application.
- Why make your IT staff manage another application for calling when Teams can do it all?
- Efficient collaboration and increased productivity for hybrid and remote workforces.

## Our design



### Microsoft Teams Certified Devices

While calling through the MS Teams desktop and mobile applications provides flexibility and convenience, some organizations may still have a need for physical phones. CBTS offers popular Teams Certified handsets from AudioCodes, Poly and Yealink.

- Handsets are preloaded with Microsoft Teams software.
- Simplified deployment and activation – Users activate the handsets by signing in with their 365 login credentials just the same way they sign in to their other Microsoft applications.
- Perfect for hybrid workplaces and employees who only spend occasional days in the office.
- Management, troubleshooting, and analytics of Teams handsets available natively in Teams Admin Center portal.

From developing and deploying modern apps and the secure, scalable platforms on which they run, to managing, monitoring, and optimizing their operations, CBTS is the trusted partner businesses need to thrive in the application era.

Contact us today.



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