

# Ctelo Business Phone

for Microsoft Teams



## Business telephony is a natural part of the collaboration

People now use Microsoft Teams more often than mobile calling to communicate with others. In that way, businesses have already started using Teams for most of their corporate communications. It will be natural to handle traditional telephony in the same way.

## Ctelo Business Phone

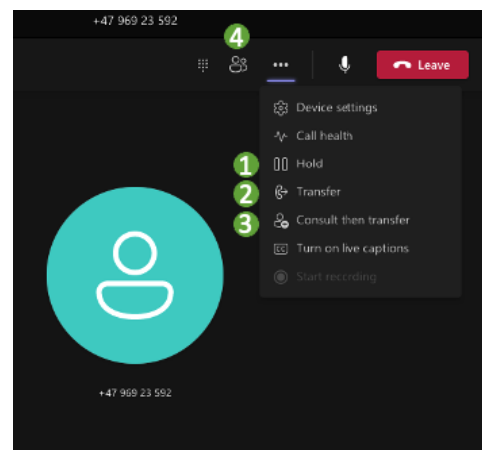
Ctelo Business Phone uses Microsoft Teams as your company's telephony solution. Auto-Attendants and Call Queues are set up in the Ctelo Admin Center in Teams to distribute the calls to users in your organization. These can easily opt-in and out of calling groups in the Teams client. The solution also supports all Teams certified contact centers.

## Telephony becomes collaboration

Where mobile telephony is "one to one" communication, telephony becomes collaboration in Microsoft Teams.

1. Put the call on hold and bring it back.
2. Transfer conversation to a colleague after first seeing if the person is available.
3. Ask on a chat if it's okay to transfer the call before making the transfer.
4. Pull a colleague into the phone call if you can't answer the question.

These options work similarly on all Teams clients for PC, Mac, tablet, and mobile phones.



## Easy to dial out from Teams

Call directly from your contacts in Outlook, Teams, web pages, and other applications where you can access your company's contacts' phone numbers. You can also dial out from meetings to include people that don't have access to Teams.

## Change telecom operator without changing business phone solution



When using Ctelo Business Phone, you no longer rely on your mobile operator's business phone solution. Teams are used for all corporate communication. This simplifies your mobile agreement to only be about the price of data and good coverage. Switching telecom operators with Ctelo Business Phone is free, and the existing setup in Microsoft Teams is kept unchanged.

## Globally Available



Ctelo Business Phone is a global cloud service available in most countries around the world. This allows your company to have a unified solution for all locations. The cloud service is made available globally from Microsoft's data centers.

## Ctelo Operations Center – 99.99% SLA

Enterprise telephony delivered as a cloud service requires high uptime and quick access to expertise if anything should stop working. In the Ctelo Operations Center, our specialists determine if the incident is in Microsoft Teams, your mobile operator, or additional services such as a contact center. The problem is quickly addressed and communicated to our customers. The best competence in the industry is at hand by Teams, phone, or email.

## Easy to get started



To use Ctelo Business Phone, you need the following per user:

- Teams Phone Standard license (included in O365 E5)
- Ctelo Business Phone license
- Fixed number per user from your telecom provider.

## Findit - Employees directory in Teams

To improve the user experience for Microsoft Teams in general and when using Ctelo Business Phone, we've developed the Teams Findit app. The app makes it easy to start a chat, e-mail, or conversation with colleagues, see their availability and book meetings. Findit can be installed directly from the Teams client and a subscription purchased through the Microsoft Appsource marketplace.



## Integrations

Ctelo Business Phone supports all Microsoft certified solutions and devices.

## Contact us

Please contact one of our resellers or contact us directly at 69006300 and [contact@ctelo.com](mailto:contact@ctelo.com) if you want to know more about the solution.