

Teams Connector

Complete PBX Softphone Solution for Microsoft Teams

Microsoft Teams combines chat, video meetings, file storage, collaboration, and more in one service that's integrated with the Office 365 productivity suite. All Teams plans enable you to make online audio and video calls, but for many organizations, that's not enough. Even if you are on the Enterprise plan, which enables you to purchase audio conferencing and phone system add-ons, the phone system requires a Microsoft calling plan and has limited PBX features.

That's where Teams Connector comes in. Teams Connector is a complete and native softphone solution that provides full control of our advanced PBX features and the collaboration features of Microsoft Teams, giving you the PBX functionality that your customers require—and, frankly, that businesses expect nowadays—conveniently within the Teams interface.

Why Teams Connector?

- Microsoft calling plan has limited PBX features—but having a separate PBX system takes users out of the Teams interface

Ideal Customer Prospects

- Businesses that use Microsoft Teams but need more than bare-bones calling capabilities



Microsoft Teams vs. Teams Connector

	MICROSOFT TEAMS	TEAMS CONNECTOR
Reliability and uptime	Teams experiences frequent app, login, and server connection downtime (according to DownDetector.com).	Our network offers true UCaaS geo-redundancy with multi-endpoint registration. Even if Teams is down, we still ring all desktop and mobile devices per user for seamless call completion.
Call quality—QoS	Voice packet loss can result in choppy voice calls.	Our multi-site geo-redundant voice network delivers optimum voice quality along with best-of-breed uptime. Integrate our SD-WAN solution for superior QoS and traffic shaping.
Advanced PBX features	If you want more than just basic online calling, you need to either switch back and forth between Teams and your PBX or use Microsoft Phone System which has only limited PBX features.	Get the full power of PBX—call queues, auto-attendants, call recording, voicemail transcription, call parking, presence, SMS responders, extension-to-extension dialing, and more—as well as fax capabilities and PBX management integrated within Teams. Supports real-time BLF of Teams users and the PBX.
Contact Center (CCaaS)	Not designed to support contact center (CCaaS) requirements.	Use Teams as your client with wallboard, extensive call analytics, and role-based contact center functionality.
Deployment and support	Microsoft and their dealers aren't PBX experts. Support can be slow, cumbersome, and inherently non-existent.	Get local system design, installation, support, and technology refresh from trusted experts with deep PBX expertise who are solely invested in your success.
Custom programming	MS Teams out of the box does not support custom PBX programming.	Program custom PBX feature codes for one-click recording, call parking, intercom, and more.
Failover strategy	Little or no strategy to failover to other devices and carrier networks.	Use Teams, desk phones, mobiles apps, or all the above, and get the full capabilities of Teams from a browser, desktop, and mobile devices.
Hybrid environment support	MS Teams dealers are simply not equipped to integrate multi-site, multi-premises-based PBXs within Teams.	Connect our Teams Connector to any premises-based PBX via SIP trunks with custom dial plans for extension-to-extension dialing between native Teams and any desktop phone to any PBX.



Teams Connector License Options

We offer two types of Teams Connector licenses:

- **Teams Connector** uses the native telephone functionality but requires a Microsoft Phones license.
- **Teams Valet Connector** uses an additional app, but doesn't require a paid Microsoft license.

You can mix and match licenses to suit your customers' needs.

	TEAMS CONNECTOR	TEAMS VALET CONNECTOR
Ideal prospect	Power user	Low-volume user
Works across multiple devices and platforms?	Yes	Yes
Microsoft Phone license required? (per user, incl. in E5)	Yes	One per MS tenant
Additional phone and user license? (per tenant)	Yes	One per MS Tenant
Teams Phone Resource Account required?	No	Yes
Teams voicemail	Recommend disabled	Recommend disabled
PBX voicemail	Yes	Yes
Dial pad	Teams native	Call app
Blind transfer	Yes	Yes
Attended transfer	Yes	No
Queue membership	Yes	Yes
PSTN dialing	Yes	Yes
Recording	Yes	Yes, on PBX
Simultaneous ring	Yes	Yes, on PBX
Forward/RNA (ring no answer)	Yes	Yes, on PBX