Solutions Overview

Calling Services for Microsoft Teams

Enabling voice as a critical business asset.

Fusion Connect's Calling Services for Microsoft Teams adds full PSTN calling to Teams, turning it into a complete business phone system, and enabling voice to become a critical digital business asset.

With Fusion Connect's industry-leading service guarantees, unwavering commitment to service excellence, and a track record of award-winning customer support, you can confidently propel your business forward while gaining the peace of mind that comes with it.

Direct Routing, Operator Connect, or a combination of the two to meet your unique business needs.

Direct Routing offers enhanced integration and customization options tailored to your specific business needs. On the other hand, Operator Connect offers a Shared Service Level Agreement, established jointly by Microsoft and Fusion Connect, along with built-in Direct Peering within the Teams network, ensuring faster integration and superior performance.

Key Capabilities and Features

Global coverage in 30+ countries. Experience unparalleled global coverage, ensuring that our services transcend geographical boundaries

Exclusive phone features for Teams. Most comprehensive phone features for Teams, providing an enriched communication experience tailored to your unique needs

100% availability with real-time traffic redirect. Our industry leading guarantee, ensuring that your communication channels remain uninterrupted and responsive

Simplified administration with single pane of glass. Simplify administrative tasks with our intuitive interface, empowering you with seamless control and oversight

Professional implementation services for rapid value. Designed for rapid value delivery, ensuring that you harness the full potential of our solutions without unnecessary delays

Seamless ITSM integration for enhanced efficiency. Elevate your operational efficiency while streamlining your workflows and enhancing collaboration across your organization

Global Audio Conferencing in 130+ countries Our conferencing capabilities provide a cohesive and unified communication platform for all your international endeavors

Global Coverage in 30+ Countries

Teams
Calling
Feature

Enhance Reach with a Single Provider

Fusion Connect's global coverage for Microsoft Teams calling services spans more than 30 countries and plays a pivotal role in modern business communication. This robust phone number availability includes the United States, Canada, Mexico, as well as numerous European and Asian nations, making it an invaluable asset for enterprises worldwide.

International Reach

In today's interconnected world, establishing a local presence is vital for businesses operating on a global scale. The availability of phone numbers in over 30 countries allows organizations to project a localized image, enhancing accessibility and trust among clients, partners, and customers.

Seamless Communication

Effective communication is the lifeblood of any enterprise. With global phone number availability, businesses can ensure that their teams can effortlessly communicate with customers and colleagues across the globe. This advantage fosters a seamless flow of information and collaboration, irrespective of geographical boundaries.

Market Expansion

For businesses eyeing expansion into new markets, having local phone numbers is a strategic asset. It enables companies to tap into new customer bases, cater to local preferences, and offer region-specific customer support. This can lead to increased market penetration and growth opportunities.

Cost-Efficiency

Traditional international phone services often come with hefty long-distance charges. Global phone number availability allows organizations to bypass these charges, significantly reducing communication expenses. This cost-efficiency can be transformative for businesses aiming to optimize their budgets.

Customer Engagement

Global phone numbers make it easier for customers in different countries to reach out for inquiries, support, or assistance. This enhances customer satisfaction by providing a direct and familiar contact point.

Fusion Connect's global coverage for Microsoft Teams calling services spans more than 30 countries and plays a pivotal role in modern business communication. This robust phone number availability includes the United States, Canada, Mexico, as well as numerous European and Asian nations, making it an invaluable asset for enterprises worldwide.

Attendant / Receptionist Console for Microsoft Teams

Teams
Calling
Feature

Elevate Your Organization's Call Management

Unlock the full potential of your call handling capabilities within Microsoft Teams by enabling your receptionists and attendants with our console feature. This dynamic addition redefines the way your organization manages calls, ensuring efficiency and excellence in every interaction. Here's a comprehensive overview of the myriad benefits this feature brings to your communication workflow:

Intuitive Call Handling Excellence

Seamlessly navigate call management with an intuitive caller panel designed for ease of use. The advanced panel provides instant access to essential features like call transfer, hold, and mute. This not only enhances overall productivity but also elevates the communication experience, leaving a lasting positive impression on both your employees and valued customers.

Customizable Configuration Flexibility

Tailor your communication experience with flexible configuration options. Craft personalized call-back messages that resonate with your brand's identity, select call-back preferences, and set timely reminders—all within a single, user-friendly interface. This heightened level of personalization simplifies communication and significantly contributes to heightened customer satisfaction.

Comprehensive Features Suite

Experience a straightforward setup process coupled with a user-friendly interface that ensures seamless operation. The console is optimized for Microsoft Teams, enhancing call handling efficiency and overall productivity. Moreover, it boasts compatibility with common platforms, accessible as a web app. For added convenience, a dedicated Windows Desktop App is available, empowering your team with one-click call transfers for ultra-smooth interactions.

Enhanced Productivity

The console's feature-rich environment streamlines workflow processes. Receptionists and attendants can easily manage inbound calls, ensuring that each interaction is handled promptly and efficiently. This, in turn, frees up valuable time, allowing your team to focus on delivering exceptional service and fostering deeper client relationships.

Effortless Call Routing

Global phone numbers make it easier for customers in different countries to reach out for inquiries, support, or assistance. This enhances customer satisfaction by providing a direct and familiar contact point.

Real-Time Call Status

Stay informed with real-time call status updates. Receptionists can easily track the status of calls, whether they are on hold, in progress, or completed, ensuring they are always in control of the communication flow.

Integration with Teams Ecosystem

The console seamlessly integrates with the broader Teams ecosystem, ensuring that communication remains cohesive and streamlined. Your team can effortlessly switch between Teams chats and call management, providing a unified experience.

By incorporating the Attendant / Receptionist Console into your Microsoft Teams environment, you're not just improving call handling—you're transforming your organization's communication capabilities. This feature paves the way for exceptional service, streamlined workflows, and a more productive, responsive, and connected workforce. Elevate your business communication to new heights and ensure that your receptionists and attendants have the tools they need to excel in managing calls efficiently.as well as numerous European and Asian nations, making it an invaluable asset for enterprises worldwide.

SMS/MMS Integration

Teams
Calling
Feature

Expand Communication Reach

SMS/MMS integration for Microsoft Teams is a transformative feature that redefines the way you collaborate and communicate within and outside your organization. This feature brings mobile messaging into the Teams ecosystem, facilitating seamless communications even among individuals using different collaboration platforms. Here's a closer look at what this integration has to offer:

Direct Integration with Teams

Our SMS/MMS feature seamlessly integrates with Microsoft Teams, allowing you to harness the power of mobile messaging directly within your familiar Teams environment. This integration simplifies communication by consolidating your conversations into one unified platform.

SMS/MMS Text Messaging to Individuals and Groups

With this integration, you gain the ability to send SMS and MMS messages to both individuals and groups. Whether you need to communicate a critical update to your team or engage in one-on-one conversations with clients, this feature offers versatility and convenience.

Universal Accessibility

Perhaps one of the most significant advantages is that any text-enabled mobile phone can communicate with Microsoft Teams using this feature. This universality ensures that your colleagues, partners, and customers can engage with you effortlessly, regardless of the messaging platform they use.

Enhanced Collaboration

SMS/MMS integration fosters enhanced collaboration by breaking down communication barriers. It allows you to seamlessly switch between texting and Teams chats, ensuring that you can reach your team members quickly and efficiently, whether they're in the office or on the go.

Time-Saving Convenience

Say goodbye to the hassle of switching between multiple apps to send text messages. With this integration, you can streamline your communication efforts by keeping all your conversations within Teams. This not only saves time but also reduces the risk of missing important messages.

Improved Responsiveness

Instantly respond to urgent messages, ensuring that you stay connected with your colleagues and clients in real-time. This feature empowers you to provide quick and efficient customer support, address critical issues, and maintain responsive communication channels.

Enhanced Engagement

Reach your audience more effectively through the versatility of SMS and MMS. Whether you're sharing multimedia content, important updates, or promotional material, this feature allows you to engage with your audience in a way that suits your communication objectives.

Incorporating SMS/MMS integration into Microsoft Teams opens a world of possibilities for efficient, responsive, and versatile communication. It bridges the gap between different messaging platforms, simplifies collaboration, and ensures that you can stay connected with your team, partners, and customers effortlessly. With this feature, you're not just improving communication; you're transforming the way you work.

Compliance Call Recording

Teams
Calling
Feature

Unlock Comprehensive Recording and Retention Capabilities for Microsoft Teams

Experience policy-led, unlimited recording and retention of audio and video calls within Microsoft Teams with our Compliance Call Recording feature. This indispensable tool is designed for organizations that require rigorous record-keeping for compliance, training, or other critical purposes. Here's an in-depth look at the extensive range of benefits and features it brings to your Teams environment:

Unified Call Recording

Achieve unified call recording seamlessly integrated within Microsoft Teams, ensuring a cohesive experience for your organization

Unlimited Scale and Storage

Say goodbye to limitations. This feature offers unlimited scalability and storage with full data encryption, ensuring that you can record and retain calls without constraints.

Comprehensive Call Recording

Record 100% of your conversations, regardless of the device used or the device from which the call is made. This comprehensive approach ensures that no vital information is missed.

AI-Driven Insights

Leverage the power of artificial intelligence for sentiment analysis and alerts. Gain valuable insights into your conversations and receive alerts on critical aspects in real-time.

Data Portability

Enjoy data portability with an Open API, allowing you to seamlessly integrate call recording data into your existing systems.

Data Retention and Management

Efficiently manage your recorded data with robust data retention and management capabilities, ensuring compliance with regulations and organizational policies.

Global Compliance

Rest assured that your call recording is secure and compliant with global privacy and data sovereignty standards, enabling you to operate with confidence on an international scale.

Affordability and Ease of Deployment

Achieve cost-effectiveness and ease of deployment, ensuring that you can implement this critical feature without breaking the bank.

Real-Time Search

Conduct real-time searches for recorded conversations, allowing you to access relevant information when you need it most.

Advanced Notifications and Alerts

Stay informed with advanced notifications and alerts, enabling rapid responses and proactive management of recorded content.

The Compliance Call Recording feature is a cornerstone of efficient, compliant, and data-driven communication within Microsoft Teams. It empowers your organization with the tools needed to excel in call recording, ensuring that you can meet compliance requirements, enhance customer experiences, and drive operational improvements.

Business Continuity/Failover

Teams
Calling
Feature

100% Phone Service Availability with Real-Time Traffic Redirection

In today's competitive business landscape, the ability to operate seamlessly, regardless of challenges, is paramount. At Fusion Connect, we've designed our Teams Calling Services to deliver an unparalleled level of availability, ensuring that your phone communication remains uninterrupted, even when Microsoft Teams is down.

Our 100% availability guarantee means that you can rely on your phone service with confidence, knowing that your business operations will continue to run smoothly. Here's how our innovative approach, featuring real-time traffic redirection, safeguards your communication and keeps your organization operational:

Redundant Design

Our infrastructure is designed with redundancy at its core, providing a fail-safe mechanism to ensure that your phone service remains available for inbound and outbound calls, even if Microsoft Teams experiences interruptions. This redundant design is the foundation of our commitment to uninterrupted service.

Real-Time Traffic Redirection

In the event of any disruption to Microsoft Teams, our system seamlessly redirects phone calls in real-time, allowing inbound and outbound calls to continue utilizing the same phone number. This feature is a game-changer, ensuring that your communication remains uninterrupted, regardless of external factors.

Enhanced Call Routing

Our redundant auto attendants and hunt groups play a pivotal role in guaranteeing that calls are routed to the right individuals or teams. This precision ensures that your business operations remain on track, with minimal disruptions.

Seamless Transition

When Microsoft Teams is back online and fully operational, our system effortlessly route calls back to the Teams platform. This seamless transition ensures that both your employees and customers enjoy a continuous and consistent communication experience.

In a world where business continuity is non-negotiable, Fusion Connect stands as your unwavering partner, providing the infrastructure and capabilities needed to keep your communication channels open and your operations running smoothly, regardless of the circumstances. Our dedication to 100% availability and real-time traffic redirection is a testament to our commitment to your organization's success.

Simplified Management

Teams
Calling
Feature

Streamline Administration with a Single Pane of Glass

Efficiently managing your IT ecosystem is a strategic imperative in today's fast-paced business environment. Fusion Connect's Teams Calling Services empowers you with a simplified administration experience, consolidating and enhancing the native Microsoft administration console. Here's a comprehensive overview of how our solution streamlines your administrative tasks and bolsters your IT ecosystem:

Unified Management Portal

Our management portal acts as the control center for your Microsoft Teams calling services. This unified interface simplifies the complex administrative tasks associated with phone number assignment, ordering, and porting, providing real-time, on-demand capabilities.

GUI-Based Call Flow and Resource Management

In the event of any disruption to Microsoft Teams, our system seamlessly redirects phone calls in real-time, allowing inbound and outbound calls to continue utilizing the same phone number. This feature is a game-changer, ensuring that your communication remains uninterrupted, regardless of external factors.

Event-Based Alerts for Change Management

Stay ahead of changes with event-based alerts. Our system notifies you of important events and changes in real-time, enabling proactive change management and quick responses to evolving requirements.

Call Utilization Reporting

Access comprehensive call utilization reports that provide valuable insights into your communication patterns. These reports empower you to make data-driven decisions, ensuring your resources are utilized optimally.

Sub-Tenant Management

If you operate with sub-tenants, our management portal provides the tools needed to efficiently oversee and manage these segments of your organization. This centralized approach simplifies multi-tenant administration.

Incorporating Fusion Connect's simplified administration capabilities into your Microsoft Teams calling services is your gateway to enhanced efficiency, integration, and ease of management. We empower your administrators to streamline tasks, centralize your IT services, and make informed decisions through intuitive interfaces and real-time alerts. Elevate your IT ecosystem to new levels of productivity with Fusion Connect.

Professional Implementation Services

Teams
Calling
Feature

Ensure Rapid Value and Peace of Mind

In the dynamic landscape of modern business, a swift and successful implementation of critical services can be the key to staying competitive. Fusion Connect's professional implementation services for Microsoft Teams Calling Services guarantee a seamless transition and immediate value realization. Here's a comprehensive overview of how our services provide you with peace of mind and expedited implementation:

Microsoft Certified Consultants

Our team of Microsoft Certified consultants brings unmatched expertise to the table. These professionals are well-versed in the intricacies of Microsoft 365 and Operator Connect, ensuring that your implementation is in capable hands.

Rapid Implementation and Knowledge Sharing

Speed is of the essence in today's business environment. We prioritize rapid implementation, ensuring that your system is up and running efficiently without unnecessary delays. Furthermore, we believe in sharing knowledge with your team, empowering them to make the most of the implemented solutions.

Advanced Feature Configuration

Our experts delve deep into advanced feature configuration, tailoring your setup to your specific business needs. This personalized approach ensures that you receive a system that not only meets but exceeds your expectations.

Guaranteed Installation

We stand by our commitment to delivering rapid value. Our guaranteed installation ensures that your Operator Connect implementation is executed swiftly and seamlessly. You can have confidence in our ability to get your system up and running efficiently.

Choosing Fusion Connect's professional implementation services means choosing peace of mind, rapid value realization, and expert guidance. Our team of certified consultants is dedicated to ensuring that your implementation is a success, allowing your organization to thrive in today's competitive landscape.

Seamless ITSM Integration

Teams Calling Feature

Streamline Teams Calling Services Assignment and Management

In the ever-evolving business world, the ability to automate critical processes is a game-changer. Fusion Connect's Seamless ITSM Integration feature is designed to seamlessly automate the assignment and management of Teams Calling Services phone numbers for employees, providing a host of benefits that alleviate the burden on IT administrators, reduce errors, and accelerate new user provisioning and decommissioning. Here's an in-depth look at how this feature empowers your organization:

Automated Assignment

Our Seamless ITSM Integration assigns Teams Calling Services phone numbers to employees in real-time. This automation eliminates the manual intervention typically required, ensuring that phone numbers are allocated efficiently and accurately.

Streamlined Management

Beyond assignment, this feature also streamlines the ongoing management of phone numbers. IT administrators no longer need to oversee every aspect of phone number provisioning and decommissioning, as the system takes care of these tasks seamlessly.

Error Reduction

Automation inherently reduces the risk of human errors. By eliminating manual processes, you minimize the chances of misconfigurations or data entry mistakes, ensuring a smooth and error-free experience.

Accelerated Provisioning

New user provisioning becomes a rapid and efficient process, enabling your organization to onboard employees swiftly. This speed is especially valuable in dynamic business environments where agility is a competitive advantage.

Efficient Decommissioning

When it's time to decommission phone numbers for departing employees, the seamless ITSM integration feature ensures an efficient process, freeing up IT resources for more strategic tasks.

Enhanced ITSM Integration

This feature goes beyond basic automation. It seamlessly integrates with your existing IT Service Management (ITSM) system, ensuring a cohesive and unified experience for your IT team.

By embracing Fusion Connect's Seamless ITSM Integration, your organization gains a powerful tool that automates the assignment and management of Teams Calling Services phone numbers. This automation reduces the administrative burden on IT personnel, minimizes errors, accelerates new user provisioning, and streamlines decommissioning. In a business landscape that demands agility and efficiency, this feature is your ally in achieving operational excellence.

Audio Conferencing

Teams
Calling
Feature

Elevate Your Collaboration Experience

In today's fast-paced business world, seamless collaboration is paramount. Fusion Connect's Audio Conferencing for Microsoft Teams takes your collaboration experience to new heights, offering a comprehensive range of dial-in options and capabilities that empower your organization. The transformative service delivers numerous advantages:

Cost-Efficiency

Our service offers cost-effective postpaid pricing models that ensure that you get the most value out of your audio-conferencing solution. Say goodbye to costly and complex audio-conferencing setups with prepaid requirements.

Enhanced Accessibility in Low-Bandwidth Areas

Audio Conferencing provides phone dial-in options, ensuring that users in low-bandwidth areas can participate in meetings with a seamless and reliable audio experience

Effortless Meeting Scheduling

With Audio Conferencing for Microsoft Teams, scheduling meetings becomes a breeze. Integration with Microsoft Outlook allows you to schedule meetings with a single click, eliminating the hassle of coordinating various calendars.

Global Reach

Expand your reach with global dial-in numbers available in over 130 countries. This global accessibility ensures that your meetings can include participants from around the world, fostering a truly international collaborative environment.

HD Audio Quality

Crystal-clear audio quality is at the core of our service. Enjoy HD audio, ensuring that every word is heard with utmost clarity, leading to more productive and effective meetings.

Seamless Integration

Our service seamlessly integrates with Microsoft Teams, offering a unified experience. This integration means you can leverage all the features of Teams while benefiting from the added audio-conferencing capabilities.

Dedicated Support

We stand by your side every step of the way. Our dedicated support team is ready to assist you with any questions or issues, ensuring a seamless and stress-free experience.

Scalability

Whether you're a small team or a large enterprise, our service scales to meet your needs. Start small and expand as your organization grows, with the flexibility to adapt to changing demands.

Audio Conferencing for Microsoft Teams by Fusion Connect is your gateway to a more productive, efficient, and collaborative workspace. Elevate your collaboration experience, streamline your meetings, and connect with colleagues and clients from around the world with ease. Explore the future of audio conferencing and experience the difference Fusion Connect can make in your organization's communication and collaboration endeavors.

Microsoft Cloud Solution Provider

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

The most extensive service guarantees in the industry to match our best-in-class technology stack.

- Customer Satisfaction Guarantee
- Installation Guarantee
- 100% Uptime Guarantee
- Rate Lock Guarantee
- Future-Proof Technology

Visit www.fusionconnect.com to learn more or, contact your Fusion Connect Channel Manager

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.

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