

Microsoft Teams

Phone Calling

Replace Your Legacy Phones with a Microsoft Teams Phone System

Your cloud-based unified communications solution with enterprise-grade telephony



With today's dynamic workforce, legacy phone systems are unable to provide businesses with the flexibility, enhanced productivity, centralised control and mobility-related features that they require and end-users' demand. Now more than ever, businesses need a complete phone system which could fit into increasingly varied and digital ways of working, facilitating clear and productive communication, as well as promoting collaboration and efficiency across the organisation.

Microsoft Teams Phone Calling offers you a complete, secure, cloud-based modern unified communication solution & phone system powered by Microsoft Teams, that combine reliable, enterprise-grade calling capabilities and your most-used collaboration tools under a single platform which helps deliver seamless, collaborative experience for your employees, business partners, and customers.

An all-in-one communication solution that helps create efficiencies and foster a culture of connection

✔ Microsoft as your telephony carrier

Your all-in-the-cloud solution that provides PBX functionality & calls to PSTN, with Microsoft acting as your Telco. Eliminating the need for on-premises PBX.

✔ Teams-certified devices

Make and receive calls from Teams-certified desk phones, including intuitive screens & controls.

✔ Simplified setup and management

Easily deploy, add phone numbers and manage your entire phone system in a central location, increasing flexibility & security.

✔ Connectivity on the go

Call from anywhere, on any device through availability of the Teams app on desk phones, desktop, mobile and web.

Key features of the unified communication solution, powered by Microsoft Teams

Your powerful business cloud-based PBX

Cloud Auto Attendants

Provide callers with menu options to route calls to an appropriate person / department based on the callers' input.



Cloud Call Queues

Possibility to keep callers on hold until a relevant agent is available to help the callers with a particular issue or question.



Call Forwarding

Immediately forward incoming calls to colleagues, to voicemail or to another number, or forward after specific number of seconds.



Music on Hold

Get a custom announcement, promotional messages across to your callers or simply play some music.



Simultaneous Ring

Allows incoming calls to ring you and someone else (such as a delegate) at the same time.



Call Transfer

Transfer your calls to another user within the organisation or to external number.



Voicemail

Access to business voicemail under your Exchange mailbox.



Hold & Resume Calls

Easily place calls on hold and resume calls.



Contact Center Integration

Allows for third-party contact center solutions integration with Microsoft Teams.





Call Reporting


Get visibility into inbound and outbound PSTN calls across the organisation.





Microsoft Teams Phone Calling Includes


 **Consulting** – Access to trusted experts who will understand your business telephony requirements & help you integrate a modern communication solution strategy that meets your goals.

 **Microsoft Licensing** – As a Microsoft CSP Direct Partner, we will make sure that your Phone System is licensed with the right Microsoft Calling plan, based on your organisation's needs.

 **Network Readiness** – Our team will help you ensure your network is optimized to get the best Phone System experience.

 **Training & User Adoption** – In-person / remote hands-on end-user & administration training, for the users to effectively use & manage the Phone System.

 **Supply & Installation** – Our team will help you choose the appropriate desk phone(s) for your business, from a wide range of Teams-certified devices & remotely install your Phone System, ensuring you are up and running in no time.

 **Support** – Email & chat-based post-installation support, with industry-leading SLA.

Contact Us

www.tcf.cloud

Mauritius Office

The Cloud Factory EMEA Ltd
1, The Factory Building, Vivéa Business Park,
Moka | Mauritius
T: +(230) 433 7629 | E: hellomauritius@tcf.cloud

UK Office

TCF EMEA LTD
228 Portland Crescent, Stanmore, Middlesex,
England HA7 1LS
T: +(44) 20 8078 7251 | E: hellouk@tcf.cloud

France Office

TCF EUROPE SASU
40 Rue Madeleine Michélin, 92200,
Neuilly Sur Seine
T: +(33) 3 92 25 18 39 | E: hellofrance@tcf.cloud

