

# Call2Teams

Greater flexibility for staying in touch  
in the work from anywhere era



Take calls, or make them, via your office PABX on any device, anywhere at any time & benefit from all of Microsoft Teams' great collaboration features.

## What is Call2Team?

Call2Teams is the premier cloud service which connects Microsoft Office 365 Teams users to their office phone system. It means you can take, or make, calls via your office PABX, on any device, anywhere at any time without needing any additional hardware or software.

Call2Teams is hosted within the super-secure Microsoft Azure Cloud and operates across the Microsoft global infrastructure spanning three continents. Because the PABX system/ Office 365 integration is in the cloud, it's the easiest way to integrate real time telephony with Microsoft Teams. Before this integration, an end user had to use Teams on their PC/Mac, while answering their office phones on another device. With Call2teams, users now have the best of two worlds: full access of all the collaboration features of Teams and with the ability to answer incoming and make outbound calls from the same device.

### The Benefits:



Teams users can make and receive calls as normal, through their existing PABX.



No additional software or hardware is needed.



You don't need to reconfigure your PABX and desk phones stay as they are. (Users can also use their old handsets to answer calls if they prefer).



Businesses benefit from Microsoft Azure's enterprise-grade, high availability infrastructure.



There is no minimum user quantity



24\*7 monitoring services include real-time service alerts.



You stay with your existing Telecoms provider



No special training needed



Scale up or down in line with staffing needs



Always-on flexibility keeps call centres operational 24/7



Access to all Teams' great collaboration features



Assign extensions to staff located in multiple locations from a single corporate number.

# What does it cost?

Organisations have a choice of setup options:

- 1 Direct Routing:** Requires the installation of a hardware device which costs around US \$5,000.00, plus licences.
- 2 Call2Teams:** Requires no hardware investment - Integration is via enabling the appropriate licences.



*\*Additional qualifying pre-reqs: Office 365 E1, E3, A1, A3; Microsoft 365 E3, A3 - capped at 300 users*

## Microsoft 365 Business Voice main feature list:

- ✓ Local numbers
- ✓ VoIP calling
- ✓ Auto attendants
- ✓ Call queue
- ✓ Caller ID
- ✓ Call routing
- ✓ Emergency calling
- ✓ Emergency calling with dynamic location
- ✓ Voice Mail
- ✓ Call forwarding
- ✓ Call delegation (share a phone line with a delegate)
- ✓ Call park
- ✓ Music on Hold
- ✓ Call block
- ✓ Auto attendant Extension Dialling
- ✓ Auto attendant/call queue transfer to shared voicemail
- ✓ Multilingual Interactive Voice Response (IVR)
- ✓ Calling policy
- ✓ Domestic Calling Plan\*
- ✓ Toll-free dialling\*
- ✓ International Calling Plan\*
- ✓ Audio Conferencing

\*As per existing Telco Plan



# Comparison between Call2Teams and Direct Routing

Call2Teams provides superior features and flexibility to alternative methods to delivering calling to Microsoft Teams, and is operated from within Microsoft’s cloud environment. The table below compares two ways of getting phone calls into Teams:

Comparison of methods to achieve calls in Microsoft Teams	Call2Teams	SBC & Direct Routing
Simple per-user subscription	✓	✗
No number porting required	✓	✓
No hardware or software required	✓	✗
Keep call centre functionality	✓	✓
No complex PBX configuration required	✓	✗
Keep existing desk phones and devices	✓	✓
Available in all countries	✓	✓
No special training or knowledge	✓	✗
Cost-effective for SMB	✓	✗
Keep your current phone provider	✓	✓

## Next Steps

Call us now to explore how Calls2Team can keep your business always switched on.

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Let the cloud work for you. Call us now to find out how Cobweb can help your business become more agile, productive and mobile.

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**About Cobweb**

Cobweb is one of Europe’s largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

