

broadvoice

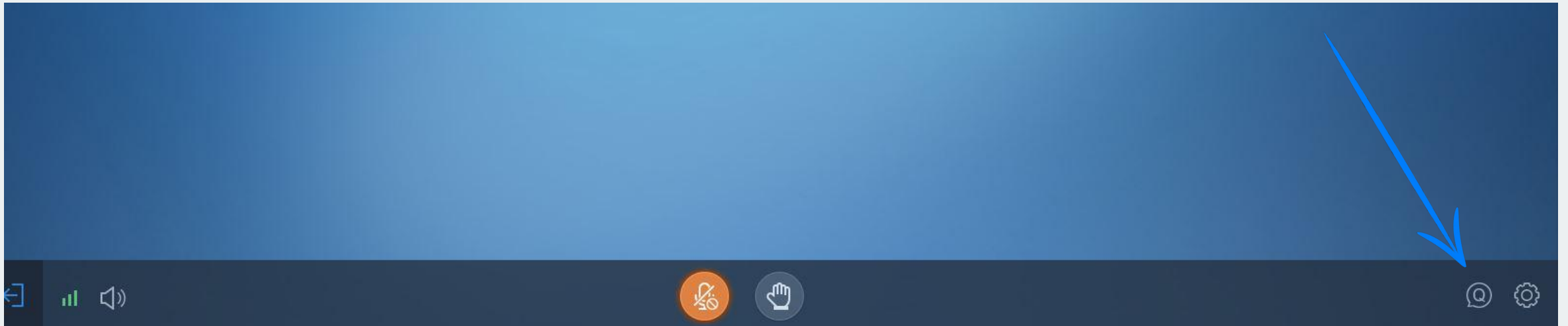


MS TEAMS INTEGRATION

PRODUCT OVERVIEW

**During the webinar please use the Q&A feature
located in bottom right corner of your screen!**

**We will answer the questions at the end of the presentation
Thank you!**



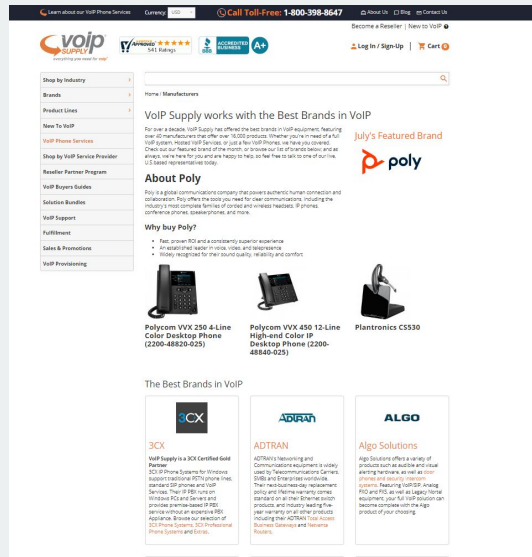
Let Us Fulfill Your Needs



Who is VoIP Supply

VoIP Supply is North America's leading VoIP solutions provider.

We have been taking the stress out of VoIP Solution design since 2002! Reclaim your industry experience and join our team of over 125,000 customers.



Product Catalog

Over 5,000 products from over 60 of the industry's leading manufacturers



We are More than just a Website!

Best Places to Work in Western New York

500/5000 Company

Buffalo Niagara Business Ethics Award Nominee



VoIP Experts

Combined, our experts have over

FIFTY years of experience

We Are VoIP Supply

VoIP Supply Programs



Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

Hardware & Provisioning

featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

VoIP Rental Program

our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

CloudSpan MarketPlace

a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment

provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim

offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

Channel Support: Northeast



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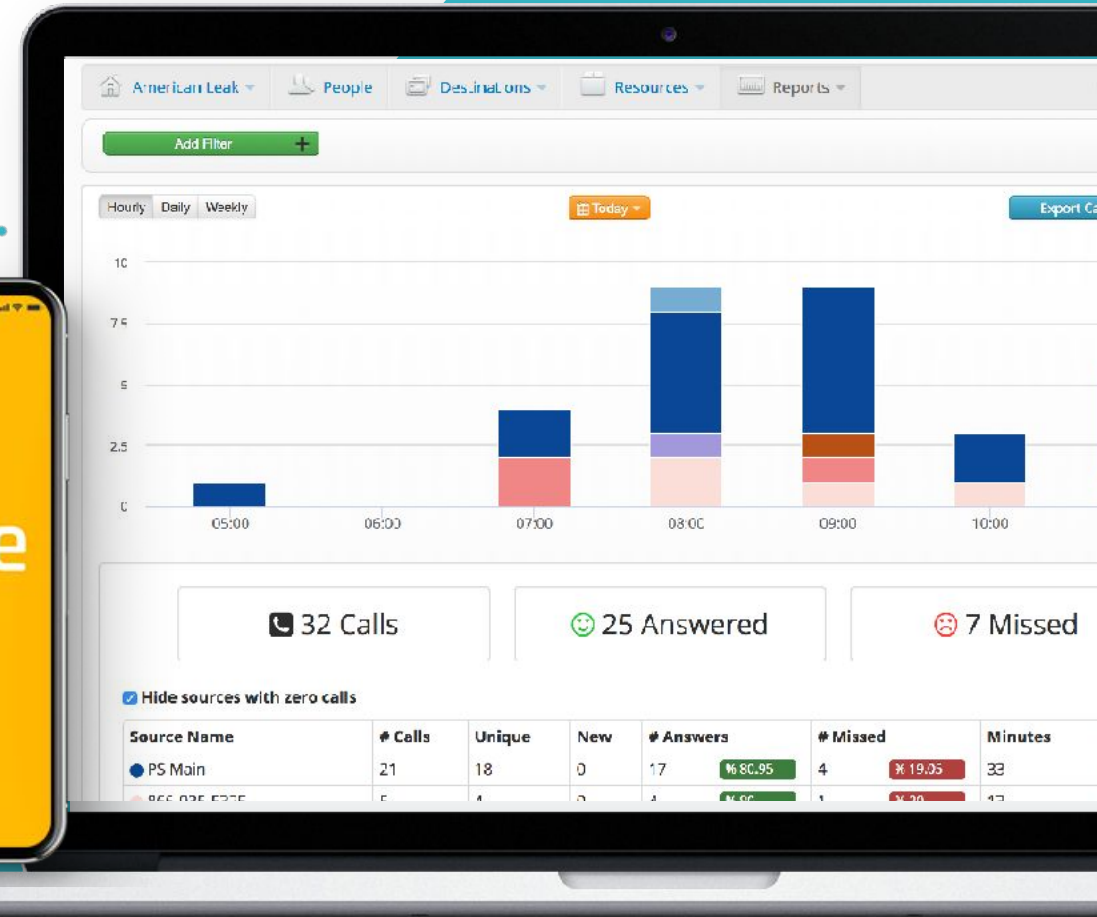
747.210.9223

Our Clients



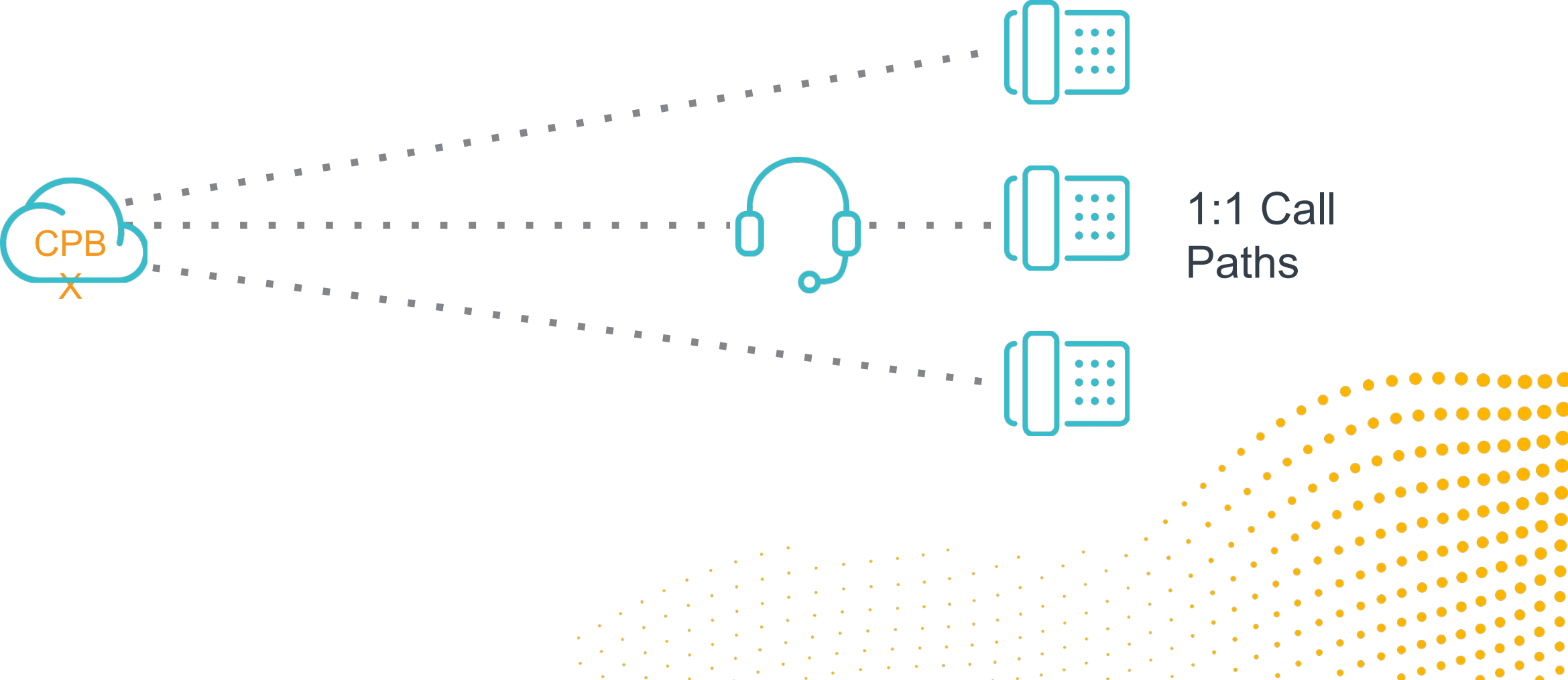
Our Products

- CLOUD PBX
- SIP TRUNKING
- CONTACT CENTER



Seat Model Options

Traditional Seat Model



Seat Model Options

Call Path Seat Model



SIP Trunks

Commonly Supported PBX Systems

allworx

talkswitch
ANSWERS WITH INTELLIGENCE

FONALITY

Asterisk

AVAYA

trixbox

NORTEL

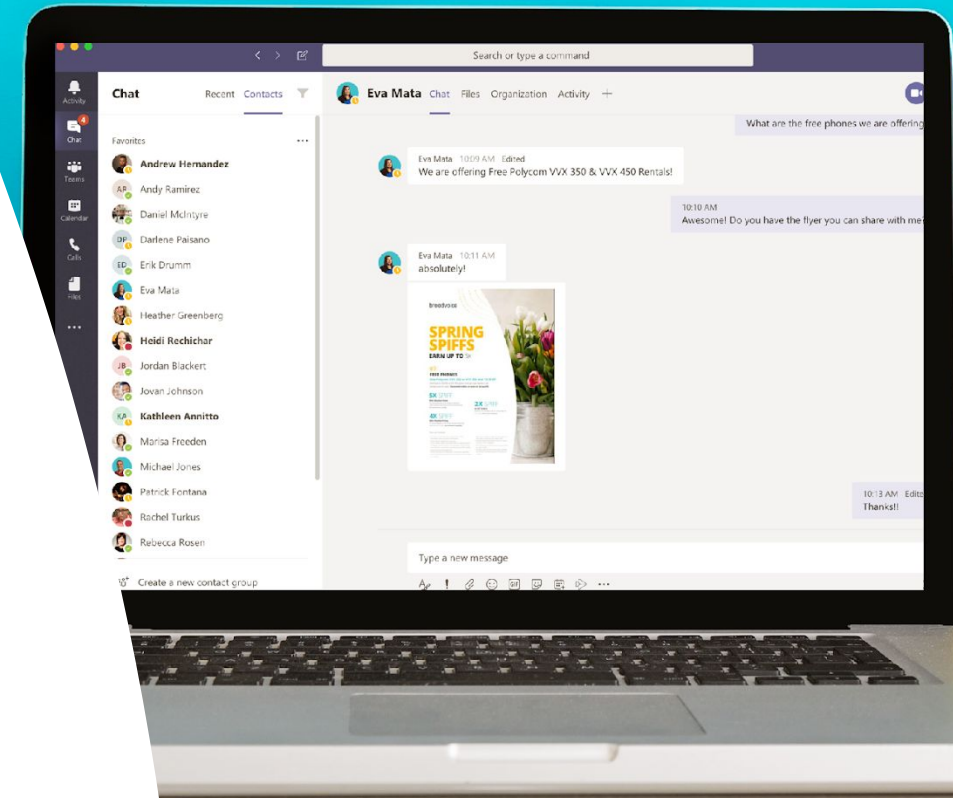
3CX
Innovating Communications

ShoreTel
Brilliantly simple™

- Metered or Unlimited
- Hybrid SIP & Cloud Solutions
- Certified/interoped traditional PBX systems
- Call Bursting
- Call Recording
- Fax available
- Local DIDs
- Inbound Call analytics
- Conference bridge
- Auto Failover
- Auto Attendant

ADD CALLING TO YOUR COLLABORATION

This integration is for those using MS Teams for collaboration who require the ability to place or receive calls outside of MS Teams ecosystem. Our integration solves this by providing inbound and outbound calling directly within the MS Teams application.



TARGET AUDIENCE

Microsoft Users

Currently use Microsoft suite of services including:

Workplace productivity: Word, Excel, Powerpoint

Collaboration: MS Teams, Sharepoint

NEED: Inbound/outbound calling, auto attendants, business hours, call groups, call recording, fax





Teams User Features

- **Calling in Teams**
 - *Inbound*
 - *Outbound*
 - *Hold*
 - *Transfer*
- **Call Logging**
- **Instant Messaging**
- **Desktop/Mobile**

b-hive UCaaS Features

- **Auto Attendants**
- **Business Hours**
- **Call Groups/Queues**
- **Call Recording**
- **Faxing**

A photograph of a woman in a call center, smiling and wearing a headset. She is sitting at a desk with a computer monitor. Another woman is visible in the background, also wearing a headset. The image is partially covered by a teal overlay on the left side.

The Goods

REQUIREMENTS

- Active Broadvoice b-hive account
- Microsoft 365 subscription
 - Business Essentials or Business Premium + Phone add-on
 - E1 or E3 + Phone add-on or an E5 (includes phone)
- Integration subscription (Call2Teams)



PBX FEATURE COMPARISON

	Broadvoice	Microsoft
Business Hours	✓	✓
Auto Attendant	✓	✓
Groups/Queues	✓	✓
Call Recording	✓	X
Unlimited Domestic Calling	✓	X
Faxing	✓	X
Analytics	✓	X
Call Center	✓	X

*total per user cost with integration starts at \$35/user



WHY WE WIN

- Solid UCaaS feature set (AA, groups, business hours, faxing)
- Available for any seat level
- Right sizing customer (mix-and-match seats/call path)
- Trusted Broadvoice team
- 30-day Trial



Things to Know



FREQUENTLY ASKED QUESTIONS

1. Does the integration work with the MS Teams mobile app?

Yes

2. Where do my voicemails reside?

You can use either Broadvoice or MS Teams voicemail. Both have transcription.

3. Can I have Broadvoice's Salesforce Integration and also use MS Teams for calling?

Yes, both work well together. Calls are presented to MS Teams while matching records in Salesforce.

4. Are any additional applications required to install?

No. As long as Teams is already installed, no other software is required for the integration to work.

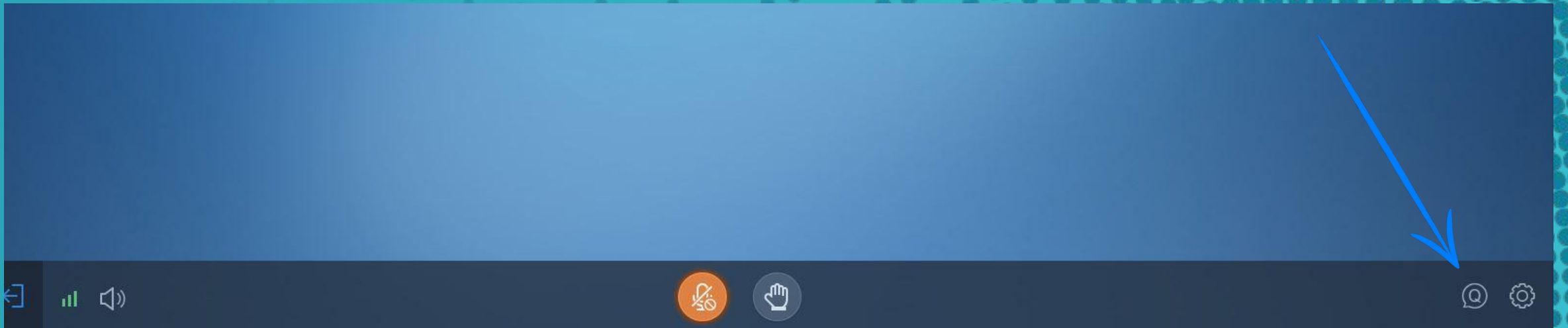
5. If I answer a call on my phone, will I be able to see the active call within MS Teams?

No, Teams will log the call as missed.



Q&A

THANK YOU



We Are VoIP Supply

Join Our Team



Become a VoIP Supply Partner

- Exclusive Pricing Through VoIP Supply!
- Opportunity Support – Consulting & Solution Design



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