Does Microsoft Teams Meet Your Unified Communications Needs?

Chances are you're already using Microsoft Teams in some capacity, but does it meet the telephony needs of your entire organization?

Teams has more than **270m active users**, and more than **80m** use Teams phone services.

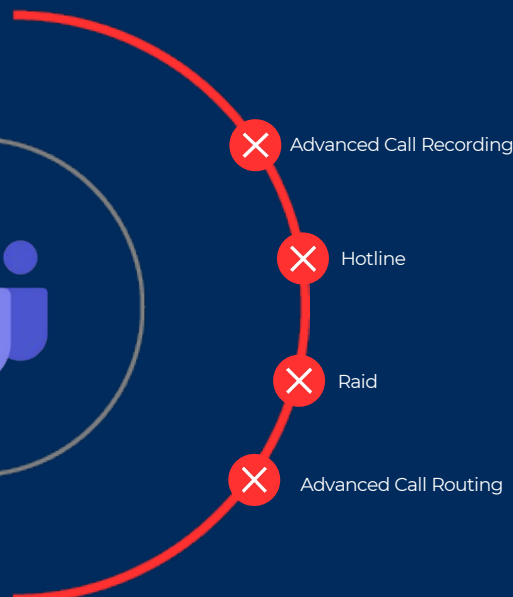## Microsoft Teams is Limited in UCaaS Features

While Microsoft Teams may not be as feature-rich as other modern Unified Communications as a Service (UCaaS) providers, it may still be a good fit for basic users that only require standard telephony services. If you're already paying for Microsoft Office 365 licenses, the added costs for direct routing on Teams are minimal ($8/month per user).

What about your power users that require additional features? In that case, we suggest a full featured UC solution like RingCentral MVP or 8x8 for those who need it, and Microsoft Teams for those who don't. Call us for a free telephony analysis to discuss your specific needs.

Features that ARE currently offered

- ✓ Auto Attendant
- ✓ Voicemail
- ✓ Basic Call Queuing
- ✓ Call Forward
- ✓ Call Park & Retrieve
- ✓ IVR
- ✓ Shared Call Experience
- ✓ Paging
- ✓ Music on Hold

Features that ARE NOT currently offered

- ✗ Advanced Call Recording
- ✗ Hotline
- ✗ Raid
- ✗ Advanced Call Routing

How Does Contact Center Factor into the Equation?

Currently, Microsoft does not offer any native contact center functionality. However, all the leading modern contact centers provide some level of Microsoft Teams direct routing capabilities, which we can help you evaluate based on your specific organizational needs.

The trend of integrating Teams within the contact center is seen frequently in SMBs, while enterprises tend to prefer two separate platforms since departments are comprised of smaller, highly focused groups. Again, we can help you decide which path makes the most sense for your organization.

An estimated **15% (30 million)** of Microsoft 365 users have already adopted teams' phone system as their primary telephony communications.

Building UCaaS and CCaaS is becoming more common among SMBs, and less for large organizations.

Still unsure of the path forward with Microsoft Teams in your organization?

Call us today at 877-328-7767 for a free customized assessment!

Can Our Organization Depend on Microsoft Teams?

Microsoft offers a service level agreement for 99.99% telephony uptime, which is less than the standard 99.999% offered by leading UCaaS providers. This important decision comes down to how your users rely on and interact with modern telephony.

In large enterprises, it is entirely possible to meet a large majority of your staff's calling needs through Microsoft Teams, while providing a full-featured solution for your power users. To learn more, contact us today for a complimentary evaluation of your existing telephony environment.