

# Teams Connect Battle Card

Teams Connector is the perfect service for bringing the calls from your company phone system to Microsoft Teams users. Adding voice and calls to Teams delivers a step-change in user productivity and the effectiveness of the Microsoft Teams collaboration platform. The implementation of Teams Connector is performed through an intuitive web portal, doesn't require any hardware or software and importantly, no disruption to your company phone system.

## Customer pain points



- Users have two systems: Teams for collaboration and a company PBX for calls
- Using Teams for calls means switching the phone system to Microsoft, or a complex integration with the current PBX using expensive hardware & software
- Users want to have Teams full call capability on all devices, PC, Mac and Mobiles so users can work remotely
- IT departments don't want to manage several different communications and collaboration platforms

## The Teams Connect Advantage



- Connect virtually any PBX to Microsoft Teams users without buying hardware or software
- Intuitive portal to configure the service
- Works with Teams on PC, Mac and mobile
- IT Departments can reduce the number of systems to manage by using Teams as a single platform for calls and collaboration
- Fully secure and approved for use on leading PBXs
- True native integration to Office 365, no workstation software to install and manage
- Pay-as-you-go subscription-based pricing

## The Teams Connect Advantage



- Controlled via an easy-to-use web portal, no hardware or software required
- Teams Connect routes calls between your existing PBX and Microsoft Teams through gateways operating in Microsoft Azure data centers Regional, load-balanced architecture provides enterprise availability and global capability

# Target Market

## IT Administrators

- Who want to provide voice and calls to Microsoft Teams users.
- Who want to reduce number of software products to manage without compromising user features
- Who want to use cloud services rather than capital expenditure on hardware and software
- Who want no disruption to their existing voice and IT infrastructure

## Business Managers

- Who want users to have increased efficiency by bringing together collaboration and calls
- Who want to provide full communication mobility to users on PC, Mac & mobile devices
- Who want to enable BYOD
- Who want to have a simple subscription service without a large project & cost overhead

Comparison of methods to achieve calls in Microsoft Teams	Ca112 Teams for PBX	Microsoft Calling Plans	SBC Direct Routing	Ca112 Teams for Trunks
Simple per-user subscription	●	●	●	●
No number porting required	●	●	●	●
No hardware or software required	●	●	●	●
Keep PBX call flows and groups	●	●	●	●
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	●	●	●	●
Mix Teams and standard VOIP phones for users	●	●	●	●
Keep your current phone provider	●	●	●	●

# Common Sales Objections

## Why do I need to have calls in Teams?

Bringing calling into Teams brings the productivity benefits of having all their communication tools in one place, users can use one software tool for everything. IT departments enjoy the efficiency of managing one software platform instead of separate collaboration, communication and phone tools for their users.

## Can't I just use Microsoft PBX features in Teams with their calling plans?

Microsoft can provide a facility to allow users to make and receive calls from Microsoft Teams. Moving to the Microsoft system requires the replacement of your entire business phone system and moving your telephone service and bill to them. While this may suit some organisations, we often find that companies are using features, devices or add-ons that the Microsoft system can't yet provide, or in countries that Microsoft can't service. Moving phone system and provider is often a big project and cost that companies can't justify.

## I need to keep my phone system as it is

Teams Connect designed so you can keep your existing phone system just as it is and add Teams users one user, or group at a time. You can keep your existing handsets on the desks, any call centre tools like wallboards and call reporting tools keep doing the job they are doing today. If you have specialist compliance features like call barring and call recording, that all works for Teams users just like it does for normal phone users.



Lorem ipsum | (555)dolor sit amet