

# UCx with Microsoft Teams

Our integration allows businesses to fully leverage their investment in Microsoft 365



UCx with Microsoft Teams integrates TPx's UCaaS with Microsoft Teams, enabling seamless PSTN calling directly within Teams. This solution simplifies communication by combining advanced calling features with the familiar Teams collaboration interface.

Hosted on secure, cloud-based infrastructure, it delivers reliable voice services without the complexity of managing phone systems or configuring PowerShell yourself.

UCx with Microsoft Teams allows businesses to manage calls, chats, and video collaboration from one platform, boosting productivity and efficiency while getting the most from your investment in Microsoft 365.

## Benefits

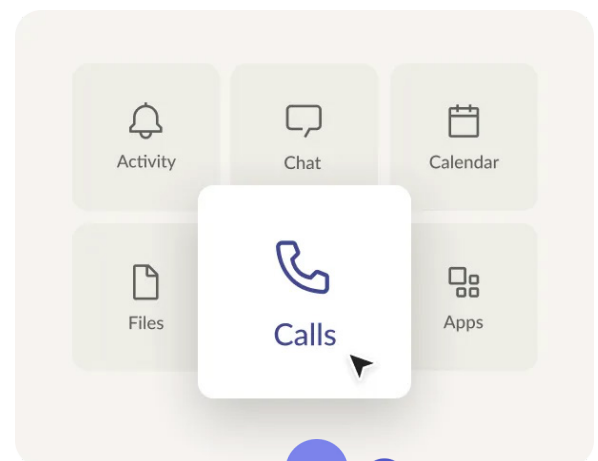
- **VoIP and PSTN Calls:** Make and receive internal and external calls directly within Microsoft Teams
- **Simplified User Onboarding:** Automatically sync voice-enabled users using Teams or Microsoft 365 groups for seamless on-boarding
- **End-to-End Management:** Full voice management, so you don't need to handle PowerShell or configurations
- **Streamlined Call Flow:** All calling services are managed directly in Teams with no need for multiple platforms
- **Comprehensive License Management:** TPx handles Teams, licensing, and Direct Routing in one place
- **Native Teams Features:** Access voicemail, Auto Attendants, call queues, and transcriptions within Teams without extra platforms or apps

## How It Works

Direct Routing bypasses the need for Microsoft's own calling plans by integrating with our UCx telephony services, giving businesses more features, flexibility, and control. This addresses key business needs and enhances the versatility of Teams as a comprehensive communications platform, offering more choice, adaptability, and the ability to integrate Teams into existing infrastructures without forcing a complete overhaul or lock-in to Microsoft's own voice service. Our solution uses the 'native' calling icons within Teams, but you choose TPx as your calling plan provider.

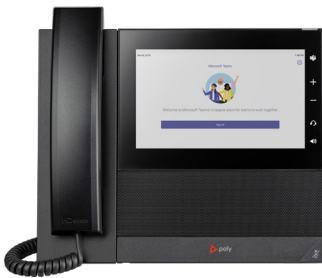
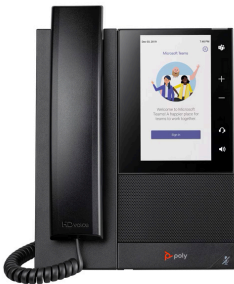
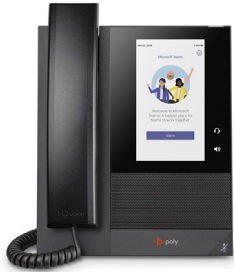
## Why TPx

**One Provider...Many Services** Our customers rely on TPx for more than just voice. We also provide leading managed networking and security services, such as Internet, SD-WAN, cybersecurity, datacenter colocation, and Microsoft 365 licenses. Ask how we can be your single source for all your IT needs.



## Teams-certified Devices

All users enjoy a consistent experience across softphones or desk phones with Teams Certified devices, ensuring uniform data and performance.



TPx offers three models of Poly CCX business media phones 400, 500 and 600

### Group Calling Features

Call waiting	✓
Caller ID	✓
Call park/pickup	✓
Real-time call reporting	Add-on coming soon
Intercept user	✓
Music on hold	✓
Call queues*	✓

### User Calling Features

3-way calling	✓
Call forwarding	✓
Call history	✓
Call hold	✓
Call notify	✓
Call transfer	✓
Do not disturb	✓
Last call return	✓
Last number redial	✓
Sequential ring	✓
Simultaneous ring	✓
SMS	Add-on coming soon
Speed dial	✓
Video calling	Teams to Teams only
Voicemail	✓
Voicemail to Email	✓
Visual voicemail	✓

### Collaboration Functionality

Voice and video conferencing	✓
Call escalation to meeting	✓
Call in audio #	✓
Desktop & application screen sharing	✓
File sharing	✓
Full screen view	✓
Gallery view	✓
Join as meeting participant	✓
Messaging with Teams & Spaces	✓
Multi-party chat	✓
Scheduled meetings	✓
Presence	✓
Whiteboarding/annotation	✓
Web guest experience	✓
Calendar integration (Outlook/Google)	✓
Floor control	✓
Lock meeting	✓
Presenter/password protection	✓
Recordings (cloud)	✓
Remote desktop control	✓
Transcriptions	✓
User web portal	✓
VDI support	✓
Virtual backgrounds	✓
Message storage	Limits apply
Cloud recording storage (PMR)	✓

\* Customers receive 25 free resource accounts for call queues or Auto-Attendants, plus one additional resource per 10 users on account. Additional resources are available as an add on.

Install Microsoft Teams on your laptop, mobile phone or tablet

