



VOICE/SMS



CUSTOMER EXPERIENCE



ARCHIVING

WITHIN



Microsoft Teams

Harness the Power of Microsoft Teams

MyCloud Ascend Microsoft Teams Integration

NO ONE DOES BUSINESS COMMUNICATIONS IN MS TEAMS BETTER

Our Unified Communications (UC), Contact Center capabilities, Archiving and Microsoft Teams collaboration, all in one seamless, embedded solution.

Fully Embedded App

Single-app desktop and mobile experience with no Teams Phone license required.

Advanced Features

Advanced cloud-based phone system, Contact Center, Archiving and more.

Built-in Redundancy

If Teams goes down, use our UC's mobile app for calls and SMS.

For businesses centered around Microsoft Teams, our UC for Teams Embedded solution delivers an enterprise-grade cloud phone system, texting and AI-powered Contact Center communications, all seamlessly integrated within the Teams desktop app. Users can also place business calls directly from the Teams mobile app for flexible, on-the-go connectivity, all without requiring a Teams Phone license. Plus, capture, retain and search UC and Teams data with retention from 30 days to 10 years for enhanced productivity and secure message preservation.

✓ MICROSOFT TEAMS FOR COLLABORATION

Use Teams collaboration tools to manage chat, file sharing and video meetings.

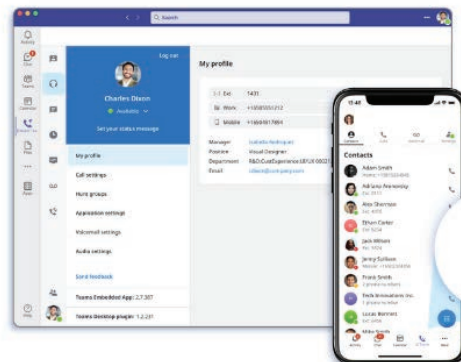
✓ UC FOR ENTERPRISE PHONE AND SMS*

Place business calls from the Teams app using your work number, with advanced features like auto attendants, call queuing, hunt groups, plus integrated SMS/MMS for messaging.

✓ CONTACT CENTER FOR BETTER CUSTOMER EXPERIENCES

Add Contact Center to our UC for Teams for omnichannel support, intelligent routing, AI insights and analytics, plus a no-cost softphone (CC standalone) for voice via extension, embedded in Teams or CC desktop.

* Included with our UC for Teams Pro and Enterprise licenses only.



HOW OUR UC, CONTACT CENTER AND TEAMS WORK TOGETHER



UC

ADD-ON
Contact
Center

FEATURES	USE TEAMS FOR	USE UC* FOR	USE CC FOR
Chat/Instant Messaging	✓		
Video Meetings	✓		
File Sharing & Cloud Storage	✓		
Microsoft Teams Mobile App	✓	✓	
UC Mobile App		✓	
Enterprise PBX (100+ Calling Features)		✓	
Archiving for Teams and Communications Data (Retention options up to 10 years)		✓	✓
Call Monitor, Barge, Whisper		✓	✓
Advanced Hunt Groups		✓	
3RD Party Integrations (Salesforce, ServiceNow, NetSuite and more)		✓	✓
Dashboard & Reports		✓	✓
Advanced Reporting and Analytics			✓
Omnichannel Support (Voice, SMS, Chat, Email)			✓
Intelligent Call Routing			✓
Call Queuing		✓	✓
Interactive Voice Response (IVR)			✓
Customer Self-Service Tools			✓
Outbound Customer Engagement (Voice, SMS, Email)			✓
AI Interaction Summary			✓
AI Sentiment Analysis			✓
Real-Time Agent Management			✓
AI Workforce Engagement			✓
AI Quality Management			✓
Post-Call Survey			✓

* Included with our UC for Teams Pro and Enterprise licenses only.

FOR MORE INFORMATION