

NFON Integration for Microsoft Teams*



A choice of options to meet the telephony needs of your business within the familiar Microsoft Teams* environment

The world has changed. To support the new 'working from anywhere' culture, NFON offers a choice of integrated telephony solutions, Premium and Standard, to enable PSTN Connection from within Microsoft Teams*.



Premium

Microsoft Teams* integration with Cloudya, for those requiring an enterprise and feature-rich solution:

- › Allows connection with analogue devices (fax, analogue phones and analogue DECT systems)
- › Multiple DDIs for a phone extension or services such as queue, group or IVR
- › Extensive and flexible call forwarding options
- › Capability to integrate with CRM platforms
- › Call-Pull: A user can seamlessly hand over a call-in progress to another device on the same extension
- › Caller ID restriction: End-user can suppress their Caller ID to hide their number
- › Professional switch board to transfer calls
- › Voicemail retrieval via any phone
- › Up to 10 call forwarding profiles
- › eFax extension can be configured to replace existing analogue fax machines or fax servers

Standard

Microsoft Teams* integration with Nconnect Voice (SIP Trunk), for those who just need a basic PSTN connection:

- › Standard call handling
- › One DDI per user or resource account
- › Voicemail can only be retrieved from the Microsoft Teams* app
- › Allows basic call transfers
- › One default call forwarding profile

It is all about achieving more and enjoying all the benefits of flexible and remote working



Benefits for your business

- › Easily reduce overheads, changing the need for large office spaces
- › Increase trust by allowing remote work to happen whenever required
- › Increase operational flexibility and reachability
- › Reduced travel and carbon footprint
- › Reduce costs and boost profitability

Benefits for your teams

- › Manage working time around remote work, such as home office and business travels
- › Better work efficiency with an all-in-one tool
- › Less time wasted navigating through different tools
- › Reliable and secure instant access to colleagues and clients
- › All communication functions just a click away



NFON Integration for Microsoft Teams* enables all communication functions, in just one click, providing you with easy and effective internal and external communication.

*Microsoft Teams is a trademark of the Microsoft group of companies