



**NFON**  
Cloud Telephone System

## See the difference Nvoice for Microsoft Teams makes

Nvoice for Microsoft Teams gives you PSTN connectivity within Microsoft Phone System – and provides everything you need to achieve all the benefits of a true enterprise voice solution within the familiar Microsoft Teams environment.

This table compares the advanced features of Nvoice for Microsoft Teams with the functionality of Microsoft Phone System alone.

Microsoft Phone System features	Nvoice for Microsoft Teams features
> Only one DDI per user or resource account	> Multiple DDIs for a phone extension or a service (queue, group, IVR, etc.)
> Automatic name resolution only available for contacts saved in Microsoft Teams. Not available for shared contacts or Outlook contacts	> Automatic name resolution for incoming calls from contact in the company phone book
> No intercom feature	> Intercom feature
> DND per user	> DND per device
> Only one default call forwarding profile	> Up to 10 call forwarding profiles (1 default + 9 user defined)
> No source-based call forwarding	> Source-based call forwarding
> Only always and no answer are available	> Multiple call forwarding options (always, busy, no answer, not registered) allow for different behaviour to be configured depending on each case
> Voicemail can only be retrieved from the Microsoft Teams app, compatible devices or Outlook	> Voicemail retrieval via any phone
> eFax extension requires an external service provider certified by Microsoft	> eFax extension can be configured to replace existing analogue fax machines or fax servers

Microsoft Phone System features	Nvoice for Microsoft Teams features
> Not able to connect to analogue devices	> Connect analogue devices (fax, analogue phones, analogue DECT systems, etc.) via Analogue Telephony Adapter
> Call Groups and Call Queues will follow end-users' call forward configuration	> Group and queue services ignore end-user call forward configuration
> End-users need to define their own call groups	> End-users can forward their calls to administrator pre-defined call groups
> No external phone book	> Company phone book allows for important external contacts to be shared with all or selected users
> Mobile incoming calls: no fallback to mobile network when VoIP is not available	> Mobile incoming calls: fallback to mobile network when VoIP is not available
> Mobile outgoing calls – call via the office – cannot present office or service DD	> Mobile outgoing calls – call via the office – always present your office or service DD
> Caller ID Presentation not available: CLIP is configured by the administrator and users cannot select another option	> Caller ID Presentation selection: end-user can change their caller ID to a pre-defined set of numbers (e.g.: show my DDI or show my team number)
> Caller ID restriction not available: CLIR is configured by the administrator and users cannot select another option	> Caller ID restriction: end-user can change their Caller ID to hide their number (anonymous call)
> Call-Pull not available: the end-user will have to transfer the call to themselves, which will put the remote party on hold while the transfer is in progress	> Call-Pull: A user can handover a call in progress to another device on the same extension seamlessly (the remote party won't be aware)

**Want more? Get more!**

For more information on how you can drive better business performance with Nvoice for Microsoft Teams, just get in touch and we'll get you going.

