

Microsoft Teams* user? **It's time to talk.**

How integrating smart telephony with Microsoft Teams* can simplify and supercharge hybrid working.

It's getting silly. Don't you think?



Just count the number of work-related apps you have on your device right now. Email. Chat. Video. Tasks. Phone. The lot. If you're into double figures, you're in good company.

Hybrid working is here to stay. And by the looks of it, so is Microsoft Teams*. But despite best intentions, research shows that app overload is quietly killing productivity, engagement and motivation in the workplace.

We're losing the human connection. But we don't have to. By putting voice at the heart of business communication, we can transform the way people connect and collaborate in the new working world.

But please: not another new app.

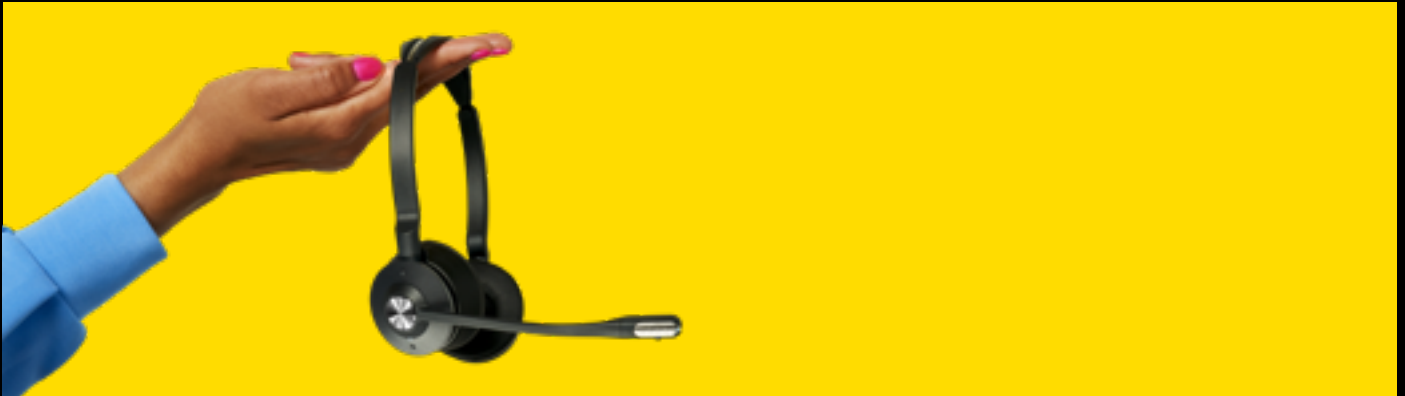
So, if you're wondering 'should I integrate telephony with Microsoft Teams*?', read on to find the answer.**

**Spoiler alert: it's a big 'yes'.

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

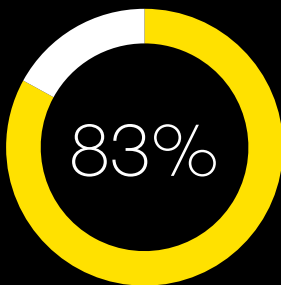
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Hybrid's **here to stay.**

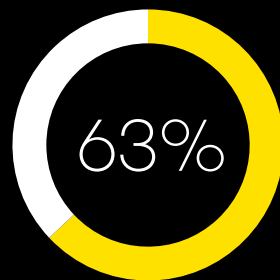


Like a football kicked into your neighbour's garden, some things in life just aren't going to come back. Of today's white-collar workers, the same thing is true.

The global pandemic has proven a point: people can do great work without being chained to an office desk. And now they've tasted freedom, they rather like it.



The [Accenture Future of Work Study 2021](#) found that...
Most workers (83%) prefer a hybrid working model.



But hybrid working isn't just a hit with people – it's good for business, too. The same study also found that...
63% of high-growth companies have already adopted a 'productivity anywhere' workforce model.

And the trend looks set to continue.

Restoring the human connection.



Yet for all its advantages (presentations in pyjamas, anyone?), remote working isn't always a walk in the park – as other studies by Buffer and Workhuman have shown.



Two of the top struggles for employees are: difficulties collaborating and communicating **(20%)** and feeling lonely **(20%)**.

The pandemic has made employees feel: more anxious **(37%)**, isolated **(31%)**, overwhelmed **(28%)** and less motivated **(24%)**.



Why? Overwhelmingly **(59%)** because of a 'less human connection'.

It's easy to understand why mental health and employee turnover are growing challenges for employers today. With hybrid here to stay, fostering a culture of connection must be at the top of the to-do list.

The cloud **is calling.**

Cloud technology is a huge part of the solution.

Especially platforms that connect people through video and voice. Microsoft Teams* has become a popular choice, as [other research studies](#) show.



The number of organisations using Microsoft Teams* **increased from 50,000 in 2017 to 500,000+** in 2020.



Microsoft Teams* added 95 million users in 2020, making it one of the **fastest growing apps of the pandemic.**

The app includes video, chat and even some basic voice calling (aka. VoIP telephony) features out of the box.

For many organisations, that's all they need. But others are crying out for more from their cloud phone system. Like the freedom to call any external number (not just other Microsoft Teams* users). Or pick up voicemail from any device. Or connect it to their existing analogue phone system.

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More apps, **anyone?**



On their virtuous quest to kit out employees for better hybrid working, businesses are throwing even more apps at the problem. Phone. Email. Chat. Tasks. CRM. The list goes on. A different app for every job.

Employees are using an average of **35 job-necessary apps**, switching between them more than **1,100 times every day**.

Let's get this straight... people need to bounce to a different app almost every minute of the day – just to do their job? It's dizzying just thinking about it.



Research by Pega shows that this app-happy habit is getting a little out of hand – adding needless complexity that makes workers less efficient and more frustrated.

Surely there's a better way?



The future is integrated.



Let's let our imaginations run wild for a moment.

What if we could improve human connections without adding technical complexity? What if people had one place for every call – however sophisticated their needs? Better still, what if that one place was the Microsoft Teams* interface they already know?

At NFON, we're here to help businesses realise this vision of integration. That's why we created NFON Integration for Microsoft Teams*. It's the perfect smart telephony add-on for Microsoft Teams* users, allowing people to talk to whoever they need to, wherever they are, with no additional hardware or software.

One solution. A bunch of benefits.

For your teams

- ✔ A seamless communication experience – in the office, at home or on the go
- ✔ New possibilities without learning a new interface or switching apps
- ✔ More secure and reliable ways to reach colleagues and customers
- ✔ Easier human connections that help boost productivity, collaboration and wellbeing

For your business

- ✔ Cost savings through avoiding unnecessary services, office space and equipment
- ✔ A more efficient, flexible and reachable business for colleagues and customers
- ✔ Easier maintenance with fewer IT support tickets from remote workers
- ✔ A lower environmental impact with less need to travel

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Home is where **the cloud is.**



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NFON and integration go way back. Before Microsoft Teams* was even born, we plugged into Skype for Business, its predecessor. On the journey, we've learned a lot about what great integration looks like. And even though cloud technology keeps evolving, we've also learned how familiarity is the foundation of trust.

For some call-centric businesses, this means giving people all the communication tools they need in the same virtual environment. For others, it's about giving them cutting-edge cloud telephony with the comfort of traditional analogue devices.

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**That's why NFON
Integration for
Microsoft Teams*
makes the cloud a
comfortable place
for everyone.**

**We're entering the era of omnichannel
communication. And we can't leave
employees or customers behind.**

NFON Integration for Microsoft Teams*.



So, let's talk about you. Already using Microsoft Teams* and wishing it could do more?
Or enjoying the benefits of cloud telephony and looking to add Microsoft Teams* to the mix?

Either way, we've got you covered.

Choose from two perfectly formed packages to suit your business needs.

Cloudya Premium Integration with Microsoft Teams*

Need a feature-rich Enterprise PBX with call queuing, IVR, contact centre and more? Then, boy, do we have a treat for you. Our Cloudya Premium Integration is game changing for companies that want to dial Microsoft Teams*.

All. The. Way. Up.

Say hello to:

- Multiple DDIs for phone extension or services within the same PBX
- Source based call forwarding with up to 10 profiles
- Voicemail access from any phone by dialling the star code
- Call-Pull to flexibly swap calls in progress between devices
- Connect Cloudya with analogue devices including fax, phone and DECT systems
- Caller ID restriction for privacy and end-user number protection
- Professional switchboard to transfer calls
- Possibility of adding an intercom feature
- And much more

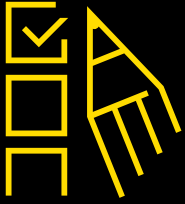
Nconnect Voice Standard Integration with Microsoft Teams*

Just need a basic PSTN connection and no-frills telephony features? No problem. Our Nconnect Voice Standard Integration (SIP Trunk) is perfect for companies that want all the benefits of Microsoft Teams* integrated with analogue phone systems.

Say hello to:

- Straightforward call handling
- One DDI per user and account
- One default call forwarding profile
- Access Microsoft Teams* voicemail via the App
- Simple call transfers for convenience
- And much more

It's an **easy win.**



Quick to set up
and easy to use



No hardware
needed



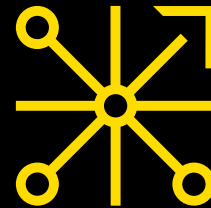
Maintenance free



Zero admin costs



Totally secure,
reliable and
compliant



Scalable and
future-proof

Start your **integration journey.**

Want to watch hybrid working truly take off in your business?
With NFON Integration for Microsoft Teams*, you will.

Productive teams. Satisfied customers. Healthy business. Better communication experiences with human connections at the heart.

If you'd like some of that, we'll help you succeed.

Get in touch today.