

How to choose the right cloud telephony solution to integrate with Microsoft Teams

The questions to ask, the answers to look for.

With today's more mobile ways of working, the teamwork and collaboration tools that you have with Microsoft Teams are essential. But to maximise the flexibility and productivity that your business needs, you need to ensure that this technology extends to all of your communications, including telephony. You need a complete, unified communications solution that integrates telephony with Microsoft Teams.

There are numerous solutions available, offering different levels of functionality, flexibility, resilience and cost. How do you know which one to choose?

Use this checklist to ensure the telephony solution that you integrate with Microsoft Teams meets all your needs and easily brings your people together, boosting your productivity and success.



Will it make your collaboration more productive?

Look for a solution that enables employees to quickly connect and collaborate – wherever they are – whilst maintaining the level of functionality they expect.

> Key questions to ask:

- Will the telephony solution integrate fully with Microsoft Teams to deliver full enterprise-grade voice features within the familiar Microsoft Teams environment?
- Does it provide a single login and interface, from any device (web, desktop and mobile) to access a full unified communications app suite independent of location?
- Does it allow video calling and screen sharing?
- Does it allow call-pull to seamlessly transfer calls between devices?
- Does it support different call forwarding profiles to deliver calls across a virtual team?
- Does it have a presence feature to show colleagues' availability?
- Does it enable call queuing with multiple DDIs for any phone extension to help deliver the best customer experience?
- Can users access voicemail from any device?
- Can it offer a do not disturb (DND) feature, at individual device level?
- Can the system access a central company phone book for automatic name resolution?
- Does it offer threaded, persistent and contextual chat?
- Does it allow you to share and co-author files?
- Does it provide seamless integration with third party apps to further enhance productivity?
- Can it support an always-on omni-channel experience for customers?



Will it drive cost efficiencies across your business?

Choose a solution that reduces your costs, time and workloads whilst giving you a system that is scalable, future-proofed, maintenance-free and appropriate for each user.

> Key questions to ask:

- Will it reduce the physical infrastructure that you need to manage and maintain?
- Does it offer a hybrid solution so that the appropriate licence can be bought for each user – meaning you only pay for what you need?
- Will it reduce administration costs?
- Does it connect with analogue devices to reduce the cost of device upgrades?
- Does it include built-in business continuity, removing the need to worry about disaster recovery costs?
- Does it deliver all the functionality required to reduce the need to travel for face-to-face meetings?
- Is it maintenance-free?
- Does it deliver free lifelong updates to ensure that it is always up-to-date?
- Does it provide simple tools for provisioning (adding and managing) users?
- Is it automatically billed, despite the user's location, to reduce expense claims?
- Is it easily and cost-effectively scalable to support business growth?
- Can end-user training be included?



Will it provide built-in business continuity?

Make sure your solution ensures business continuity by being always-on, fully compliant with regulatory controls and delivering complete security for all your data.

> Key questions to ask:

Does the solution ensure customers and employees can still contact the business and each other in the event of any failure of Microsoft Teams or Microsoft Phone System?

Is it based on a redundant routing infrastructure, and connection to multiple service providers along with internet exchanges?

Does the provider have geo-redundant data centres for availability in the event of a disruption at a particular site?

Do they provide 24/7/365 access to UK-based technical support, with fast access to experts who can answer your questions and keep your solution optimised?

Do they offer in-house service management of the voice services from end-to-end?

Will your data be encrypted and stored in fully compliant EU data centres?

Does the provider have strict controls, to avoid the risk of inadvertent data sharing with third parties?

Are they subject to regular quality checks with independent auditors?

Does it make commercial sense?

Finally, don't forget to ask these three crucial questions:

- 1 Are all commonly used features included as standard?
- 2 Is there a simple pricing structure with no hidden fees?
- 3 Can you take a free trial before committing?



→ For more information on how you can drive better business performance with Nvoice for Microsoft Teams, please contact:

