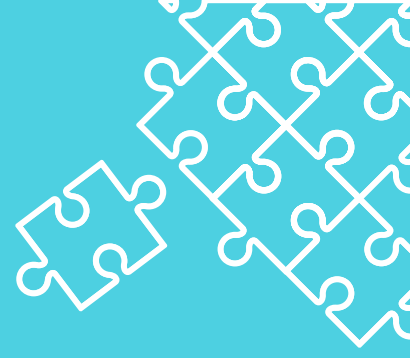




Simplicity
VoIP



TEAMING

UP

How to Use Simplicity VoIP & Microsoft Teams to Your Advantage



TEAMS ON THE RISE

Microsoft Teams launched in 2017 as a convenient way for companies who have already invested in Microsoft products to gain access to new collaboration features. Teams gives businesses access to chat, video, document sharing, meetings, calendar and access to contacts without the need to learn a new system.

Since then, Teams has seen a staggering increase in its adoption rate due to the worldwide shift to remote working environments.

As of October 2020, Microsoft has reported over 115 million active users. This is up over 50% from six months prior.

USERS LOOKING FOR MORE

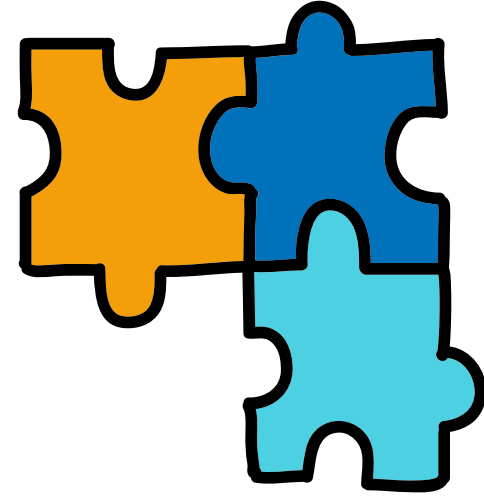
When IT teams were looking for a quick solution, Microsoft Teams fit their decision making criteria:

- 01** Collaboration Tools to connect a remote workforce
- 02** Integration into existing platforms and processes
- 03** An intuitive UI to easily launch and train users remotely

Now that the initial rush to deploy a remote workforce has settled, SMBs and Enterprises are finding that Microsoft Teams isn't everything they thought it might be. While Microsoft Teams does offer communication features, it is far from a complete UC&C platform. Many of the features that are required for modern enterprises are either unavailable or not intuitive compared to other platforms.



MICROSOFT TEAMS MISSING FEATURES



Microsoft Teams has an attractive list of features for businesses looking to meet basic communication and collaboration needs. However, many of the features that are considered necessary for enterprises are not available.

As technology improves and businesses advance, a more modern feature set has become a requirement. Below are a few examples of where Microsoft Teams does not meet many enterprises' standards.



MOBILITY

Mobility is more than just a mobile app. Without mobile app reliability, a unified experience across devices, and SMS, Microsoft Teams does not offer true mobility.

ANALYTICS

In-depth reporting, email alerts, recording, QoS Monitoring and other analytics features are not available in Microsoft Teams.

CONTACT CENTER

Contact center portals for agents and managers are crucial to many enterprises. This, in addition to a contact center dashboard, are unavailable in Microsoft Teams.

CALL ROUTING

Advanced call routing with personal timeframes, IVR, auto- attendants, and call queues are either missing from Microsoft Teams or not intuitive in their functionality.

TEAMING UP FOR A COMPLETE SOLUTION

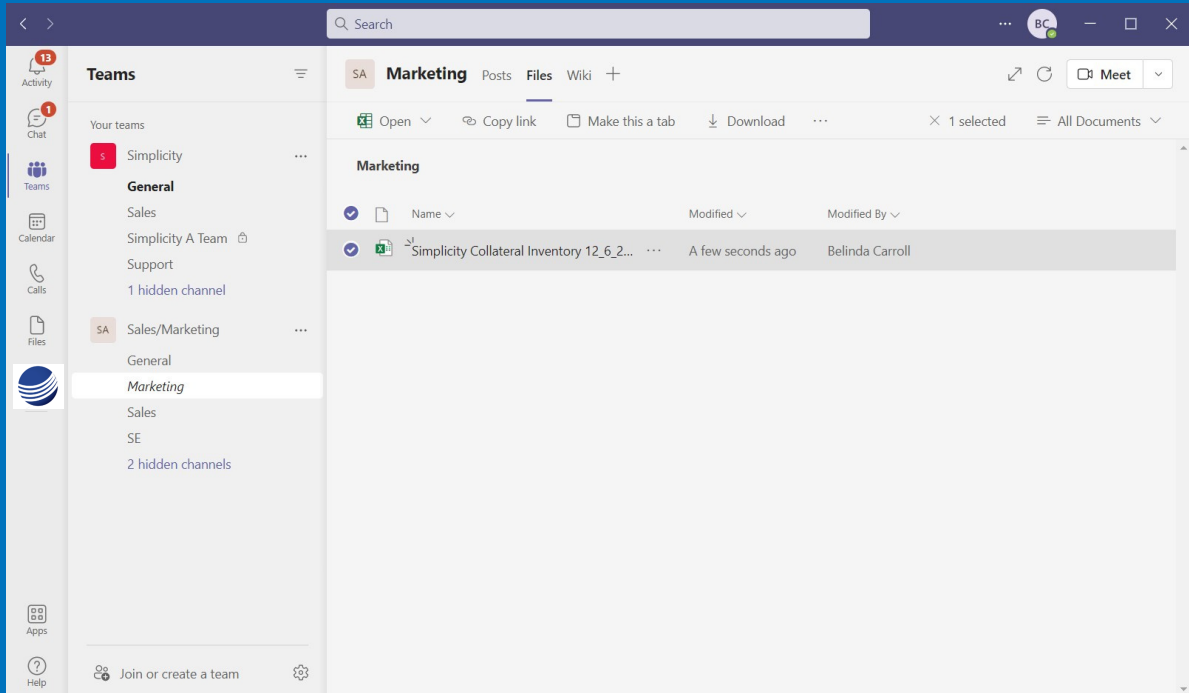
The widespread adoption of Microsoft Teams combined with Team's lack of advanced features creates an interesting challenge. You can bridge the gap between Teams and a complete Unified Communications, Collaboration, and Contact Center solution by partnering with Simplicity VoIP. Our UC & CC platform delivers the features Microsoft Teams lacks, while also integrating into the Team's portal interface. To you and your staff, the integration opens up a new world of customized functionality within a familiar environment.

When Microsoft Teams and Simplicity VoIP are paired together, you get a complete communications, collaboration, and contact center solution.



- Familiar Interface
- Integrated with Other Microsoft Products
- Already Part of Their Processes
- Superior Support
- Streamlined Experience
- Customized Solutions
- Trusted Experts
- A Single Bill
- Extension Dialing
- Advanced Call Routing
- Analytics
- Recording
- Contact Center (agent)
- Contact Center (manager)
- Transcription
- Disaster Recovery
- QoS Monitoring
- Mobility
- AND MUCH MORE

SIMPLICITY VOIP IN MICROSOFT TEAMS

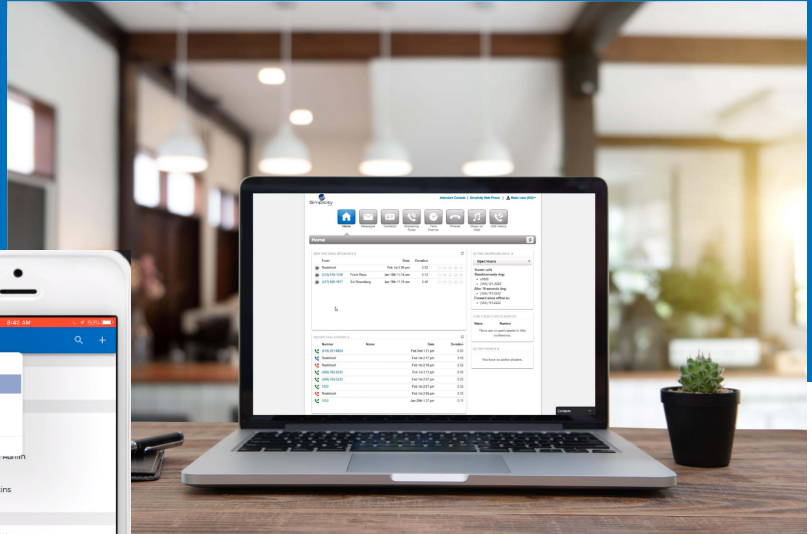
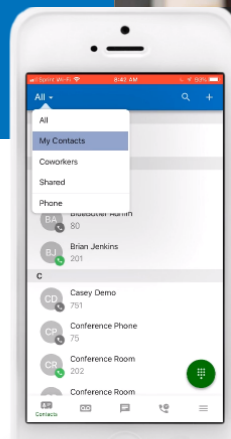


The Simplicity VoIP Microsoft Teams integration is easy to use. Users will click on the Simplicity logo in the side bar to open Simplicity's portal within the Teams UI. There's no need for a new window or an additional login. It's a seamless experience from MS Team's basic features to the expanded capabilities of the Simplicity platform.

With the integration, you are directly addressing what most businesses thought they would receive from Microsoft Teams in the first place:

- 01** Collaboration Tools to connect a remote workforce
- 02** Integration into existing platforms and processes
- 03** An intuitive UI to easily launch and train users remotely

TEAM UP WITH SIMPLICITY



With or without Microsoft Teams, the Simplicity VoIP platform provides a complete communications solution. From video conferencing to contact centers, you can count on Simplicity VoIP to continue to innovate for you and your team.

So, what are you waiting for? Contact a member of our team to get started:

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simplicityvoip.net

