



## **MICROSOFT CALLING: MAKING CALLS HAS NEVER BEEN EASIER**

Most organizations have already taken their first steps towards a modern workplace, where flexibility is key. Employees want to be able to work where and when they want. However, there is still a growing need for efficient communication.

Did you know that Microsoft Teams – already a perfect fit for a modern workplace – also offers a wide range of telephony options? These options make Teams a fully functional alternative to a traditional business switchboard.

You can also easily extend all these options with new applications tailored to your specific telephony requirements, no matter how advanced. From simple phone calls to video meetings and even a state-of-the-art contact center: a simple, intuitive interface delivers the same ease of use on any device. This allows everyone, from your maintenance staff to your CEO, to gain the maximum benefit from Teams' telephony functionality.

## Still not 100% convinced?

Gain inspiration from a 2.5-day assessment. We help you get started with the smooth, rapid implementation of Microsoft Teams as a telephone switchboard – and much more!

## Assessment: easy calling with Microsoft Teams

Our review covers the three following areas:

### Inspiration:

- Discover making calls using Teams
- Microsoft Power capabilities
- Interactive demo

### Assessment:

- Personas
- Scenario
- Integration
- Licenses

### Implementation (preparation):

- Workload analysis
- Adoption and training plan
- Recommendations
- Close-out

## Our assessment is now complete: what next?

Now that our assessment is complete, have we convinced you of the rich value of Microsoft Teams as a telephony platform? If so, we will be pleased to help you implement this platform.

Of course, there's no need to stop our collaboration there. We are better placed than others right now to take your communication via Teams to the next level. We ensure that you can use other, more advanced communication tools, such as chat, social media and WhatsApp, on top of standard phone telephony.

We would be happy to add CRM integration to this omnichannel communication.

Then there is the Microsoft Power Platform: The applications we develop via this platform – tailored to meet needs such as on-call services and directories – help to round out the full-service telephony package. As the icing on the cake, we can also implement Microsoft Power BI, whether to give you a better understanding of your calling behavior, or to measure the service level of your communication.



For everyone



On any device



Anywhere



Tailored



Omnichannel

NEED MORE INFO BEFORE TAKING THE FIRST STEP?

Contact our experts with your questions and suggestions. We would be pleased to help you get inspired by the countless options and benefits of Microsoft Teams telephony.

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