Vocal One Integration with Microsoft Teams

How Vocal IP's Vocal One application integrates with Microsoft Teams to create an unmatched telephony solution and save money

If your organization uses Microsoft Teams software already or planning to use it, you want to give your employees the best possible user experience. This can be achieved by combining Vocal IP's powerful Vocal One telephony service with Microsoft Teams.

Microsoft Teams has built-in work collaboration and communication tools for your employees. The software is an excellent tool when utilized by internal users (your employees) but has significant limits when trying to communicate with external users, especially in connection with voice telephony and conferencing.

Telephony is still a critical component in business communications. However, businesses often find that navigating through the Microsoft Teams calling options and pricing structures is confusing and costly. That's where integrating Microsoft Teams with a comprehensive UCaaS solution, such as Vocal One, unifies telephony, simplifies processes, while improving business communications.

What is Vocal One integrated with Microsoft Teams?

Vocal One is a powerful cloud-based Unified Communications platform that is provided by Vocal IP nationwide. Vocal One unifies the widest range of communication methods on desktop and mobile platforms to create a single communication platform for businesses.
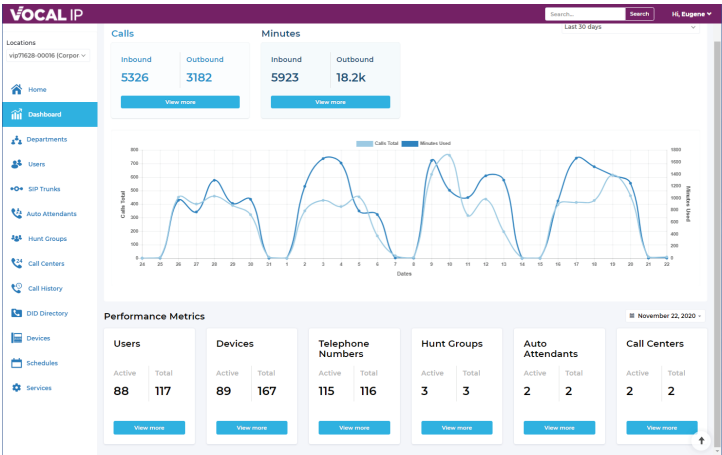
Microsoft has added basic voice service capabilities to Microsoft Teams at an additional cost as an option, but these capabilities are limited and lack advanced features. Vocal One would provide a more powerful and feature-rich platform to add voice capabilities to Microsoft Teams. Also, Microsoft's voice services cost more than other available solutions, such as Vocal One.

Vocal IP has over 15 years' experience in building powerful Hosted PBX and Unified Communications solutions and improving communications for business nationwide. Vocal One combined with Microsoft Teams creates a powerful unified communications and collaboration tool for business using Microsoft Office 365. By unifying communications, users gain unmatched functionality, performance and increased productivity.

Key Advantages and Benefits of an Integrated MS Teams and Vocal One solution:

More feature/functionality:

Vocal One delivers over a hundred advanced telephony and unified communications features included at no additional cost. Most of the features are either not available with Microsoft Teams or included only at an additional (significant) cost. Features like Caller ID Name Delivery, multiple phone numbers/extensions assigned to one user, multiple IP phones per one user (i.e. office and home), intercom between phones, group paging, automatic anonymous/spam caller blocking and receptionist dashboard for handling large call volumes are standard features with the Vocal One license. For a complete list of features and differences, please see Vocal IP's MS Teams and Vocal One Integration Frequently Asked Questions (FAQ) document.

Customized Solution

Vocal IP has been providing Hosted and Unified Communications solutions to businesses successfully for decades. Our expert Project Management and Engineering teams will customize the Vocal One and Microsoft Teams solution to fit your company's exact requirements. This includes expert customization for Call Flows and Routing, Auto Attendants and Call Center configuration and many more. Vocal IP will ensure that the implementation process goes smoothly throughout the onboarding process and also provide ongoing support to make adjustment as your requirements change over time.
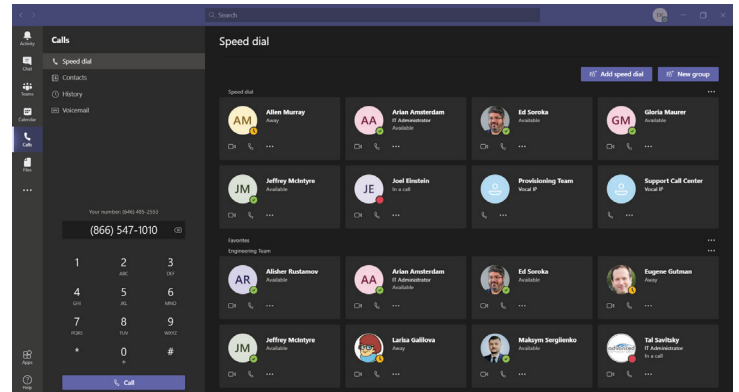
Lower cost

Vocal IP's Vocal One solution costs LESS than Microsoft's Basic Voice Calling for Teams. In addition, Microsoft has set limits on its Basic Voice Calling package in terms of usage minutes, limited Toll Free and International Calling capabilities. Once a user exceeds these limits, the overage charges are significant and can dramatically increase costs. For a complete list of pricing differences, please see Vocal IP's MS Teams and Vocal One Integration FAQ document.

Onboarding/Project Management

Implementing an integrated voice system is highly complex and requires a thorough understanding of user requirements and available options. Vocal IP's dedicated Project Managers and Engineers bring decades of experience and expert knowledge to ensure a seamless

implementation without any disruption to existing operations. While Microsoft takes a "hands off" approach to customer service and onboarding, Teams administrators and users must rely on Microsoft's online tutorias and their own initiative for implementation assistance and technical support, Vocal IP will provide dedicated Project Managers and Engineers to manage customer implementation and ongoing support.

Vocal One combined with Microsoft Teams is the right communication solution for today's rapidly changing environment. Vocal One provides an easy and cost-effective way to create a single platform to unify all communication and collaboration tools for your users.

About Vocal IP

Vocal IP, headquartered in New York City, is a nationwide provider of Data, Voice, Unified Communications (UCaaS) services backed by our wholly owned next-generation network. We are a privately owned, financially stable company and experienced steady organic growth over the years. Our services are backed by a reliable data and voice network with multi-access transport methods, highly experienced and

certified engineering staff, efficient and responsive installation services and 24/7/365 technical support from our Network Operations Center (NOC). Vocal IP combines the strength of a best-in-breed, large scale national network of a major carrier with the service, expertise and customer focus of the most committed and knowledgeable IT consulting firm.

For more information, visit www.vocalip.com or email us at sales@vocalip.com