Voice for Microsoft Teams

A business-grade cloud PBX for Microsoft users

redsquid.

Voice for Microsoft Teams

A business-grade cloud PBX for Microsoft users

Businesses looking to enable voice within Microsoft Teams, can now use Voice for Microsoft Teams to make and receive calls globally, and benefit from a feature rich, cost effective alternative to Microsoft Calling Plans.

Benefit from our highly available, carrier-grade voice network and the features of a traditional on-premises PBX, hosted within the cloud, for a long-term solution with no large upfront outlays.

Bringing voice to Microsoft Teams
with one simple application

Voice for Microsoft Teams enables your business to use Microsoft's Teams application as a Horizon endpoint to make and receive telephone calls using Gamma's Direct Routing capability.

This allows you to take advantage of your existing Microsoft infrastructure with Horizon to support complex business voice requirements, all provisioned within a simple application.

What do I need?

For an organisation to enable Voice for Microsoft Teams, the following components are required:

- Office 365 Enterprise subscription (E1, E3 or E5)
- Microsoft Phone System add-on (with E1, E3)
- A Horizon subscription with the Horizon for Microsoft Teams bolt-on

Horizon Features

A powerful business PBX

Direct Dial

Allows inbound calling

Extension Dialling

Efficiently connect callers to specific groups or individuals

Hunt Groups (all ring types)

For distributing and allocating calls across your team

Auto Attendant

Provide callers with menu options for call routing

Call Forwarding

Manage incoming calls effectively

Call Transfer

Transfer a call to any internal or external number

Call Recording

Record calls for audit trails or training purposes

Call History

Simply see who has called you and who you have called

Management Reporting

Get real-time understanding of how calls are being handled

Voicemail

Access to business voicemail messaging

Call Waiting

Ensures you're ready to take your next call

Call Barring

Prevent certain calls coming through to your business

Emergency Services Calling

Allows outbound calls to emergency numbers

CLI Presentation and Withhold

CLI flexibility to allow you to present any number you have permission to call on behalf of

Hold / Resume

Easily pause and resume a phone call

Music on Hold

Get your promotional messages across or play music

Key Benefits
Keeping you in control

Business Grade PBX
Horizon offers many call routing settings to ensure the best caller experience. Caller announcements, hunt groups, IVRs and extension twinning are all standard features for Horizon users.

Cost-effective
Save money with better calling bundles vs Microsoft Phone System and Calling Plans (allows you to maximise your existing 365 license cost).

No CAPEX
Cloud-based solution with no expensive initial outlay as there's no need for traditional hardwares.

Never miss a call
Tailored business continuity with network and number level resilience to keep your business working.

You're in control
Horizon Admin users have full control of the system configuration. From call routing to user creation, all this is managed from a simple and initiative web portal.

Simple provisioning
Gamma Voice app enables simple provisioning of Horizon users within Microsoft Teams with no need for PowerShell or any other programming interface. Users can be added to an existing Horizon subscription without impacting on contractual terms.

Flexible working
Allows for remote working and a collaborative approach with availablility through desktop and mobile apps as well as web browsers.

No call forwarding costs
Keep your existing geographic number.

redsquid.

Management Reporting

Do you know how many calls you are getting, how they are being handled or who is handling them? Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

- **Instantly see what needs to be changed to improve customer service**
- **Monitor time to answer and manage calls more efficiently**
- **Analyse internal call patterns**
- **See how many calls are being abandoned with the ability to return them**
- **Optimise resources by ensuring the right number of operators are always in place**
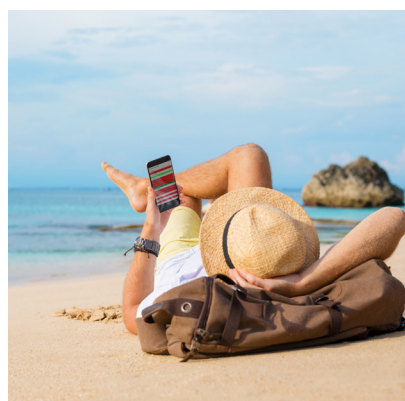
Features

No server on site
Enables multi-site monitoring and supports business continuity

Real-time statistics
Provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored

Accessibility
Use with internet-enabled devices in the office or on the move

Customisable push reporting and alarms
Ensures business-critical metrics are always available

Receipt of call to end of call reporting
Monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification

Track after hours calls
Highlight suspicious activity or unauthorised calling

Abandoned call recovery
See instantly if a missed call has been returned

Activity and extension activity monitoring
Quickly and easily monitor key extension or call routes to ensure maximum efficiency

redsquid.

— MAKING A DIFFERENCE —