

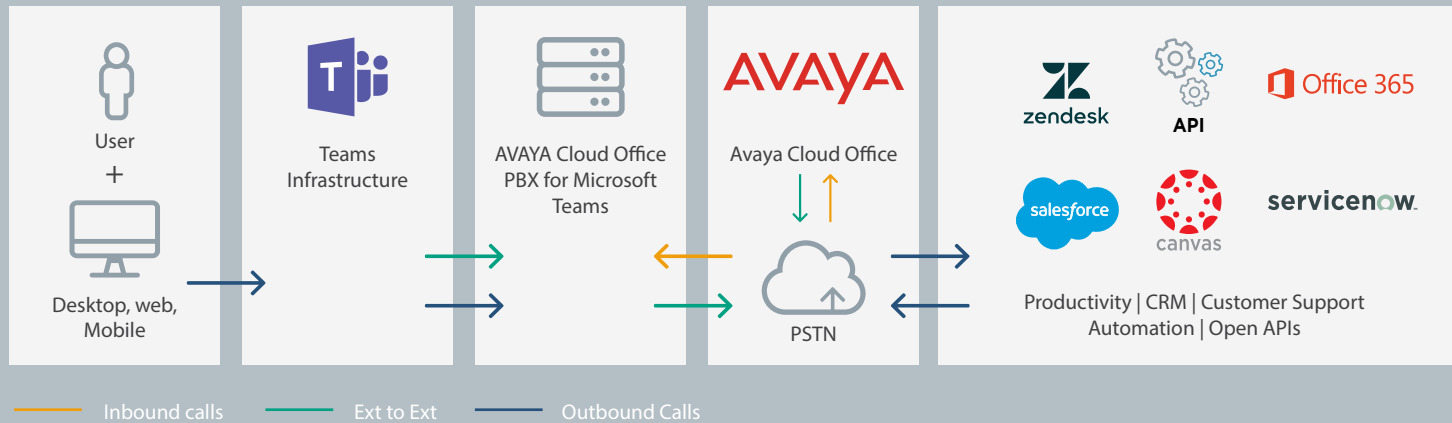


Experiences
That Matter

Avaya Cloud PBX for MS Teams

Businesses that want to optimize their investment with Office 365 and Microsoft Teams can utilize RingCentral's robust cloud communications solution.

Avaya Cloud Office (PBX) for Microsoft Teams is a native Direct Routing integration that provides global calling functionality and enables Teams users to get more done with an industry-leading cloud PBX while keeping Teams at the center of the collaboration experience.



Features and benefits

- Enterprise-grade telephony for your Microsoft Teams users with a native user experience.
- Rich in PBX features:
 - Basic call controls
 - IVR and call handling
 - Automatic call recording
 - Call reports and analytics
 - Call queues
- Full PSTN in more than 40+ countries, local and toll-free numbers in more than 100+ countries.
- Out-of-the-box native integrations to boost user productivity.
- No need to manage communications infrastructure, SIP trunks, or SBCs.
- No separate interfaces or downloads required, making adoption simple.
- Provides enhanced PBX and telephony tools for your teams to deliver a true productivity boost for your projects.
- Streamline the number of tools your users need to use, reducing cost, administration, and training.
- Take advantage of the latest enhanced communications to save cost and increase the level of service your users enjoy.

Control management

Admins can centrally manage their organization's entire user base, including employees that are Microsoft Teams members, from one intuitive interface. This integration also

supports Single Sign-on, so Teams users are automatically authenticated and connected to their Avaya Cloud Office communications account when they log in to Teams.

Intuitive, simple to use, and powerful

Since the Avaya Cloud Office PBX for Microsoft Teams integrates natively into Teams, users can enjoy the same Teams interface they've been using with no additional downloads, bots, or plugins. Users get the best of both Teams and RingCentral platforms in one, improving productivity and making adoption simple since no retraining is required.

- 100% native Teams experience – Users with Avaya Cloud Office PBX enjoy the user experience that Microsoft has designed for Teams. All call features are retained from Microsoft Teams and documented by Microsoft.
- Total control - Users don't have to do anything to use the service. There's no software to install or manage, reducing the barriers to adopting the benefits of Teams integrated calling.

Using Avaya Cloud Office PBX from any device

All of your users can communicate with each other and outside of the company on a single communication platform, regardless of whether they are Teams users, customers, or partners. Users can communicate and collaborate using any device and manage their communication preferences through our intuitive user portal.

Supporting your IT and business needs

Avaya Cloud Office PBX delivers critical requirements of both the IT teams and the business managers when looking to deliver productivity and user satisfaction improvements from fully using Microsoft Teams.

• IT administrators:

- Provide voice and calls to Microsoft Teams users
- Reduce the number of software products to manage without compromising user features
- Prefer to use Cloud services rather than capital expenditure on hardware and software
- No impact on their existing voice and IT infrastructure.

• Business managers:

- Want users to have increased efficiency by bringing together collaboration and calls without having an additional software suite to train or confuse users
- Have a simple subscription service without a large project and cost overhead
- Provide full communication mobility to users on PC, Mac, and Mobile devices
- Enable Bring Your Own Device (BYOD)

Robust Analytics

Leverage the Avaya Cloud Office Analytics Portal for valuable insights into your calls in Teams to identify key trends across employees, teams, and the company. Make impactful

changes using real-time data to drive business decisions, set up automated alerts, and create targeted reports with simple and configurable out-of-the-box KPIs and metrics.

Out-of-the-box Business Application Integrations

Offer users flexibility via our native integrations with a broad set of commonly used business apps. Spend less time switching between apps by making and receiving calls directly in your

favorite productivity apps. Attach call log information and link to call recordings in your favorite CRM.

Enterprise-Grade Telephony

With seven layers of enterprise-grade security and geo-redundant data centers located all around the world, RingCentral's industry-leading

99.999% availability ensures reliable HD audio wherever work finds you.

Find out more by registering
for one of our webinars

Register

