



## Microsoft Teams Phone Integration

### Integrate Business Phone Functionality into Microsoft Teams

UC Teams is a unique offering that integrates FirstComm's hosted phone (PBX) functionality into an active MS Teams instance. This allows employees to make and receive calls via the MS Teams enabled application on any device (Desktop, Tablet, Mobile) – anywhere, anytime. Users can take advantage of FirstComms voice capabilities, such as: auto-attendant, call routing and call center functionality – normally unavailable through native Teams and direct routing options.

- Communicate More Effectively
- Work from Anywhere
- Works with FirstComm's Hosted PBX Solution
- Easy to Manage Admin Portal

UC Teams enhances business voice capabilities directly through the MS Teams client, however since the voice functionality is hosted through the FirstComm offering, customers benefit from operational perks such as quick deployment, flexibility and high-touch customer support.



Microsoft Teams

### Advantages of Integrating Microsoft Teams with FirstComm

With UC Teams, clients can seamlessly integrate essential business voice components such as: extension dialing, presence, shared line appearance, etc., into a companies Teams instance, enhancing the call experience and optimizing VoIP performance.

- ✓ Leverage FirstComm's PBX Features
- ✓ Integrate with Legacy Phone Systems
- ✓ Advanced Disaster Recovery with Redundant SBC's
- ✓ Integrate Call Presence
- ✓ User and Admin Portal to Change Phone Settings
- ✓ Non-Teams Phones Supported
- ✓ Extension Dialing Supported

### About FirstComm

FirstComm is a leading technology solutions provider offering unparalleled cloud communications, data, voice, security and managed services to over 35,000 businesses across the nation.