5 CRITICAL MICROSOFT TEAMS INTEGRATIONS

AGENDA

Market Trends

5 Critical Business Integrations

- ◯ Contact Center Integrations
- ◯ SMS / Text for Teams
- ◯ One-Click Failover
- ◯ E911 and InformaCast
- ◯ Global Voice-Optimized Network

The CallTower Advantage

Market Trends | Quickly Chaging Times

3,000
Organizations have more than 10,000 Teams users

Source: No Jitter - 2022

300M +
Office 365 users

Microsoft, April 2021

270M
Have a Microsoft Teams Phone Standard Licensing
Surpassing more than **1 Billion** calls per month

Source: No Jitter - 2022

More than **60%** of Fortune 500 companies are using Teams Rooms to meet their hybrid working needs Microsoft Teams PSTN users have nearly doubled to 12M users
Microsoft, July 2022

10%-20%
Of active Teams users May be fully enabled for PSTN calling

Source: No Jitter - 2022

80M Teams Phone Users. 20M reported in Nov 2019, 75M reported in April 2020, 115M from Oct 2020, 145M reported in *April 2021*

Microsoft, July 2021

400%
spike in monthly Teams usage since March 2020

Microsoft, March 2022

270M
Monthly Active Teams Users!

Microsoft, Jan 2023

Microsoft Teams

Operator Connect / Direct Routing

Teams Mobile

GCC High

Emergency Services

One Click FAILOVER

Microsoft 365

Uite CRM

ct SIP

ct VOICE

calltower ANALYTICS

ct [REC] ORDING

hp poly
Yealink

Five9

Solgari
Contact Center

ct TEXT
SMS/MMS

Microsoft Solutions Partner
Modern Work
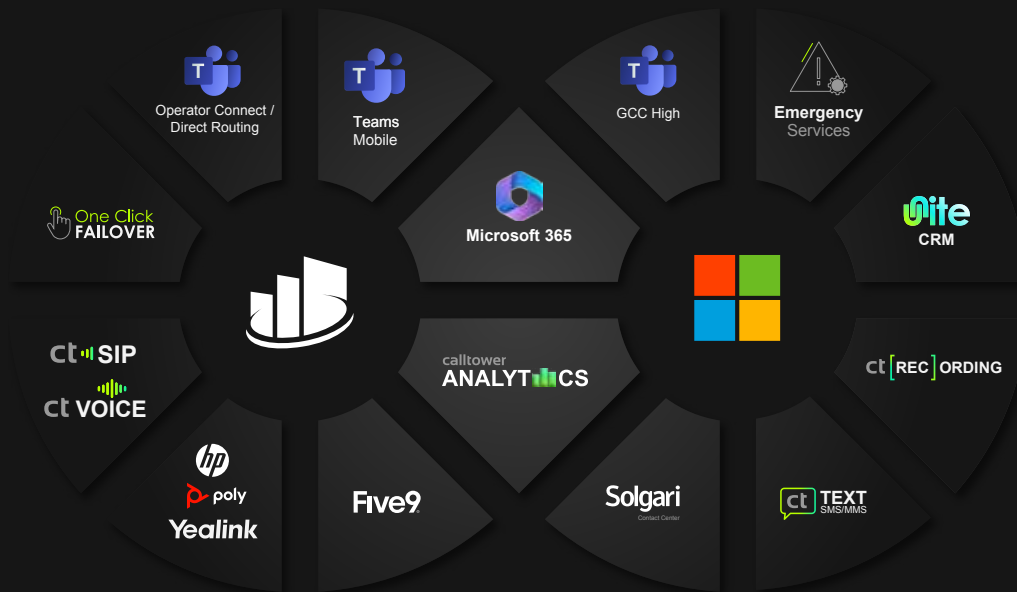
Microsoft Solutions Partner
Designation
Since 2022
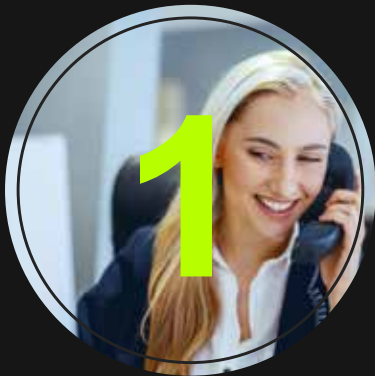
Contact Center Solutions

1

Five9

Blended Cloud Contact Center

ct CONTACT CENTER

Fully-featured, Powerful And Complete End-to-end Contact Center

Built for the future of customer experience, with four core values at the heart of everything we do

2 SMS / MMS Text for MS Teams

Send and Receive SMS and MMS From Microsoft Teams With CT Text.

Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.

Send Texts To Your Microsoft 365 Contacts

Connect instantly with your Microsoft Teams channel members, your contacts in Outlook, Active Directory and SharePoint, as well with as the contacts you save in CT TEXT.
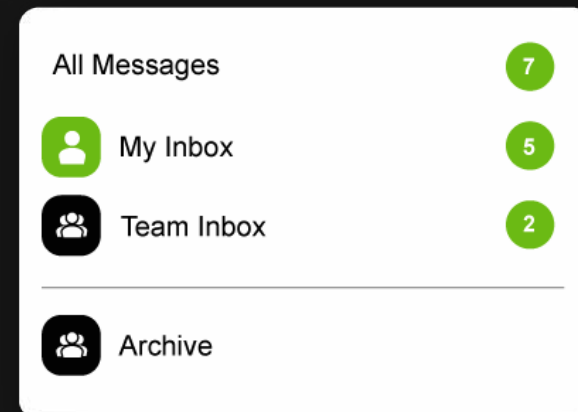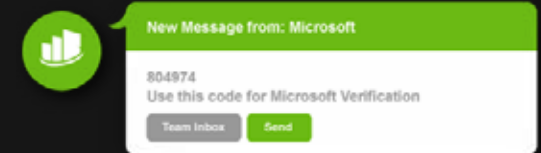
Add SMS Text To Your Teams Channel

Text from all your Microsoft Teams channels with our helpful CT TEXT Bot. He'll also alert you as new messages arrive – no matter where in Teams you're currently working.

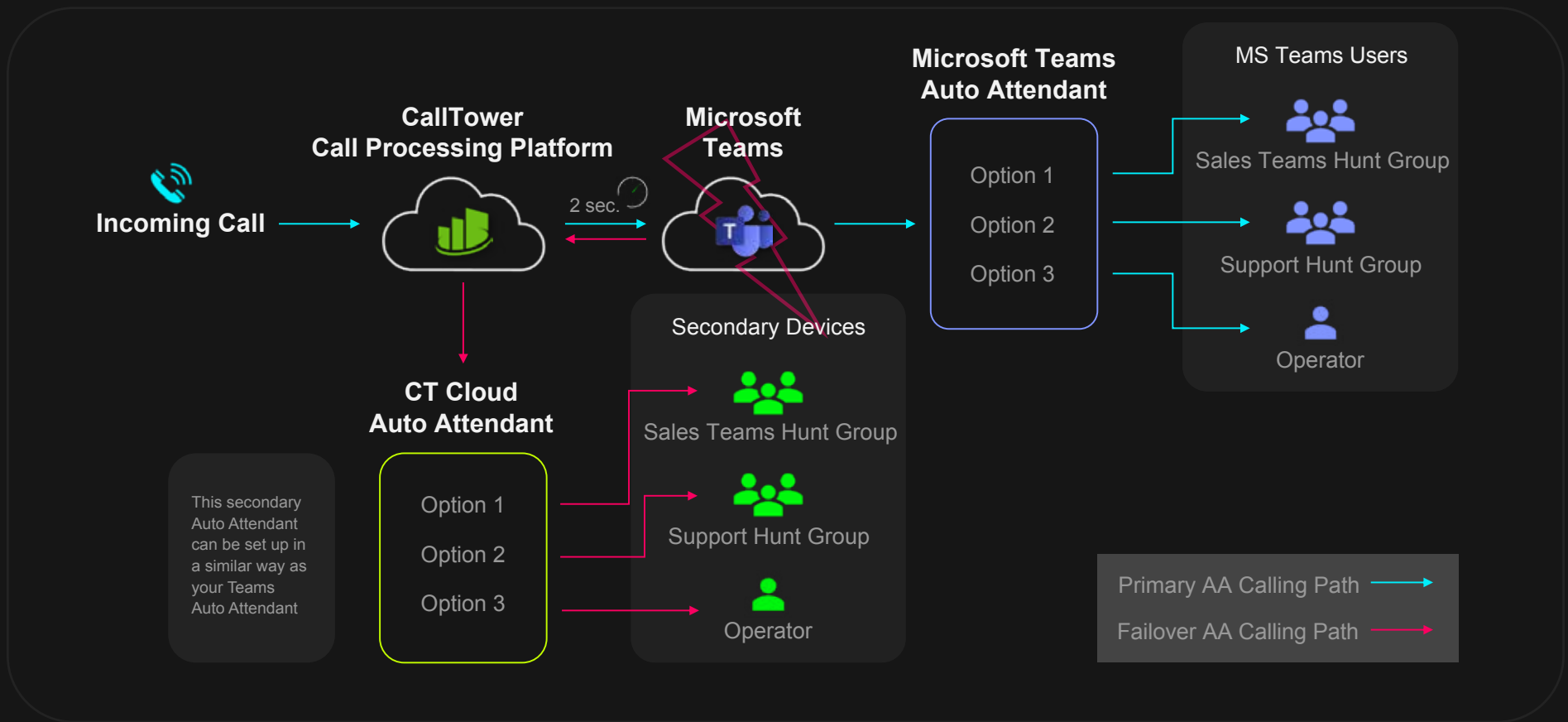## Text From Individual And Shared Inbox Numbers

Use your own personal number for private text conversations and use shared inboxes for when you want to make incoming/outgoing texts visible to your entire team.
That way every team member can receive and respond to messages , using just one inbox and just one number.

One-Click Failover

Teams Failover / Variation 1 | Backup Auto Attendant

3

Incoming Call

CallTower Call Processing Platform

Microsoft Teams

2 sec.

Microsoft Teams Auto Attendant
- Option 1
- Option 2
- Option 3

MS Teams Users
- Sales Teams Hunt Group
- Support Hunt Group
- Operator

Secondary Devices
- Sales Teams Hunt Group
- Support Hunt Group
- Operator

CT Cloud Auto Attendant
- Option 1
- Option 2
- Option 3

This secondary Auto Attendant can be set up in a similar way as your Teams Auto Attendant

Primary AA Calling Path ➔
Failover AA Calling Path ➔

Teams Failover / Variation 2 | Voicemail

Incoming Call

CallTower Call Processing Platform

2 sec.

Microsoft Teams

Microsoft Teams Auto Attendant

Option 1
Option 2
Option 3

MS Teams Users

Sales Teams Hunt Group

Support Hunt Group

Operator

Cloud Voice Voicemail

Can enable VM to Email w/ or w/o Transcription

Primary Calling Path →
Failover Calling Path →

calltower
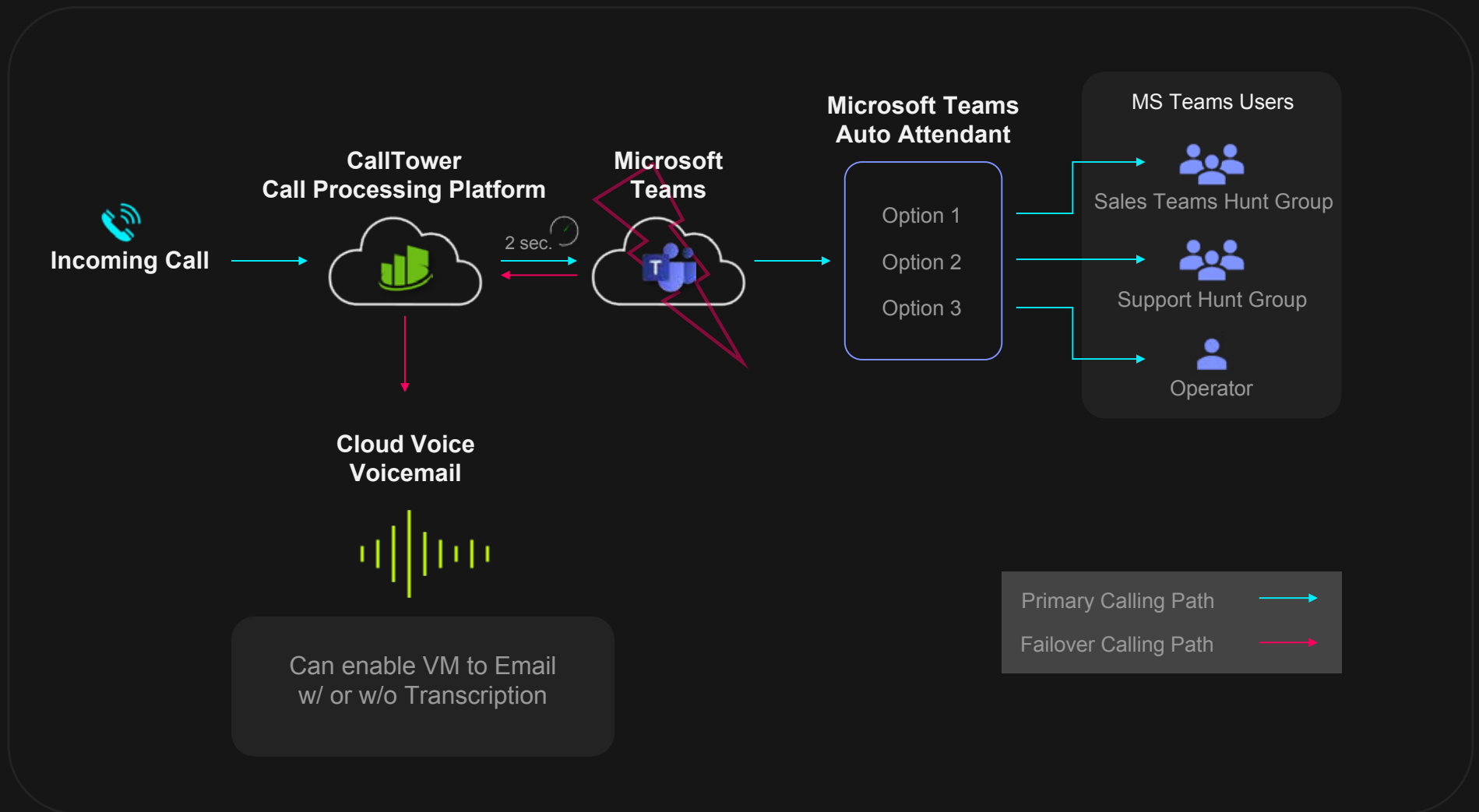
Teams Failover / Variation 3 | Personal Devices

MS Teams DIDs

CallTower
Call Processing Platform

Microsoft
Teams

Incoming Call

2 sec.

Personal Devices

10 sec.   10 sec.

Number of devices and
wait times can be adjusted
to fit your needs

Primary Calling Path

Failover Calling Path

One Click
FAILOVER
A MICROSOFT TEAMS SOLUTION
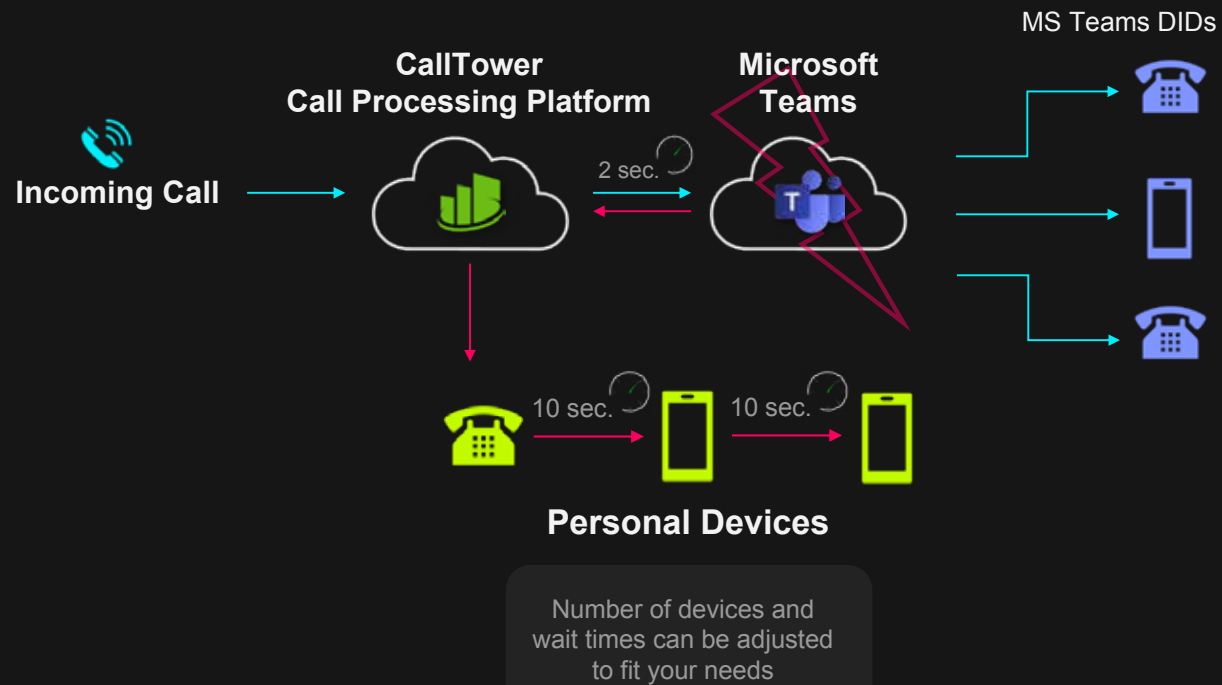
Forward Numbers During Microsoft Service Interruption

Enabling users to receive critical or valuable inbound calls until connectivity is restored - individual and contact center users as well as automated attendants. When this option is enabled, all predetermined programmed Teams numbers from that organization will forward to the specified alternative device/application.

E911 & InformaCast Emergency Notification System

Kari's Law Compliance

Users must be able to dial 911 directly without using a prefix to reach an outside line.

All CallTower voice enabled platforms (Microsoft, Cisco and CT Cloud Voice) support this requirement.

Dispatchable Location For Emergency Services Calls

911 calls should include dispatchable location information. Dispatchable Location requirements consist of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party.

All CallTower voice enabled platforms (Microsoft, Cisco and CT Cloud Voice) support this requirement.

Dynamic E911 provides the ability to dynamically detect a Teams user's location for emergency calling. Today, E911 is available for users in admin configured locations on enterprise networks only.

With more and more Teams users working remotely, automatically obtaining the location in these scenarios is important to ensure timely emergency response.

If users consent and their admin enables it, Teams can now dynamically lookup the location users from non-admin configured locations such as their home.
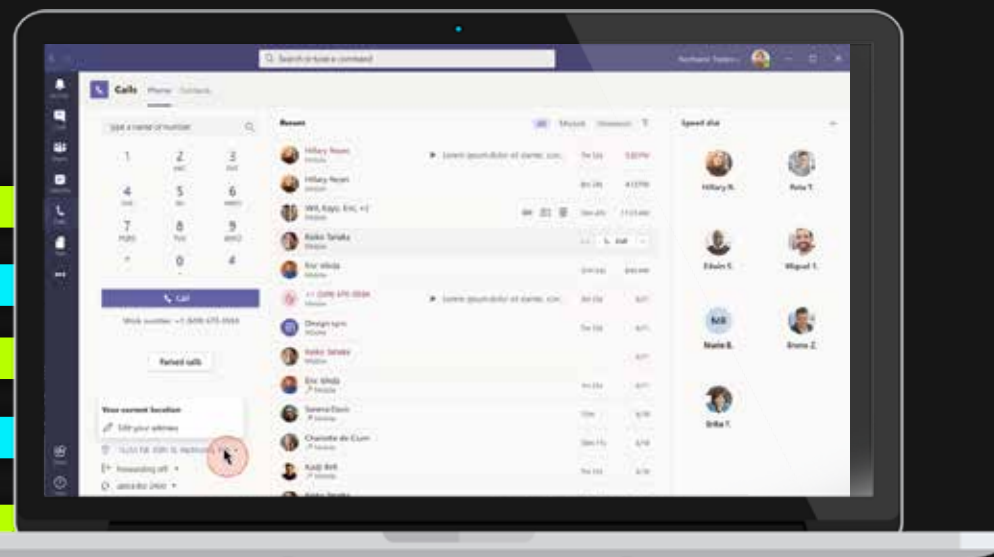
Emergency Alert System

InformaCast Fusion is a mass notification system that excels in the three most critical areas of delivering effective emergency messages: speed, reach and intrusiveness. When you need people to take notice and act, InformaCast provides the toolset to get information in the hands of people who need it as quickly as possible no matter where they are or what they are doing.

Send Alerts from Anywhere

Launch notifications instantly from a virtual or physical panic button, the InformaCast Mobile, or web console.

Automated Triggers

Receive automated weather alerts, early earthquake warnings, gunshot detection, and Internet of Things triggers.

Customize Your Environment

With InformaCast Fusion's open API and contact closure integrations to the physical environment, leverage the IoT to trigger alerts from devices like AED cabinets, eyewash stations and more.

Improve Daily Procedures

Create more efficient communications for non-emergency use cases with scheduled messages to broadcast school bells, shift changes, and other daily announcements.

5 Global Voice-Optimized Network

CallTower's global Microsoft Teams solution now delivers services to
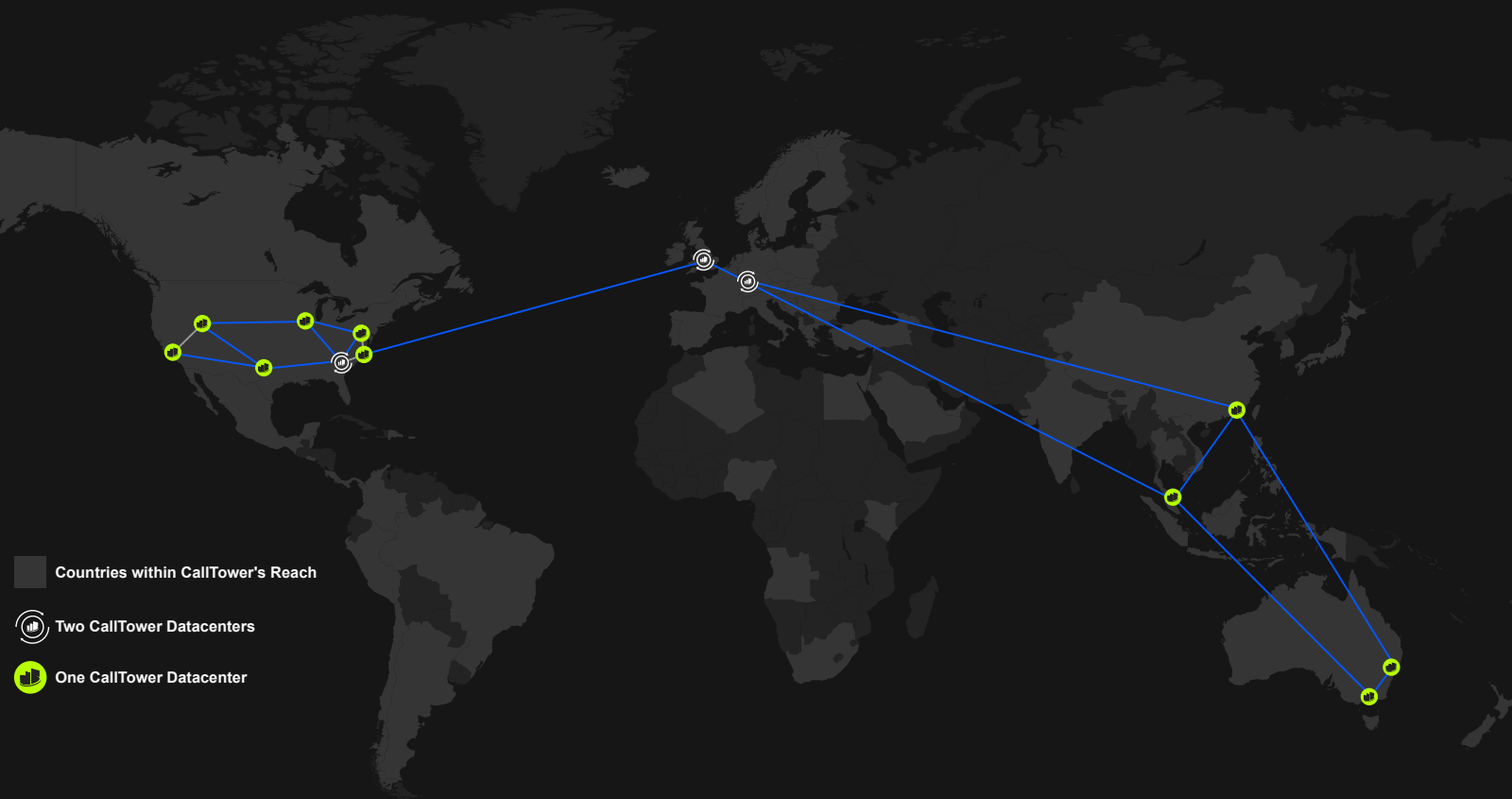
Microsoft Teams ▶

85+ Countries

6000 Cities

using high quality Calling Line ID (CLI) routes – providing simple, global landline and mobile calling.

Global Reach

Countries within CallTower's Reach

Two CallTower Datacenters

One CallTower Datacenter

www.calltower.com | sales@calltower.com | (800) 347-5444

calltower

All Services High Level With CallTower

21+ Global PSTN Carriers

PSTN

Microsoft Teams Operator Connect

Microsoft Teams Direct Routing

Soft Phone

SIP Device/IP Phone

IP Phone

SIP ATA

Analog Callbox

Callbox

SIP Paging Adapter

AMP

Speakers/Horns

Asterisk CISCO NORTEL
Mitel AVAYA

Sip Trunks

NNI Connection

IPC Five9
singlewire InformaCast ct CONTACT CENTER

Metaswitch

ZOOM

Collaboration

Webex Calling
Webex DI
Webex Contact Center
Webex Meeting

Mobile/Desktop

Five9 ct CONTACT CENTER

The CallTower Advantage

Organization Control:
Admin/User/Mobile App

CallTower Tools:
Catalog/Quote

CONNECT calltower

UCaaS	CCaaS	CX	Integrations	Collaboration
Microsoft Teams	GENESYS	Conversational AI	Uite CRM	Managed Microsoft 365 Services
webex by cisco	Five9 · Solgari	calltower AI	ct TEXT SMS/MMS	HP P poly
ZOOM		Consulting Services	ct [REC]ORDING	AVAYA
GCC High	zoom Contact Center	Data Analytics	One Click FAILOVER · Mobile	Yealink · NICE CX one
ZOOM Phone · Operator Connect Direct Routing		Support & Managed Services	Call & Employee Analytics	Mitel
SIP Prem Based Solution · Global PSTN	ct CONTACT CENTER · Contact Center	Professional Services	Artificial Intelligence · Attendant Console	talkdesk · CISCO Cisco CCP
				zoom Workplace

calltower

ALL-IN-ONE PORTAL & SINGLE BILL
Proprietary technology to quote, deploy and manage integrated best of breed solutions

CallTower is in a **UNIQUE** position in the marketplace delivering industry-leading

Empowered by **25+** Key Business Integrations

Providing an environment where these solutions can work together – enabling customers with a choice (down to the user level) and keeping the internal calls between these platforms on-net enabling additional cost savings.

These solutions are all provisioned through CallTower Connect, our proprietary provisioning portal.

The CallTower Advantage | What Our Customers Say

Let's Connect