



# 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%**

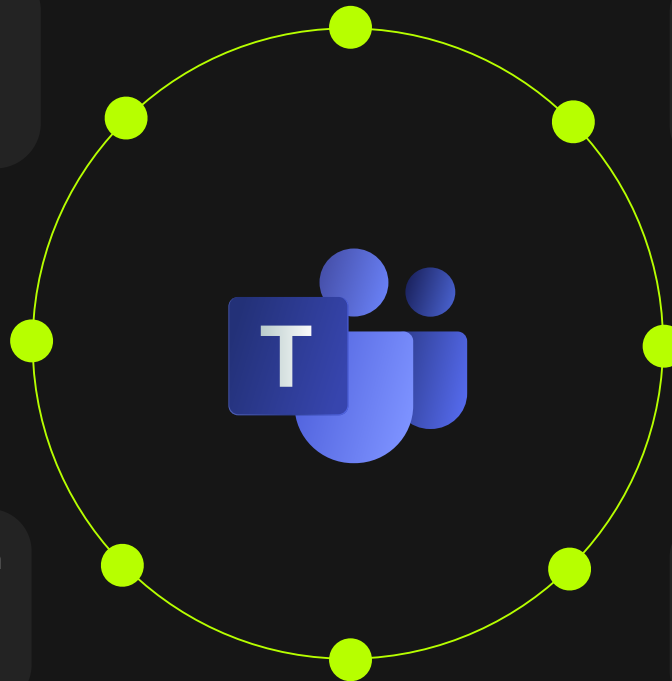
spike in monthly Teams usage since  
March 2020

Microsoft, March 2022

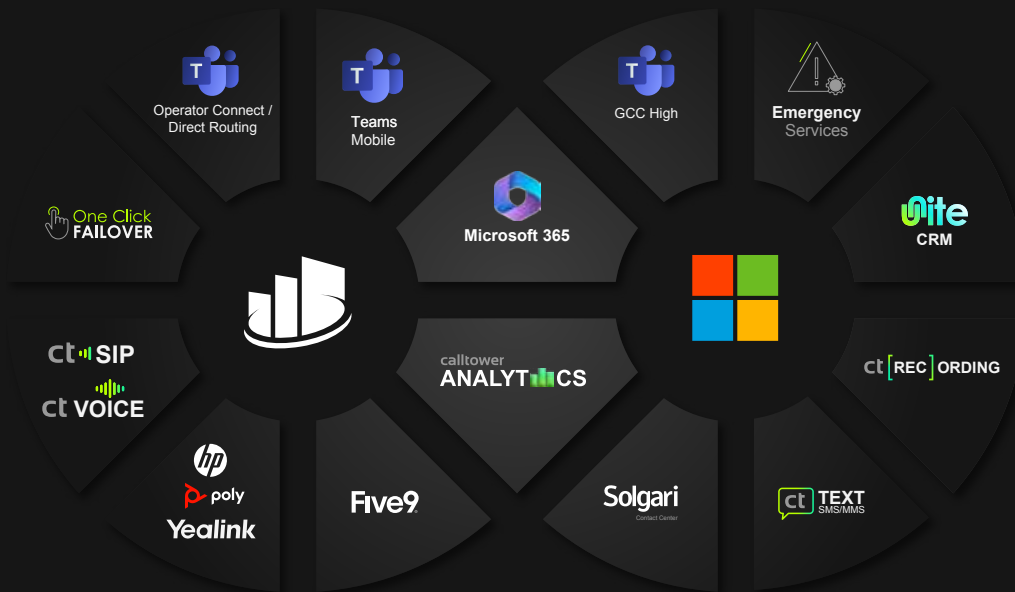
**270M**

Monthly Active Teams Users!

Microsoft, Jan 2023



# Microsoft Teams



Microsoft Solutions Partner  
Designation  
Since 2022



# Contact Center Solutions

**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**



# 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.

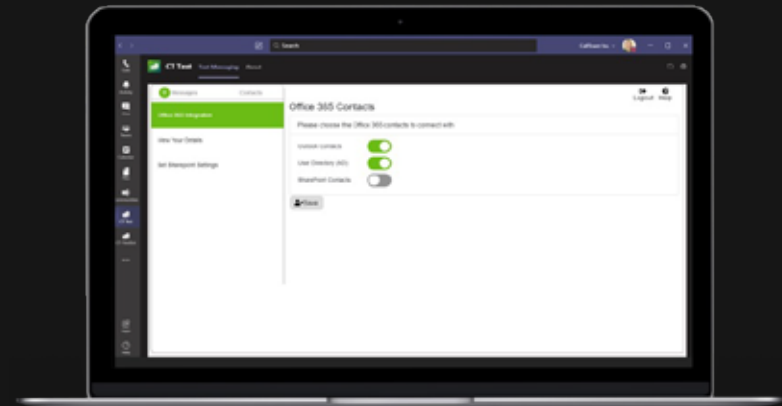
## Send Texts To Your Microsoft 365 Contacts

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.



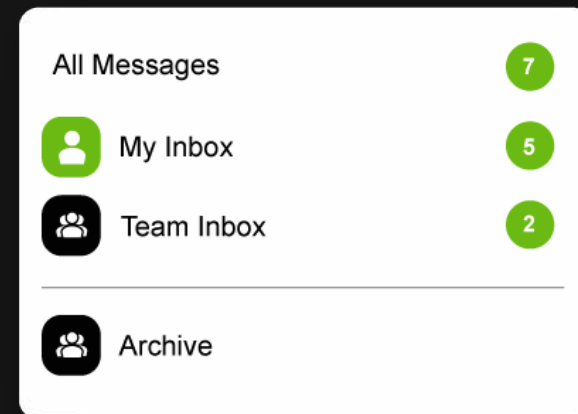
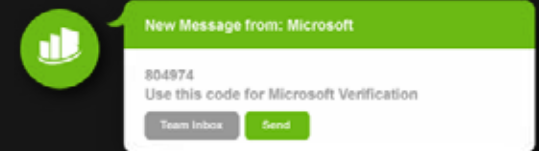
## Add SMS Text To Your Teams Channel

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

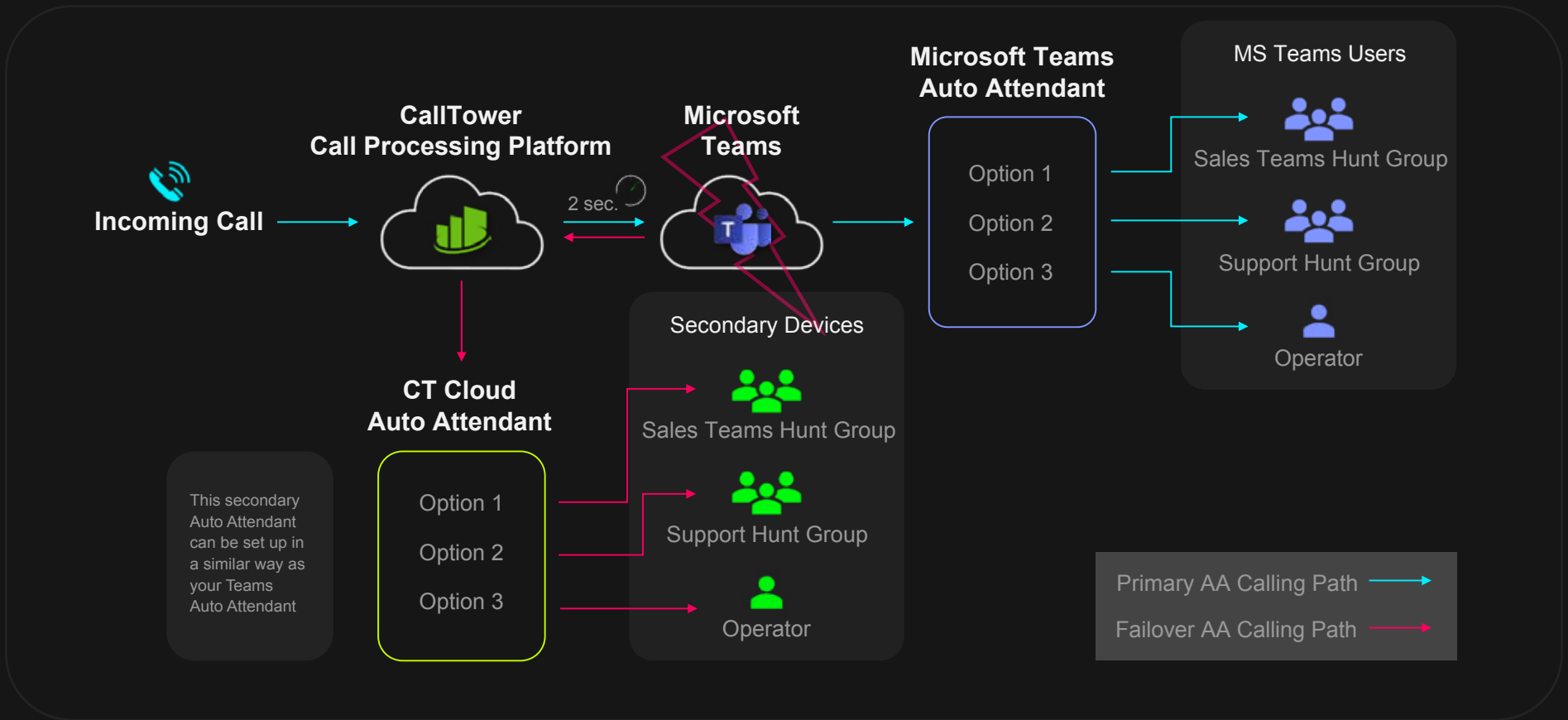
Use your own personal number for private text conversations and use shared inboxes for when you want to make incoming/outgoing texts visible to your entire team. That way every team member can receive and respond to messages , using just one inbox and just one number.



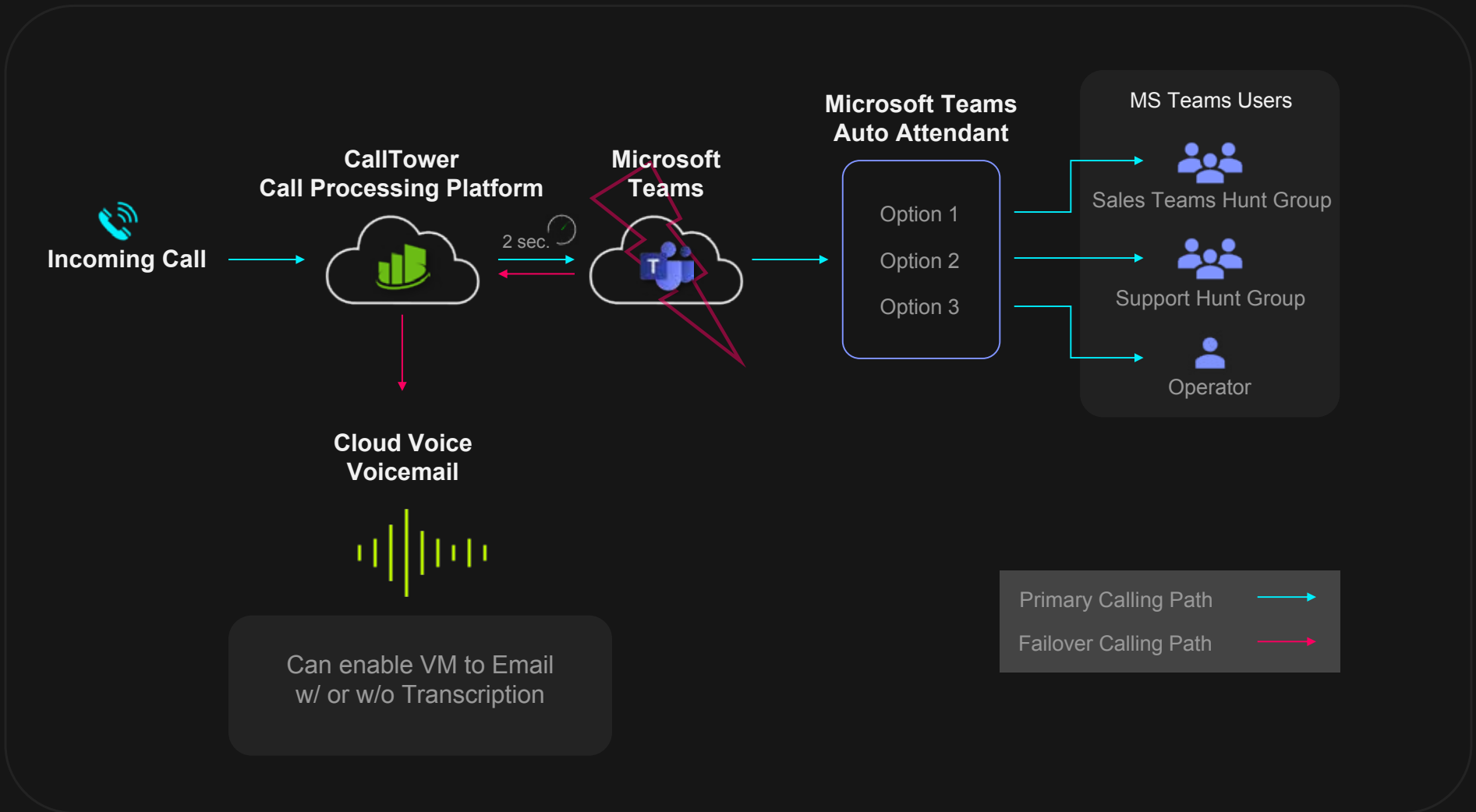


# One-Click Failover

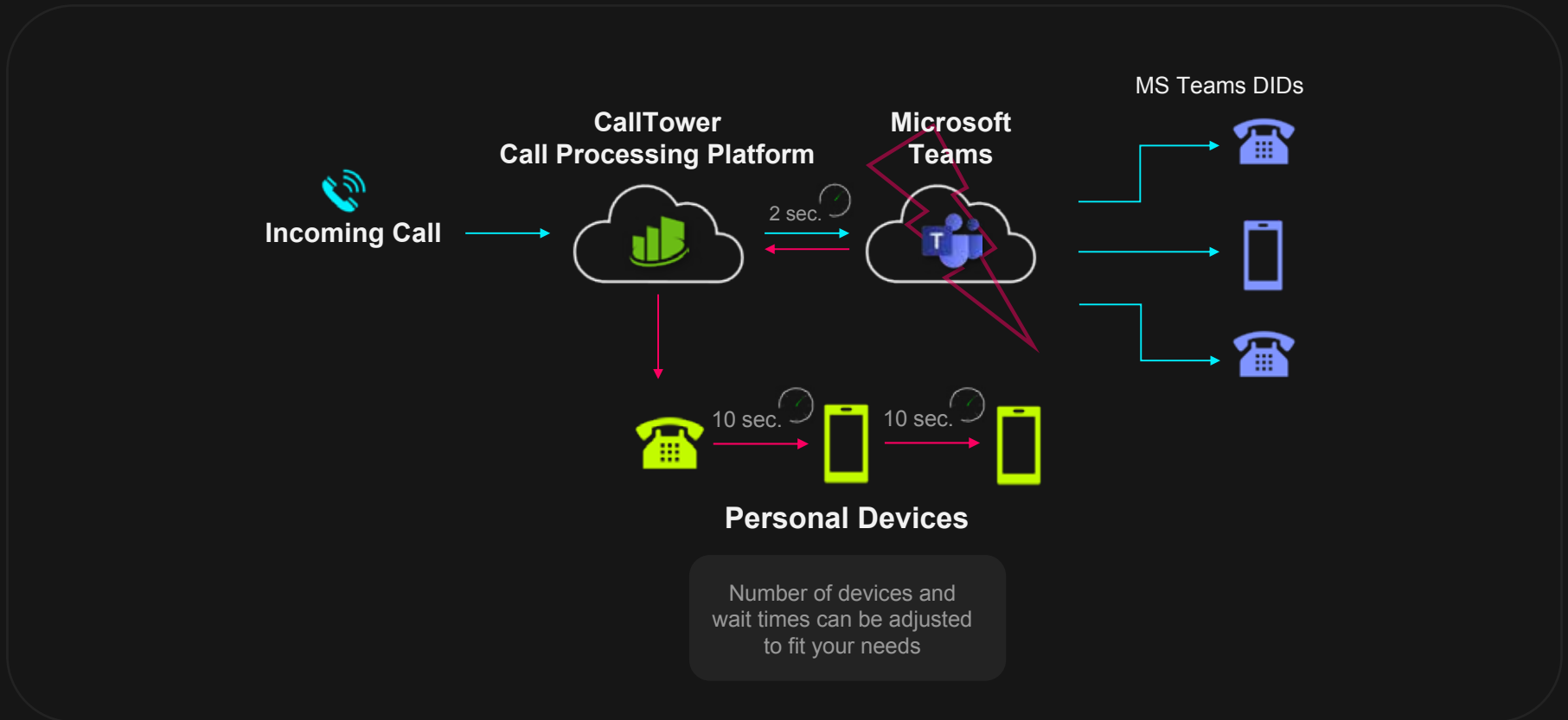
## Teams Failover / Variation 1 | Backup Auto Attendant



# Teams Failover / Variation 2 | Voicemail



# Teams Failover / Variation 3 | Personal Devices



Primary Calling Path →  
Failover Calling Path →



## 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.



# Dynamic E911

## 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

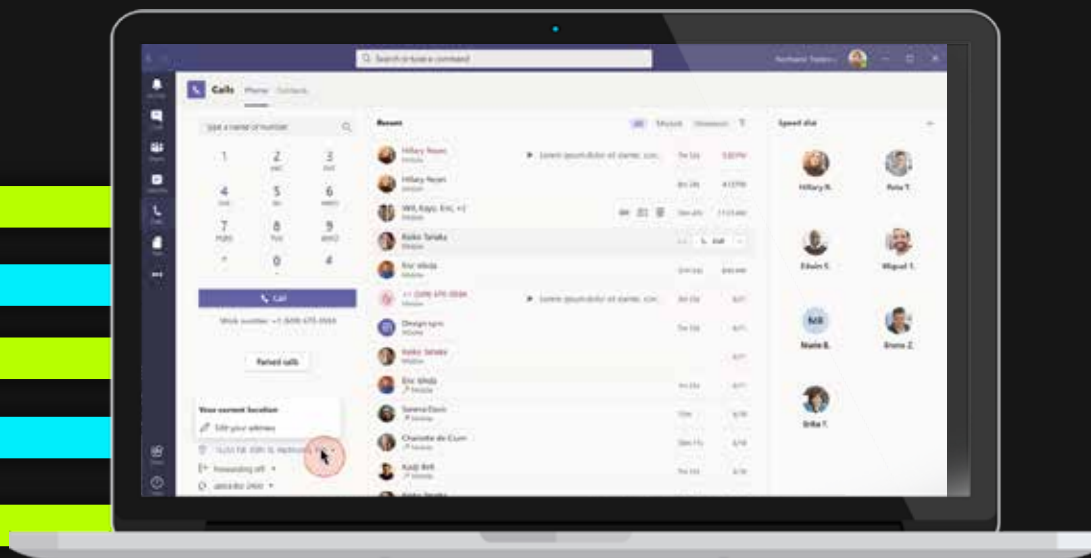
911 calls should include dispatchable location information. Dispatchable Location requirements consist of the validated street address of the calling party, plus additional information such as suite, apartment, or similar information necessary to adequately identify the location of the calling party.

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.





# Global Voice-Optimized Network

CallTower's global Microsoft Teams solution now delivers services to



Microsoft Teams



**85+**

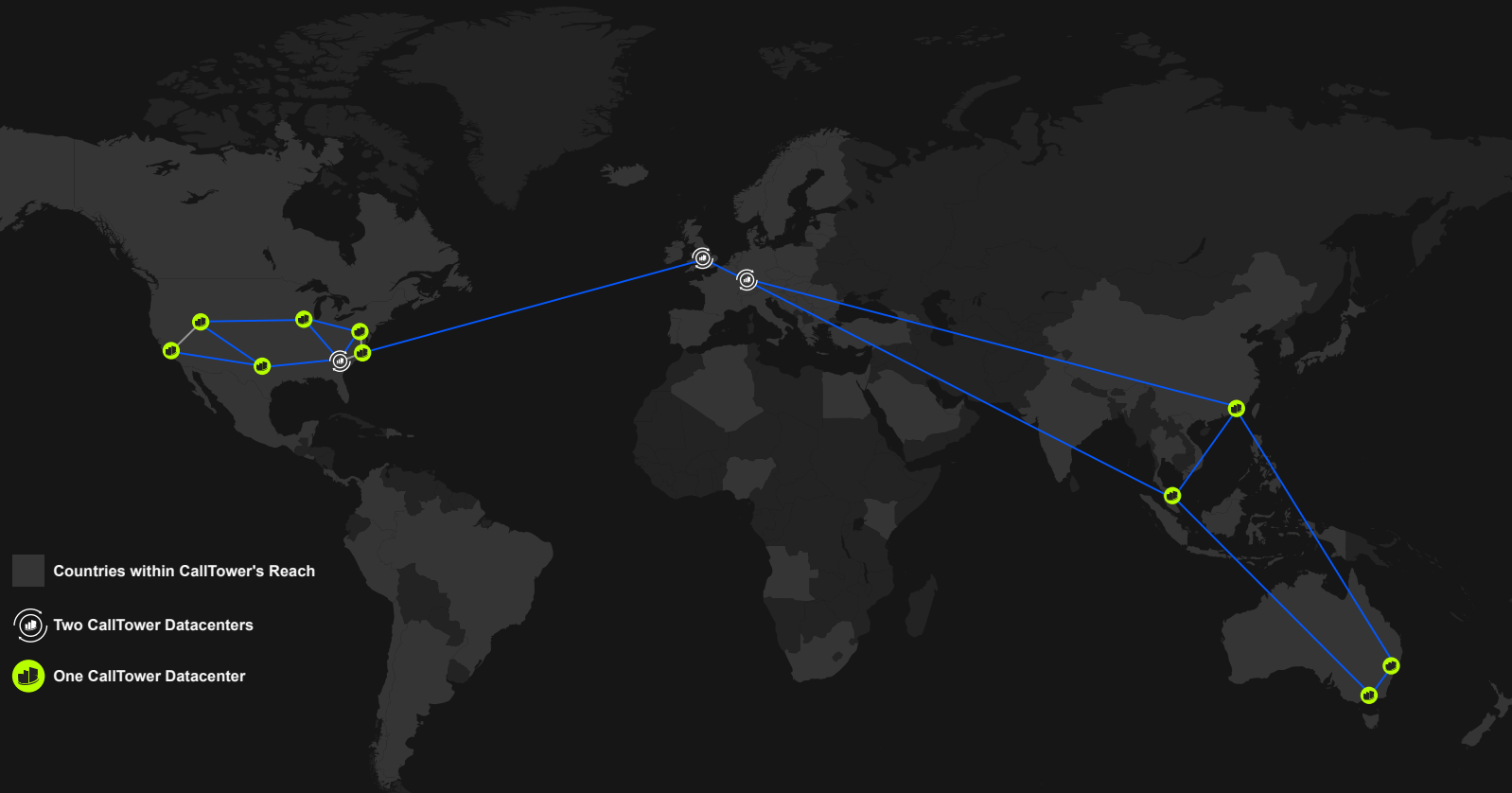
Countries

**6000**

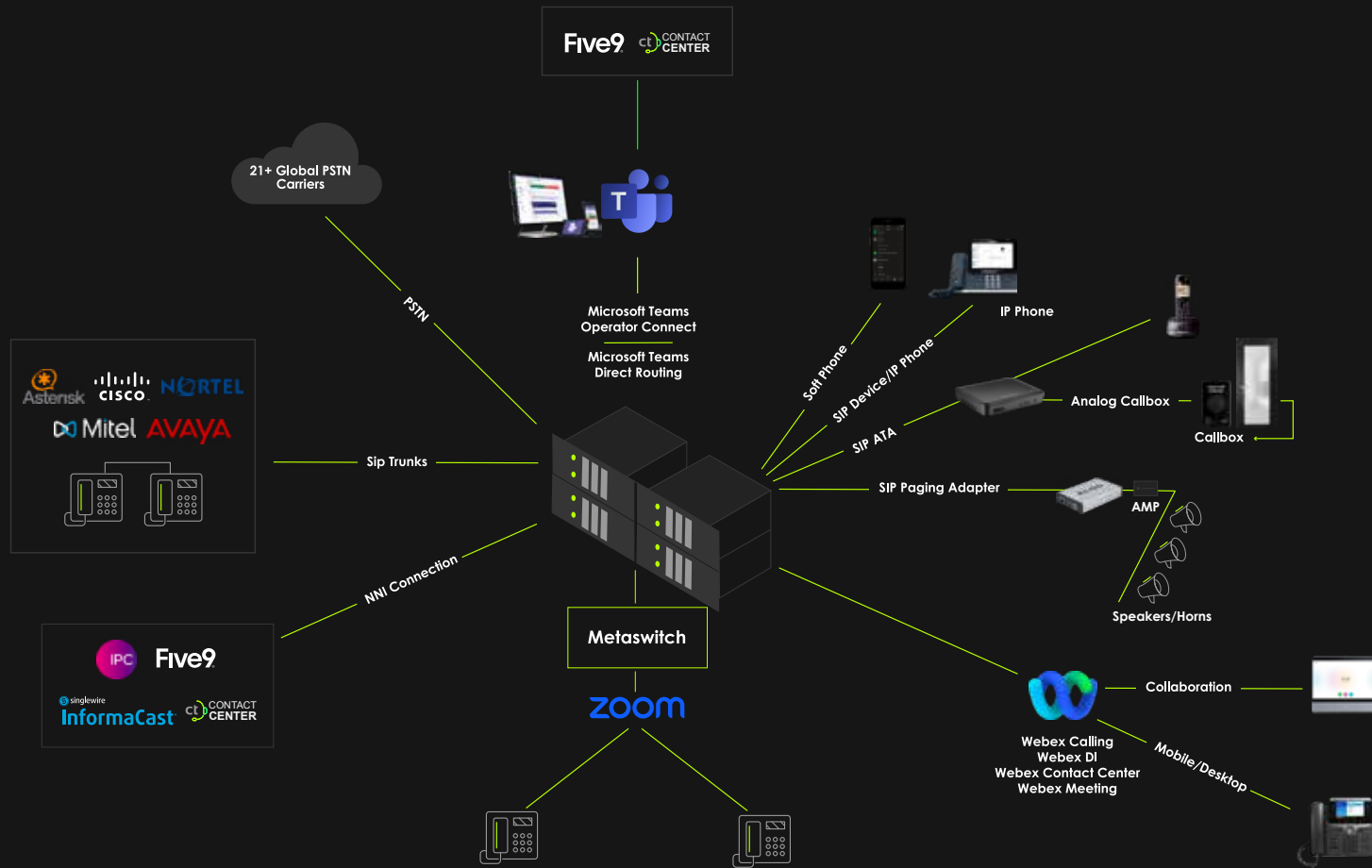
Cities

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

# Global Reach



# All Services High Level With CallTower



# The CallTower Advantage

Organization Control:  
Admin/User/Mobile App

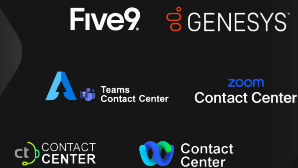
CallTower Tools:  
Catalog/Quote

CONNECT<sup>®</sup>  
calltower

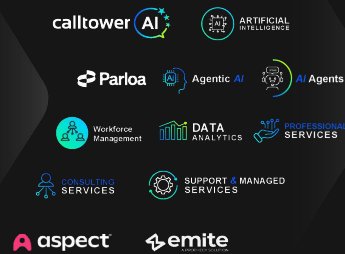
## UCaaS / Global Voice



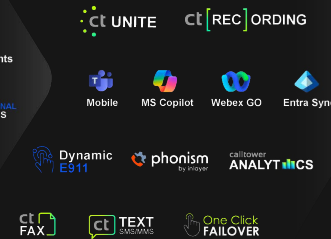
## CCaaS



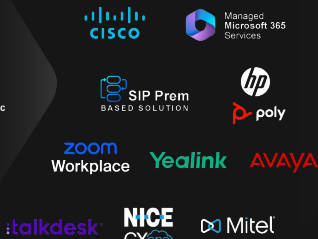
## CX / AI



## Integrations



## Collaborations / SIP



## 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