



Enhance Your Communication with Operator Connect for Microsoft Teams

Operator Connect's groundbreaking communication tool brings more flexibility and personalization to your Teams experience.

Efficient Call Management

With Operator Connect, you can personalize your call routing system and manage your calls more efficiently. You can choose where to route calls and even delegate specific numbers to certain employees

Easy Call Set-Up

Call set-up is a breeze with Operator Connect. With just a few clicks, you can configure your call routing preferences and ensure that your calls reach the right people.

Increased Flexibility and Customization

Features	Benefit
Customizable ID	You can customize your Caller ID by assigning it a local or toll-free area code which helps to enhance trust and professionalism.
Integrates with Teams	Operator Connect ensures a seamless integration process with Teams. It has a user-friendly interface that enables efficient communication, even for non-expert users.
Auto-Attendant	You can use the auto-attendant feature to automate your calls and provide your customers with speedy, efficient service 24/7.

Enhanced Management Features

Advanced Call Transfer

With Operator Connect, you can streamline call transfer management by assigning specific roles to various team members, allowing for more efficient call routing.

Real-Time Monitoring

Monitor your employees' call activity to ensure that all calls are being managed efficiently and provide real-time feedback.

Operator Connect Benefits

Leverage Existing Contracts or Find a New Operator

You keep your preferred operator and contracts or choose a new one from a selection of participating operators to meet your business needs.

Enhanced Support and Reliability

Operators provide technical support and shared service level agreements to improve support service, while direct peering powered by Azure creates a one-to-one network connection for enhanced reliability.

Faster, Easier Deployment

You can quickly connect to your operator and assign phone numbers to users - all from the Teams Admin Center.

Operator-Managed Infrastructure

Your operator manages the PSTN calling services and Session Border Controllers (SBCs), allowing you to save on hardware purchase and management.

CallTower's Microsoft Teams Operator Connect solution is now available in **EMEA regions**

Operator Connect | CallTower Advantage

Full digital journey in the Microsoft Teams Admin Center for simple and quick deployment.

Replace multiple local telco contracts to consolidate voice services

Carrier-class 24/7/365 technical support and shared service level agreements with Microsoft

Provision through Connect in minutes and assign phone numbers to your users

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

Direct Connectivity to Microsoft

Key add-ons like Operator Console and Call Recording

E911 Emergency Services

Central or local billing for Operator Connect service

No equipment is required on site, including SBC's saving capital expense

Smooth transition from your existing telephony to Teams Microsoft Teams Phone Standard Licensing

CallTower Connect – As a self-provisioning portal with Analytics around calling

Operator Connect | CallTower Advantage

The Microsoft Teams Phone Standard Licensing powered by CallTower enables customers to bring their current voice services into the Microsoft Cloud through Operator Connect.

Operator Connect calling ensures the ability to leverage CallTower's preferred rates and unlocks the full potential of a Microsoft Teams Microsoft Teams Phone Standard Licensing.

CallTower delivers key Microsoft Teams UCaaS features and functionality which are unavailable through other providers.

Customers using CallTower's Operator Connect for Teams offering can also easily redirect calls to an alternate number in case of a Microsoft outage and stay connected.

For more information

Let's Connect