

# Business Voice Microsoft Teams



## HOSTED CONNECTOR FOR MICROSOFT TEAMS

*"The sky is the limit when you move to the cloud with PenTeleData."*

**Jaime Mendes**  
V.P. of Operations, PenTeleData

## HOSTED CONNECTOR FOR MICROSOFT TEAMS

### WHY MICROSOFT TEAMS?

The PenTeleData Microsoft Teams integration extends our business phone system technology into the Teams native dial pad, providing a unified experience across multiple devices. Users get the productivity benefits of having all their communication tools in the same place — calling, messaging, meetings, and more. Our solution will maintain full control of each call, resulting in consistent call routing policies, user presence management, and metrics.

It's a powerful solution enabling Public Switched Telephone Network (PSTN) dialing from your Teams client.



### Key Features for Your Business

Without this integration, Microsoft Teams users are either limited to Teams-to-Teams calling or require a Microsoft Calling Plan to make calls to the PSTN. **PenTeleData's Hosted Connector for Microsoft Teams** simplifies this by integrating the PenTeleData Hosted phone environment into the native Teams dial pad. Teams users use their phone number and extension in the app, eliminating the need for a separate desk phone.



**Microsoft Approved.** Our integration was developed by certified Microsoft professionals who are validated Silver ISV partners.



**Cost-effective.** Save money by integrating your existing voice services into the Teams native dial pad, no Microsoft Calling Plan required. We offer simple per user, per month predictable pricing. Enable the integration for a single user, a group of users, or the entire organization.



**Seamless integration between voice technologies.** Our integration will allow your PenTeleData voice account to use a Hosted desk phone, mobile application, analog devices and our wireless DECT phones all together with Teams users. This will allow any Teams user to be part of the same Auto-Attendant, Hunt groups, or other Call Center applications devices they use.



**High Availability.** All call control remains in the cloud. Services like Call Screening, Call Forwarding, Find Me/Follow Me, and Voicemail all function independently of the MS Teams client. This is a secure and dependable way to process calls with the experience you expect.



**One-click deployment.** No advanced Microsoft skills required. Global Admins log in to the service using their regular credentials from the Azure/Microsoft 365 directory to provision and sync the service as needed.

**PENTELEDATA OFFERS A  
FIBER RICH BACKBONE WITH  
NEARLY 10,000 MILES  
OF FIBER OPTIC CABLING  
THROUGHOUT OUR NETWORK.**

 **PenTeleData**  
business voice

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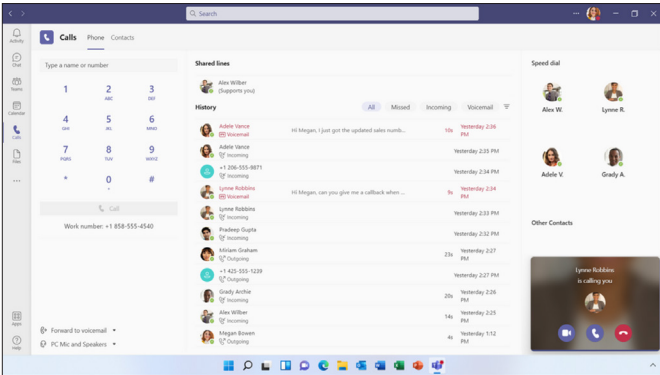
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**Anywhere Connectivity.** Enable inbound and outbound calling directly in the Microsoft Teams app with our cloud-native platform, allowing employees to keep their phone number and take their work on the road.

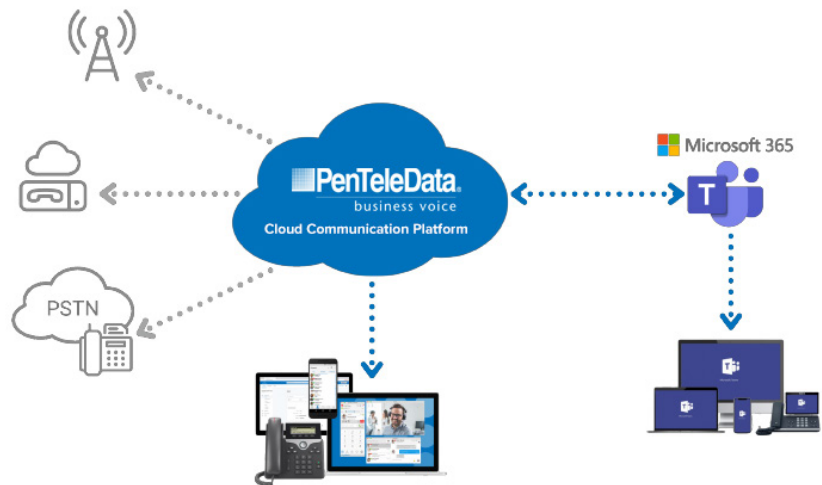


**Secure End-to-End Encryption.** Both signaling and media encryption are enforced between the Hosted Connector for Microsoft Teams infrastructure and Microsoft 365. Additionally, administrative access is controlled by Azure/Microsoft 365 single sign-on; no user credentials are stored by our portal.



### FUNCTIONALITY

The PenTeleData Microsoft Teams integration uses Direct Routing-as-a-Service to connect your voice services to the Microsoft Teams app. With this capability, users' voice services, including their existing phone number and extension, can connect to the PSTN in the Teams native dial pad.



*Although PenTeleData may not be supporting your MS Teams and Azure/Microsoft 365 environment, we will remain your 24/7 partner to call for all your business class voice features.*