



MICROSOFT TEAMS ENHANCED INTEGRATION

Give your team more than just a collaboration tool.

COEO's Microsoft Teams Enhanced Integration empowers your teams with built-in calling from our embedded dialer, advanced call routing, and fully managed system support. Leverage MS Teams from your COEO EmpowerUC™ Business seat without any advanced MS Teams E3 or E5 licensing or Microsoft Phone System licensing needed.



Place and Receive Business Calls Straight from Teams

Augment your team's communications with the ability to place, receive, hold, park and transfer external PSTN calls within the Microsoft Teams interface.



Streamline Operations with Advanced Call Routing

Your team needs more than just a collaboration channel. Streamline your operations with advanced call routing features, like ring groups, sequences, call queues, custom time-of-day routing, and many more.



Easily Connect Phone, Desktop and Mobile Users

Keep your team connected from any location and any device, whether they are communicating from an office phone, a desktop computer, a wireless phone in a warehouse, or using a mobile device on-the-go.



Select From a Wide Range of IP Phone Models

Empower each team with the devices best suited for their work. COEO's Integration lets you augment your staff's Teams certified devices with a wide range of desk, wireless and conferencing phone models.



Get Immediate Support During Emergencies

Stop waiting for an email or chat support answer when your mission-critical communications are down. Receive an immediate response to your call and see your issues resolved quickly and efficiently.



Gain More Insight Into Your Team's Performance

Introduce advanced call reporting to gain valuable insights into your Customer Service and Sales team's performance. Know if you are losing customers to long wait times and gauge staffing needs accurately.



Give Your Customer Service Management a Boost

Take customer service and sales management to the next level. Give your teams leading-edge call center features while keeping them connected to the rest of the organization.



Keep Your Business Running with Advanced SLAs

You can rely on COEO's enterprise-grade, high-availability infrastructure to keep your business going. Our 99.999% uptime and advanced SLAs provide your business with exceptional quality of service.



COEO's Teams Integration seamlessly connects all your users to our cloud platform from any location and any device. Access to COEO's advanced VoIP functionalities empowers your staff to place and receive external PSTN calls, streamline operations with customized call flows, and generate detailed call reports for Customer Service and Sales tracking.

	Microsoft Teams	COEO Microsoft Teams Enhanced Integration
Placing and receiving external PSTN calls	—	✓
Unified communication system for Teams, IP phones, paging systems and call center	—	✓
Immediate phone support and fast issue resolution during emergencies	—	✓
Advanced call management and routing	—	✓
Leading-edge call center features	—	✓
Comprehensive call reporting	—	✓
Advanced Service Level Agreements (SLAs)	—	✓
Wide selection of office and wireless IP phone models	—	✓

Connect with COEO to Empower Your Teams!

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