TCS Talk & Microsoft Teams Integration

In a world of rapidly changing technology, one thing remains certain: effective communication is essential. Companies have the need for a variety of telephone applications, which means they need a feature-rich voice solution. A **one-size communications service cannot meet the needs of the entire organizatio**n and can end up costing more than expected. With a variety of business needs for IP phone systems, from knowledge workers to warehouse phones, audio and video conferencing, instant messaging, chat, and collaboration, each company has different requirements for their day-to-day business functions. Flexible, scalable and easily managed VoIP solutions are a must for these businesses.

Microsoft Teams is on many people's minds lately. Teams is the ultimate chat and collaboration app, for communication, meetings, conferences, and file and app sharing. But what about voice? While Teams is a very useful tool, it lacks the sophistication of a PBX phone system. It **does not have the advanced enterprise telephony features** that a phone system offers. Then there's the issue of cost. **Teams can be pricey**. Users are required to purchase Microsoft 365 and voice subscriptions, which can run you up to $32 per user per month.

Limitations of Microsoft Teams:

- No paging functionality
- No contact centre functionality
- No Find Me/Follow Me/Twinning with cell phone capability
- Calling plans are complex and expensive
- No failover technology
- Requires Microsoft 365 and voice subscriptions

Did you know?

Teams requires a Microsoft 365 subsription which can cost up to $16.00 per user per month. It also requires a voice subscription which costs an additional $16.60 per user per month and only allows you to make domestic calls (international calling is extra). That's $32.60 per user per month.The costs add up!
Make sure you know what you're signing up for.

Integration is Possible Using Your Existing Hardware With No Additional Capital Costs

If you still want to take advantage of Teams' chat and collaboration tools, TCS recommends an integration with your existing PBX. By integrating, you are enriching your communication experience and adding more tools to your arsenal. You're getting the best of both worlds.

TCS offers a solution that can seamlessly integrate the two platforms. This means that you can have the cost savings of keeping your existing PBX, handsets, and all of the advanced telephony features you love while leveraging the power of Teams as your chat-collaboration tool and conferencing bridge. In addition to all of the chat-collaboration functions of Teams, Teams also becomes your soft client for your PBX. Incoming calls will ring your phone just like they used to, but now your Teams client rings as well, no matter where you are. This means work calls can go directly to any device logged into your Teams account for seamless communication whenever, wherever.

Integrating the platforms will enrich your communcation experience.

TCS ensure a cost-effective solution, using assets your business already owns and avoiding capital expenditures. Best of all, the features and flexibility are wrapped in world-class professional services. Whether you need help planning your Teams deployment, migrating users to Teams, or troubleshooting call quality, we have you covered. You can receive a hassle-free, turnkey solution to plan, design, migrate and maintain a comprehensive enterprise voice solution that integrates all of the benefits of Microsoft Teams with traditional telecommunications solutions.

Contact us today to learn more about a TCS Talk and Microsoft Teams Integration

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