

UNIVERGE BLUE® CONNECT WITH MICROSOFT® TEAMS®

Get the best of both worlds with
UNIVERGE BLUE CONNECT &
Microsoft Teams together

BETTER TOGETHER

Collaborate in Teams.
Call from CONNECT

ADVANCED FEATURES

Advanced cloud PBX,
Call Center and more

SAVINGS

Unlimited Local
& Long Distance¹

For businesses who have oriented their collaboration solution around Microsoft Teams², CONNECT with Teams offers the best of CONNECT telephone features and disables features such as chat, meetings and file sharing so users aren't faced with confusing options. Users go to Teams for chat, meetings and files, and CONNECT for all phone related services. CONNECT features are accessed through the phone, desktop and mobile app and the user can sign in to CONNECT with their Microsoft 365 credentials.

MICROSOFT TEAMS AS YOUR COLLABORATION HUB

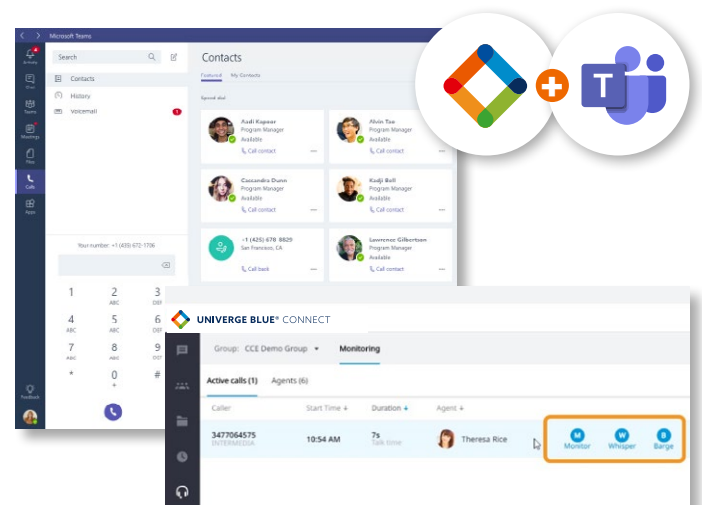
Use Microsoft's collaboration tools to manage chat, file sharing, and video conferencing.

CONNECT AS YOUR BUSINESS PHONE SYSTEM

Communicate through a business-grade, cloud-based phone system with the features your business deserves including advanced call routing.

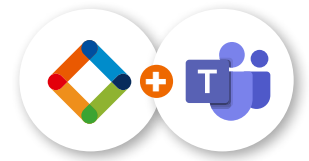
SUPPORT & SERVICE YOU CAN COUNT ON

24/7 support with industry leading 99.999% uptime SLA.



1. Free local and long distance calling
2. Microsoft Teams licenses purchased separately

UNIVERGE BLUE CONNECT WITH MICROSOFT TEAMS



HOW UNIVERGE BLUE CONNECT AND MICROSOFT TEAMS WORK TOGETHER

FEATURES	CONNECT WITH TEAMS ¹	MICROSOFT TEAMS
Instant Messaging		✓
Online Meeting		✓
Cloud Storage and File Sharing		✓
Notes and Tasks		✓
In-country calls to landlines and mobiles ¹	✓	
International Calling ²	31 countries	
Monthly outbound minutes per user ¹	5000 min (pooled)	
HD Quality Voice	✓	
Caller ID	✓	
Extension to Extension Calling	✓	
Call Waiting, Transfer, Hold	✓	
3-way Calling	✓	
Music on Hold	✓	
Do not Disturb	✓	
Voicemail	✓	
Voicemail Transcription	✓	
Voicemail Storage	10 Hrs/user	
Call Recording (automatic)	24 Hrs/user	
3rd party integrations	✓	
WebFax	✓	
QoS Dashboard	✓	
Call History	✓	
Voice channel (inbound, outbound)	✓	
Smart greetings (queue depth & ETA)	✓	
Monitor, Whisper, Barge	✓	
Supervisor Agent Monitoring	✓	
Real-time agent status	✓	
Establish and track SLA	✓	
Intelligent call routing	✓	
Configurable agent wrap-up time	✓	
Supervisor Analytics	✓	
Wallboards (real-time)	✓	
Detailed Contact Center Analytics (real-time)	✓	
Hunt Groups (10 per account)	✓	
24/7 Support	✓	

¹ Inclusive calling excludes calls to premium or high cost fixed or mobile numbers, specialty numbers or other destinations not considered standard cost. Those will be charged on a pay per use basis. Call rate tariffs can be obtained at: <https://univerge.blue/rates>
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² With Teams: Australia*, Belgium, Canada*, Czech Republic, Denmark*, Estonia, France, Germany*, Hong Kong*, Iceland*, India, Ireland*, Israel, Italy*, Japan, Malaysia, Netherlands*, New Zealand*, Norway*, Poland, Portugal, Romania*, Singapore, Slovakia, Spain, South Korea, Sweden, Switzerland, Taiwan, UK*, US*
(*Includes standard mobile)

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EMEA (Europe, Middle East, Africa)

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