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# Turn Microsoft Teams into a feature-rich business phone

Microsoft Teams

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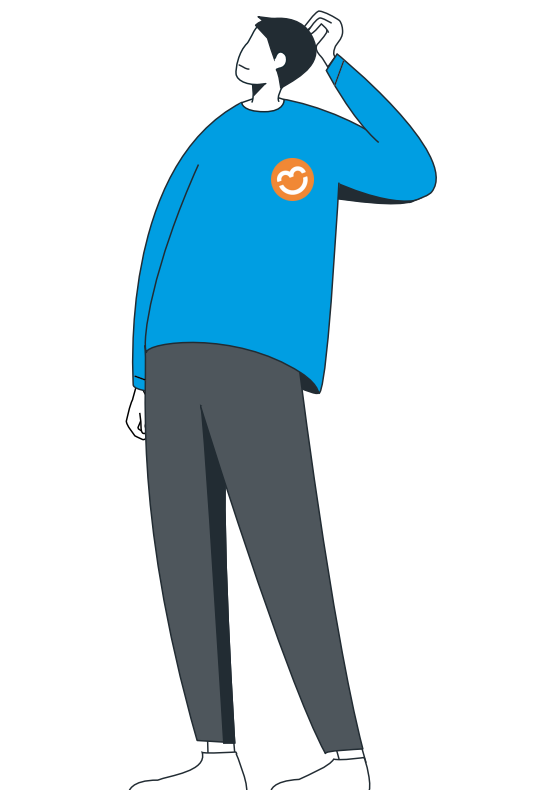
# Summary

## Turn Teams into a feature-rich business phone

Transform Microsoft Teams into a comprehensive business phone system with advanced features, PSTN connectivity, and AI-powered tools, all within a single, unified platform. Enjoy seamless user experiences, enterprise-level features, and robust communication capabilities that enhance productivity and connectivity.

Leverage Horizon Telecom's expertise to maximize your Microsoft Teams deployment, offering compliant security, full stack networking, and carrier-grade performance. With global coverage and 24/7 high-touch support, Horizon Telecom ensures reliable and efficient communication solutions tailored to your business needs.

Benefit from advanced functionalities such as call recording, contact center capabilities, two-way SMS texting, and video calling. Simplify call management with features like cloud auto attendants, call queues, call forwarding, and integrated dial pads. Horizon Telecom's integration with Microsoft Teams provides a seamless and powerful communication infrastructure for your organization.





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# Why choose Microsoft Teams?

## Seamless user experience

Effortlessly access Horizon Telecom's powerful functionality from any desktop or mobile device, all within the familiar Teams interface. Enjoy a unified experience without the need to switch between applications.

## Advanced feature set

Unlock enterprise-level features seamlessly integrated into Microsoft Teams. Leverage AI with Co-Pilot, gain insights with real-time analytics, manage calls efficiently with auto attendants, and explore a host of other advanced capabilities designed to enhance productivity.

## All-in-one solution

Transform Teams into a comprehensive business phone system. With a meticulously curated portfolio of features, support your connectivity and communication needs in one robust, all-inclusive platform.





# Create a feature-rich calling experience in Teams

Microsoft Teams seamlessly integrates all your essential business phone and collaboration features into a single, cohesive platform, enhancing your productivity and communication.



## **Teams Contact Center**

Enhance your business phone lines and streamline customer interactions with advanced contact center capabilities, ensuring a smooth and efficient customer service experience.



## **Teams Attendant Console**

Empower your Teams deployment with sophisticated call management features, enabling your team to handle calls with greater efficiency and professionalism.



## **Teams Call Recording**

Gain valuable insights into your business operations with a comprehensive call recording solution, allowing you to monitor and analyze conversations for quality assurance and training purposes.



## **Teams Faxing**

Send and receive faxes effortlessly within the Microsoft Teams dashboard, integrating traditional communication methods with modern technology for convenience and efficiency.



## **Teams Call Analytics**

Achieve a competitive edge with a powerful contact center analytics platform, providing in-depth insights and data to optimize your call center performance and decision-making processes.



## **Teams Texting**

Boost customer engagement by incorporating two-way SMS texting, making it easier to communicate with clients directly from the Teams interface.



# Create maximum productivity with Teams

Microsoft Teams consolidates all your essential business phone and collaboration features into a seamless, unified platform, enhancing your communication and productivity.



## Cloud Auto Attendant

Design customized menus for both internal and external callers, ensuring a professional and streamlined call routing experience.



## Cloud Call Queues

Set up call queues with personalized greetings, hold music, and more to manage high call volumes efficiently and maintain a professional image.



## Call Forwarding & Simultaneous Ring

Easily define when and where calls are forwarded, whether to another user or directly to your personal voicemail, ensuring you never miss an important call.



## Call Sharing & Group Call Pickup

Enable call sharing among users to ensure no call goes unanswered, enhancing team collaboration and customer satisfaction.



## Flexible Call Transfer

Effortlessly transfer calls between devices, individuals, and departments, ensuring smooth communication transitions and reducing call handling time.



## Call Parking & Retrieval

Place calls on hold within Teams and retrieve them using a unique code, allowing for flexible call management and improved call handling.



# Productivity with Teams continues

Microsoft Teams consolidates all your essential business phone and collaboration features into a seamless, unified platform, enhancing your communication and productivity.



## Caller Identification (ID)

Integrate caller ID that pulls information from your company directory, providing immediate context and enhancing caller recognition.



## Integrated Dial Pad & Contact Sync

Easily dial users by name or number using the integrated search bar in the dial pad, with seamless synchronization of your contacts.



## Video Calling

Initiate and receive high-quality video calls from any device equipped with a camera, facilitating face-to-face communication and virtual meetings.



## Cloud Voicemail

Access voicemails in the cloud and receive them as attachments, ensuring you can retrieve important messages anytime, anywhere.



## Shared Lines

Allow other users to make and receive calls on your behalf with shared lines, enhancing team collaboration and ensuring calls are managed effectively.



## Device Switching

Seamlessly switch between Microsoft Teams on desktop and mobile, maintaining continuity in your communication and collaboration efforts.





# Explore your Microsoft Teams phone options

Enhance your business communication with Microsoft Teams phone by choosing one of two robust solutions tailored to meet your needs.

## Operator Connect

Seamlessly integrate dial tone into Teams with both managed and self-managed options, offering a straightforward setup and reliable performance. Ensure your team stays connected effortlessly.

**Add dial-tone to Microsoft Teams with Operator Connect**

<https://gomomentum.com/operator-connect/>

## Direct Routing

Empower your Teams experience by adding calling capabilities with Direct Routing. This option provides greater control and flexibility, along with specialized support for GCC High, making it ideal for businesses with specific security and compliance requirements.

**Make Microsoft Teams your complete business calling solution**

<https://gomomentum.com/teams-direct-routing/>



## Globally Yours, Simply Smiling

Discover more about the possibilities and benefits of Microsoft Teams for your organization. Bring enhanced communication features, PSTN-connectivity, and AI into Microsoft's industry-leading collaboration solution.



# Bring enterprise-grade calling to Microsoft Teams

Make Teams your full-fledged business phone system with a curated portfolio that supports your connectivity and communication needs.



## Compliant Security

Fortify your deployment with industry-leading security measures that fully comply with HIPAA, GDPR, and other critical data privacy and security frameworks, ensuring your data is protected to the highest standards.



## High-Touch Support

Enjoy uninterrupted peace of mind with 24/7 support from top-tier global experts in cloud voice, Microsoft Teams, and connectivity solutions, ensuring you receive prompt and effective assistance whenever needed.



## Carrier-Grade Network

Experience unparalleled reliability and performance by connecting directly to Microsoft's infrastructure via Horizon Telecom's redundant and sophisticated network, designed to ensure maximum uptime and seamless operation.



## Seamless User Management

Effortlessly add, manage, and port numbers, and migrate users from your legacy PBX system individually or in bulk, with the expert guidance of Horizon Telecom's seasoned Microsoft Teams specialists.



## Global Coverage

Expand your communication reach globally with Horizon Telecom's extensive network, boasting over 200 points of presence worldwide and offering unlimited calling, to support your international business needs.



## Full stack networking

Augment your Teams Phone deployment with a range of services, including SD-WAN, SIP trunking, Direct Routing, and Contact Center functionality.



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# Maximize your value

Take advantage of Horizon Telecom's connection into the Microsoft network, long-standing integration with Microsoft Teams, and expertise in managing Teams deployments to enhance communication, improve productivity, and increase collaboration.

## Why Horizon Telecom

Horizon Telecom is the premier 'next gen' provider that makes you happy. We make solutions simple for you worldwide. With us, you have 1 reliable partner for end-to-end solutions in unbeatable international communication, connectivity, and security. Wherever and however your company operates, with us, you get 1 contact, 1 contract, 1 Service Level Agreement, 1 invoice, and we speak your language.

As an international independent telecom-as-a-service provider, we deliver, support, and proactively manage your digital infrastructure worldwide, 24/7. We operate carrier-neutral, empowering our experts to grant you the freedom to independently choose the smartest from the best solutions and the latest innovations in the market. Join the ranks of satisfied customers and experience the freedom, quality, and innovation we offer.



**Patrick Taffijn**  
IT Manager - Vertom

"Many organizations say, 'two devices mean two licenses,' but not with Horizon. Thanks to a custom solution, we have two phones on one number with one license."



Horizon Telecom is an international independent next-generation telecom-as-a-service provider. Established in 2014, Horizon Telecom operates globally in a carrier-neutral manner, and currently orchestrates the mission-critical digital infrastructure of over 200 clients, 24/7.

At Horizon Telecom, customers have the autonomy to select from smart and globally available solutions for communication, connectivity, security, and related professional services. Customers at Horizon Telecom can choose from the offerings of over 1,400 partners with whom the company collaborates globally. Customers get 1 contact, 1 contract, 1 SLA (Service Level Agreement), 1 invoice, regardless of the collaborating parties, and the company supports clients in their own language.