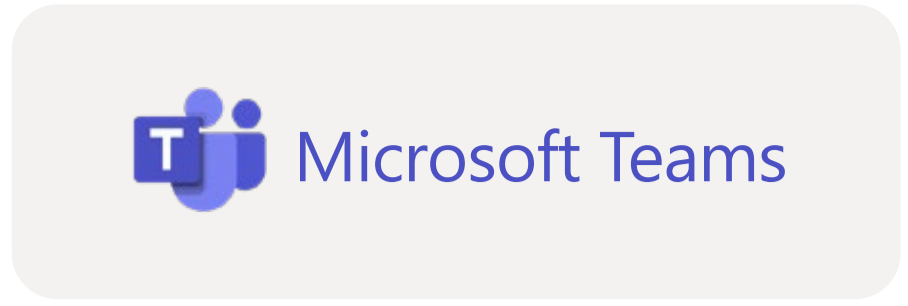


3CX and Microsoft Teams Integration



Microsoft Teams is a collaboration platform for Microsoft 365. Users add colleagues to a 'team' which then becomes the centre of a series of chat rooms, known as channels. As well as chat, Teams provides conferencing, email and collaboration tools.

What MS Teams lacks however, are key voice features which are essential to the Enterprise such as call queues and skill-based routing.

OTHER LIMITATIONS OF MS TEAMS INCLUDE:

✗	Teams only offers PSTN dialing, audio conferencing and a cloud based PBX as paid add on services	Tied down to MS SIP and Azure hosting	✗
		Tied down to specific Teams handsets	✗
		Subject to regional availability	✗

COMBINE 3CX WITH TEAMS

By integrating with 3CX, Teams users can benefit from 3CX's rich telephony features, low-cost calling plans from a local carrier and other business communication features such as Live Chat and Facebook integration.

3CX Teams Integration is more than an SBC, which has certain drawbacks such as extensions being idle and call reports missing calls from Teams Users.

Instead, it uses Direct Routing (SBC Trunking); which we use to simulate extensions over the bridge. This enhances call quality as users enjoy less hops, errors and delays than when using a connection directly via SBC.

LET'S LOOK AT HOW 3CX CAN ENRICH MS TEAMS USERS' EXPERIENCE:

	Microsoft Teams	3CX
Dial by extension	✗	✓
Paging	✗	✓
Reporting	Limited Options	Contact Centre Reporting
Queuing Strategies	Limited Functions	Advanced Queues & Skills based routing
Integrations	Restricted	APIs & CRM Template Generator
Supported Handsets	Limited Models	100+ Supported Devices
SIP Trunks/ SBC	Limited Options	Open Standards

CUTTING COSTS USING 3CX WITH TEAMS

3CX Teams integration offers the solution, with a unified calling experience for all. 3CX users can dial Teams users and vice versa, and Teams users can dial externally via 3CX SIP trunks.

So you can:

- Save on MS calling plans, limit to those who really need it ✓
- Use a SIP provider of your choice in your country ✓
- Eliminate additional licenses for an SBC - as this is natively integrated into 3CX ✓

	Microsoft Teams	3CX
License	\$35 - 50	\$1.23 <small>(BASED ON 165C ANNUAL ENTERPRISE)</small>
Calling Add On	\$8	N/A
Call Plan	\$12 - 24	\$2 <small>(VIA LOCAL SIP PROVIDER)</small>
Audio Conferencing	\$5	Included FREE
Hosting	N/A	Free First Year*

*3CX pricing is subject to change. You may find 3CX pricing in your local buying currency [here](#).

BENEFITS OF 3CX MS TEAMS INTEGRATION

So, to recap, here is why MS Teams users NEED 3CX

- Unlimited extensions
- Advanced Contact Centre
- Extensive Call Reports
- Cost-Saving
- Open APIs for custom integrations
- No vendor lock in!
- Call recording with transcription
- Advanced Call flow app.