CommsChoice Microsoft Teams Calling

CommsChoice Microsoft Teams Direct Routing, Contact Centre and Insights

Say goodbye to your landline and hello to making and receiving calls on any device, from any location with Microsoft Teams Calling.

Chances are you are already using Teams for file sharing and virtual meetings. CommsChoice Direct Routing for Microsoft Teams provides direct dialling capability from Office 365 allowing your team to communicate via chat, video calls, voice calls and conferencing to people inside and outside your workplace using a single system, regardless of where they are.

International MS Teams capabilities

We have porting agreements in place with carriers in around 70 countries so you can keep your business numbers to ensure business as usual. Or we can provide you with new DIDs in over 100 countries.

The Skype for Business replacement

Microsoft Teams Calling is Microsoft's nominated replacement for on-premises and Cloud Skype for Business from July 2021.

CommsChoice depth of experience with Microsoft Teams is unrivalled.

With a low monthly subscription charge, our solution is a cost-effective solution for any sized business.

Call Centre Solutions and Insights

We also have a range of contact centre solutions that work across multiple platforms and our Insights platform delivers PCI compliant call recording, analytics, QA and AI driven speech analysis.

The power of one united workplace

Communicate through chat, meetings, voice and video calls to anyone inside and outside your organisation.

Host audio and web conferences.

Make calls to landline, mobiles and international destinations from a single dedicated geographic number from more than 6000 cities globally.

Collaborate with ease, managing your business communications from a single integrated platform regardless of your disparate locations.

Direct Routing for Microsoft Teams Features

- Rapid, centralised mass deployment across multiple sites

- 100s of PBX features including Auto Attendants, Queues and Hunt Groups

- Each user has a dedicated phone number (DID) linked to Office 365

- Number portability for your VoIP, ISDN and PSTN numbers

- Office 365 licensing remains with your Microsoft partner

Contacts **Multiparty meetings** **Instant messaging** **Document sharing** **Presence**

One business number

Local calls **National long-distance calls** **International calls** **Calls to mobiles** **File & Screen Sharing** **MS Teams Collaboration** **Video Meetings**
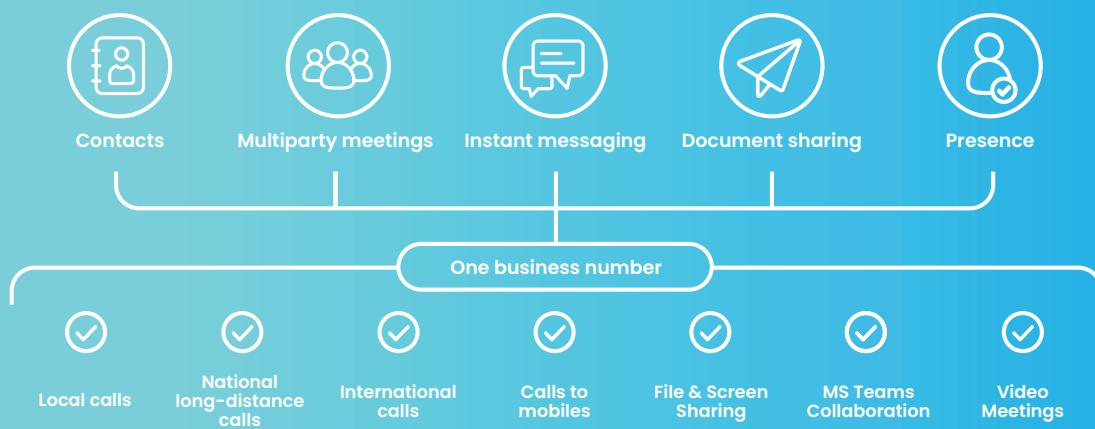
Visual voicemail

If you are not available to take a call, let visual voicemail take the message for you. Collecting all your messages in one place, visual voicemail sorts all messages into a list and can even transcribe your messages as text.

Privacy everywhere

Teams Calling means you only need hand out your landline to business contacts, Teams will send the call to wherever you are and whatever device suits you. Your smartphone and laptop will still be at the centre of doing business, but your mobile number can stay private.

Control via the Cloud

Manage your phone number and system features from anywhere, using any device. No need for techs, no need for equipment changes on site – the time and cost of manually configuring your PABX is a thing of the past.

Gold
Microsoft Partner

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cloud communications for business

International Microsoft Teams phone system

CommsChoice has deployed Microsoft Teams across the globe. With direct routing nodes in USA, China, Singapore, Germany, Sydney, Melbourne, Japan and Manila – we are one of the world's most experienced International Teams providers.

In the next 12 months, we will expand our International Teams calling nodes into India, Hong King, Indonesia and Africa.

When you need a true Microsoft Teams global phone system – CommsChoice provides our world leading calling experience using Direct Routing.

Commschoice International MS Teams Calling

The multi-national phone system on Microsoft Teams

- Link your global offices on a single phone system platform

- A highly scalable, flexible system that grows with your business

- Powerful collaboration tools such as instant messaging, presence and conferencing

- Feature rich analytics software that monitors call metrics in real time

- Global Contact Centre solutions available

- Local number portability available for participating carriers

- Geographical number allocation from more than 6,000 cities

- Servicing over 100 countries with a single call plan

commschoice worldwide network

MS Teams Nodes

Teams Nodes – Coming soon

Global PBX POP

Canada
Oregon
San Jose
Los Angeles
Ohio
Washington D.C.
Sao Paulo
Ireland
London
Paris
Frankfurt
Mumbai
Beijing
Seoul
Tokyo
Shanghai
Hong Kong
Manila
Singapore
Jakarta
Perth
Melbourne
Sydney
Auckland

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CommsChoice Insights

CommsChoice Insights is an AI-driven call recording, quality assurance, voice analytics and compliance solution. Our feature rich suite of Native Microsoft Teams services use Cloud technology to provide customer/agent and screen interaction analysis eliminating the cost of purchasing and supporting on site hardware.

Call recording

Insights securely captures and stores all of your calls. We support 99% of all telephony platforms including Microsoft Teams, Cisco, Avaya and many more.

Quality Assurance

Use our agent evaluation tools to quickly resolve disputes, expertly train your staff, maintain compliance and optimise the customer experience.

Voice Analytics

Gather precious insights into your customers' experience and agent interactions through our analytics tool. Search for keywords and key phrases quickly and easily.
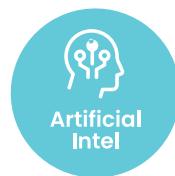
Artificial Intelligence

Insights offers robust natural language processing which provides best-of-breed speech analytics. Insights AI understands and organises your unstructured call recordings into actionable data.

Compliance

CommsChoice Insights can manage your call recording to support global regulatory compliance.

Call Recording for the Microsoft Teams Phone System

Call recording

CommsChoice Insights Call Recording as a Service solution for the MS Teams Phone System. Insights uses Cloud technology to capture all customer/agent audio and screen interaction. Our Insights call recording software completely eliminates the cost of on-site hardware, back-up systems, storage and maintenance costs, effortlessly adjusting to the size of any business with scalable, affordable pricing.

Quality assurance

CommsChoice Insights integrates directly with Microsoft Teams to bring leading compliance call recording, quality assurance, agent evaluation and AI analytics to enterprises of any scale. Insights securely captures Teams communications including web, desktop (Windows and Mac), mobile applications (iOS and Android) and desktop phones.

- Automatic call capture through direct Microsoft Teams integration

- Secure and seamless storage of call data on the CommsChoice Insights platform

- Delivers leading analytics, QA, compliance and emotive detection features

- Meets PCI compliance regulations

- Hosted across 40+ global data centres, ensuring compliance with data sovereignty regulations

- Scalable, flexible, subscription-based Software as a Service

Seamlessly manage your compliance requirements with CommsChoice Insights.

CommsChoice Insights offers a flexible month-to-month Call Recording SaaS solution that includes 24×7 support.

- SaaS native call recording for the Microsoft Teams phone system

- Cloud based HTML5 access

- Unlimited scalability

- Local data sovereignty

- Securely capture all customer calls

- Access call recordings instantly and securely with AI driven indexing

- Fully customised reporting

- PCI compliant

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Call Analytics/Sentiment

Take control of your call centre, and get a 360 degree view of your call volume. CommsChoice Insights can track the emotional progress of your calls for the customer and your agents.

Insights allows you to design your agent performance metrics and accurately measure key performance indicators such as courtesy, efficiency and clarity.

CommsChoice Insights reporting and analysis tools allow you to measure your entire organisation, or a single agent. Reporting delivers actional data that reveals the strengths and weaknesses of your customer care process.

Analytics

Harness the power of your voice data and reap greater business intelligence from your recorded customer calls. Gain a competitive advantage by identifying trends, resolving issues and anticipating market demands before your competition.

Call recordings hold the largest collection of untapped customer data you could ever imagine. CommsChoice Insights uses emotive conversation analytics and AI to rapidly process thousands of conversations and capture what your customers and agents are saying and feeling about your business.

Insights will convert your unsorted call data into a powerful data for your organisation. Conversation analytics pinpoint customer intentions and emotional sentiment, giving you the power to quickly breakdown and categorise the driving issues behind call volume such as support, billing and new orders.

Analytics & Sentiment

PCI Compliance

AI-powered data protection for your customers and your business.

Every time one of your customers provides a credit card number to one of your agents over the phone, your company is subject to PCI DSS regulations. These compliance laws require your company to remove payment card (PCI) data from your call recordings and transcripts. Meeting PCI DSS requirements is an overwhelming task for many companies. With CommsChoice Insights, our AI can automatically detect when sensitive customer data occurs on a call recording and securely redacts it from the audio file and the call transcript.

Insights also secures your Cloud recordings and transcripts with 256-bit encryption. Even if you choose to store your call onsite, our redaction and encryption will help protect your customers from exposure.
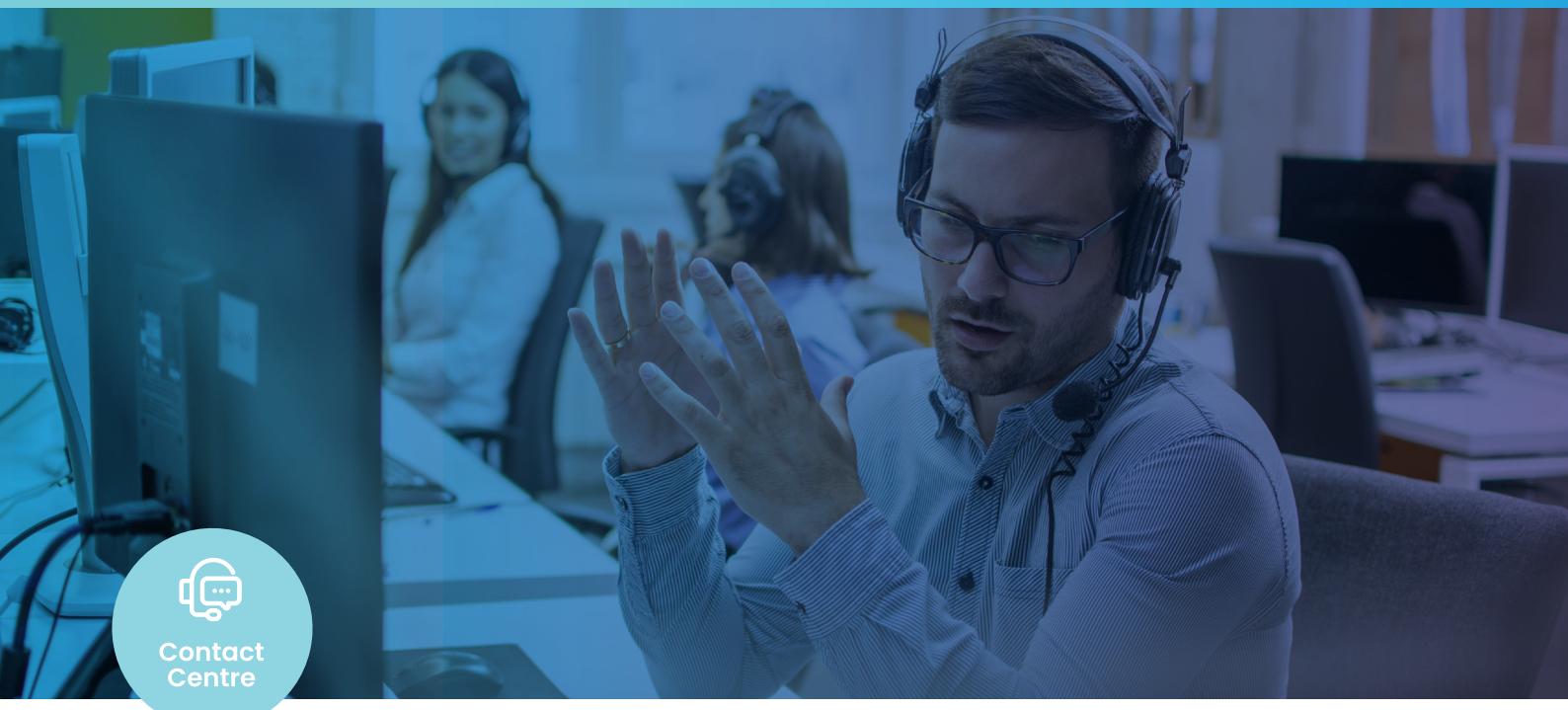
Contact Centre

Call Centre Solutions for Microsoft Teams Direct Routing

When you need a phone system for a Call Centre, CommsChoice has a range of options to suit with on premises and Cloud solutions including native, semi native and hybrid Contact Centre solutions.

Native Contact Centre for Microsoft Teams

When you need a Call Centre Phone System that is embedded within the Teams environment, we have the solution. The Native Contact Centre Phone System solutions use the Teams interface and have the Contact Centre icon built on the Teams application menu.

The big advantage of a Native Teams Contact Centre is that it avoids any disruption of the audio stream, with the voice packets remaining within the Microsoft Environment.

By using a Native Contact Centre solution for Teams, the audio stream doesn't need to traverse back through any supplier servers which has the potential to affect call quality.

Semi Native Contact Centre for Teams

A Semi Native Call Centre solution for Microsoft Teams runs seamlessly between the Contact Centre application but requires an additional software application installation. Calls are managed seamlessly between the two applications using our years of experience in developing Cloud Contact Centre solutions.

Hybrid Contact centre for MS Teams

A Hybrid Call Centre Phone System means the bulk of the business uses the Teams Direct Routing application and we keep the Call Centre or Contact Centre on the current Cloud or On Premises PBX and set up an integration to manage calls between the two platforms. We do this in many cases where business has already made a significant investment in their Contact Centre Phone System.