Take MS Teams to the Next Level with 3CX Cloud

Proof that some things really are just better together

3CX's native integration into Microsoft Teams provides a frictionless call experience for users comfortable with either platform, at a fraction of the cost.

- Seamless calling between 3CX and Teams users
- Simple set-up and management – no additional hardware required
- Integration into popular CRMs
- Automatic sync of user contacts
- Savings on Microsoft licenses for users who don't need Teams
- Access to a wider range of IP phones
- A more powerful and comprehensive PBX than standalone Teams
- Advanced Contact Centre and reporting features

Product Overview

There's no such thing as "one-size fits all" when it comes to business telephony solutions. Enterprise customers are now leaning towards a hybrid technology model to ensure employees are equipped with the right communications features needed to do their jobs productively, while doing so in the most cost-effective manner for the business.

With the integration of two globally renowned technologies; Microsoft Teams and 3CX Cloud, businesses can now have the best of both worlds.
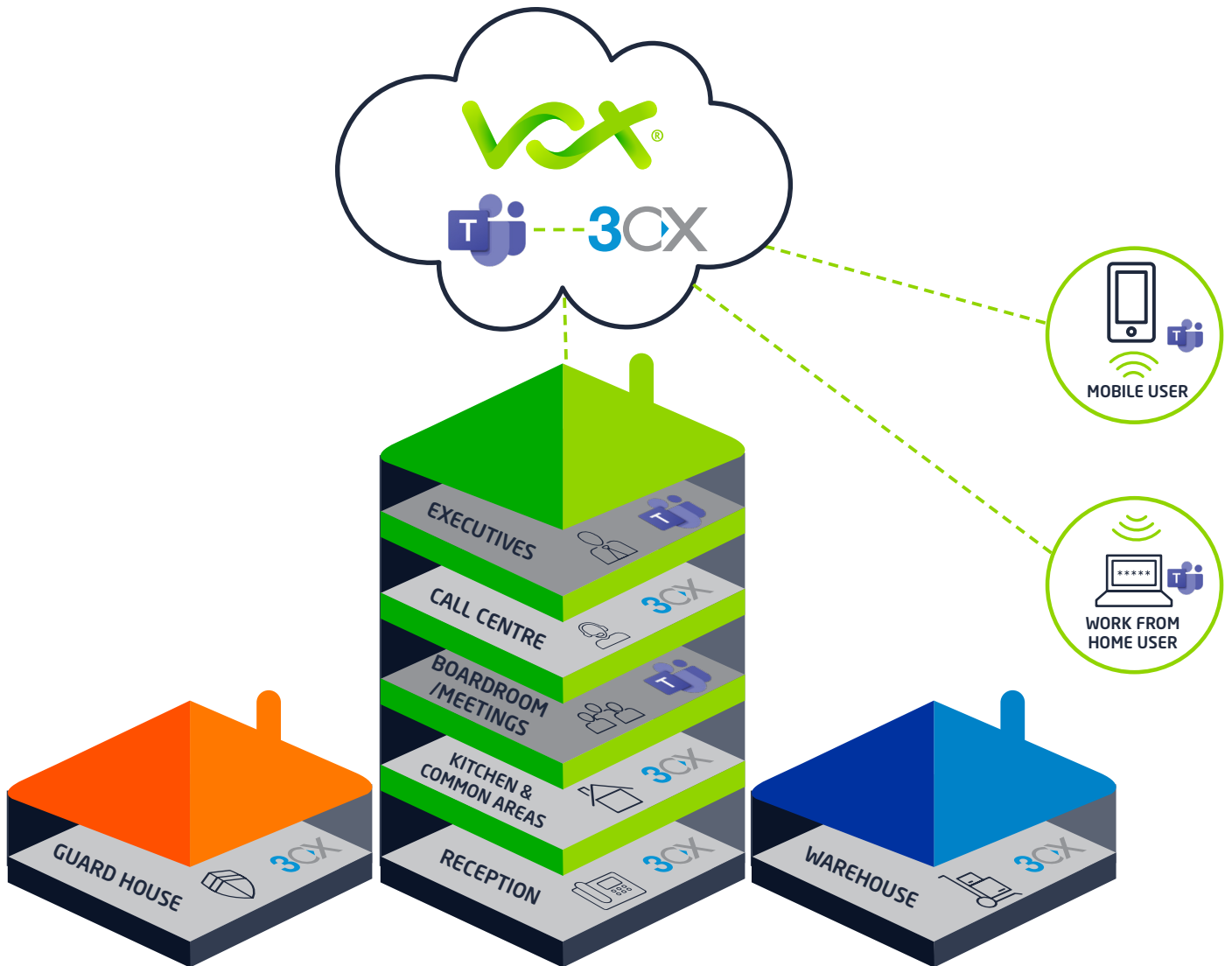
Microsoft Teams provides intuitive, easy to use, unified communications tools, while 3CX Cloud offers advanced PBX functionalities, such as queues, reporting, recording and CRM integrations.

This complementary combination results in a seamless calling experience for 3CX users dialling Teams users, and vice versa, while also allowing for administrators to benefit from a secure, full-featured PBX that's easier to use and manage overall. And of course, with cost reduction being top of mind for all businesses, this blended environment ensures costs are kept well within budget.

How can 3CX enrich Microsoft Teams?

	Microsoft Teams	3CX
Paging	✕	✓
Reporting	Limited Options	Contact Centre Reporting
Queuing Strategies	Limited Functions	Advanced Queues & Skills Based Routing
Integrations	Restricted	APIs and integration to popular CRMs
Supported Handsets	Limited models	100+ supported devices
Call Recording	✕	✓
Business Hour Rules	Limited Functions	✓

Visit us at vox.co.za

vox

3CX Cloud and MS Teams is for Everyone

EXECUTIVES

CALL CENTRE

BOARDROOM /MEETINGS

KITCHEN & COMMON AREAS

RECEPTION

GUARD HOUSE

WAREHOUSE

MOBILE USER

WORK FROM HOME USER

Additional Benefits for MS Teams

- Unlimited extensions
- Advanced Contact Centre
- Extensive call reports
- Cost-savings

- Open APIs for customer integrations
- No vendor lock in
- Call recording with transcript
- An advanced call flow app

About Vox

Innovation and insight combine in Vox - a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice - as well as Cloud, business collaboration and conferencing tools - Vox offers intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information **click here.**

For more information on complementary or alternative products, visit us at vox.co.za

New Business Sales JHB : +27 (0) 87 805 5050
Consumer Support : +27 (0) 87 805 0530
Business Support : +27 (0) 87 805 0500
Email: info@voxtelecom.co.za