RingCentral

RingCentral Cloud PBX for Microsoft Teams

Amplify your Microsoft Teams calling experience with RingCentral's enterprise-grade voice solution.

Businesses that want to optimize their investment with Microsoft 365 while using Microsoft Teams for collaboration can now do so in combination with RingCentral's robust cloud communications solution. This native Direct Routing integration provides global calling functionality and enables users to get more done with an industry-leading cloud PBX integrated into Teams, keeping Teams at the center of the collaboration experience.

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Key features and benefits

- Enterprise-grade telephony for your Teams users with a native user experience

- Rich in PBX features:
    - Basic call controls
    - IVR and call handling
    - Automatic call recording
    - Call reports and analytics
    - Call queues

- Full PSTN in 40+ countries, local and toll-free numbers in 110+ countries

- Out-of-the-box native integrations to boost user productivity

- No need to manage communications infrastructure, SIP trunks, or SBCs

- No separate interfaces or downloads required, making adoption simple

Any device, anywhere

- ━━━ RingCentral platform messaging
- ━━━ Inbound & outbound Teams calling
- ━━━ Inbound & outbound PSTN calling
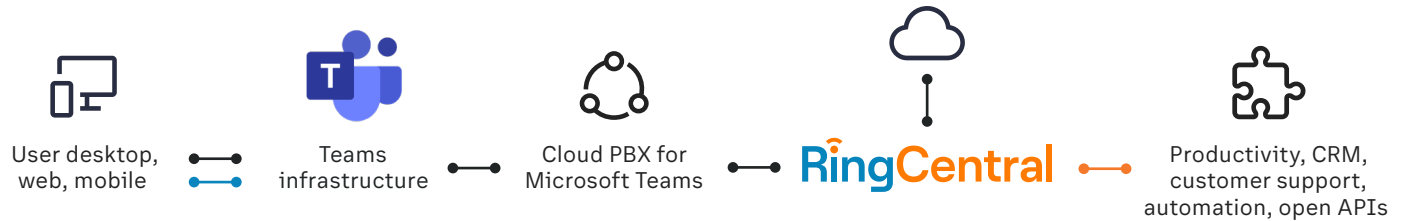
All of your users can communicate with each other as well as outside of the company on a single communications platform, regardless of whether they are Teams users, customers, or partners. Users can communicate and collaborate using any device on mobile, desktop, or web and manage their communication preferences through our intuitive user portal.

User desktop, web, mobile → Teams infrastructure → Cloud PBX for Microsoft Teams → **RingCentral** → Productivity, CRM, customer support, automation, open APIs

Centralized management

RingCentral's industry-leading 99.999% SLA ensures your users always have access to the tools they need. In the event of a Microsoft Teams service outage, users can continue to make and receive calls via the RingCentral app on desktop, web, or mobile with no downtime.
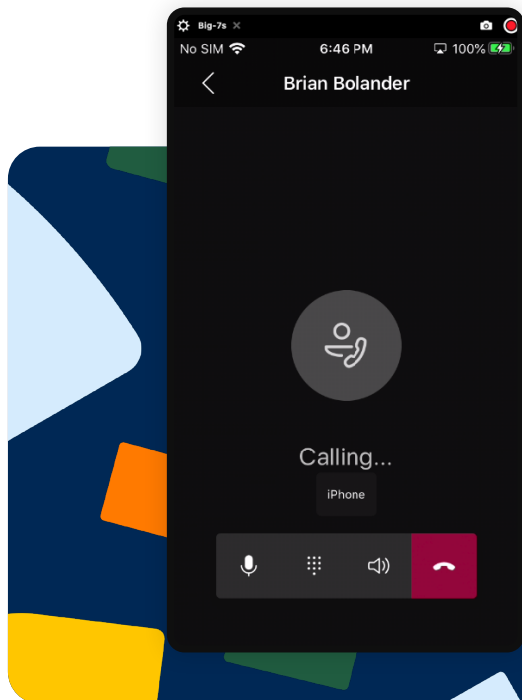
RingCentral's uptime SLA
99.999%
which equates to less than six minutes of downtime a year.

Microsoft's uptime SLA
99.9%
uptime equates to more than a business day of downtime a year.

Intuitive Teams experience

Since the RingCentral Cloud PBX for Microsoft Teams integrates natively into Teams, users can enjoy the same Teams interface they've been using with no additional downloads, bots, or plugins. Users get the best of both Teams and RingCentral platforms in one, improving productivity and making adoption simple since no retraining is required.

Robust analytics

762	713	49	11:16
#INBOUND	#ANSWERED	#MISSED(W/VM)	AVG. HANDLE TIME
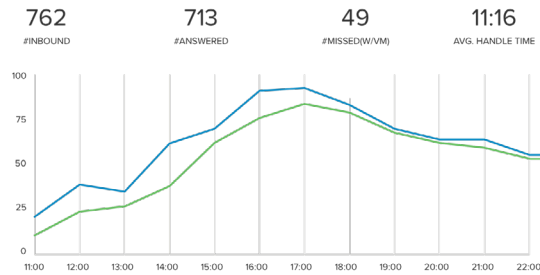
Get valuable insights into your calls in Teams to identify key trends across employees, teams, and the company. Make impactful changes using real-time data to drive business decisions, set up automated alerts, and create targeted reports with simple and configurable out-of-the-box KPIs and metrics.

240+ out-of-the-box business applications and integrations

Offer users flexibility via our native integrations with a wide set of commonly used business apps. Spend less time switching between apps by making and receiving calls directly in your favorite productivity apps. Attach call log information and link to call recordings in your favorite CRM.

Enterprise-grade telephony

With seven layers of enterprise-grade security and geo-redundant data centers located all around the world, RingCentral's industry-leading availability ensures reliable HD audio, wherever work finds you.

Enterprise organization

Business process

Application

Data

Host

Network

Physical

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral

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