

# No one does business communications in MS Teams better

Our Elevate Unified Communications (UC), Contact Centre capabilities, Archiving, and Microsoft Teams collaboration—all in one seamless, embedded solution.



### Fully Embedded App:

Single-app desktop and mobile experience with no Teams Phone licence required.

### Advanced Features:

Advanced cloud-based phone system, Contact Centre, Archiving, and more.

### Built-in Redundancy:

If Teams goes down, use our UC's mobile app for calls.

For businesses centred around Microsoft Teams, our UC for Teams Embedded solution delivers an enterprise-grade cloud phone system and AI-powered Contact Centre communications — seamlessly integrated within the Teams desktop app. Users can also place business calls directly from the Teams mobile app for flexible, on-the-go connectivity – all without requiring a Teams Phone licence. Plus, capture, retain, and search UC and Teams data with retention from 30 days to 10 years for enhanced productivity and secure message preservation.

### MICROSOFT TEAMS FOR COLLABORATION:

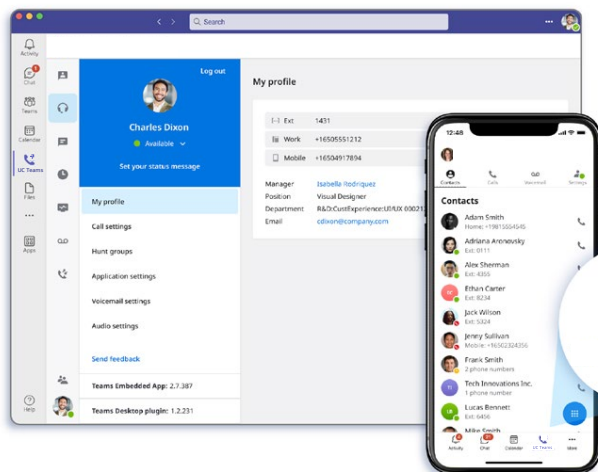
Use Teams collaboration tools to manage chat, file sharing, and video meetings.

### UC FOR ENTERPRISE PHONE:




Place business calls from the Teams app using your work number, with advanced features like auto attendants, call queuing, and hunt groups.

### CONTACT CENTRE FOR BETTER CUSTOMER EXPERIENCES:

Add Contact Centre to our UC for Teams for omnichannel support, intelligent routing, AI insights, and analytics—plus a no-cost softphone (CC standalone) for voice via extension, embedded in Teams or CC desktop.



## HOW OUR UC, CONTACT CENTRE, AND TEAMS WORK TOGETHER

|  | ADD-ON  |   |   |
|--|---|---|---|
|  |  |  |  |
| FEATURES   | USE TEAMS FOR   | USE UC FOR  | USE CC FOR  |
| Chat/Instant Messaging   | ●   |   |   |
| Video Meetings   | ●   |   |   |
| File Sharing & Cloud Storage   | ●   |   |   |
| Microsoft Teams Mobile App   | ●   | ●   |   |
| UC Mobile App  |   | ●   |   |
| Enterprise PBX (100+ Calling Features)   |   | ●   |   |
| Unlimited Calling (Domestic + 33 countries)                                    |   | ●   |   |
| Archiving for Teams and Communications Data (Retention options up to 10 years) |   | ●   | ●   |
| Call Monitor, Barge, Whisper   |   | ●   | ●   |
| Advanced Hunt Groups   |   | ●   |   |
| 3rd Party Integrations (Salesforce, ServiceNow, NetSuite, and more)            |   | ●   | ●   |
| Dashboard & Reports  |   | ●   | ●   |
| Advanced Reporting and Analytics   |   |   | ●   |
| Omnichannel Support (Voice, Chat, Email)                                       |   |   | ●   |
| Intelligent Call Routing   |   |   | ●   |
| Call Queuing   |   | ●   | ●   |
| Interactive Voice Response (IVR)   |   |   | ●   |
| Customer Self-Service Tools  |   |   | ●   |
| Outbound Customer Engagement (Voice, Email)                                    |   |   | ●   |
| AI Interaction Summary   |   |   | ●   |
| AI Sentiment Analysis  |   |   | ●   |
| Real-Time Agent Management   |   |   | ●   |
| AI Workforce Engagement  |   |   | ●   |
| AI Quality Management  |   |   | ●   |
| Post-Call Survey   |   |   | ●   |

QUESTIONS? CONTACT VERITAS TELECOM TODAY!



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