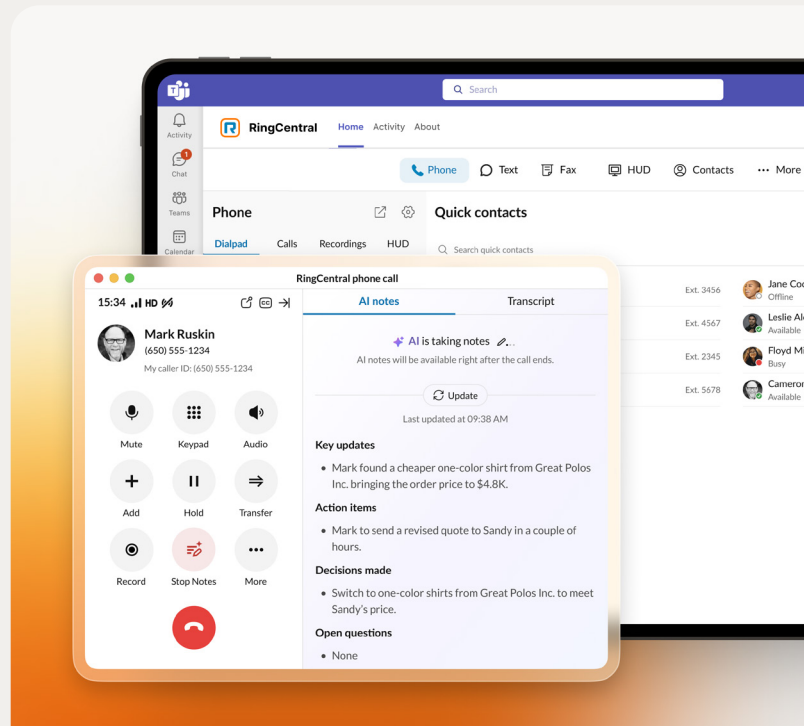


# Elevate Microsoft Teams with reliable, AI-powered calling

Bring reliable, advanced calling, SMS, fax, and more into your Microsoft Teams mobile and desktop apps—no Teams Phone license required.

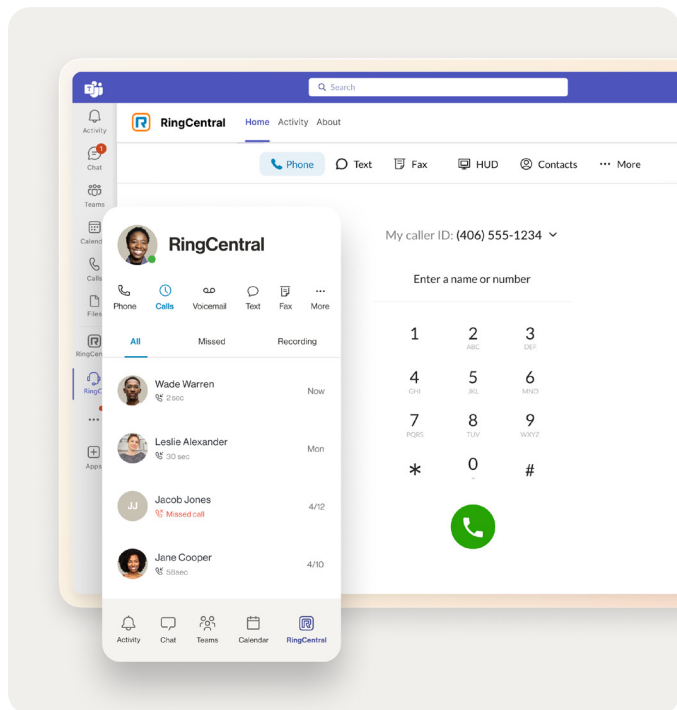


Microsoft 365 is a key platform for employee productivity for organizations everywhere. Those organizations can count on widespread adoption of well-established apps like Word, Outlook, and Excel. Many are also looking to maximize their Microsoft 365 investment by driving usage in other services included in their subscription like Microsoft Teams.

Many of those organizations are also seeking to harness the power of AI to enhance productivity and streamline their workflows. AI-driven features such as automated transcriptions, intelligent meeting summaries, and smart task assignments can significantly boost efficiency, allowing teams to focus on high-priority tasks.

But as their reliance on Teams grows, so does the need for a robust business continuity solution. Operations can't be interrupted even if Teams experiences downtime, so affordable, easy-to-use, and easy-to-manage business communications tools have become equally as important.

## Adoption of Microsoft Teams has grown, but many find it doesn't fit their calling needs



Many organizations that adopt Teams plan on using the service for its message, video, and phone capabilities. It may come as a surprise, then, to discover that external calling capabilities require a Teams Phone or Microsoft 365 E5 license.

This leaves organizations without those licenses to consider whether to pay Microsoft for an upgrade or to search for a complementary solution.

The data is clear on how organizations are approaching this: a [study](#) from Cavell Research Group discovered that 85% of Microsoft Teams voice users leverage a third-party telephony partner instead of using a Microsoft Calling Plan. Most cite a few common reasons why they search for a third-party solution:

- **Total cost of ownership:** A Teams Phone license. A Teams Calling Plan. SMS. Fax. PowerBI for advanced analytics. If you're looking for a complete telephony solution in Teams, the add-ons to your Microsoft 365 license add up quickly, creating a high TCO for Teams.
- **No SMS or fax:** Microsoft doesn't offer SMS or fax natively through Teams, leaving organizations to search for third-party integrations.
- **Reliability and business continuity:** If Teams is your complete communications solution, your business grinds to a halt during an outage. And while Microsoft has moved to Teams to a 99.999% SLA, there are [plenty of asterisks](#) to consider. With no published uptime stats, it's difficult to determine just how reliable Teams Phone actually is.
- **Advanced calling use cases:** Some employees just need a dial tone to place and receive calls. Others need more advanced capabilities. For example, receptionists, sales people, IT support, and others rely on capabilities like CRM integrations, custom IVR, and a receptionist console.
- **Integrations:** Microsoft offers many opportunities to integrate other business apps into Teams. But by forcing users to work in Teams instead of the apps they know and love, the integrations may actually disrupt existing workflows instead of enhancing them.
- **Advanced analytics:** Microsoft offers basic adoption and usage reporting capabilities with a Microsoft 365 subscription. But to get more advanced analytics, organizations have to buy a PowerBI license and have a resource dedicated to building, managing, and distributing reports.

## **RingCentral enhances the Teams calling experience with a business phone system you'll love**

These complications have left many IT decision makers with a dilemma. To maximize their investment in Microsoft 365, they want to adopt as many services as possible, including Teams. But the incomplete calling experience offered by Teams leaves them with critical business gaps and unsatisfied users.

One strategy has become pervasive among these organizations: leverage Teams for its messaging and video conferencing, but partner with a market leader to enhance the Teams calling experience.

Businesses that want to optimize their investment with Microsoft 365 while using Teams for messaging and video can do so with RingCentral's advanced cloud phone system. With two options for deployment, RingCentral for Microsoft Teams provides both the flexibility and capabilities needed to complement Teams. When evaluating calling solutions to enhance Teams, organizations choose RingCentral for several reasons:

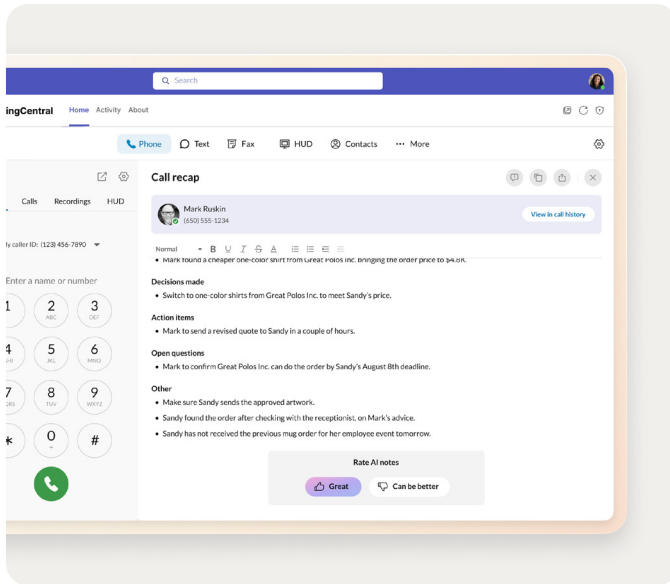
### **AI-powered insights**

RingSense, RingCentral's AI platform, brings AI-powered conversation intelligence to Microsoft Teams calling. RingSense enhances your sales team's performance with AI coaching, call scoring, sentiment analysis, and more. It also functions as a personal AI assistant by automatically taking notes, summarizing calls, and identifying next steps after conversations.

### **Flexible deployment options**

RingCentral's embedded dialer brings the best of RingCentral into Microsoft Teams without a Teams Phone license. This not only helps keep the total cost of ownership low, it provides end users with a unified experience for telephony, SMS, and fax within the familiar Teams interface.

Direct Routing empowers organizations with a Teams Phone license to provide a completely native Teams dialing experience for their users.



## Reliability and business continuity

RingCentral has delivered more than **five straight years of 99.999% reliability** - less than six minutes of downtime per year, making it a highly reliable business communications solution for Teams. And while there's plenty of day-to-day value with the RingCentral for Teams integration, it can also serve as a business continuity solution if Teams is unavailable. This dual functionality helps businesses keep communication and collaboration running, offering a reliable backup during those unexpected hiccups.

## Integrated SMS and fax

RingCentral for Microsoft Teams enhances Teams by integrating RingCentral's telephony, business SMS, and eFax. Users benefit from a single number for calling, texting, and faxing, while administrators enjoy a streamlined, unified solution through a single integration, simplifying the experience for everyone.

## Integrations

With over 300 out-of-the-box integrations with your favorite business apps, RingCentral offers the broadest and deepest set of telephony integrations. Our integration strategy is simple - embed RingCentral's business communication system in those apps to make existing workflows better. This reduces app and context switching, helping users stay focused on the task at hand.

## What's the best implementation for me?

RingCentral offers two deployment options: an embedded app and direct routing. This flexible model empowers you to pick what fits your workstyle, technology strategy, and budget.

## Embedded App

The embedded dialer that enables calling from the Teams app to both internal extensions and external numbers. It's the simplest way to supercharge the Teams phone experience for both end users and IT admins without having to deploy a new app to end users. Most importantly, there's no need for an added Microsoft calling license to capture this value. This solution is ideal for organizations that:

- Want to leverage the superior telephony RingCentral offers while still maximizing the value of their Teams investment
- Don't prioritize using the native Teams dialer for calling
- Want to avoid the added cost of Microsoft's calling license

With the embedded app, customers can unlock a slew of powerful telephony capabilities such as:

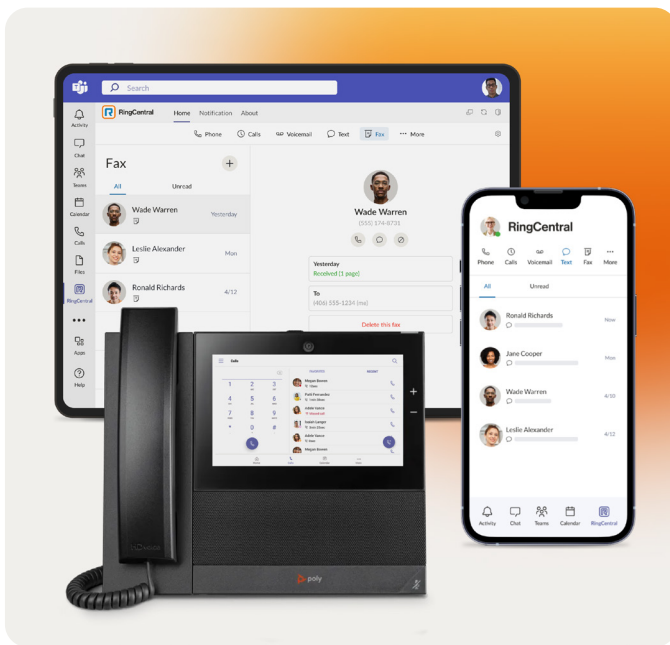
- Easy-to-use calling handling and forwarding for receptionists and admins
- Business SMS and faxing
- Voicemail transcripts
- Automatic or on-demand call recordings
- Call queues
- Whisper, monitor, and barge for real-time call coaching

## Direct Routing

Get the most native experience for calling by choosing RingCentral to take over the back-end telephony capabilities. This solution enhances the Teams call experience with RingCentral's powerful cloud PBX solution, all without leaving the Teams interface. This solution is ideal for organizations that:

- Depend on RingCentral's market-leading cloud PBX to power their calling
- Deliver a completely experience native Teams experience for messaging, phone, and video to their end users
- Budgeted for the added cost of the Microsoft Phone license

Unlike many other providers that OEM their direct routing solution from a third party provider, RingCentral has built its own direct routing solution. This provides several benefits for customers, including:



## Elevate your Microsoft Teams experience with RingCentral's AI-powered calling solutions

- **Faster implementation:** Many direct routing solutions are complex to deploy and need professional services assistance to get in production. RingCentral direct routing can be self-deployed, helping reduce the total cost of ownership while getting the solution into production faster.
- **99.999% reliability:** Take advantage of RingCentral's proven track record of reliability with a five 9's reliable direct routing solution.
- **Better support:** Unlike other providers that depend on a third party for level two support issues and above, all support for direct routing is handled by RingCentral
- **Simplified administration:** Manage users in the RingCentral and Microsoft admin centers, providing a simpler administration experience than other providers.

Integrating RingCentral with Microsoft Teams offers a comprehensive, reliable, and AI-enhanced communication system that addresses the gaps many organizations face with Teams' native calling capabilities. By leveraging RingCentral's advanced telephony features, AI-driven insights, and proven reliability, businesses can significantly enhance their communication efficiency and continuity.

RingCentral provides two versatile deployment options, catering to diverse organizational needs and budgets. The embedded app seamlessly integrates into the Teams interface without requiring a Teams Phone license, while the direct routing option delivers a fully native Teams calling experience with the robustness of RingCentral's cloud PBX. This flexibility ensures that businesses can choose the solution that best aligns with their operational requirements and technology strategies.

With the added benefits of integrated SMS, fax, and over 300 out-of-the-box app integrations, RingCentral ensures a unified and streamlined communication experience that enhances productivity and reduces complexity. The AI-powered features of RingSense further optimize business operations by providing intelligent conversation insights and automation, empowering teams to focus on high-priority tasks and strategic initiatives.

Choosing RingCentral for Microsoft Teams not only maximizes your Microsoft 365 investment but also provides a resilient and scalable communication solution. This strategic integration supports your organization's growth and adaptation in a dynamic business environment, ensuring you stay connected and productive at all times.



For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.



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