

# Cisco and Microsoft Teams working together

...so you can choose when, where, and how you work.

Many telephony and communications systems are not mutually interoperable.

This results in poor caller experience, the inability to effectively collaborate and even lost calls and sales.

That's why we developed nowCollaborate Teams Synergy — a unique solution that provides complete calling integration between Microsoft Teams and Cisco Unified Communications Manager (UCM).

## nowCollaborate Microsoft Teams allows you to:

- ✓ Easily transition to flexible working
- ✓ Improve collaboration and customer satisfaction
- ✓ Protect and maximise your Cisco investment
- ✓ Embrace new platforms and ways of working



## Bridge Cisco and Office 365/Teams environments

### External calling to and from MS Team

Make external calls from their MS Teams client via your existing Cisco UCM infrastructure.

### Internal calling to and from MS Teams

Call directly between MS Teams and Cisco devices using your existing numbering scheme.

### Calls to and from DDI numbers without expensive E5 licensing

Use your existing phone system license for each user in MS Teams.

### Works with on-premise based UCM environments

Keep all existing dial-plan features: hunt/pickup groups, call forward and translation patterns.

## How can you use nowCollaborate Microsoft Teams



Use MS Teams to directly call on-site users who are equipped with Cisco phone handsets or Jabber/WebEx clients.



Adopt a hybrid approach with areas where the use of Teams clients is not appropriate (e.g. desk phones).



Use of MS Teams client for instant messaging and collaboration across the business where an existing UCM has been deployed.



Use MS Teams as remote working solution for internal calling, and keep the dial-plan flexibility of Cisco CUCM.



Keep UCM for reception function, while benefiting from more detailed call reporting, complex dial plans and contact centre requirements.

## Try nowCollaborate Microsoft Teams for 30 days

If you'd like to discover how you can use nowCollaborate Teams Synergy to integrate Microsoft Teams and Cisco UCM, contact us today.

