

# BETTER TOGETHER

## SEAMLESSLY INTEGRATE SWYX WITH MICROSOFT TEAMS

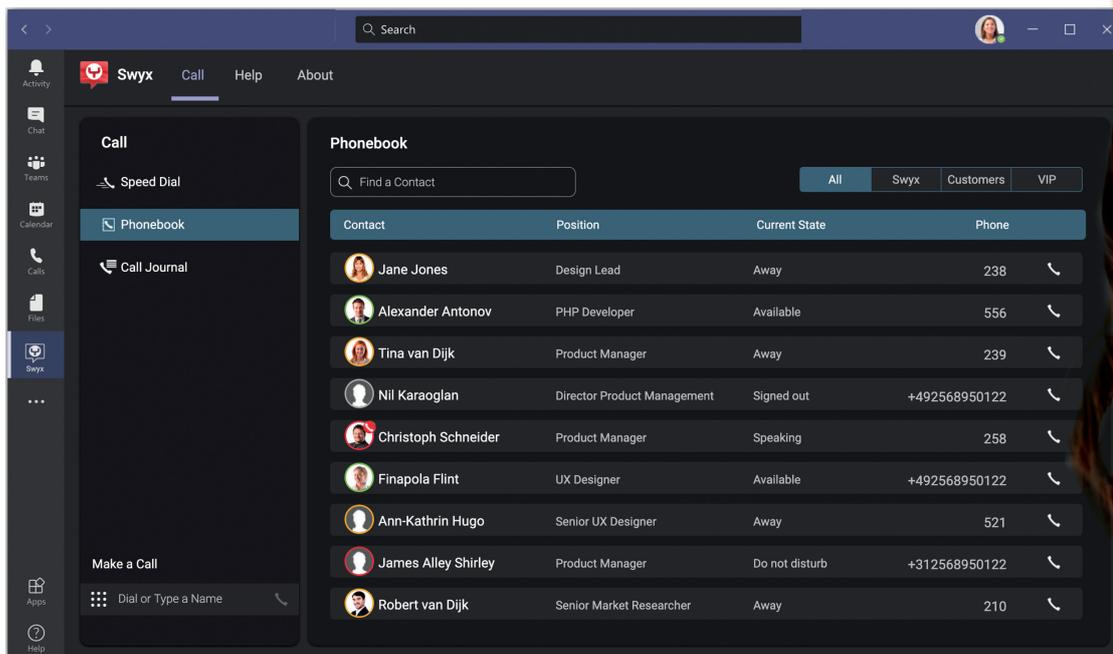
As part of Microsoft 365, Microsoft Teams is increasingly being used in businesses for messaging and other team functions. However, telephone system functions are not particularly prominent in Teams. On the one hand, this concerns the infrastructure, especially the integration of analog devices such as fax, door openers, intercoms or mobile DECT devices. The integration of these devices in Microsoft Teams can often only be implemented with high integration and consulting efforts. On the other hand, the operation of the telephony functions in Teams differs significantly from the usual telephony behavior. This can result in additional training efforts for users.

### PBX FUNCTIONS FOR MICROSOFT TEAMS

Swyx's extensive telephone system functions are an ideal way of extending Microsoft Teams. The strong call routing options, the flexible terminal support, but also the extensive connection options to the public telephone network ensure optimal availability in the company and thus enable perfect customer service.

With Swyx, companies are able to effectively implement all business-critical communication applications that are in demand in companies today, thus ensuring accessibility for customers. These include in particular:

- Individual control of own accessibility with the Call Routing Manager (Automatic Call Distribution, ACD)
- Creation of complex voice response systems with graphical script editor (Interactive Voice Response, IVR), e.g. for central call acceptance or individual acceptance systems for individual departments
- Use of the entire range of end devices: system and IP telephones, USB/conference telephones, IP a/b adapters
- Mobility within the company, e.g. on the company premises or in production halls: Seamless integration of DECT systems
- Contact center functionality and queue management
- Contact information integration: Integrate any database and quickly identify incoming calls



# TEAMS & SWYX: APPLICATION SCENARIOS

## SWYX AND MICROSOFT TEAMS

### FAST AND SEAMLESS INTEGRATION

With the Swyx Connector for Microsoft Teams, you can easily integrate the most important Swyx telephony functions directly into the Microsoft Teams user interface. This provides maximum ease of use, as it means that Swyx telephony functions can be used quickly and conveniently from within the Teams client.

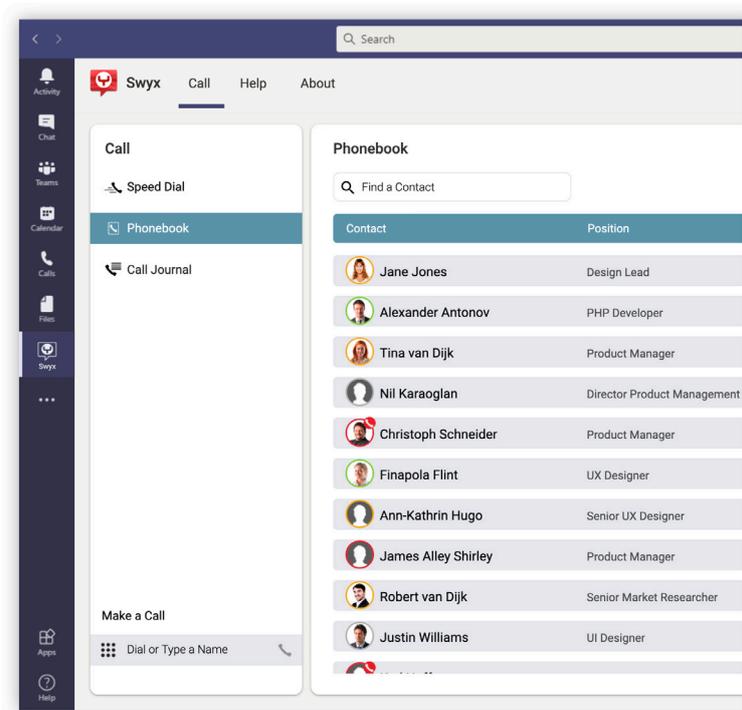
The most important functions, such as access to the central company contacts and call lists, control of the end devices and the configured contact favorites are thus available in a flash. A compact Swyx client is available for the configuration and operation of all other convenience functions, which remains in the background and is only used if further functions or control options are required.

For optimum interoperability between Microsoft Teams and Swyx, the respective presence status of Teams users is also automatically synchronized with the presence status of the Swyx solution. This means that if a participant is in a Teams conference, all incoming calls can also be automatically diverted. Set up individual call routing that intelligently routes calls - whether internal or external - based on presence status, e.g. to another employee who is currently signaling their availability.

The Swyx Connector for Microsoft Teams supports you in using applications in the company in such a way that they offer the greatest possible benefit both on the user side and on the customer side. Thanks to the numerous integration options, Swyx is the ideal solution for creating synergies in the company together with Microsoft Teams.

### SYSTEM REQUIREMENTS

- Swyx Version 13
- Swyx Connector for Microsoft Teams
- Microsoft Teams as of Microsoft 365 Business Standard
- Microsoft Teams Client for Windows (support for further platforms planned)



Seamless integration of Swyx into the user interface of Microsoft Teams

### Highlights

- Important, business-critical telephony functions can be implemented via Swyx
- Seamless integration of the Swyx solution with the Microsoft Teams client
- Maximum ease of use by providing a compact user interface
- Simple and fast installation without high administration costs
- Free choice of phone number and provider via Swyx solution
- No additional Microsoft licenses required for telephony functions
- No additional hardware (Session Border Controller, SBC) required