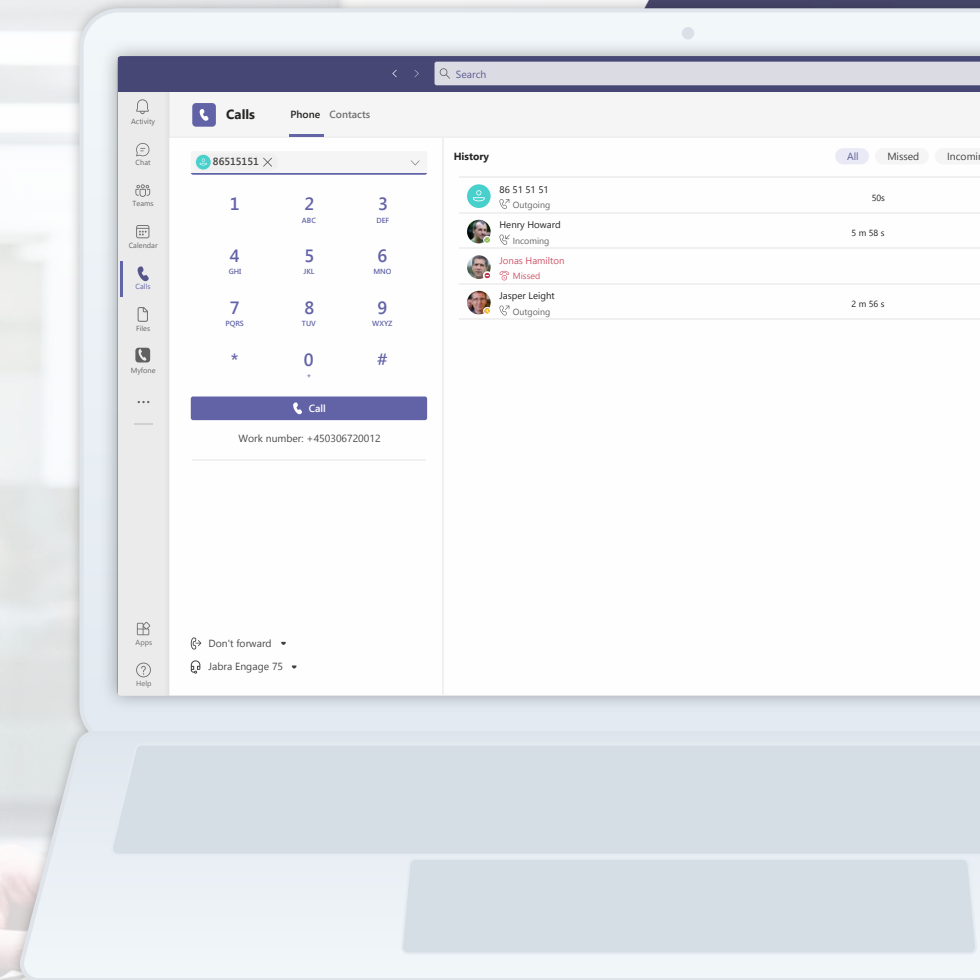


Calling with Microsoft Teams

Complete business phone system with Teams



Available on
Microsoft AppSource

Flexfone



Microsoft Teams

TEAMS IS YOUR NEW PHONE

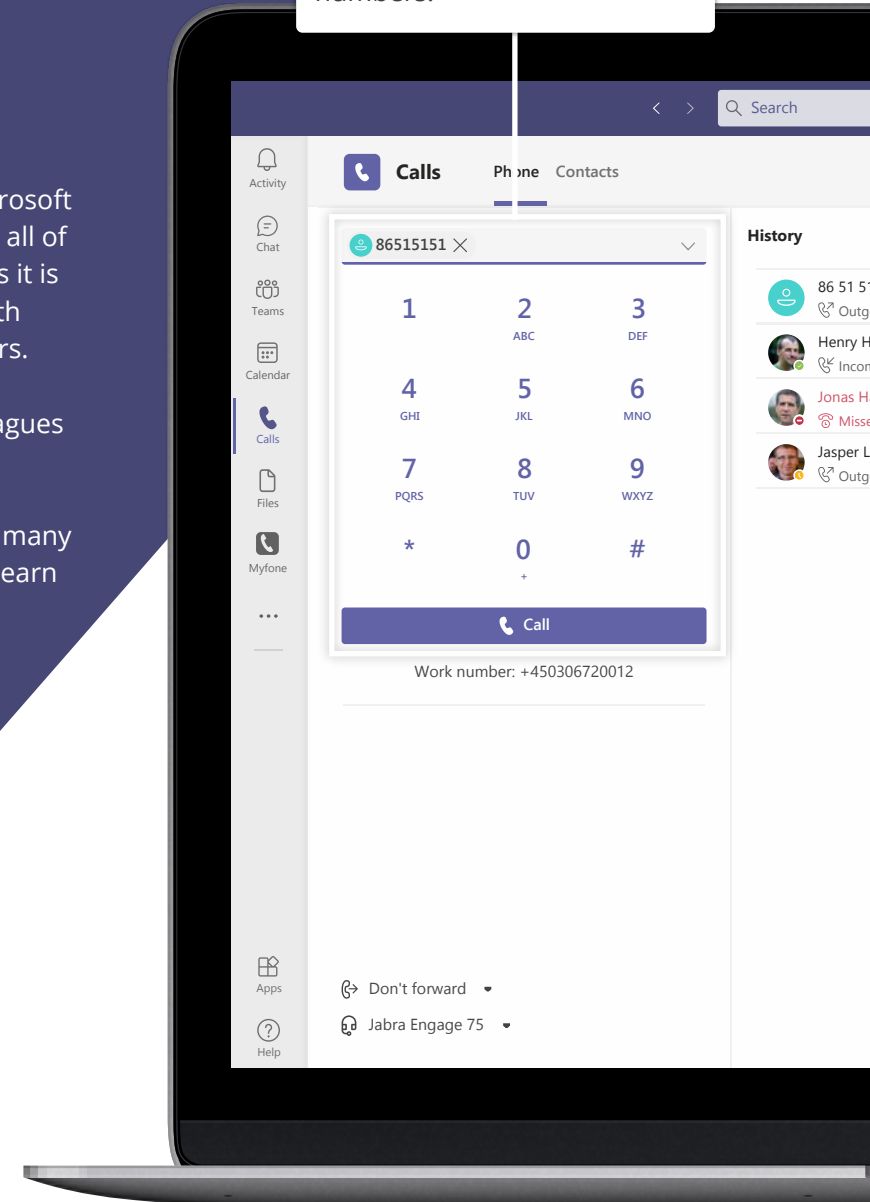
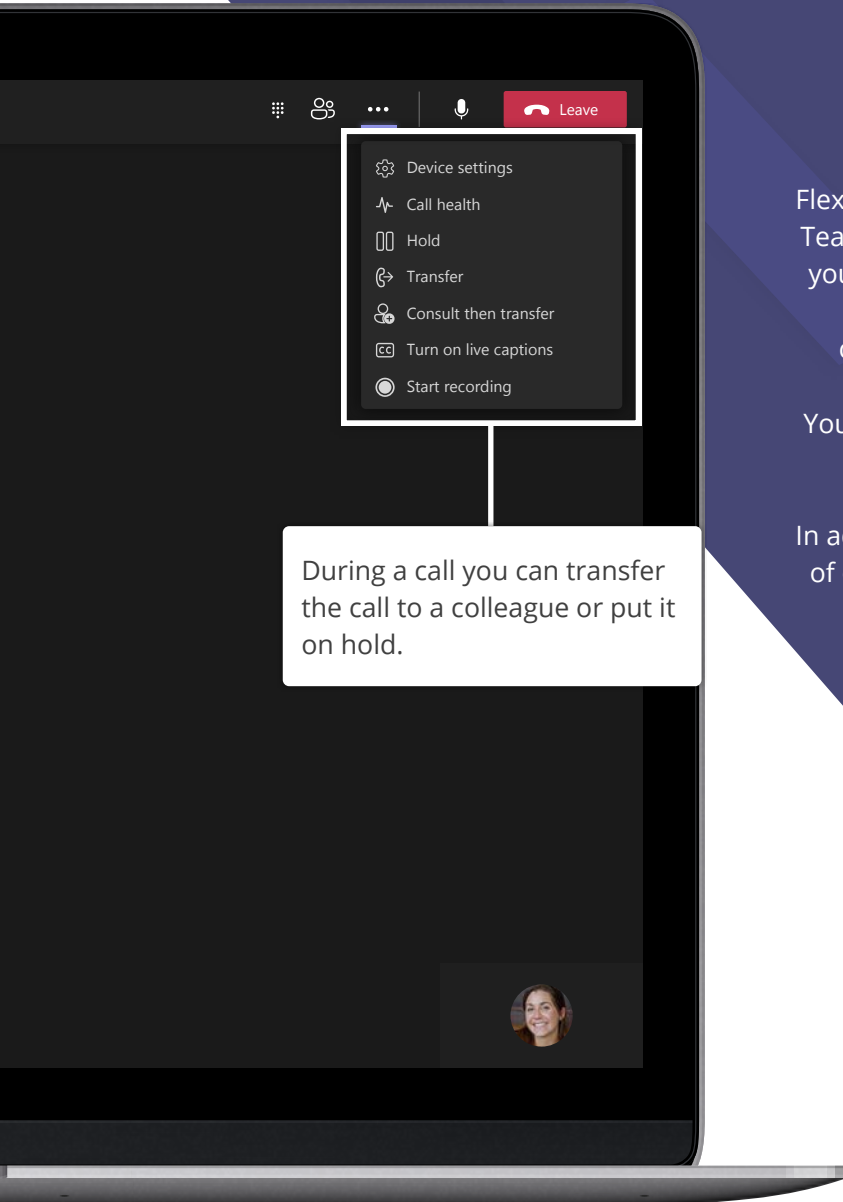
Flexfone's phone system is integrated with Microsoft Teams, which makes it fast and easy to handle all of your phone calls. With the softphone in Teams it is simple to initiate and receive calls from both colleagues, customers and business partners.

You can also effortlessly transfer calls to colleagues in Teams with a simple click during a call.

In addition, our Myfone Teams App grants you many of our other flexible phone system features. Learn more on the next page.

During a call you can transfer the call to a colleague or put it on hold.

Use the dialer in the tab **Calls** to initiate calls to external numbers.



MYFONE TEAMS APP

App approved by Microsoft

Pioneers in Denmark - Flexfone is the first to release a business phone application in Microsoft Teams, enabling you to handle all your phone calls - directly in Teams.

Powerful phone features

In the app you can manage your voicemail, calling profiles, call queues, get an overview of your colleagues/external contacts and much more. Learn more on the next page.

The screenshot displays the Myfone Teams App interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Call, Files, Myfone, and Help. The main area is divided into several sections:

- Header:** Includes a search bar, a 'Myfone' tab, and a 'Current profile: Work' indicator with a 'Switch profiles automatically' toggle.
- Contacts:** A list of contacts with search and filter options. The list includes names like Alice Stevenson, Allan Hanson, Andrew Price, Archibald Chester, Beverly Jacobs, Calvin Johnson, Hank Ericson, Henry Howard, Hope Müller, Jasper Leigh, Jonas Hamilton, Josephine Norris, Kathy Peterson, Matt Davis, and Mike Miller, along with their current status (e.g., 'In a meeting', 'Work', 'Off hours').
- Your company's queues:** Two panels for 'Support' and 'Sales' queues. Each panel shows statistics: 'CALLS TODAY', 'ANSWERED CALLS', 'MISSED CALLS', and 'AVG. WAIT TIME'. Below the statistics, there are 'Call' buttons and lists of 'Registered agents' with their status (Available, Busy, Calling, DND).

CALLS TODAY	ANSWERED CALLS	MISSED CALLS	AVG. WAIT TIME
41	40	1	0:05

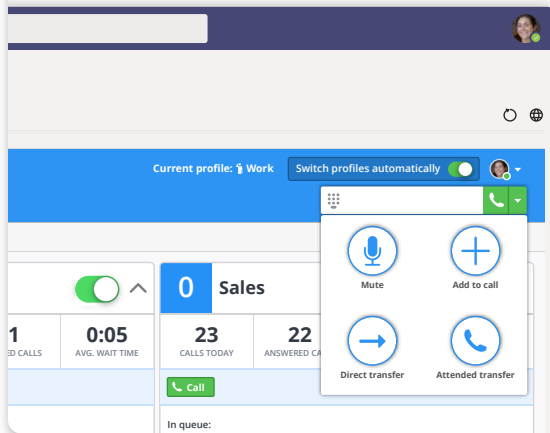
CALLS TODAY	ANSWERED CALLS	MISSED CALLS	AVG. WAIT TIME
23	22	1	0:08

ALL THE FEATURES YOU NEED

The Myfone Teams App grants each employee full control of their daily phone usage - all in one place.

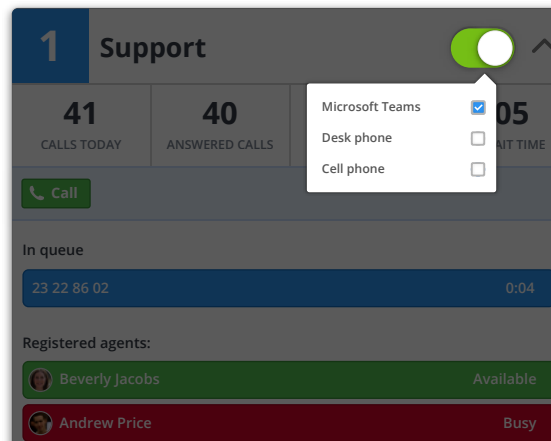
Calling features in Teams

The Myfone Teams App is a phone user portal, that allows you to transfer a call directly, see whether your colleague is available to receive the call or add more people to a conversation - without leaving Microsoft Teams.*



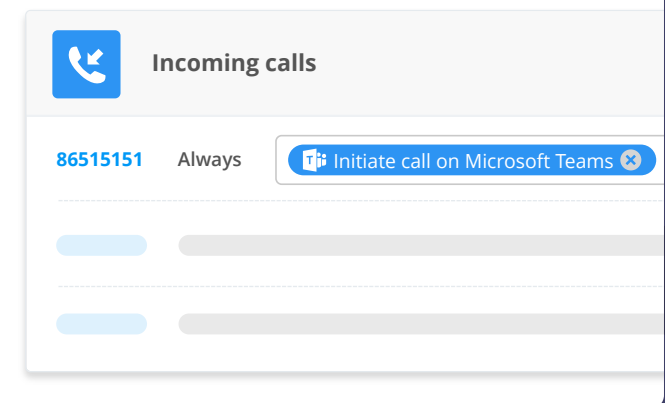
Assign Teams to a call queue

Assign yourself to the company's call queues and handle incoming queue calls with your Teams application. Flexfone's calling profiles can automatically assign an employee to a call queue according to his or hers work calendar.



Flexible calling devices

With calling profiles, you can decide which of your numbers that should ring in Teams at any given time. For instance, you can choose to receive calls in Teams or on your mobile phone exclusively and select which of your numbers you want to display when making a call from Teams.



Visual voicemail

It is easy to manage all your voicemails in one place. You can listen to, delete or send voicemails to your email.

Recent calls

In the call log you find a detailed overview of all your incoming and outgoing calls for all your devices.

Synchronized devices

The changes you make in the Myfone Teams App will also apply to your other devices and vice versa.

INTEGRATED

MICROSOFT TEAMS

Chat/instant messaging

Office 365 integration

Video conferencing

Group chat

File sharing

Teams

Channels



FLEXFONE CALL INTEGRATION

- | | |
|---|---|
|  Transfer calls |  Myfone calling profiles |
|  Softphone |  Busylight |
|  Main company number |  Call groups |
|  Call queue |  Country code routing |
|  Business hours |  Statistics |
|  Auto attendant |  Record calls |
|  Custom greeting |  Variable call flow |
|  Visual voicemail |  Wallboard |
|  Star codes |  Call me back |
|  Conference call |  Fax |

Teams is Microsoft's new hub for teamwork within enterprises. Teams strengthens your collaboration and combines key components in one platform which includes chat, file sharing, meetings and your favorite apps from Office 365.

However, Teams is missing a crucial element: calling features.

All of Flexfone's phone features have been placed underneath the hood of Microsoft Teams. Hereby transforming the Teams application from a simple handset with a dial tone to a sophisticated phone system deeply integrated with the rest of the Flexfone family.

The Flexfone integration with Teams incorporates all the PBX functionality your company requires.



PICK AND CHOOSE

It is not a case of all or nothing. You decide who and how many.

Each business has specific needs when it comes to phone systems and features. Some enterprises require all of the features for every employee and others only grants it for the receptionist or a single department. Furthermore, the needs changes within the same company over time.

Therefore, Flexfone has made it simple to scale the Teams integration according to your specific needs. You grant and revoke access for your employees at no extra cost.



Teams calling features is supported by:

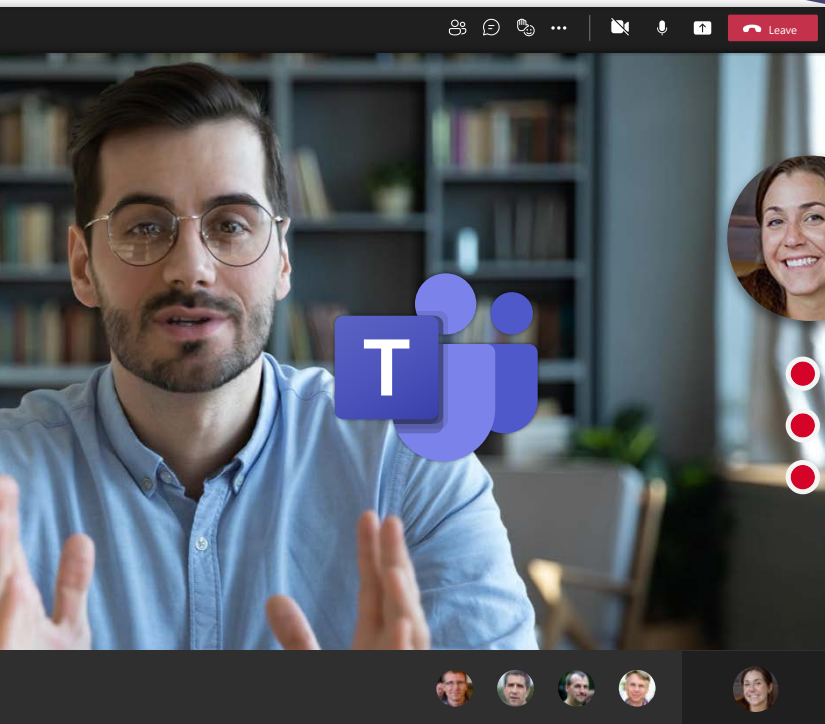
Microsoft licenses with Teams + Teams Phone license

BETA

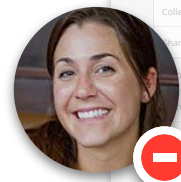
LET TEAMS SET A BUSY SIGNAL ON YOUR PHONES

With Flexfones new integration to Microsoft Teams, the three presence states In a call, In a meeting and Presenting can activate a busy signal on your handsets in the Flexfone-universe.

Flexfones subscription on the Teams presence service is tested through and through, but we experience that Microsoft themselves are still working on their presence service. Therefore, this functionality is labeled with a beta sticker to indicate that the experience may vary.



- In a call
- In a meeting
- Presenting



Busy



A PART OF THE FAMILY

Microsoft Teams is a part of the growing Flexfone family including desk phones, Myfone.dk and the Myfone App for Android and iOS.

The Teams application synergizes with our other platforms – ensuring your business a complete communication solution.



Available on
Microsoft AppSource

Flexfone



Microsoft Teams

www.flexfone.dk