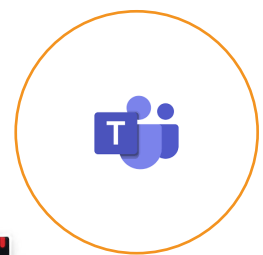


ESI-LEGAL & MICROSOFT TEAMS INTEGRATION

Factors To Consider



Microsoft Teams has become a common platform in use for many law firms, providing many avenues to support collaboration and communication. Integrating the ESI-Legal Cloud Phone System with Microsoft Teams offers increased and enriched communication to improve and strengthen client engagement.





To help you sort through the options and understand the benefits your firm can gain, here are key factors and considerations to ensure you maximize the power and potential of integrating of ESI-Legal Cloud Phones for Lawyers and Microsoft Teams.



ESI-Legal Teams Integration and Cloud Phones for Lawyers

- Provide unlimited outbound calling
 - > Unlimited domestic calling included
 - > International calling supported with usage billed
- Deliver outbound/inbound SMS messaging
- Connect users to the ESI-Legal portal for per-user voicemail and call routing control
- Grant immediate access to direct technical support
- Include unlimited agents using any device on any call queue
- Communicate with and manage access control devices
- Connect to analog devices like buzzers, ringers, and loudspeakers
- Support branded or per user outbound caller ID

Microsoft Phone/Calling Plan Bundle

- Charge for calls beyond 3K minutes
 - > Domestic calling plan does not allow international dialing
 - > International calling plan is required per seat with a higher rate
- Does not support SMS messaging
- Limit call routing and voicemail to established parameters for the group
- Require long wait in a call queue to report an issue to a Tier 1 ticket taker
- Complicate call queue management - limit of 20 Teams-only user agents or 200 teams of up to 20 Teams-only agents
- Cannot connect to standards-based SIP-enabled access control devices
- Lack ability to connect to buzzers, ringers, and loudspeakers
- Send the user's caller ID only

You're in Control. Talk to ESI-Legal today to learn about Cloud Phone integration with Microsoft Teams and the best options to get the most out of a solution for your firm. www.esi-legal.com | 855-396-4583

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