

# CLOUD PHONES FOR LAWYERS

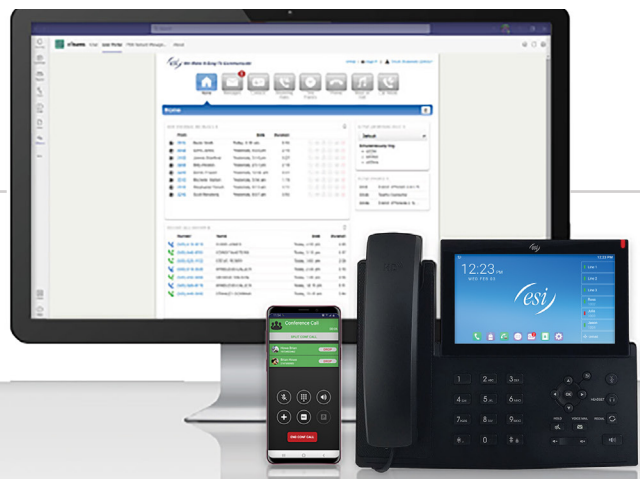
Microsoft Teams Integration



Law firms using Microsoft Teams can expand and enhance their communication and collaboration activity through integration with the ESI-Legal Cloud Phone system. This combination brings together the robust unified collaboration components of Teams and the powerful enterprise call control features of ESI-Legal making communication easier and more powerful for your firm.

Using ESI-Legal and Teams, in conjunction with a Microsoft 365 Business and Enterprise license, powers and extends high-quality communications that connect with clients, staff, vendors, outside or opposing counsel, and others without compromise. Integration with Teams can be set-up quickly across any size firm without risk or disruption to existing operations.

Deploying Teams integration with the ESI-Legal phone system does not require any additional hardware or changes to existing phone numbers, and managing users is simple and easy!





### Law firms benefit from numerous features through integration with Teams, such as:

- Dedicated numbers available on a per user basis for outbound calls
- Route calls to any number to ensure attentive and responsive service
- Inbound and outbound calling that connects Teams-based attorneys and staff to contacts anywhere in the world
- Customized domestic and international dialing tailored for various roles within the firm
- ESI-Legal Voicemail that includes visual voicemail options
- Message-based chat and text with clients and other contacts
- ESI Auto Attendants and Call Queues with configurable Music on Hold
- Single Click-to-Call functionality to dial directly from practice management, documents, email, and websites
- Flexible and Emergency Calling to support remote and work-from-home environments

### Integration with Teams empowers users to take control of their experience with:

- Desktop and mobile clients that maximize reachability from wherever they are
- Integrated softphone client for connecting to Teams contacts or any other callers via the Teams dial pad

- Inbound and outbound calling with web clients, mobile clients, or ESI-Legal phones
- Flexible, personalized call control including forwarding, transfers, park/retrieve
- Personalized and configurable voicemail greetings and message delivery options
- Presence settings that automate inbound call handling such as DND, away, or busy
- Unlimited expansion of existing queue participation

### Microsoft license and other requirements:

Firms can mix and match their Microsoft license options to maximize productivity. Each option includes Teams and facilitates deployment of the ESI-Legal Teams integration, bridging ESI-Legal Cloud Phones and Microsoft applications to empower dynamic cloud-based calling capabilities.

- Microsoft 365 E1 and E3 require the MS Phone System add-on
- Office 365 E1 and E3 require the MS Phone System add-on
- Microsoft 365 Business Basic, Business Standard, or Business Premium require the MS Phone System add-on
- Microsoft 365 E5 or Office 365 E5 (includes MS Phone System)
- MS Teams runs on both Android (8 and higher) and iOS (11 and higher) platforms

**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](http://www.esi-legal.com) | 855-396-4583

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