ESI eTeams™
Cloud Integration with Microsoft Teams

Users of the *ESI eCloud PBX™* can now experience the extended collaboration and unified communications features of Microsoft Teams by integrating it with their ESI solution. This integration brings together the robust UC components of MS Teams and the dynamic enterprise call control features of the *ESI eCloud PBX™* solution.

ESI eTeams™ used in conjunction with Microsoft 365's Business and Enterprise licenses powers the same high-quality communications for connecting with individuals, groups, organizations, customers, and partners without compromise. *ESI eTeams™* can be set-up quickly across any size business, without risk or disruption to operations.

Deploying *eTeams* does not require any additional hardware or changes to existing phone numbers, and managing users is simple and easy!

Organizations benefit from numerous *ESI eTeams™* features, such as:
- Personal numbers (DID) available on a per user basis for outbound calls
- Inbound and outbound calling that connects MS Teams endpoints to contacts anywhere in the world
- Customized domestic and international dialing tailored for various roles within the organization
- ESI Voicemail that includes visual voicemail options
- ESI Auto Attendants and Call Queues with configurable Music on Hold (MoH)
- Click-to-Call functionality to dial directly from documents, email and websites
- Dynamic Emergency Calling to support remote and work-from-home environments

Users of *ESI eTeams™* can take control of their experience with:
- Desktop and mobile clients that maximize reachability from wherever they are
- Softphone client for connecting to MS Teams contacts or any other callers via the MS Team dial pad
- Inbound and outbound calling with either web clients or ESI phones
- Flexible, individual call control (forwarding, transfers, park/retrieve).
- Personalized and configurable voicemail greetings and message delivery options
- Presence settings that automate inbound call handling (DND, Away, Busy)
- Unlimited expansion of existing queue participation

MS License Requirements
Business customers can mix and match their Microsoft license options across their organization to maximize productivity. Each option below includes MS Teams and allows businesses to deploy the *eTeams Connector* that connects the *ESI eCloud PBX™* and Microsoft applications to enable powerful 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 either the MS Business Voice (without Calling Plan) add-on or the MS Phone System add-on
- Microsoft 365 E5 or Office 365 E5 (includes MS Phone System)