

Teams Connector

Complete PBX Softphone Solution

SkySwitch offers an innovative, unique tool that makes connecting the SkySwitch platform to Microsoft Teams simple. Offer your clients a consolidated solution for collaboration, messaging, and calling, and make it your own by branding the portal, emails, and knowledge base with your identity—we take care of the technology and service, but as far as your customers see, it's 100% you.

	Microsoft Teams	SkySwitch Teams Connector
Reliability and Uptime	Teams experiences frequent App, Login, and Server Connection downtime (according to DownDetector.com).	Our network offers true UCaaS geo-redundancy with multi-endpoint registration. Even if Teams is down, we still ring all desktop and mobile devices per user for seamless call completion.
Call Quality—QoS	Voice packet loss can result in choppy voice calls.	Our multi-site geo-redundant voice network delivers optimum voice quality along with best-of-breed uptime. Integrate our SD-WAN solution for superior QoS and traffic shaping.
Advanced PBX Features	If you want more than just basic online calling, you need to either switch back and forth between Teams and your PBX or use Microsoft Phone System which has only limited PBX features.	Get the full power of PBX—call queues, auto-attendants, call recording, voicemail transcription, call parking, presence, SMS responders, extension-to-extension dialing, and more—as well as fax capabilities and PBX management integrated within Teams. Supports real-time BLF of Teams users and the PBX.
Contact Center (UCCaaS)	Not designed to support contact center (UCCaaS) requirements.	Use Teams as your client with wallboard, extensive call analytics, and role-based contact center functionality.
Deployment and Support	Microsoft and their dealers aren't PBX experts. Support can be slow, cumbersome, and inherently non-existent.	Get local system design, installation, support, and technology refresh from trusted experts with deep PBX expertise who are solely invested in your success.
Custom Programming	MS Teams out of the box does not contain custom PBX programming.	Program custom PBX feature codes for one-click recording, call parking, intercom, and more.
Failover Strategy	Little to no strategy to failover to other devices and carrier networks.	Use Teams, deskphones, mobiles apps, or all of the above, and get the full capabilities of Teams from a browser, desktop, and mobile devices.
Hybrid Environment Support	MS Teams dealers are simply not equipped to integrate multi-site, multi-premises-based PBXs within Teams.	Connect our Teams Connector to any premises-based PBX via SIP trunks with custom dial plans for extension-to-extension dialing between native Teams and any desktop phone to any PBX.