NEWT MS Teams
Integrates your business phone number into Microsoft Teams

Microsoft Teams

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NEWT MS TEAMS INTEGRATION

Microsoft Teams is a collaboration platform that integrates seamlessly with Microsoft 365 applications. It focusses on team chat, video meetings and document collaboration, but does not include a built-in phone system unless paired with Microsoft Teams Calling Plans or a third-party service.

Teams calling plans come in several levels:

- Teams Phone Standard
- Domestic Calling
- International Calling

All plans are extra per month on top of the Teams voice license and have a limited number of calling minutes per user.

With the **NEWT MS Teams Integration**, you can use your business phone number to make and receive internal calls as well as local and long-distance calls across the public switched telephone network (PSTN) within Microsoft Teams.

NEWT's MS Teams Integration also allows Extension to Extension dialing between Teams and desk phones, Professional Call Display across Teams extensions and desk phones when outbound dialing, and transfers between devices during external calls over Teams.

How does it work?
All calls that are set up to flow to your NEWT Business Phone extension (from an external caller or internally via extension dial), will ring into your MS Teams application, which you can click to answer. Likewise, calls can be made outbound by **"dialing"** an external number or internal extension using the keypad or **"click to dial"** from your contact list.

Missed calls can flow to a voicemail box on either the NEWT PBX solution or the MS Teams environment.

Requirements:
You will need to have an MS Teams subscription already (ie: Microsoft 365 Enterprise E3, Microsoft 365 Business Premium including Microsoft Teams with the Phone Standard license). MS Licensing fees are not covered by NEWT. **NEWT Business Phone**

Integration requires that the customer also have an additional Microsoft Teams Phone Standard license applied to each user that will be utilizing MS Teams client with NEWT PBX extension.

How does it become integrated? The NEWT team will complete the initial configuration on our end. They will then send a configuration guide to you with instructions for your MS O365 Administrator to configure your Microsoft environment to integrate with NEWT Business Phone.

Features Include: · Call Hold · Call Transfer (blind and attended) · Multi-Party Conferencing, · Call History · Speed Dial · External Inbound /Outbound Calling + Internal extension to extension call handling

NEWT Integration gives you:

- Redundancy in the event of a Teams failure – no business downtime.
- North American calling at no extra charge
- Access to Newt's large private voice network
- Dollar savings over MS Dial Plans.