

Microsoft Teams Disaster Recovery

Contact centers often provide mission-critical services. Organizations need to ensure that their contact center is always available. ComputerTalk's ice solution is resilient and even if Microsoft Teams is down, it continues to receive voice calls and distribute them to your agents, just as normal.

ice Contact Center with Teams offers 2 ways to connect for voice

1. Teams Direct Connect for Agents & Supervisors

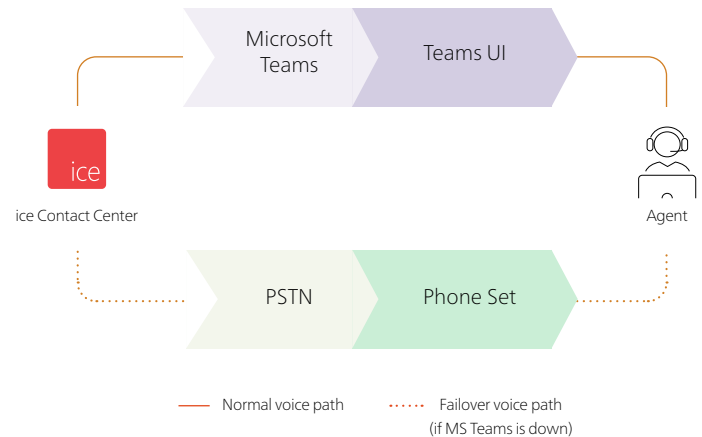
Allows you to connect a supported SBC to Microsoft Phone System with an encrypted SIP Trunk. This enables ice connectivity directly to agents using Microsoft Teams for voice calls, to increase connection speed and enhance agent and customer experiences.

2. PSTN

For customers who want to move their contact center to Microsoft Teams but are not ready to rely solely on it for their voice communications. Agents can use ice Contact Center with Teams and a PSTN connection for voice.

PSTN backup add-on

For organizations who want to ensure they have voice connectivity even in the event of a Teams issue, they can purchase PSTN backup. This means, in the event of a Teams outage, their voice connections will be through PSTN.



What happens if Teams goes down?

In the event that there is an outage with Teams, depending on what the problem is, most likely, both Teams Direct Connect and federation connections will not work. PSTN connections will continue to work, and agents will be able to receive or place calls. Contact centers that have Teams Direct Connect with PSTN backup can switch to using a PSTN routable number.

Additional notes

1. Some versions of ice may require manual intervention to switch between Teams Direct Connect and PSTN. Restrictions apply for automatic failover.
2. There is an additional monthly cost for PSTN backup.
3. ice Contact Center leverages customers' existing email clients. If Teams goes down, email stays up, and agents can continue to receive, view, and reply to emails.
4. iceChat uses federation to connect to Teams. In the event Teams goes down, iceChat and IM will no longer work.
5. The use of federation for voice communication is not recommended as it may introduce transient voice call quality issues and answer delays outside of ComputerTalk's control.

About Us

ComputerTalk is the developer of ice Contact Center. ice modernizes the call center with business application integrations, AI, and analytics across all communication channels, helping organizations deliver outstanding customer experiences. As a Microsoft Teams native contact center solution, ice allows users to handle all interactions within a single interface. Founded in 1987 and headquartered in Markham, Canada, ComputerTalk powers enterprise-class contact centers for organizations across the globe.



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