



ESP Delivers Microsoft Teams Integrator

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ESP Delivers Microsoft Teams Integrator: Overview

With over 115 million active daily users, Microsoft Teams is one of the most relied-upon collaboration tools in the world. Many users manage every facet of their workday in the tool, so it's critical for their secondary or supplemental applications to seamlessly integrate.

ESP Delivers Microsoft Teams Integrator allows users to access ESP Delivers proven calling capabilities at any time through MS Teams. With our integration in place, employees can remain logged into Teams without losing the high quality, reliable calling functionality of ESP Delivers. There's no need to jump in and out of tools or platforms to accomplish a day's work, making this new integration an essential and high value add-on for any organization with Teams users.

Unleash the power of the modern workforce...



What the Teams Integrator Offers

Our Teams Integrator leverages Microsoft's direct routing function to offer ESP Delivers calling services through these native calling features in Teams:

- Utilizing Microsoft's desktop and mobile dial pads to make and take calls, In-call hold, 3-way calling, call transfer, call waiting, attended/unattended transfer, call history, voicemail (using Microsoft's or ESP Delivers voicemail), extension dialing between Teams users non-Teams users, star code shortcut functions.

Once the integration is set-up MS Teams users will see the native Microsoft dialpad under Calling and have access to all the calling features they're accustomed to. There's no more switching between platforms when users need to make or take a call — everything they need is in one place with one easy login.

Benefits of the ESP Delivers MS Teams Integrator

Using multiple tools or applications translates to more friction and frustration. By removing the distractions of working in one tool but making/taking calls in another, employees can get more done in a day. ESP Delivers Teams integration streamlines business processes and increases productivity for employees whether they're using Teams from a desktop computer or mobile device. Because ESP Delivers call control platform leverages MS Teams' direct routing capabilities, users can enjoy ESP Delivers calling services in Teams from any device.

Key Integration Benefits

- High Quality Calling Services On Any Device: Even if they're away from their deskphone, the ESP Delivers+ Teams integration allows users to make/take/manage calls and remain connected to the business.

- Increased Efficiency & Productivity: No more distractions from jumping back and forth between tools or tech; Teams users now have all the calling features they need in the tool where they spend their day.
- Easy Set-up for Rapid Deployment: Setting up the integration can be done in minutes. There's no complex installation required — simply set up direct routing between ESP Delivers and MS Teams, configure PBX settings, and select the employees that need access to the integration.

Additional Information

- Phase 1 is softphone only. If a user plans to use their existing extension and they have a deskphone, it will need to be unplugged to get calls exclusively to Teams. Deskphone support will be coming soon.

With our ESP Delivers Microsoft Teams Integrator, employees can remain in the platform they choose while accessing ESP Delivers high-quality, reliable calling features.

