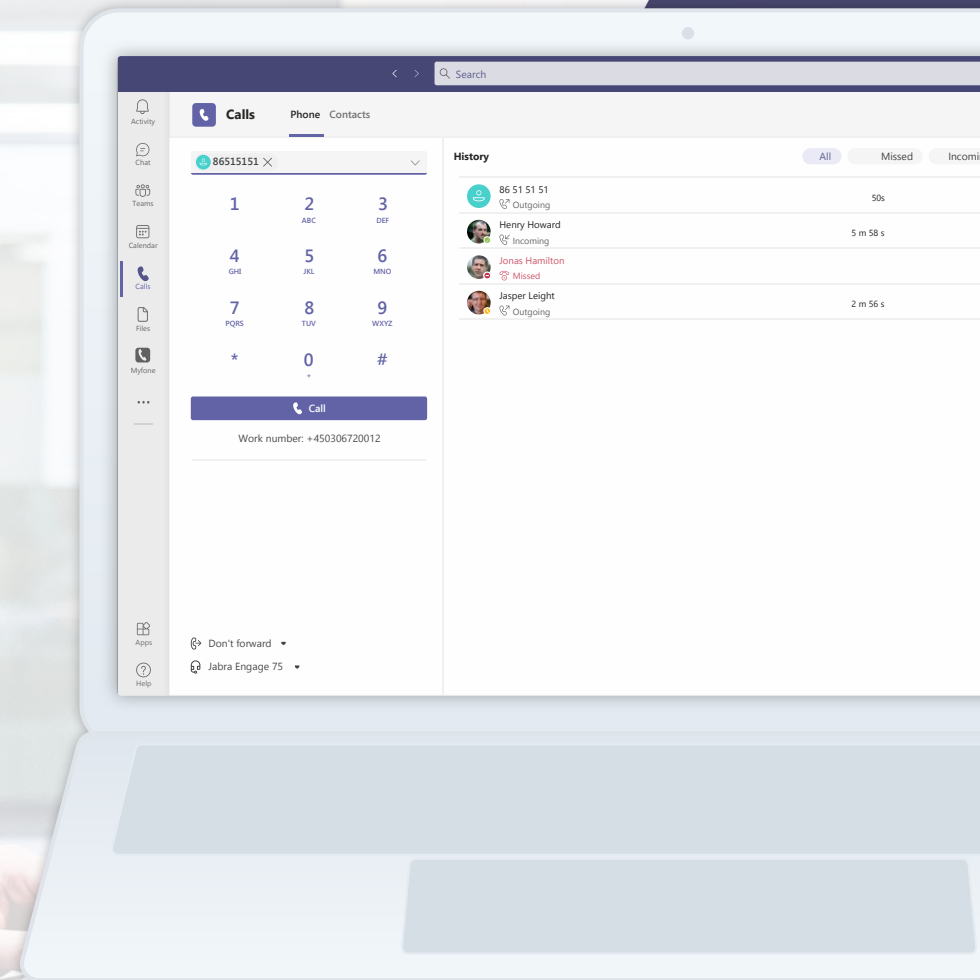


Calling with Microsoft Teams

Complete business phone system with Teams



Available on
Microsoft AppSource

Flexfone



Microsoft Teams

TEAMS IS YOUR NEW PHONE

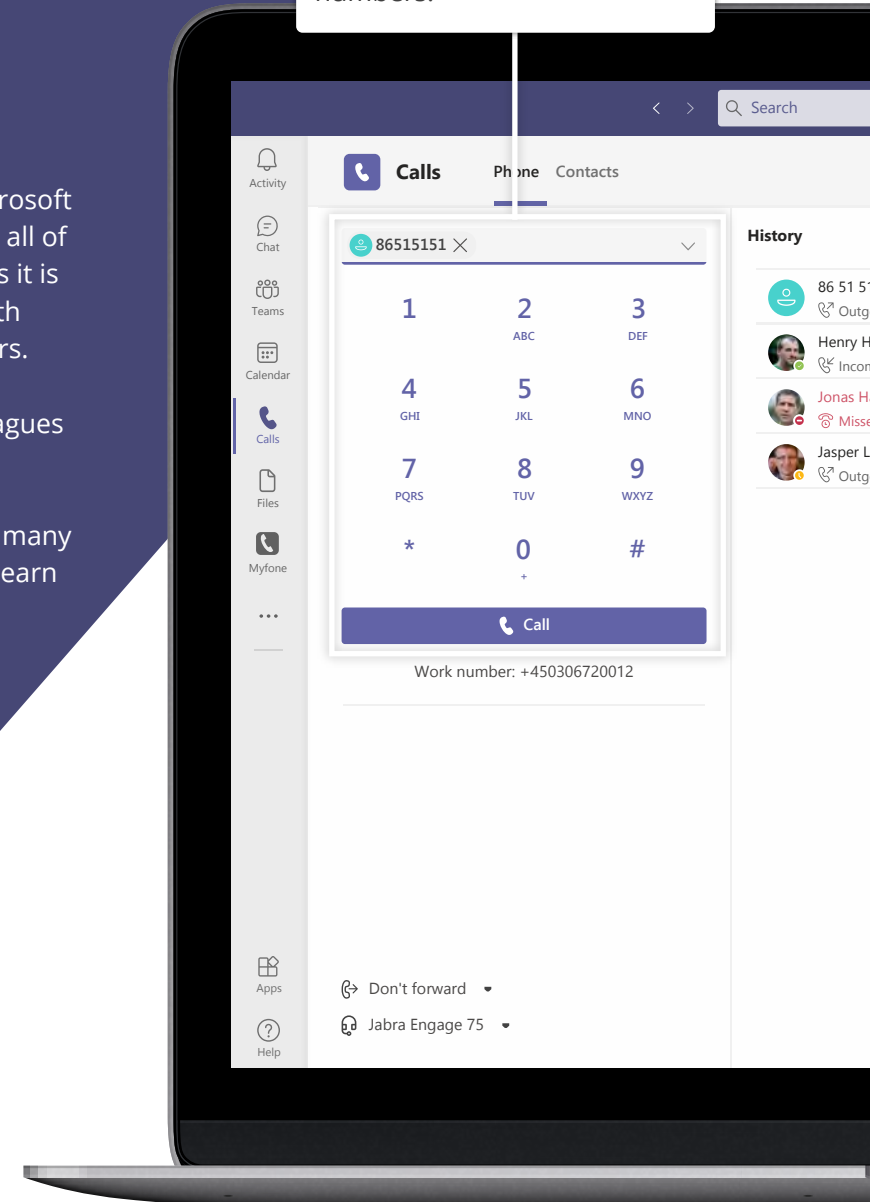
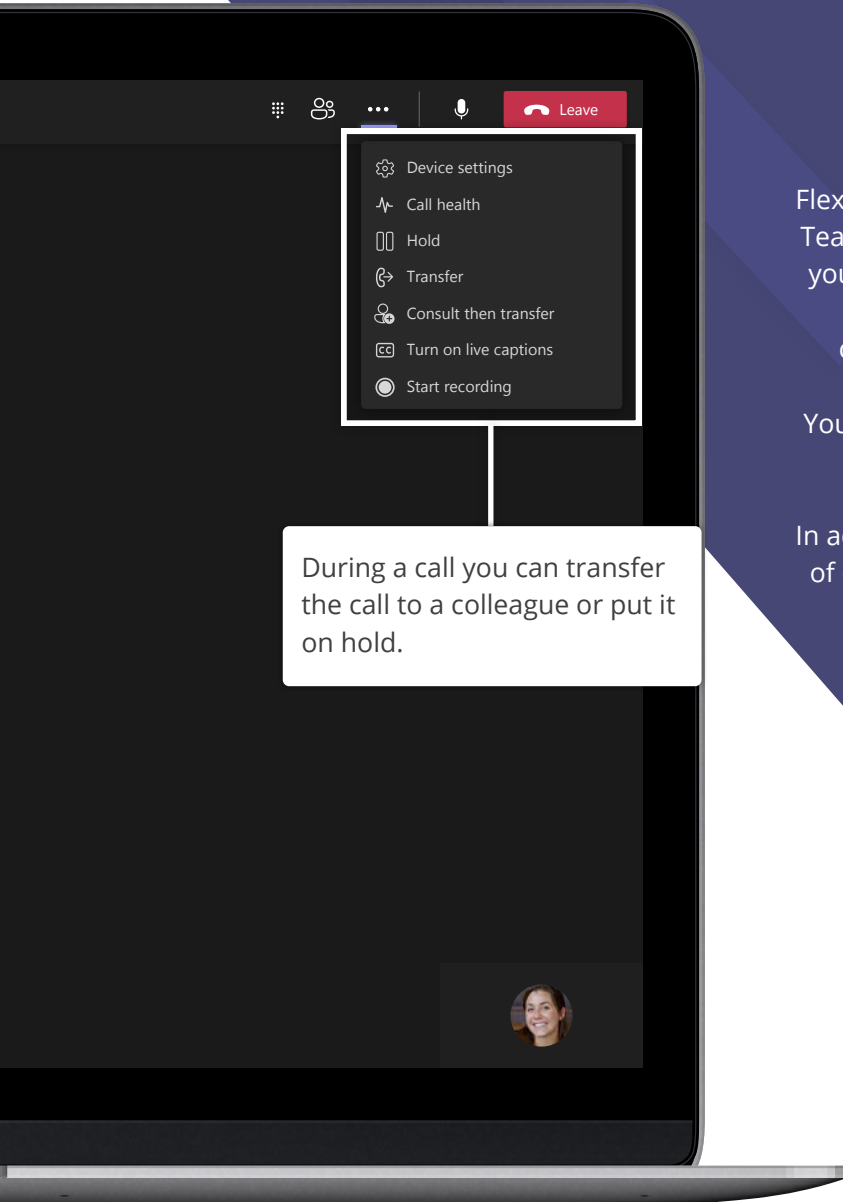
Flexfone's phone system is integrated with Microsoft Teams, which makes it fast and easy to handle all of your phone calls. With the softphone in Teams it is simple to initiate and receive calls from both colleagues, customers and business partners.

You can also effortlessly transfer calls to colleagues in Teams with a simple click during a call.

In addition, our Myfone Teams App grants you many of our other flexible phone system features. Learn more on the next page.

During a call you can transfer the call to a colleague or put it on hold.

Use the dialer in the tab **Calls** to initiate calls to external numbers.



MYFONE TEAMS APP

App approved by Microsoft

Pioneers in Denmark - Flexfone is the first to release a business phone application in Microsoft Teams, enabling you to handle all your phone calls - directly in Teams.

Powerful phone features

In the app you can manage your voicemail, calling profiles, call queues, get an overview of your colleagues/external contacts and much more. Learn more on the next page.

The screenshot displays the Myfone Teams App interface within the Microsoft Teams environment. The app is titled 'Myfone' and includes a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Call, Files, and Myfone. The main content area is divided into several sections:

- Contacts:** A list of contacts with search and filter options. The list includes names like Alice Stevenson, Allan Hanson, Andrew Price, Archibald Chester, Beverly Jacobs, Calvin Johnson, Hank Ericson, Henry Howard, Hope Müller, Jasper Leigh, Jonas Hamilton, Josephine Norris, Kathy Peterson, Matt Davis, and Mike Miller, along with their current status (e.g., 'In a meeting', 'Work', 'Off hours').
- Your company's queues:** A section showing call queue statistics and agent status for two queues: 'Support' and 'Sales'.

Queue	Calls Today	Answered Calls	Missed Calls	Avg. Wait Time
Support	41	40	1	0:05
Sales	23	22	1	0:08

Below the queue statistics, the 'In queue' and 'Registered agents' sections are visible. The 'In queue' section shows the number of calls in the queue and the estimated wait time. The 'Registered agents' section lists the agents and their current status (Available, Busy, Calling, DND).

Support Queue:

- In queue: 23 22 86 02, 0:04
- Registered agents: Beverly Jacobs (Available), Andrew Price (Busy), Hank Ericson (Busy), Henry Howard (Available), Kathy Peterson (Calling), Jasper Leigh (DND).

Sales Queue:

- In queue: None in queue
- Registered agents: Jonas Hamilton (Available), Josephine Norris (Busy), Allan Hansen (Available), Calvin Johnson (Available), Hope Müller (Busy), Archibald Chester (Available).



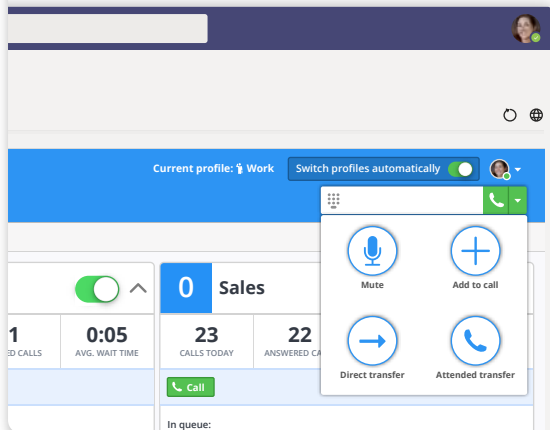
Available on
Microsoft AppSource

ALL THE FEATURES YOU NEED

The Myfone Teams App grants each employee full control of their daily phone usage - all in one place.

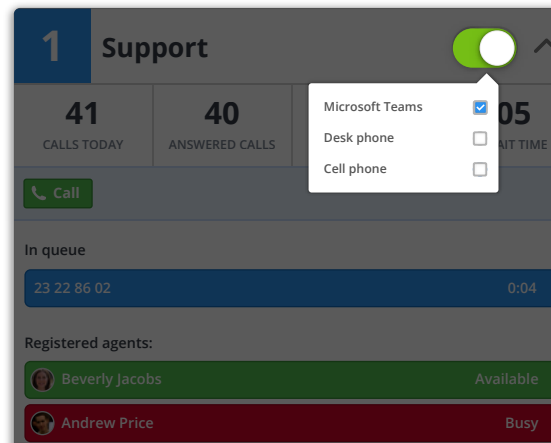
Calling features in Teams

The Myfone Teams App is a phone user portal, that allows you to transfer a call directly, see whether your colleague is available to receive the call or add more people to a conversation - without leaving Microsoft Teams.*



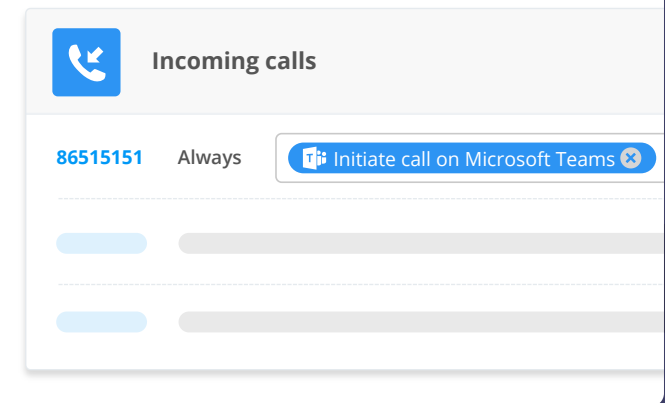
Assign Teams to a call queue

Assign yourself to the company's call queues and handle incoming queue calls with your Teams application. Flexfone's calling profiles can automatically assign an employee to a call queue according to his or hers work calendar.



Flexible calling devices

With calling profiles, you can decide which of your numbers that should ring in Teams at any given time. For instance, you can choose to receive calls in Teams or on your mobile phone exclusively and select which of your numbers you want to display when making a call from Teams.



Visual voicemail

It is easy to manage all your voicemails in one place. You can listen to, delete or send voicemails to your email.

Recent calls

In the call log you find a detailed overview of all your incoming and outgoing calls for all your devices.

Synchronized devices

The changes you make in the Myfone Teams App will also apply to your other devices and vice versa.

INTEGRATED

MICROSOFT TEAMS

Chat/instant messaging
Office 365 integration
Video conferencing
Group chat
File sharing
Teams
Channels



FLEXFONE CALL INTEGRATION

- | | |
|---|---|
|  Transfer calls |  Myfone calling profiles |
|  Softphone |  Busylight |
|  Main company number |  Call groups |
|  Call queue |  Country code routing |
|  Business hours |  Statistics |
|  Auto attendant |  Record calls |
|  Custom greeting |  Variable call flow |
|  Visual voicemail |  Wallboard |
|  Star codes |  Call me back |
|  Conference call |  Fax |

Teams is Microsoft's new hub for teamwork within enterprises. Teams strengthens your collaboration and combines key components in one platform which includes chat, file sharing, meetings and your favorite apps from Office 365.

However, Teams is missing a crucial element: calling features.

All of Flexfone's phone features have been placed underneath the hood of Microsoft Teams. Hereby transforming the Teams application from a simple handset with a dial tone to a sophisticated phone system deeply integrated with the rest of the Flexfone family.

The Flexfone integration with Teams incorporates all the PBX functionality your company requires.



PICK AND CHOOSE

It is not a case of all or nothing. You decide who and how many.

Each business has specific needs when it comes to phone systems and features. Some enterprises require all of the features for every employee and others only grants it for the receptionist or a single department. Furthermore, the needs change within the same company over time.

Therefore, Flexfone has made it simple to scale the Teams integration according to your specific needs. You grant and revoke access for your employees at no extra cost.



Teams calling features is supported by:

Microsoft licenses with Teams + Teams Phone license



BUSY ON ALL YOUR PHONES - INCLUDING TEAMS

The Teams integration includes a status exchange between Teams and Flexfone - both from Teams to Flexfone and vice versa. In short, if you have a call, your status is set as busy on ALL your devices, regardless of whether the call is in Teams or on your other phones.



A PART OF THE FAMILY

Microsoft Teams is a part of the growing Flexfone family including desk phones, Myfone.dk and the Myfone App for Android and iOS.

The Teams application synergizes with our other platforms – ensuring your business a complete communication solution.



Available on
Microsoft AppSource

Flexfone



Microsoft Teams

www.flexfone.dk