

Microsoft Teams Calling

Microsoft Teams Calling enables users to make and receive **voice calls** using **Microsoft Teams** as a full-featured phone system. It integrates **VoIP**, **PSTN connectivity**, and **collaboration features** into one platform.

Business Benefits

- Reduces dependency on traditional phone lines
- Unified communication platform with voice, video, and chat
- Supports remote and hybrid work scenarios
- Scalable and flexible for growing businesses
- Secure and compliant for enterprise use
- Replace traditional desk phones with Teams as a phone system
- Enable voice calling, video calls, and conferencing
- Integrate calling with Teams collaboration tools
- Support remote, hybrid, and mobile workforces

Features

Voice Calling

- Make and receive external and internal calls
- Supports **PSTN connectivity** via Direct Routing or Microsoft Calling Plans

Video & Audio Conferencing

- HD video and audio for meetings and calls
- Screen sharing, meeting recording, and chat integration

Unified Communication

- Combines calls, chats, meetings, and collaboration in Teams
- Voicemail and call history integrated in the app

Direct Routing & SIP Trunking

- Connect existing PBX or SIP trunk to Teams
- Flexibility to use existing telecom provider

Security & Compliance

- Encrypted voice and video traffic
- Compliance with standards like **ISO 27001**, **GDPR**, **HIPAA**

Features

Cloud-based telephony with global coverage
Call transfer, forwarding, and simultaneous ringing
Auto-attendant and call queues for businesses
Voicemail transcription and message storage
Integration with Microsoft 365 apps

Considerations

Requires reliable internet connection for call quality
Licensing: Microsoft 365 Business or Enterprise plans with Teams Phone
Configuration needed for Direct Routing or PSTN integration
Quality may depend on network bandwidth and latency

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.