

Fact sheet

# NTT Extend for Microsoft Teams

Delivered with Operator Connect,  
powered by Tango Networks

## Supercharge employee collaboration and maximize productivity

NTT Extend for Microsoft Teams builds on the power of Operator Connect and Direct Routing to provide enterprise-grade connectivity on mobile devices.

### With this service, you get:

- Compliance, security and speed of deployment
- A unique business phone number for each user
- A unique call plan with cellular and landline calling
- Emergency calls routing (including Dynamic e911 for US and Canada)
- Number porting and new number ordering
- 99.99% SLA
- Continuous quality of experience monitoring

Currently available in France, Sweden, UK and USA only. More countries to come.



Extend your existing telephony solution to mobile users with a single number and contract for a range of profiles in your organization, including frontline workers and temporary employees

### Features available on all devices:

- **Presence:** The presence of Teams Phone users is updated across the Teams ecosystem when they're on a call
- **Voicemail:** Messages are stored in the cloud, in line with your access and retention policies
- **Call recording:** Teams calls are recorded in accordance with your recording policies
- **Call history:** Calls made are recorded in the user's call history and call history reports

## Simple and fast provisioning and deployment

Now available on the Microsoft Teams App Store, the NTT Extend for Microsoft Teams application makes it easier to enable the service. The app guides users through a step-by-step onboarding process to activate their Teams number on their mobile phones.



## One landline number for calls

With NTT Extend for Microsoft Teams, you get one landline number that can send and receive calls from the Teams Client (desktop, desk phone and mobile), as well as registered eSIM mobile devices using the native iOS or Android dialer.

## One provider for procurement

You deal with just one provider that aggregates all your telephony invoices and gives you better visibility and control over telephony consumption and costs, globally.



## A complete, Teams-native solution

- Our end-to-end service covers your fixed-line and mobile requirements.
- Teams voice policies and security principles can be applied across your fixed and mobile estate.
- Compatibility with NTT's Compliance Recording for Teams ensures compliance recording is enabled and active for regulated agents and employees.
- Complete integration with the Teams admin portal and NTT's Service portal makes for easier administration of your telephony estate.
- NTT's support service includes L2 to L3 troubleshooting.



## Active presence

Regardless of how users decide to use telephony, their Teams presence is always visible and displays their live status.

## Consistent analytics

Analytics and dashboards are consistent across fixed and mobile consumption.



## A solution for every user

Power users can use Teams with NTT telephony on the Teams desktop client, with the Teams Mobile App or using their mobile device native iOS or Android dialer.

## Intuitive and easy to use

Entry-level users and users that cannot be easily trained can just use their mobile phone native dialer! No need to install and train on the Teams Mobile App.

## Teams Calling # +44 343 565 2222, rings mobile native dialler and devices attached to user's profile



- Single number for Teams and your mobile phone.
- Option to enable simultaneous ringing on your mobile phone and Teams
- Unified presence shows "In a call" across all devices
- Unified call history and voicemail

## Get more from Teams

We deliver end-to-end solutions for your Teams deployment, allowing you to get the maximum benefits from the application.

Our Microsoft Teams expertise includes:

- Rooms systems
- Video interoperability
- Compliance recording
- Emergency calls (where applicable)

## A smooth transition

Before transitioning users, we get to understand your business reality.

We'll also ensure that your supporting functions are ready for the change to realize the full potential of Teams.