



ONLINE UC GAMMA FOR MICROSOFT TEAMS

A business-grade cloud PBX for Microsoft users



Microsoft Teams





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Businesses looking to enable voice within Microsoft Teams can now use OnlineUC Gamma for Microsoft Teams to make and receive calls globally, and benefit from a feature-rich, cost-effective alternative to Microsoft Calling Plans.

Benefit from our highly-available, carrier-grade voice network and the features of a traditional on-premises PBX, hosted within the cloud, for a long-term solution with no large upfront outlays.





BRINGING VOICE TO MICROSOFT TEAMS WITH ONE SIMPLE APPLICATION

OnlineUC Gamma for Microsoft Teams enables your business to use Microsoft's Teams application as a OnlineUC Gamma end point to make and receive telephone calls.

This allows you to take advantage of your existing Microsoft infrastructure with OnlineUC Gamma to support complex business voice requirements, all provisioned within a simple application.

What do I need?

For an organisation to enable OnlineUC Gamma for Microsoft Teams, the following components are required:

- Microsoft 365 Enterprise subscription (E1, E3 or E5)
- Microsoft Phone System add-on (with E1, E3)
- An OnlineUC Gamma subscription with the OnlineUC Gamma for Microsoft Teams bolt-on

ONLINE UC GAMMA FEATURES

A powerful business PBX



Direct Dial

Allows inbound calling

Extension Dialling

Efficiently connect callers to specific groups or individuals



Call History

Simply see who has called you and who you have called

Management Reporting

Get real-time understanding of how calls are being handled



Hunt Groups (all ring types)

For distributing and allocating calls across your team

Auto Attendant

Provide callers with menu options for call routing

Call Forwarding

Manage incoming calls effectively

Call Transfer

Transfer a call to any internal or external number

Call Recording

Record calls for audit trails or training purposes



Voicemail

Access to business voicemail messaging

Call Waiting

Ensures you're ready to take your next call

Call Barring

Prevent certain calls coming through to your business

Emergency Services Calling

Allows outbound calls to emergency numbers



CLI Presentation and Withhold

CLI flexibility to allow you to present any number you have permission to call on behalf of

Hold / Resume

Easily pause and resume a phone call

Music on Hold

Get your promotional messages across or play music

KEY BENEFITS

Keeping you in control

Business Grade PBX

OnlineUC Gamma offers many call routing settings to ensure the best caller experience. Caller announcements, hunt groups, IVRs and extension twinning are all standard features for OnlineUC Gamma users.

Cost-effective

Save money with better calling bundles vs Microsoft Phone System and Calling Plans (allows you to maximise your existing 365 licence cost).

No capex

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.

Never miss a call

Tailored business continuity with network and number level resilience to keep your business working.

You're in control

OnlineUC Gamma Admin users have full control of the system configuration. From call routing to user creation, all this is managed from a simple and intuitive web portal.

Simple provisioning

Gamma Voice app enables simple provisioning of OnlineUC Gamma users within Microsoft Teams with no need for PowerShell or any other programming interface.

Flexible working

Allows for remote working and a collaborative approach with availability through desktop and mobile apps as well as web browsers.

No call forwarding costs

Keep your existing geographic number.



MANAGEMENT REPORTING

Do you know how many calls you are getting, how they are being handled or who is handling them? OnlineUC Gamma offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls.

Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your OnlineUC Gamma service, which will let you export the statistics you need to help manage your business. You can:

- Instantly see what needs to be changed to improve customer service
- Optimise resources by ensuring the right number of operators are always in place
- Monitor time to answer and manage calls more efficiently
- Analyse internal call patterns
- See how many calls are being abandoned with the ability to return them



Daisy
OnlineUC Gamma for Microsoft Teams

FEATURES

No server on site

Enables multi-site monitoring and supports business continuity.

Real-time statistics

Provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored.

Accessibility

Use with Internet-enabled devices in the office or on the move.

Customisable push reporting and alarms

Ensures business-critical metrics are always available.

Receipt of call to end of call reporting

Monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification.

Track after hours calls

Highlight suspicious activity or unauthorised calling.

Abandoned call recovery

See instantly if a missed call has been returned.

Activity and extension activity monitoring

Quickly and easily monitor key extension or call routes to ensure maximum efficiency.



CONTACT US

Discover more. Contact Daisy today. Our team will be glad to help.

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