



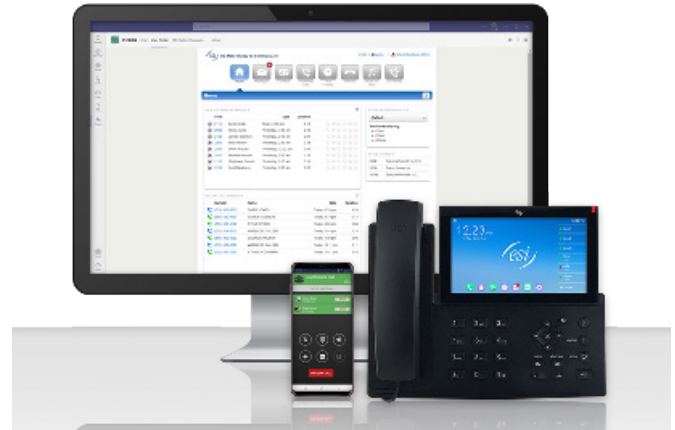
ESI eTeams™ Connector

Integrating ESI Cloud VoIP and MS Teams

Enhance Collaboration with ESI eCloud PBX™ and Microsoft Teams Integration

Users of the ESI eCloud PBX™ can now extend their collaboration capabilities and streamline unified communications by integrating with MS Teams. This seamless integration unlocks advanced enterprise call control features, empowering organizations with a robust and efficient communication solution.

ESI eTeams™, in conjunction with your existing MS Teams license, delivers high-quality communication capabilities, enabling seamless connectivity with individuals, teams, organizations, customers, and partners—without compromise. Designed for businesses of all sizes, ESI eTeams™ can be deployed quickly and efficiently, ensuring minimal risk or disruption to operations. Deploying eTeams does not require any additional hardware or changes to existing phone numbers, and managing users is simple and easy!



Key Benefits of ESI eTeams™

Organizations utilizing ESI eTeams™ gain access to a suite of powerful features, including:

- Dedicated Personal Numbers (DID) – Assign unique direct numbers to users for inbound and outbound calls.
- Global Connectivity – Enable inbound and outbound calling from MS Teams endpoints to contacts worldwide.
- Custom Dialing Configurations – Set up tailored domestic and international dialing based on organizational roles.
- Integrated SMS Services – Leverage existing SMS capabilities for business communications.
- ESI Voicemail – Enjoy advanced voicemail features, including visual voicemail.
- Automated Call Handling – Utilize Auto-Attendants and Call Queues with configurable Music on Hold (MoH) options.
- Click-to-Call Functionality – Easily place calls directly from documents, emails, and websites.
- Dynamic Emergency Calling – Ensure compliance and support remote and hybrid work environments with emergency call routing.

Empowering Users with Advanced Controls

ESI eTeams™ enhances user experience with flexible, intuitive features, such as:

- Multi-Device Accessibility – Stay connected via desktop, mobile, or softphone clients.
- MS Teams Dial Pad – Make and receive calls directly from MS Teams or an ESI phone.
- Flexible Call Management – Customize call handling, including forwarding, transfers, and call parking.
- Personalized Voicemail Options – Configure voicemail greetings and message delivery preferences.
- Presence-Based Call Routing – Automate inbound call handling based on presence status (Do Not Disturb, Away, Busy).
- Scalability – Effortlessly expand queue participation as your business grows.

License Requirements

To deploy the eTeams Connector and unlock advanced cloud-based calling capabilities, customers must have the following licenses:

- Teams License
- Teams Phone Standard License