



Convergia Cloud Voice Teams - CCV Teams

WHY CCV TEAMS?

CCV Teams is the connectivity for a complete Microsoft phone system in the cloud, with all the benefits of a traditional office PBX phone system and team collaboration solution in a single package offered through a subscription model with centralized administration, security, and reliability you can trust.

Now with Convergia Cloud Voice Teams you can get your own personal phone number for collaboration in real time from wherever users are using Microsoft teams.



SOLUTION FEATURES

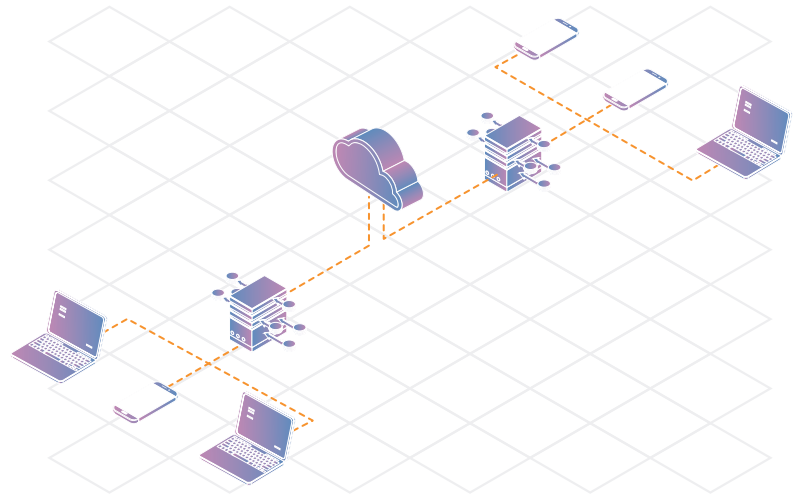
- **Auto Attendant-** Create a menu system that enables external and internal callers to locate and place or transfer calls to company users or departments in your organization.
- **Call Queues-** Configure how call queues are managed for your organization: for example, set up greetings and music on hold, search for the next available call agent to handle the call, and so on.
- **Call Answer/Initiate:** Let's users answer inbound calls with a touch, and place outbound calls either by dialing the full phone number or by clicking a name in the client. Can be done by name and number.
- **Group Call Pickup and Forward to Group-** Let's users share incoming calls with colleagues so that the colleagues can answer calls that occur while the user is unavailable.
- **Transfer a Call-** Let's users transfers calls to another person. Or, if they need to leave their office but want to continue the conversation, they can transfer the calls from their PC or IP phone to their cell phone.
- **Call Park and Retrieve-** Users place a call on hold. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code and a supported app or device to retrieve the call.
- **Cloud Voicemail-** Users can listen to their messages on their certified desktop phone, and on all Teams or Skype for Business applications.
- **Call Forwarding Options and Simultaneous Ring**



HOW DOES IT WORK?

Convergia Cloud Voice Teams will provide each user with a phone number and enable all PSTN call control tasks, such as placing and receiving calls, transferring calls, and muting and unmuting calls.

Convergia Cloud Voice Teams' users can click a name in their address book and place a call to that person.



SOLUTION BENEFITS

- **Calling Plan**

Since Obtain an easy way to give your employees full calling capabilities in Teams. Great for customers who want the simplest possible voice management for their users .

- **Elevate your services**

Since the Calling Plan is part of Office365, you get services, security and support that traditional telephone lines cannot match.

- **Phone System**

Enables call control and PBX capabilities in Office 365, effectively replacing your on-premises telephony hardware. Pair it with Convergia Cloud Voice for Microsoft Teams Calling Plan, and your users will get full calling capabilities.

- **Devices**

Certified devices deliver reliable and high-quality voice and video to ensure you are seen and heard. Choose the right Teams devices for optimized calling experience.

COMPETITIVE ADVANTAGES



Centralized Administration

Use the Office 365 admin portal to manage your phone systems, support call management features such as hold, forward transfer and voicemail, as well as acquire & assign numbers, and manage users .



Built in Security

Protect your business with enhanced security features from encryption and security protocols to physical and operational security.



Device flexibility

Enable telephone calls from any device, including IP phones, Microsoft Teams Rooms, PCs, Mac, and mobile devices.

