

Introducing 2CONNECT Teams Voice

Making your telephony truly digital



Connecting Your Digital World

2Connect
CONNECTING YOUR DIGITAL WORLD

WHY 2C TEAMS VOICE



ABOUT 2CONNECT Teams Voice

- Over 20 Years Experience
- Cloud First Strategy
- Over 30,000 Live Users on the Platform
- On Net connectivity
- ISO9001, 27001 Accredited

THE PLATFORM

- Flexible
- Scalable
- Secure
- Reliable
- Cost Effective
- Always up to Date



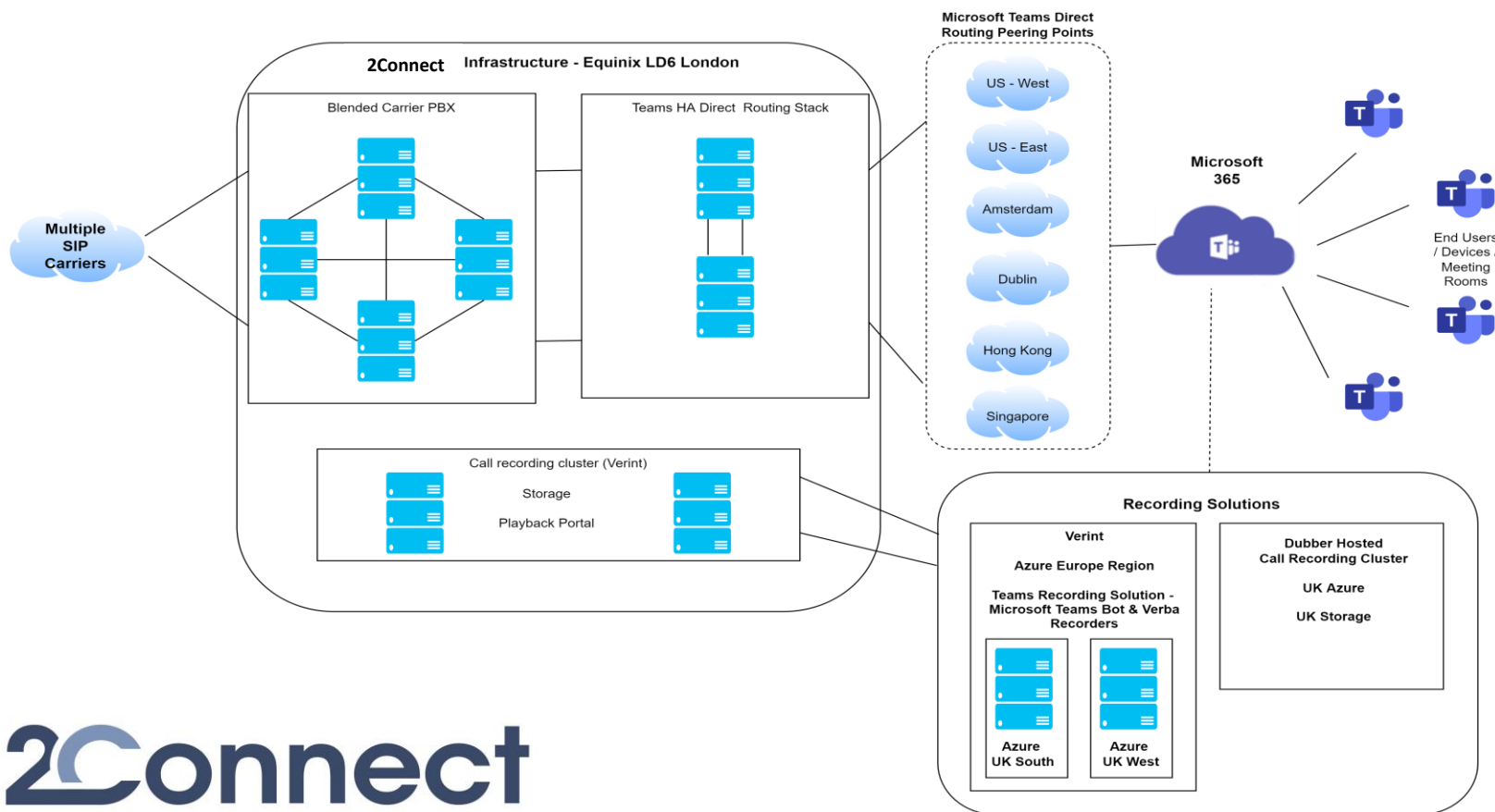
Certificate Number 9963
ISO 9001, ISO 27001






2Connect Teams Voice

“2C Teams Voice is a powerful, scalable platform enabling Microsoft Teams Users to make and receive PSTN Calls and utilise Phone System features and functions”





2C Teams Voice vs Microsoft

	STD	PRO	 Microsoft
UK Inclusive Minutes *	Unlimited	Unlimited	1,200 Minutes
Number Porting Supported	Yes	Yes	Yes, with Limitations
New UK DDI	All	All	90 Major Cities
International DDI	60+ Countries	60+ Countries	33 Countries
International Outbound In-Country Dialling	33 Countries	33 Countries	33 Countries
Ring Groups	Yes	Yes	Yes
Follow-the-Sun Routing	Yes	Yes	Yes
Auto Attendant	Yes	Yes	Yes
Music on Hold	Yes	Yes	Yes
Call Queues	-	Yes	Yes
Visual Routing Manager	Yes	Yes	-
Advanced Disaster Recovery	Yes	Yes	-
Skill Based Routing	-	Yes	-
PowerBI Reporting	Yes	Yes	Yes
Teams Voice Add-Ons			
Group Voicemail	Yes	Yes	Yes
Address Book	Yes	Yes	-
MiFID II Compliant Call Recording	Yes	Yes	-
Manual Pause/Resume for PCI Compliance	Yes	Yes	-
Live Listen	Yes	Yes	-
Supervisor Licence (inc Wallboards & Dashboards)	-	Yes	-
Further Integrations			
Full Omni-Channel Capabilities	Yes	Yes	-





Work from anywhere

The screenshot displays the 2Connect application interface. At the top, a dark blue header bar contains the 2Connect logo and standard window controls. Below the header, a user profile card for 'Ali Mohsin' is visible, showing his email address 'ali.mohsin@2connect.co.uk' and a green 'Available' status indicator. To the left of the profile card, a status menu is open, listing various status options: 'Available' (green checkmark), 'Busy' (red dot), 'Do not disturb' (red dot), 'Be right back' (yellow dot), 'Appear away' (yellow dot), and 'Reset status' (circular arrow icon). Below the status menu, a vertical sidebar contains six circular icons representing different features: a network diagram, a telephone handset, a document with a checkmark, a gear (settings), a headset, and a smartphone. The main content area of the profile card shows a list of actions: 'Available' (selected), 'Set status message', 'Saved', and 'Settings'. Below this, a 'Zoom' section shows a zoom level of '(100%)' with minus and plus buttons. At the bottom of the profile card, there are links for 'Keyboard shortcuts', 'About', 'Check for updates', 'Download the mobile app', and 'Sign out'.

- Available
- Busy
- Do not disturb
- Be right back
- Appear away
- Reset status

Ali Mohsin
ali.mohsin@2connect.co.uk
Available | Set status messa...

- Available
- Set status message
- Saved
- Settings

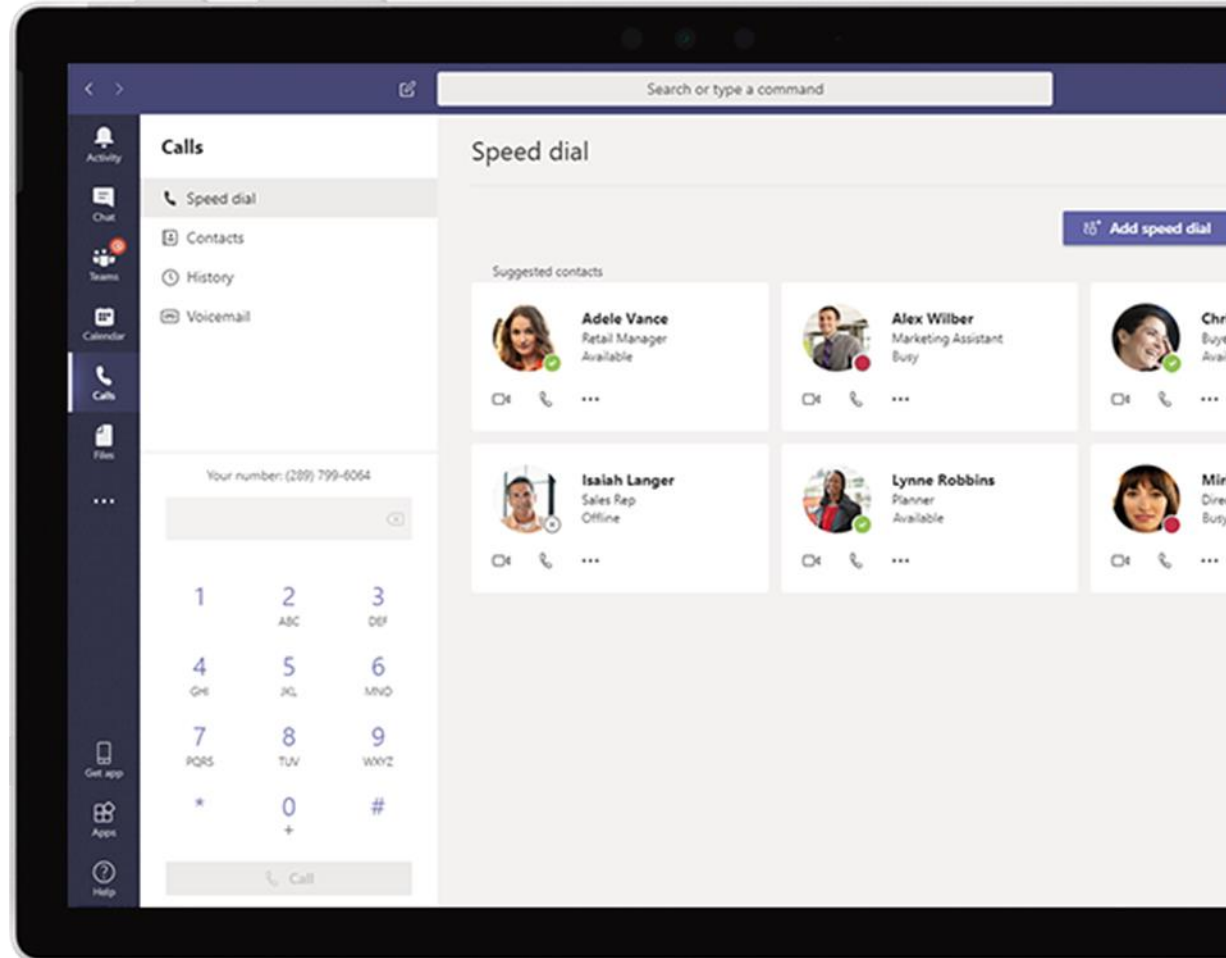
Zoom — (100%) +

Keyboard shortcuts
About
Check for updates
Download the mobile app
Sign out



Connect from anywhere

2Connect
CONNECTING YOUR DIGITAL WORLD





ANY DEVICE FROM ANYWHERE

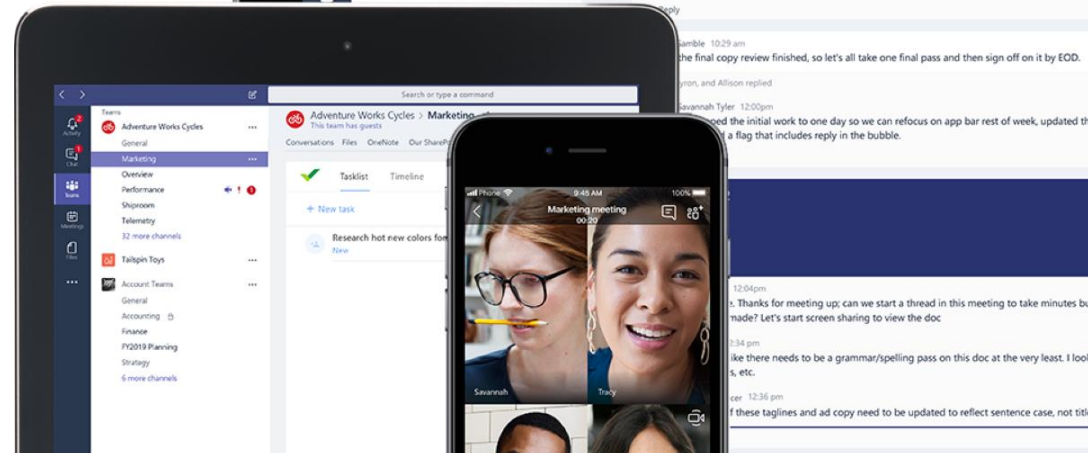
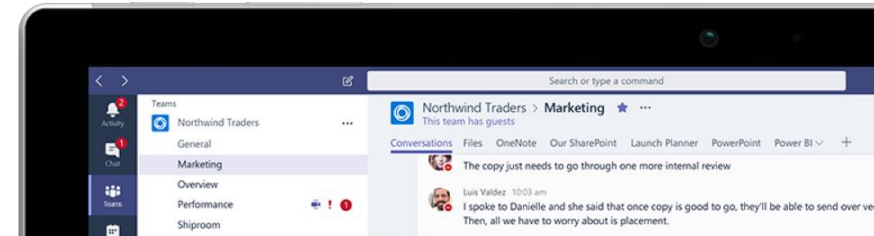
Desktop

Tablet

Mobile

Handset

Collaboration Room



2C Teams Voice



Simple Administration
Powerful Features
Business Continuity
International Availability
Cost Effective
UK Support

2C Teams Voice	
Visual Routing Manager	IVR/Auto Attendant
Management Portal	Group Voicemail
Time of Day Routing	Calling Policies

Pro	
Skills Based Call Queue	Wallboard
Supervisor View	Data Query
CRM Integration	Power BI

2C Teams Voice Call Flow – Standard User or Common Area Phone



Mobile App Included

Voicemail for Users/Group

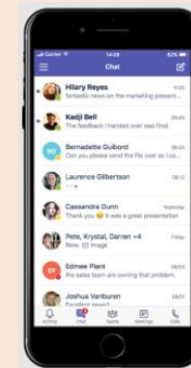
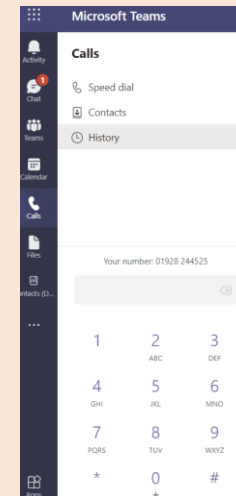
Fixed handset options



Routing to Ring Groups

Ring Group	
(Max: 20 Members)	
<input type="checkbox"/> Ali Teams	+441928244528
<input checked="" type="checkbox"/> Antony Teams	+441923920911
<input checked="" type="checkbox"/> Barry Teams	+441923920917
<input type="checkbox"/> Customer Mitel No	+44161454321
<input type="checkbox"/> Dan Teams	+441923920916

Routing to User Client



Calls

- Speed dial
- Contacts
- History
- Voicemail

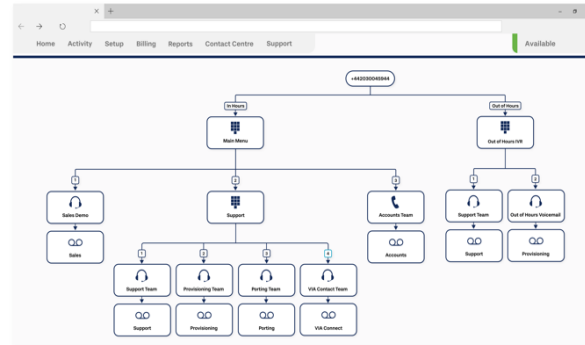
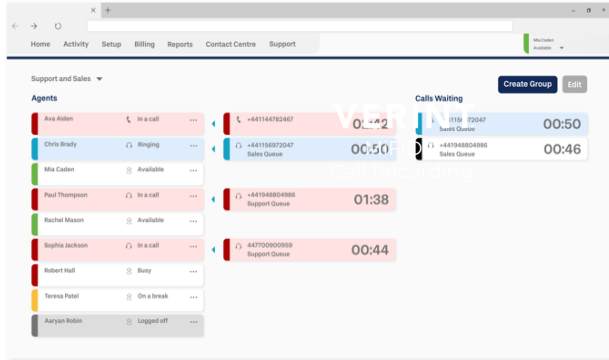


2C Teams Voice

Introducing 2C Teams Voice Portal

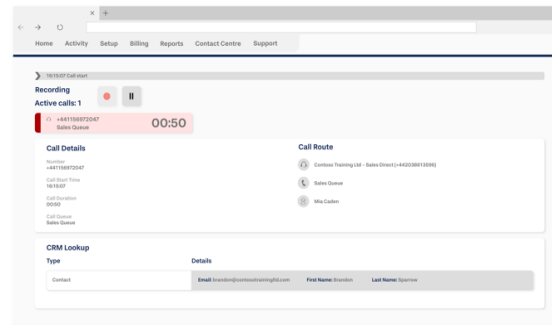
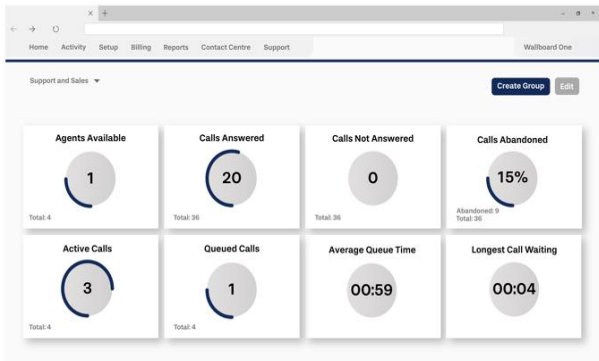
Microsoft Teams Direct Routing from 2Connect

Converging your Voice with your IT for a complete Unified Comms solution.



What makes 2C Teams Voice unique?

- Visual Call Routing
- Advanced Disaster Recovery
- Skill Based Call Routing
- Group Voicemail
- MiFID II Compliant Call Recording
- Supervisor Licence (wallboard/dashboard)



Why 2Connect?

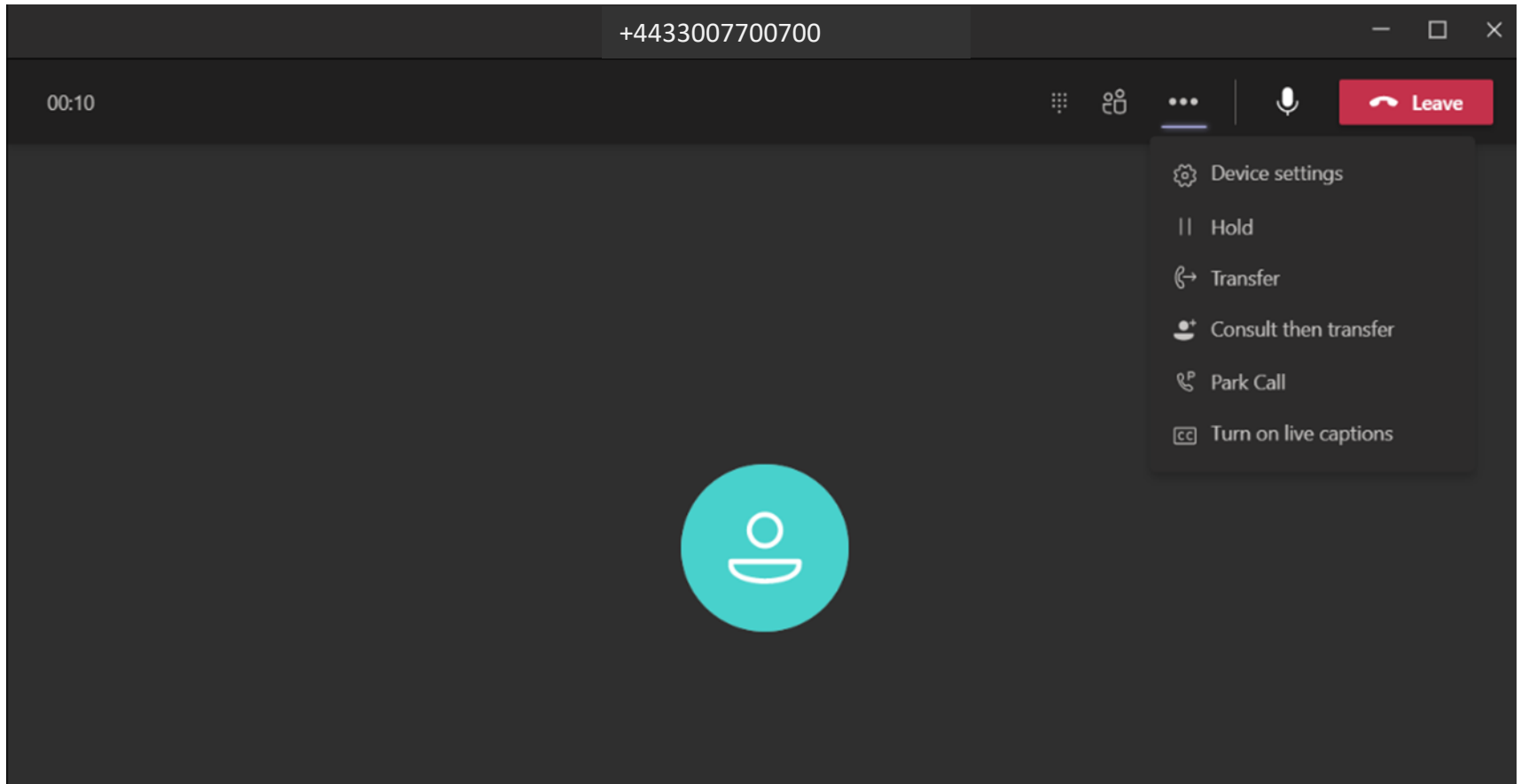
- 20 Years of Experience
- World-class Operational Support
- Dedicated Teams Voice Deployment Team
- International Deployments
- International Compliance
- Seamless Five9 Integration

International deployments supported by 



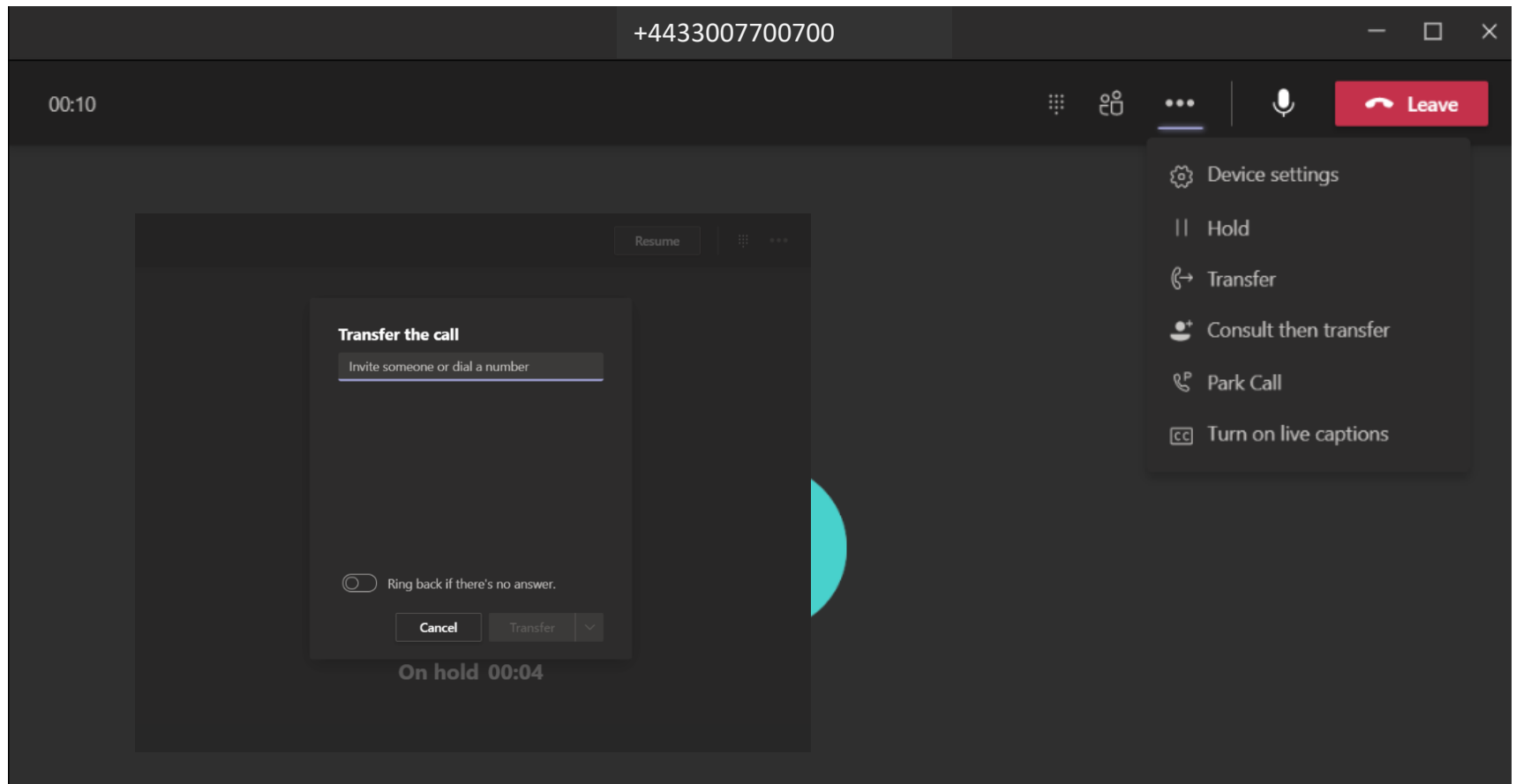


Call Control from anywhere



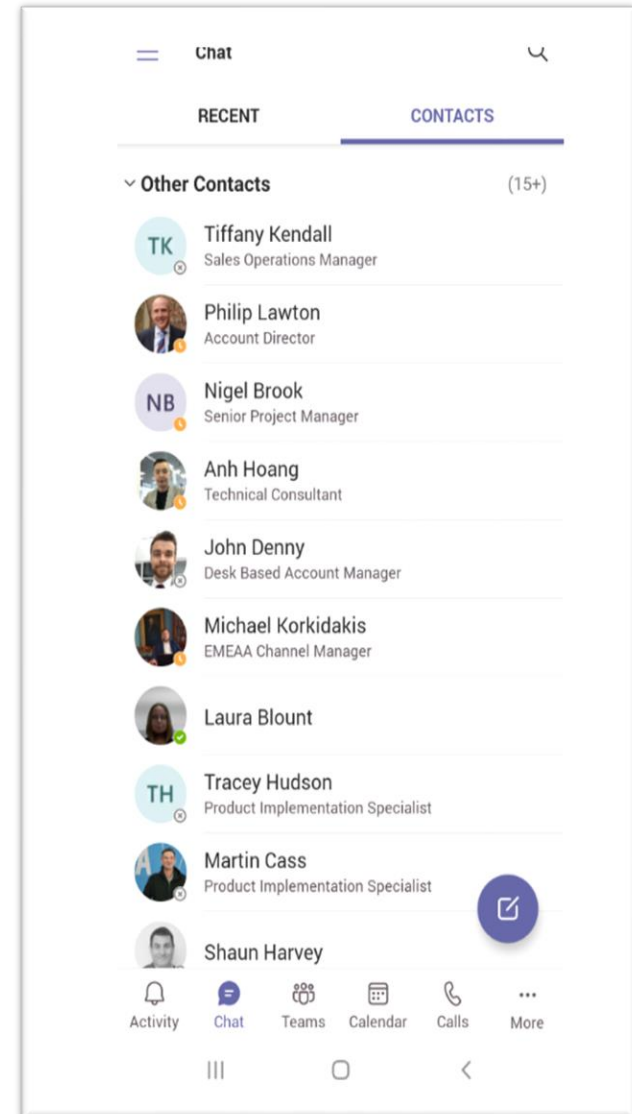
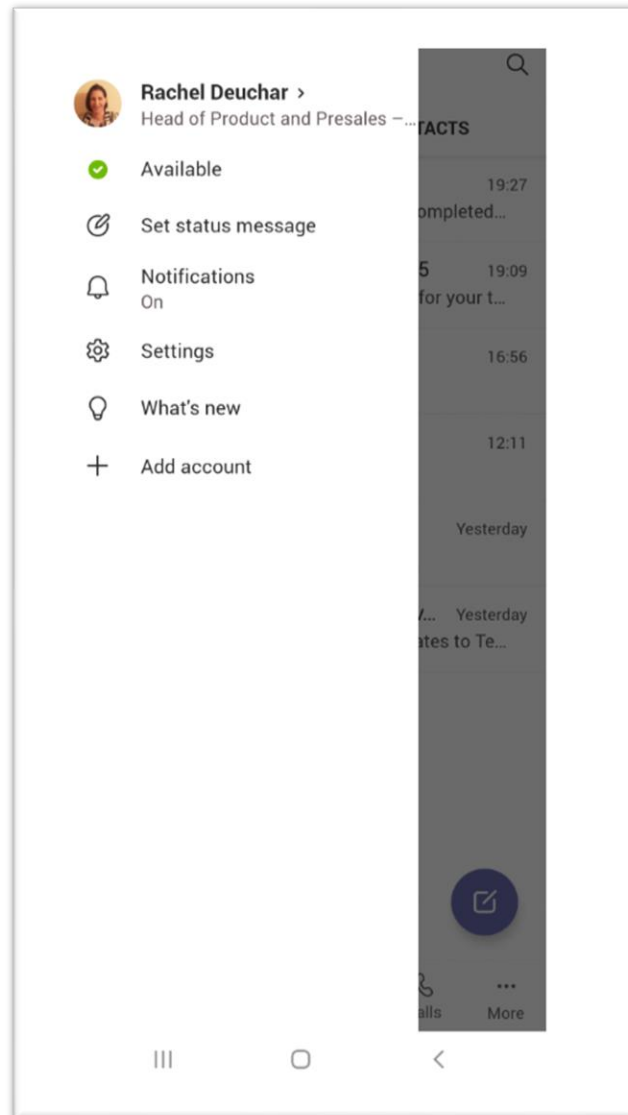


Work from anywhere





WORK FROM ANYWHERE



2C Teams Voice - Unified Call recording

Dubber & Verba are fully integrated with Microsoft Teams to provide a flexible, secure and automated solution within the network with unlimited scalability

A critical capability



Simple, easy and affordable to deploy single click. Access from anywhere



Unlimited scale and storage: infinitely store calls to comply with local regulations



Integrate with applications: Gain a holistic view of customers by integrating call data into CRM



Highly secure: compliant with global regulatory mandates



Built for Business: Controls, compliance and security for every size of business



Native cloud platform Call recording is quick and easy to deploy on a SaaS subscription.



Multi-function: satisfies all use cases – from listening to recordings to beautiful transcriptions, notifications and real-time search



Share recordings Manage customer needs - directing call recordings to relevant teams

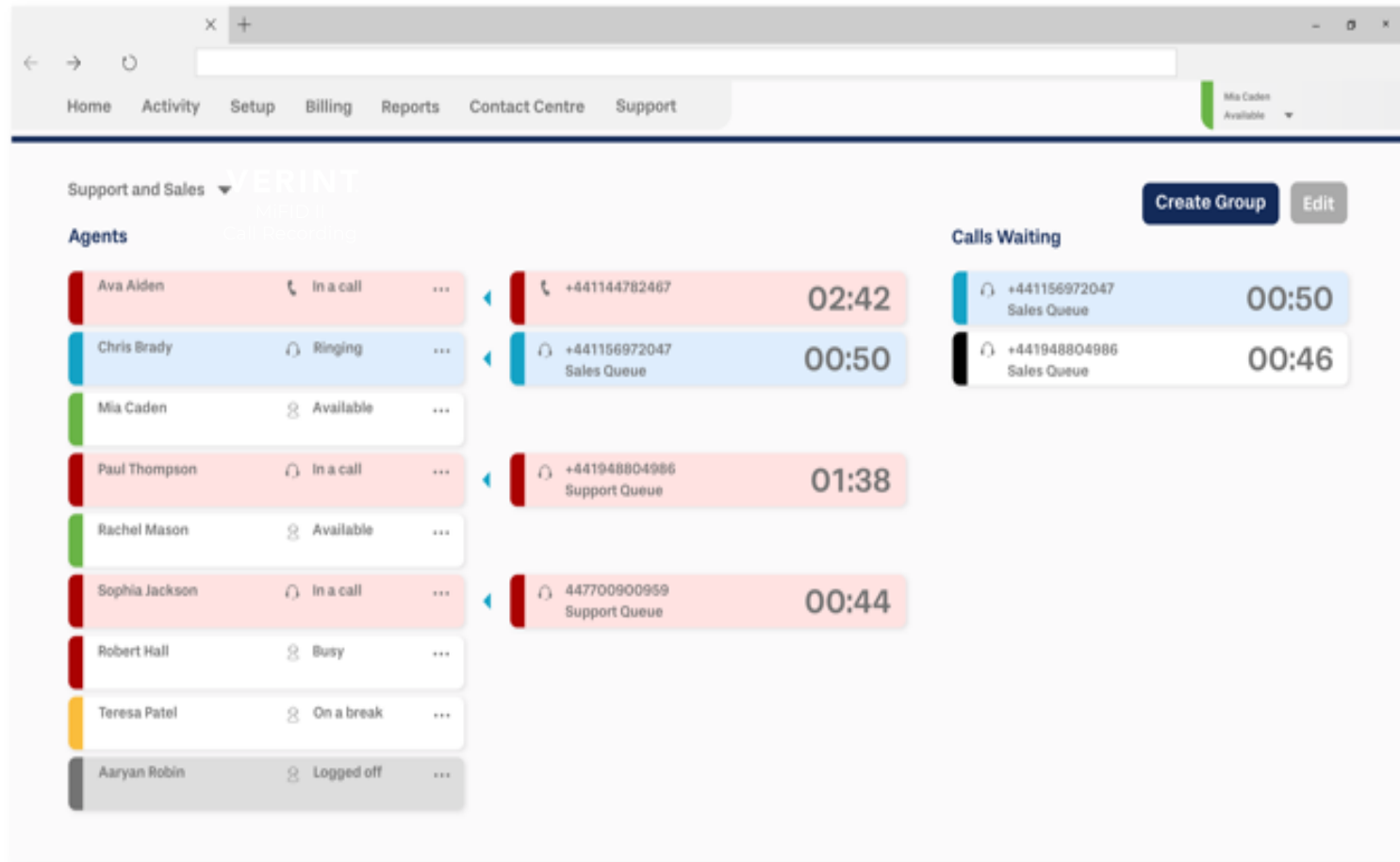




Work from anywhere



Supervise from anywhere



The screenshot displays the 'Supervise' interface for 2C Teams Voice. The interface is divided into several sections:

- Navigation Bar:** Includes links for Home, Activity, Setup, Billing, Reports, Contact Centre, and Support. A user profile for 'Mia Caden' (Available) is shown on the right.
- Support and Sales:** A dropdown menu is currently set to 'Support'.
- Agents:** A list of agents with their status:

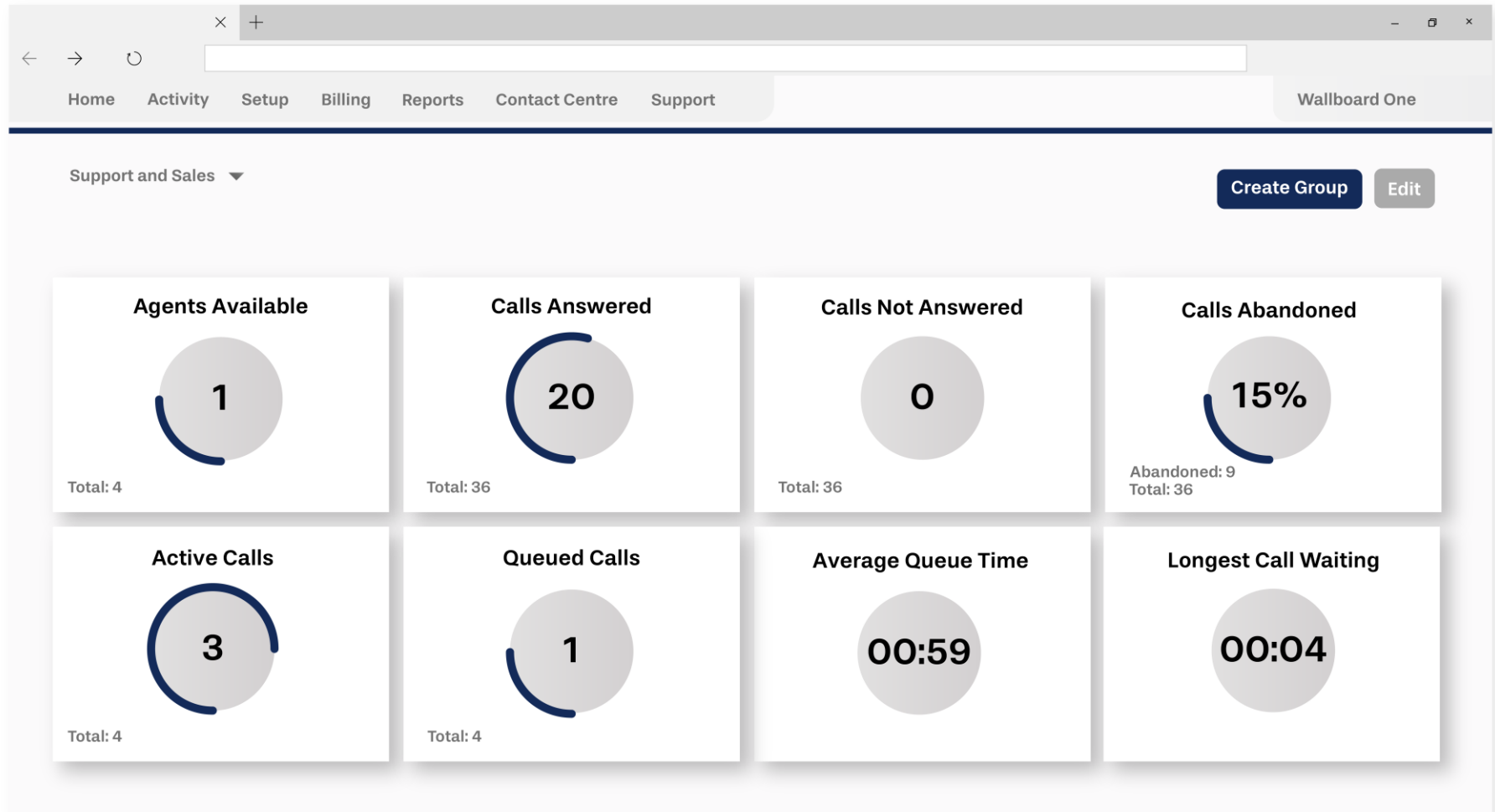
Agent	Status
Ava Alden	In a call
Chris Brady	Ringing
Mia Caden	Available
Paul Thompson	In a call
Rachel Mason	Available
Sophia Jackson	In a call
Robert Hall	Busy
Teresa Patel	On a break
Aaryan Robin	Logged off
- Calls Waiting:** A list of calls waiting to be answered, with buttons for 'Create Group' and 'Edit':

Call ID	Queue	Duration
+441144782467		02:42
+441156972047	Sales Queue	00:50
+441948804986	Sales Queue	00:46
+441948804986	Support Queue	01:38
447700900959	Support Queue	00:44





Monitor from anywhere









You're in good company

2Connect Teams Voice supports 1000's of UK Business communication needs.

From large corporate and enterprise to SME, our hosted voice platform is scalable and flexible to support your business.

			
Formula 1	Finance	Outsource	Medical
Integration with fully mobile workforce, globally	Delivering voice platform for internal and external communication	Remote workers across the UK, communicating on Teams	Delivering enhanced communications across the organisation using teams as comms



2C Teams Voice

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