



Deltapath® Teams Gateway

Make and Receive Calls on MS Teams Using Your Existing Phone System

With millions of workers still in lockdown over the Coronavirus pandemic, businesses are rolling out robust business communication solutions like Microsoft Teams to employees to ensure it is business as usual.

Business communication solutions often include providing phone service to apps allowing businesses to scale solutions they are already using. In the past, adding phone service to scale meant introducing new phone service plans and licenses, increasing out-of-pocket costs.

No Additional Phone Plans

Deltapath Teams Gateway helps you satisfy your business goals without unnecessary spending by bridging your existing PSTN phone lines and PBX phone system to extend PSTN calling in Microsoft Teams. By using your current telephone system, you bypass the cost of additional phone service plans and protect your existing audio endpoint and video endpoint investments. With Deltapath Teams Gateway, you keep all the numbers and functionality of your existing phone system.

The benefits of integrating your existing phone system with Microsoft Teams isn't just about cost savings, it's also about customer experience and equipping employees with tools that allow them to be productive and are easy to use.

Connect MS Teams to your Public Switched Telephone Network (PSTN) or Private Branch Network (PBX) to make and receive calls using the Microsoft Teams app

Why type this 14085832432@365.deltapath.com when you can type call 14085832432 using the Deltapath Bot?

Improve Customer Experience (CX) with a Phone Call

The best performing businesses today have one thing in common; They are people-focused, and customer service focused. They are concerned with enhancing customer service experience for the people at the center of their business – customers, prospects, partners, and suppliers.

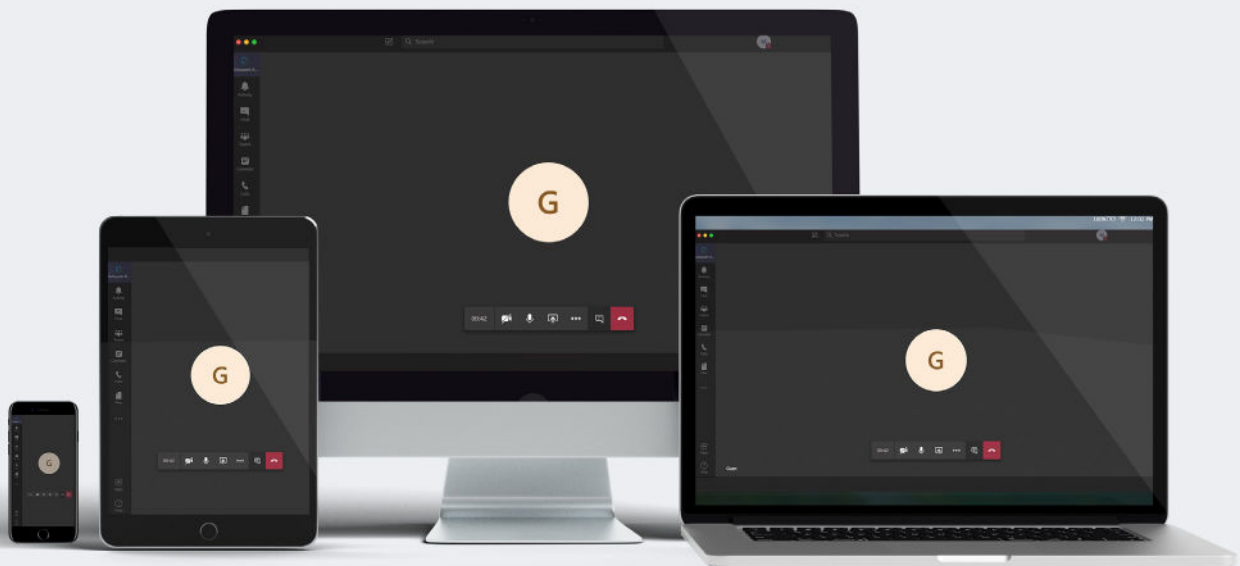
They also know that despite other technologies like email, instant messaging, and chatbots, phone calls remain a reliable and preferred mode of communication. Customers especially prefer speaking on the phone when there is

- a problematic issue that needs discussing
- an urgent matter
- a complaint
- a system failure like when an Interactive Voice Response (IVR) system fails to complete your transaction.

Deltapath Bot

Users deserve fast, efficient service. The Deltapath Bot is a call assistant that automates phone tasks to make your dialing experience simple. Reclaim your time so you can focus on more important things like communication and teamwork. It is available to everyone using Microsoft Teams on their desktop.

Instead of users entering a phone number and a domain each time they make a call, they can type the command call, followed by a phone number.





Never Miss an Important Call Again

Customer acquisition and customer retention just became easier. With Microsoft Teams phone calls, your employees simultaneously receive incoming calls on their desk phone, desktop computer, and any other device the Microsoft Teams app is installed. Leveraging this capability reduces the number of missed calls, fosters strong customer relationships, and improves customer service experience. Employees can also make outgoing calls from their Microsoft Teams app from anywhere, extending the ease and convenience of the communication and collaboration app.

Ease and Convenience of an All in One Application

Whether it's attending an all-hands company meeting or speaking with a customer to resolve an issue, all employees are after the same things as they maneuver through their workday -- ease and convenience.

Microsoft Teams doesn't disappoint. The app is designed to be easy to use. Employees can also fully appreciate its robust features, including dedicated conversation channels, the ability to chat with users outside your organization, and record meetings, among other things.

Using Deltapath Teams Gateway with Microsoft Teams offers another level of convenience to employees. Ensuring your employees have the tools and capability to be productive all at their figure tip without having to maneuver between different devices or applications, gives them an easy, fast, and convenient way to reach out and engage with customers, prospects, and fellow employees.

Make and receive phone calls from your Windows, Mac, or Mobile Device using Microsoft Teams

Become a Partner

If you offer telephony services or Microsoft Office 365 services to businesses, we welcome you to be part of the Deltapath partner network and improve your business offerings. With Deltapath Teams Gateway, your customers can use their existing phone system to extend phone service to MS Teams.

Flexible Deployment Options

The Deltapath Teams Gateway can be made available to you as an on-premises server appliance, virtual instance on your hypervisor, or an all-in-the-cloud solution. These flexible deployment options enable us to fulfill your organization's needs. Contact us today to learn about our subscription service and experience the benefits and convenience Deltapath Teams Gateway brings to your customers.

About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

Ordering Information

For more information about Deltapath Teams Gateway, please contact your nearest Deltapath sales representative.



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