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Migration Made Simple



We manage the transition end-to-end:

- PBX and number assessment
- Number porting and cutover planning
- Microsoft Licensing
- Teams configuration and user enablement
- Testing and go-live support

Core Features of Microsoft Teams Calling

Enterprise Voice Capabilities

- Auto Attendants (IVR)
- Call Queues
- Hunt Groups
- Call Forwarding & Simultaneous Ring
- Voicemail to Email
- Shared Lines & Delegation
- Call Transfer (Blind & Attended)
- Call Parking

Advanced Calling Features

- Call Recording (Compliance & Quality)
- Call Reporting & Analytics
- Call Detail Records (CDR)
- Presence-Based Routing
- Busy on Busy Controls
- Time-Based Routing

Mobility & Device Flexibility

- Desktop, Mobile, and Web Calling
- Certified Teams Desk Phones
- Headset & Softphone Support
- Single Business Number Across Devices

Collaboration Integration

- Click-to-Call from Outlook & Teams
- Escalate Call to Video Instantly
- Screen Sharing During Calls
- Integrated Chat Before, During, or After Calls

Microsoft Teams



A Smarter Alternative to make calls

One application. One identity.
One experience.



Why Microsoft Teams Calling is Different

Teams Calling brings enterprise-grade voice directly into Microsoft Teams, the platform your staff already use for chat, meetings, and collaboration.

One application. One identity. One experience.

Security & Compliance

- Enterprise-Grade Encryption
- Microsoft Identity Integration
- Conditional Access Policies
- Retention & Compliance Controls
- Emergency Calling Configuration

Scalability & Management

- Add or Remove Users Instantly
- Centralised Admin Portal
- Number Porting & Management
- Multi-Site Support
- Cloud-Based Business Continuity

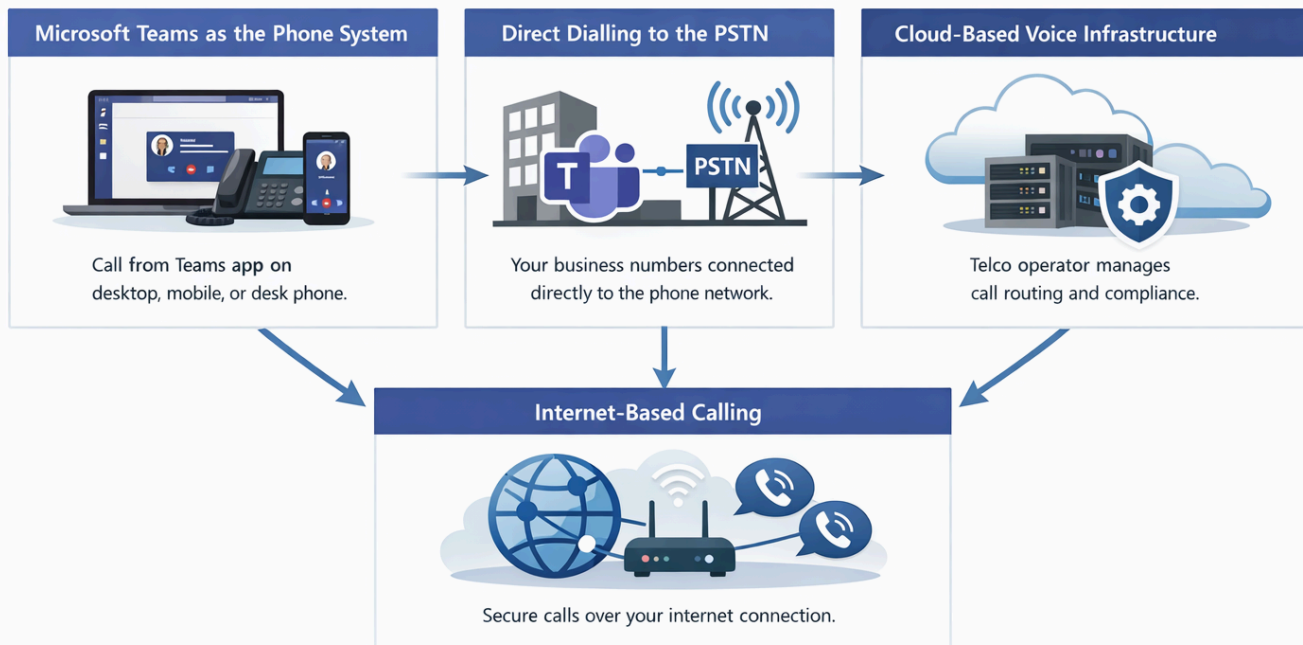
Flexible Deployment Options

- Software-only (softphones + existing devices)
- Hybrid (IP desk phones + mobile apps)
- Fully managed (phones, connectivity, support)

Ideal Use Cases

- Businesses moving away from ageing PBX systems
- Hybrid and remote-first organisations
- Multi-branch companies
- Organisations standardising on Microsoft 365

How Microsoft Teams Calling Works



Why Use SPOC

- Single point of contact: voice, connectivity, support
- Carrier-grade platforms with local expertise
- Designed for uptime, scale, and simplicity
- Proactive monitoring and support