



TeamsLink

Unified Communications for Microsoft Teams

Take your use of Microsoft Teams to the next level with the most advanced, feature-packed Teams solution on the market, enabling secure external voice calling and more.

The meteoric rise in the adoption of video conferencing means at least 200 million meeting participants now use Microsoft Teams in a typical day. In fact, the platform has kick-started the accelerated digital transformation of thousands of businesses globally, who may have otherwise remained shackled by traditional telephony for years to come.

But where does this leave voice calls? Do all colleagues and customers want to interact via video? Have organisations' reporting capabilities taken a hit? And how many Teams features are being overlooked?

To supercharge the Unified Communications capabilities of companies large and small, Vapour has partnered with Wavenet to deliver a powerful direct routing solution which enables efficient, compliant external voice calls from within Microsoft Teams. Plus, a purpose-built portal provides system administrators with a number of additional features, not available from Microsoft directly.

Think MIFID II compliant call recording, advanced call routes, hunt groups and ring groups, skill-based routing with smart agent selection, group voicemails, visual routing manager, advanced disaster recovery, customised Power BI reporting and so much more. Not to mention outstanding support, every step of the way.

TeamsLink features at-a-glance:

- A Microsoft approved solution with Microsoft certified hardware and easy-to-use management portal.
- Inbound and outbound voice calls, for UK, international and mobile numbers – even with non-Teams contacts – via cost-effective calling bundles (including unlimited UK minutes).
- IVR ring groups, call queues, location-based routing and more.
- Auto attendant and music on hold.
- MIFID II and FCA compliant call recording.
- Advanced disaster recovery for business continuity.
- Monitoring tools and customisable Power BI reports giving you more actionable insights than ever before.
- We even have contact centre specific features including agent and supervisor dashboards.



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TeamsLink key benefits:

With no need for any on-site infrastructure whatsoever, TeamsLink is a fully cloud-based solution enabling you to switch and start calling from Microsoft Teams, with minimal fuss. Other advantages include:

- Microsoft ecosystem integration for UX consistency – collaborate through one tool for messaging, video meetings, calling, file sharing and more.
- The ultimate Unified Communications solution – for colleagues and customers – in the era of hybrid working.
- Improve omnichannel compliance with ease, with our single pane of glass solution, complete with recording assurances across voice, video, instant messaging and screen sharing communications. Secure data archiving and savvy retrieval functionality also included.
- An intuitive online portal gives complete visual control over the management of users and call flows.
- Uncover otherwise untapped BI to analyse true workplace performance, service levels, engagement and morale.
- Reduce call costs and increase technical efficiencies by optimising bandwidth and improving voice quality.

Intrigued? Let's talk...



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