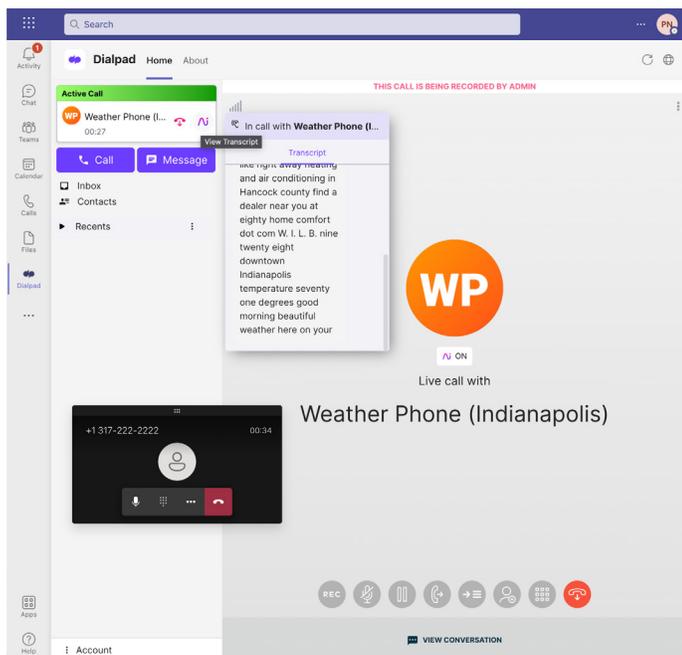


# Dialpad for Microsoft Teams

Bring everything you love about Dialpad into Microsoft Teams to drive productivity with AI-powered interactions in every call.



As Microsoft reported Teams user counts continue to climb, it's safe to say that most organizations that are Microsoft shops are leveraging Teams for internal calling or video meetings, or as the sole platform for all internal and external communications done in a company.

And while Teams does the basics well—team collaboration, video meetings, and file storage—the extra phone licenses, lack of advanced calling capabilities and global availability have customers turning to other vendors to complete their business communications platform.

With Dialpad, customers get a platform of modern AI-powered unified business communications and customer engagement solutions that enables users to call, message, meet and operate a contact center from a single pane of glass. And when you integrate Dialpad into Microsoft Teams, you can benefit from all the power of Dialpad

without giving up the Microsoft Teams app you're already using.

Dialpad offers multiple call routing options that meet your businesses unique calling needs while offering more advanced communication features not readily available in Teams including SMS/MMS, AI, analytics, call recordings, global calling, and more—without paying the Microsoft Teams phone license.

## The best routes to the PSTN

Dialpad is the first to offer an alternative to Direct Routing that does not require the Teams \$8 phone license or an additional app to power calling in Teams. Choose one or mix both of the following routing options to create a powerful business communications hub:

**Direct Routing:** Leverage the native Teams dialer to make and receive calls anywhere. All the power of Dialpad. One application.

**License-Free Routing:** Call and SMS/MMS with your phone number inside Teams. All the power of Dialpad. No additional apps or Microsoft licenses required.

## Key Features

**Make and receive calls:** Search for Dialpad and Microsoft synced contacts, make and receive calls, and dial external numbers to reach anyone you need to directly within Teams

**SMS & MMS:** Send and receive text messages and images via your business phone number.

**Industry-leading AI:** Get access to powerful, AI for real-time call transcriptions, automatic note-taking, sentiment, AI coaching, automatic call summaries, and more.

**AI-enabled analytics:** End-to-end real time metrics and call analytics are available for all users, giving managers full AI-driven insights into every call through Microsoft Teams.

# Dialpad for Microsoft Teams

**Contact center:** Use Dialpad for Microsoft Teams alongside your Dialpad agent console and gain access to advanced CCaaS features like inbound/outbound calling, omnichannel interactions, real time coaching, and more.

**Simple onboarding and management:** The Dialpad for Microsoft Teams integration leverages our professional services for a quick and easy setup process that will get you calling right away

**Any device, anywhere:** Use Dialpad for Microsoft Teams as a web-based or desktop application, and on mobile or tablet devices.

## Why Dialpad?

### Transparent, clear and easy pricing

Get a simple, cost-effective approach to calling in Teams. Dialpad offers unlimited HD calling and SMS/MMS for Microsoft Teams users on a Dialpad Pro or Enterprise plan. Choose to mix routing types within an organization for an extra layer of flexibility for IT and contact center admins.

### Simplified licensing and minutes

Simple, transparent pricing—save on the total cost of ownership with routing options that avoid Teams Phone licenses, unlimited calling plans, and zero usage fees for both inbound and outbound calls.

### Global PSTN coverage

Extended calling reach for Microsoft Teams customers with full PSTN connectivity in 49 countries, and PSTN access to 70+ countries, with a 100% uptime SLA for enterprise customers.

### Native business integrations

Access over 49 native business app integrations available on the Dialpad App Marketplace and build your own customized workflows with Dialpad's open APIs to unify teams and key business



## Get started

Our product experts will walk you through the best routing options for your calling needs.

Visit us at [www.dialpad.com/microsoft-teams-integration](https://www.dialpad.com/microsoft-teams-integration) or email us [sales@dialpad.com](mailto:sales@dialpad.com) to get started.