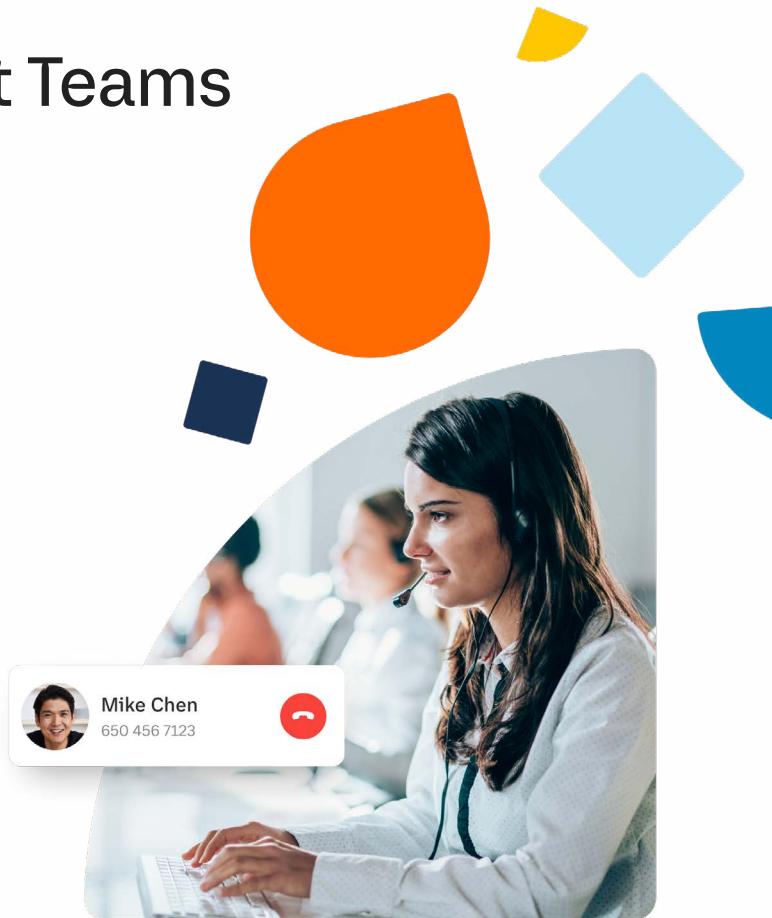


# Cloud PBX for Microsoft Teams

Small and mid-sized business edition

Do you want to get the most out of your Microsoft Teams investment? Then turn to RingCentral Cloud PBX for Microsoft Teams—the winning combo for faster productivity, stronger reliability, and tighter security.

If your business is up and running with Microsoft Teams, let RingCentral help you finish the job. Upgrade your Microsoft Teams setup to include enterprise-grade telephony, no matter your business size. How is this possible? Through the power of Direct Routing.



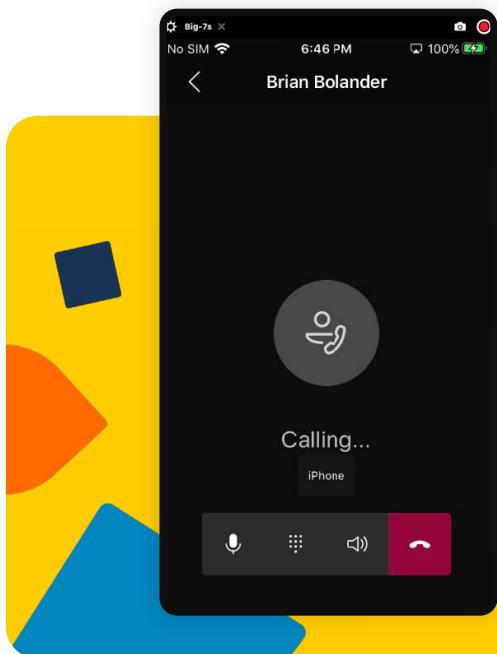
## What is Direct Routing and why is it important?

When it comes to your communications stack, it's important that you have the flexibility to build it according to your exact business needs. Whether you prefer to have a single vendor or multiple vendors for communications, RingCentral provides you with the flexibility and options you need to be successful—no matter which tools you choose.

You're probably wondering, "What is Direct Routing?" Here's the breakdown: Direct Routing lets you use your own telephony carrier and PBX services to connect to a PSTN (public switched telephone network).

When choosing RingCentral for Direct Routing, you can use RingCentral for voice needs, such as lines, phone numbers, and minutes, while retaining Microsoft Teams as your messaging application provider. All incoming and outgoing calls are routed through the RingCentral cloud network using the Microsoft Teams application—everything is seamlessly tied together with a native experience within the Teams interface. When it comes to Direct Routing, RingCentral is your best choice, and we'll tell you why with our top benefits list below.

# Top 12 benefits of RingCentral Cloud PBX for Microsoft Teams



Customers gain more than just a phone service when choosing RingCentral's Direct Routing solution. Here are some of the many benefits your business can take advantage of.

## Intuitive Teams experience

Since the RingCentral Cloud PBX for Microsoft Teams integrates natively into Teams, users can enjoy the same Teams interface they've been using with no additional downloads, bots, or plugins. Users get the best of both Teams and RingCentral platforms in one, improving productivity and making adoption simple since no retraining is required.

## Advanced PBX features

Boost productivity with innovative PBX features, including call controls, IVR and call handling, automatic call recording, reports and analytics, call queues, SMS, and fax to name a few.

## Reliability

Did you know Microsoft Teams' 99.9% uptime SLA translates to nine hours of downtime every year? With RingCentral, you can upgrade to 99.999% uptime SLA, which translates to only six minutes of downtime per year.

## Security

### 7 layers of security

RingCentral's leading security certifications, such as SOC 3 and HITRUST, and compliance with industry requirements, such as HIPAA and FINRA, ensure that users always operate securely and in accordance with industry standards. In addition, your business is bulletproof with seven layers of enterprise-grade security.

Enterprise organization

Business process

Host

Physical

Network

Application

Data

## Any mode, any device, anywhere

We are living in a mobile world, which means mobility is no longer a want—it's a need. With RingCentral Cloud PBX for Microsoft Teams, users can easily communicate and collaborate using any device on mobile, desktop, or web. No matter where they are (whether at home, in the office, or on the go) they're always connected.

## Flexibility and scalability

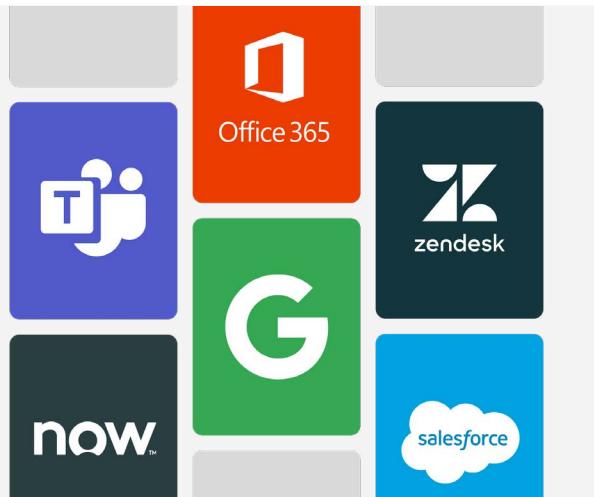
Adding users is as easy as 1, 2, 3. As your team grows, you can quickly add new users within a few seconds.

## Ready to deploy

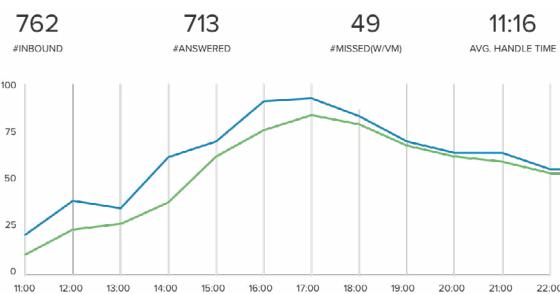
Save yourself the headache and leave the setup to us. RingCentral can help maintain and operate your complete high-availability Teams Direct Routing infrastructure using Microsoft-certified session border controllers (SBC)—so you don't have to.

## Third-party integrations

Take advantage of 250+ integrations in the [RingCentral App Gallery](#) and open APIs through the [RingCentral developer portal](#) to customize all your workflows. Enable your users to work directly from apps they already use, whether it's Salesforce, Google Cloud, Zendesk, or another popular app.



## Robust analytics



RingCentral's analytics portal provides complete visibility into all your voice communications in Teams so you can identify key trends, set automated alerts, access quality of service, and more.

## Global calling

Upgrade your capabilities from 26 countries that Microsoft Calling Plans offer to 40+ countries with RingCentral. RingCentral also offers local and toll-free numbers in 110+ countries.

## Superior voice quality

Since the voice traffic traverses on RingCentral's cloud network, the traffic going to Microsoft's data centers is reduced, powering better voice quality.

## Centralized management

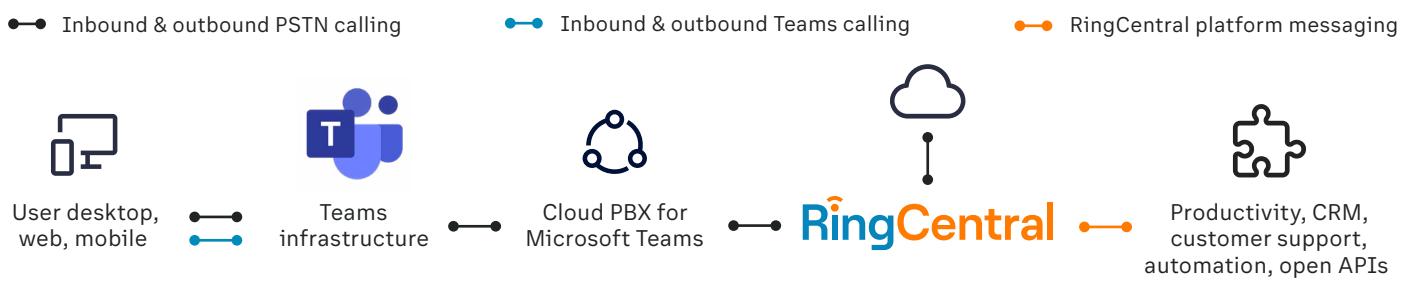
Admins can centrally manage their organization's entire user base from one intuitive interface. This integration also supports Single Sign-on (SSO), so users are automatically authenticated and connected to their RingCentral communications account when they log in to Teams.

## Enhancing your Microsoft Teams setup, together

With RingCentral Cloud PBX for Microsoft Teams, all communication and collaboration essentials live in the Teams application, driving productivity across your entire business. And remember: You're never alone when it comes to RingCentral. Our Professional Services team will help provide guidance throughout

the entire implementation process, including configurations, testing, and training. Whether your business has tens of employees or hundreds, RingCentral is here to help grow your business—and not just grow your business, but also grow with your business.

## RingCentral Cloud PBX for Microsoft Teams architecture



To learn more about RingCentral Cloud PBX for Microsoft Teams, contact partner support at [partners@ringcentral.com](mailto:partners@ringcentral.com) or 800-595-8110.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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