

No one does business communications in MS Teams better than Intermedia

Unite's advanced communications, Contact Center capabilities, Archiving, and Microsoft Teams collaboration—all in one seamless, embedded solution.



Fully Embedded App:

Single-app desktop and mobile experience with no Teams Phone license required.

Advanced Features:

Advanced cloud-based phone system, Contact Center, Archiving, and more.

Built-in Redundancy:

If Teams goes down, use Unite's mobile app for calls and SMS.

For businesses centered around Microsoft Teams, Unite for Teams embedded solution delivers an enterprise-grade cloud phone system, texting, and AI-powered communications — all embedded within Teams on desktop, and now mobile. Users can place business calls directly from the Teams mobile app, while SMS and Contact Center functionality remains available through the Unite mobile app. This eliminates the need for an additional Teams Phone license. Plus, capture, retain, and search Unite and Teams data in one platform, with retention from 30 days to 10 years for enhanced productivity and secure message preservation.

MICROSOFT TEAMS FOR COLLABORATION:

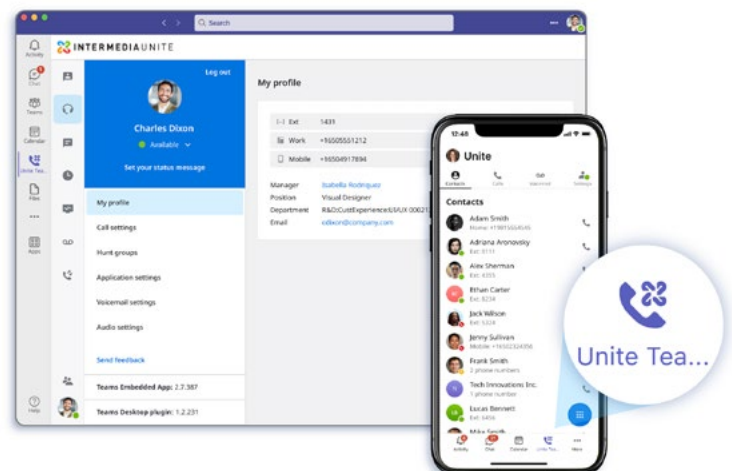
Use Teams collaboration tools to manage chat, file sharing, and video meetings.

UNITE FOR ENTERPRISE PHONE AND SMS*:




Place business calls from the Teams desktop or mobile app using your work number, with advanced features like auto attendants, call queuing, hunt groups, plus integrated SMS/MMS for messaging.

CONTACT CENTER FOR BETTER CUSTOMER EXPERIENCES:

Add Contact Center to Unite for Teams to upgrade customer interactions with omnichannel support, intelligent routing, AI Call Insights, advanced reporting, and analytics to ensure you're meeting customer expectations.



* Included with Unite for Teams Pro and Unite for Teams Enterprise licenses only.

HOW UNITE, CONTACT CENTER, AND TEAMS WORK TOGETHER	ADD-ON		
			
FEATURES	USE TEAMS FOR	USE UNITE* FOR	USE CC FOR
Chat/Instant Messaging	●		
Video Meetings	●		
File Sharing & Cloud Storage	●		
Microsoft Teams Mobile App	●	●	
Unite Mobile App		●	●
Enterprise PBX (100+ Calling Features)		●	
Unlimited Calling (Domestic + 33 countries)		●	
Archiving for Teams and Communications Data (Retention options up to 10 years)		●	●
Call Monitor, Barge, Whisper		●	●
Advanced Hunt Groups		●	
3rd Party Integrations (Salesforce, ServiceNow, NetSuite, and more)		●	●
Dashboard & Reports		●	●
Advanced Reporting and Analytics			●
Omnichannel Support (Voice, SMS, Chat, Email)			●
Intelligent Call Routing			●
Call Queuing		●	●
Interactive Voice Response (IVR)			●
Customer Self-Service Tools			●
Outbound Customer Engagement (Voice, SMS, Email)			●
AI Interaction Summary			●
AI Sentiment Analysis			●
Real-Time Agent Management			●
AI Workforce Engagement			●
AI Quality Management			●
Post-Call Survey			●

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QUESTIONS? CONTACT US TODAY!

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