

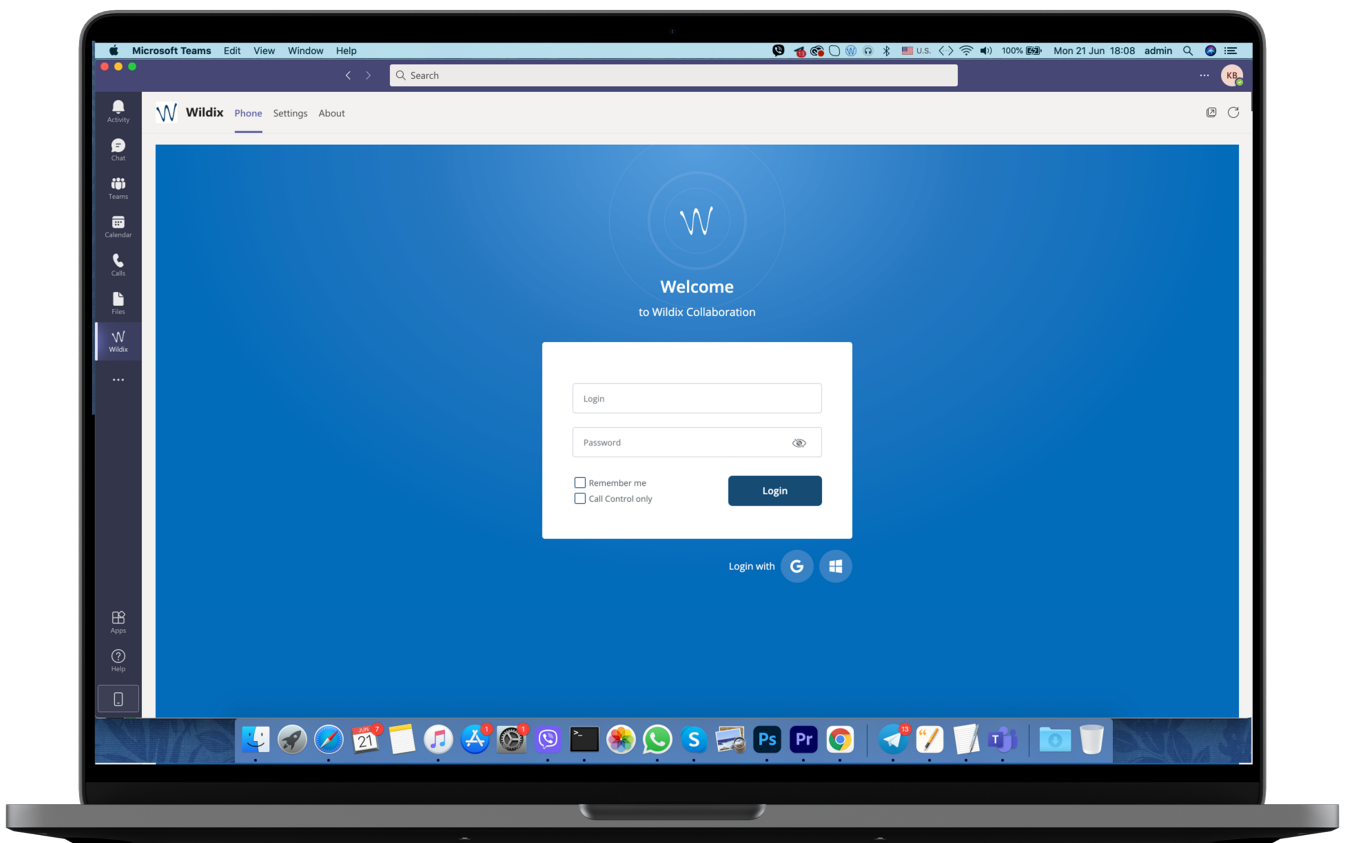
teams4Wildix - MS Teams integration with the Wildix communication system

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Overview of the integration

Wildix has developed an application allowing you to connect a Wildix PBX and Microsoft Teams platform. As a result, MS Teams users can not only place and receive calls, but also benefit from all the advanced telephony features offered by Wildix for calls from/ to the MS Teams platform: such as queue calls, Voicemails, call transfers, call waiting, call on hold, call forwarding, call recording, IVRs, Day/ Night service, etc. All of that, without having to pay for the Microsoft 365 E5 and/ or E3 licenses.

With this integration users get a new "Wildix Collaboration" tab available inside their MS Teams interface. From this tab, MS Teams users can place and receive internal and external calls and control calls on other Wildix devices registered to their accounts.



Highlights:

- Inbound and outbound internal and external calls from MS Teams via the Wildix system.
- Control calls on other Wildix devices assigned to user from MS teams.
- Possibility to integrate a W-AIR DECT network and media gateways into MS Teams deployments.
- Integrated Fax and SMS server: send faxes and SMS messages directly from MS Teams.
- Advanced telephony Wildix features and fully customisable dialplans: decide how to route calls, queue calls to groups of agents in the defined priority, callback feature, Voicemail and IVR integration, Day/ Night service, Switches and Timetables support, Music on hold, Call Pickup, Call transfer, Call forwarding, and much more.
- BLF keys tab - possibility to control the status of features (Switches/ Timetables, etc).
- Possibility to set up call forwarding rules for each user: call transfer when busy, unavailable or forced call transfer, call transfer timeout, mobility extension management.
- Telephony integration with CRMs.

Licensing and requirements

To use this integration, you need to add Wildix Collaboration app to your MS Teams as described in the Wildix documentation.

Requirements:

- Your Wildix system should be running WMS 5.03 or higher.
- CLASSOUND service must be active on this PBX.
- Wildix UC-ESSENTIAL/ UC-BUSINESS/ UC-PREMIUM license is required for each user.

Note: This integration requires Wildix Collaboration to be open in the browser or native app.

Documentation: <https://wildix.atlassian.net/wiki/x/wBjOAQ>

Limitations:

- No sync between MS Teams and Wildix Collaboration user statuses
- No support for Wildix phonebooks

Microsoft Phone System

MS Phone System service can be enabled on demand. It offers all the features available in teams4Wildix (described in the first part of this document), but it enables MS Teams users to place and receive calls from the MS Teams Dialpad (Calls tab of the MS Teams interface). To use this integration, prior to adding Wildix Collaboration app, you need to order the MS Phone System on WMP (Wildix Management Portal) for your PBX.

Additional requirements to use MS Teams as Audio Device:

- Monthly subscription fee per PBX
- Microsoft 365 (Office 365) Business license (starting from Business Basic) or Microsoft 365 (Office 365) E5 or Microsoft 365 (Office 365) E3 + Teams Phone for each user

A hybrid model is also possible, where you enable only specific users to place and receive calls via MS Teams Calls tab, while others place and receive calls from Wildix Collaboration tab in the MS Teams. In this case you will need Microsoft licenses only for certain users.

What is CLASSOUND

CLASSOUND is the only solution that allows users to enjoy First Class Audio Quality all over the world, safely in the Cloud. It provides the First Class Sound businesses deserve, wherever employees work.

CLASSOUND is a built-in VoIP trunk, available out of the box through the Wildix system. It is especially useful for international companies with offices in different countries because it gives them an opportunity to connect all of their offices using the same operator, and for companies who have customers and partners all over the world who simply need to place and receive international calls.

More information: <https://www.wildix.com/classound/>

