

MICROSOFT TEAMS UCaaS

Transform Microsoft Teams with Operator Connect

Make Microsoft Teams Your Primary Phone System with Calling Services

Connection offers Operator Connect, powered by Fusion Connect, to deliver calling features to your Microsoft Teams collaboration platform. Make and receive traditional phone calls on any device—PCs, smartphones, tablets, and Teams-enabled desk phones—turning Microsoft Teams into a complete business phone system!



Why Choose Microsoft Teams?

Reduce Costs

Eliminate the cost to manage and maintain an onsite PBX system and desk phones.

Platform Consolidation

Eliminate redundant collaboration tools (Zoom, Cisco Webex, etc.), reducing costs, while gaining control over official communications channels.

Improved Productivity

Take full advantage of the Microsoft 365 platform you are already paying for, to improve employee productivity and streamline communication channels.



Optimize Your Microsoft 365 Services

Take full advantage of the collaboration, continuity, and employee management features for Operator Connect, including:

100% Business Continuity

Fusion Connect's design and implementation of Operator Connect delivers uninterrupted voice service—even if Teams service is unavailable.

Global Coverage

Phone numbers are available in the U.S., Canada, Mexico, and more than a dozen European countries, with a broader international expansion into additional countries in Europe, Latin America, and Asia Pacific.

Professional Implementation Support

Get peace of mind with professional support handling system configs, technical training, and service activation.

Simplified Administration

An easy management portal simplifies the native Microsoft administration console. This allows admins to obtain new phone numbers and deploy new Microsoft Teams seats, in real-time and on demand.

Attendant Console

Selected employees can manage and route incoming calls, view colleague availability, set up call queues, and manage the status of ongoing calls.

Call Recording

You get policy-led, unlimited recording and retention of audio and video calls made within Teams—useful for organizations that need to retain records of their conversations for compliance, training, or other purposes.

SMS/MMS for Teams

Native mobile messaging allows SMS/MMS text messaging to individuals and groups with different collaboration platforms and is directly integrated with Microsoft Teams. Any text-enabled mobile phone can communicate with Microsoft Teams.