



**SMARTCHOICE**  
You Manage the Business. We Connect It.



Microsoft Teams

## A Smarter Way to Connect, Collaborate, and Grow

Our integration with Microsoft Teams streamlines voice, video, chat, and file sharing into one unified platform. It's a seamless upgrade that turns Teams into a fully managed business phone system, enhancing productivity, simplifying IT, and supporting today's flexible hybrid work environments. Backed by enterprise-grade voice infrastructure and personalized support, it's a smart move for clients ready to modernize how they connect and grow.



### Seamless Integration

Our UCaaS service fully integrated with Microsoft Teams, combining Teams' frontend with our robust voice backend.



### Unified Platform

Access all essential communication tools; calls, chat, video, and Office documents.



### Cloud-Based Flexibility


Supports desktop, mobile, and remote work for a hybrid workforce.



### Enhanced Collaboration

Leverages Microsoft features like Planner, OneNote, and SharePoint for easy document sharing and secure communication.

## What You Need to Get Started

Base Plan	Required License
<ul style="list-style-type: none"><li>Microsoft 365 Business Basic</li><li>Microsoft 365 Business Standard</li><li>Microsoft 365 Business Premium</li><li>Microsoft Teams Essentials (ADD Identity)</li></ul>	 <b>Phone Standard License</b>
<ul style="list-style-type: none"><li>Microsoft 365 Enterprise E1/E3</li><li>Office 365 Enterprise E1/E3</li><li>Microsoft 365 F3 Office 365 F3</li><li>Microsoft 365 F1</li></ul>	 <b>Phone Standard License</b>
<ul style="list-style-type: none"><li>Microsoft 365 Enterprise E5</li><li>Office 365 Enterprise E5</li></ul>	<b>Included</b>





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## Why SmartChoice + Teams Outshines Microsoft Calling Plans

Features & Capabilities		Microsoft Call Plan	SmartChoice + Teams
Call Blocking	Block calls immediately in the SC portal.		✓
Common Area Phones	Restrict dialing to certain areas.	✓	✓
Advanced Contact Center	Cloud-native, omni-channel contact center with real-time analytics/CRM integration.		✓
Call Paths	All Call Paths include unlimited inbound. Usage is only billed for outbound.		✓
Direct Switching	Ability to switch a call between devices	✓	✓
Disaster Recovery	Cloud-agnostic data centers.	✓	✓
Backup Auto Attendant	Take calls when lines are all busy.		✓
Per DID Failover/Routing	Add DID's and set up failover.		✓
Integrated Dial Pad	Dial pad interface available.	✓	✓
Managed Call Recordings and Records	2GB per call path, access to recordings and records.		✓
No Network Equipment Required	No additional installation, just plug and play.	✓	✓
Network Redundancy	Top-tier ISP's and top DID providers.	✓	✓
Management Portal	Complete control over your entire UCAAS solution.		✓
Teams Certified Phones	Desktop and Conference phones compatible with Microsoft Teams	✓	✓
SIP Based IP Phones	Integrates with any SIP compatible phone.		✓
On-Site Support	Our well trained engineering staff is ready to be deployed at a moments notice.		✓
UCaaS Features	Over 100 UCaaS features provided by Smart Choice, including (3 important features).		✓
White Glove Service	24x7x365 U.S.-Based Support and Skilled Microsoft and Network engineers available.		✓
US Based Support	Our support network is based in the US, delivering empathetic help whenever.		✓

