

# Utilize 3CX Through **MICROSOFT TEAMS**

To Streamline Communications



## 3CX & MICROSOFT TEAMS INTEGRATION

*The 3CX-MS Teams integration allows Teams and 3CX users to coexist, letting Teams users continue their workflow in MS Teams while others enjoy the full feature set of 3CX.*

### ADVANTAGES OF 3CX TEAMS INTEGRATION



#### **Enterprise Grade PBX for complex call routing & reporting**



#### **Affordable Alternative to Microsoft's expensive calling plans**

Customers can utilize One Click's FCC Compliant Hosted Dial-tone Service to lower costs rather than utilizing Microsoft's Plans



#### **Connect 3CX and Teams Users**

- 3CX to Teams Bridge
- Connects 3CX with Teams
- 3CX users can call Teams users & Vice Versa
- Teams users can outbound dial through 3cx



#### **Advanced Contact Center Features**

MS Teams lacks complex call flow features, but with 3CX via Direct Routing, companies can keep the Teams interface while accessing advanced Contact Center features like Call Queues, Reporting, Agent Management, Recordings, Callbacks, and Live Chat.

*Direct Routing for Teams/3CX Integration requires a Microsoft-approved SSL certificate, knowledge on configuring dial scripts, MS365 and 3CX working and fully configured, and an applicable Microsoft 365 E5 + Microsoft Phone System (add-on) or Business Voice (add-on) license.*

**Interested in learning more? Contact your Local One Click Account Executive for additional details!**

**GET STARTED**



**CALL US**  
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