




TeamsLink vs Microsoft Comparison

| | TeamsLink  | TeamsLink  PRO |  Microsoft |
|--|---|---|---|
| UK Inclusive Minutes | Unlimited | Unlimited | 1,200 Minutes |
| International Calling Bundle | 600 Minutes Per User | 600 Minutes Per User | 600 Minutes Per User |
| Number Porting Supported | Yes | Yes | Yes, with Limitations |
| New UK DDI | All | All | 90 Major Cities |
| International DDI | 127 Countries | 127 Countries | 12 Countries |
| International Outbound In-Country Dialling | 33 Countries | 33 Countries | 12 Countries |
| Call Queues & Ring Groups | Yes | Yes | Yes |
| Follow-the-Sun Routing | Yes | Yes | Yes |
| Auto Attendant | Yes | Yes | Yes |
| Music on Hold | Yes | Yes | Yes |
| Group Voicemail | Yes | Yes | - |
| Visual Routing Manager | Yes | Yes | - |
| Advanced Disaster Recovery | Yes | Yes | - |
| Mifid II Compliant Call Recording Option | Yes | Yes | - |
| Skill Based Routing | - | Yes | - |
| Power BI Reporting | - | Yes | - |
| Supervisor Dashboard | - | Yes | - |
| Contact Centre Wallboard | - | Yes | - |

Features

- TeamsLink Management Portal
- Microsoft Approved Solution
- Microsoft Certified Hardware
- Unlimited UK Minutes
- Numbers available in 127 countries
- Location-based Routing
- Monitoring Tools for Call Traffic
- Full UK Porting & Ranges
- Integration with PBX (TeamsLink Connect)
- Call Recording

Benefits

- Cost Savings on Calls
- Simple Set Up
- Feature-rich Portal
- Optimise Bandwidth & Voice Quality
- Infinitely Scalable System
- Integrate Existing Phone System
- Hybrid Platforms for Smooth Migration
- 20+ Years Porting & Carrier Experience
- Teams Integrated Handsets
- White Label Billing Platform