ULTATEL

Global Reach
With the power of the ULTATEL Cloud, quality service is provided all over the world with 99.99% uptime reliability.

Port Numbers
Create new numbers or transfer pre-exisiting numbers to ULTATEL service in 72 countries around the world.

Microsoft Teams
No hardware is needed for seamless direct routing voice and text (SMS) integration. The ULTATEL SBC is reliable and secure.

24/7/365 Support
If support is needed, the Ultimate Customer Support is seconds away. Talk to a human ULTATEL representative no matter the time or day of the week.

HD Voice
With a high definition sound clarity you can depend on, listen and speak to each participant as if they were in the same room or next to each other.

REAL-TIME
Track call activity in real time so that missed opportunities are not missed for long. Caller ID and number tracking allow agents to resolve any past issues.

About ULTATEL
ULTATEL formed to offer the ultimate communication solution with a focus on customer satisfaction. The single platform provides everything a contact center needs, 80+ features at a price that beats any competition.

PRICE SATISFACTION GUARANTEE
ULTATEL will match or beat any competitor's offer*

*Subject to ULTATEL's Terms of Use

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Making Calls From Microsoft Teams

ULTATEL enables you to make and receive calls to Microsoft Teams through direct routing. ULTATEL offers Session Border Controller (SBC) will guarantee secure and reliable communications between Microsoft teams and ULTATEL Network.

ULTATEL SBC will guarantee best route on Microsoft 365 optimized network from all user worldwide until it reaches Ultatel network for connection to the publicly switched telephone network (PSTN)

Teams User

Microsoft 365

Media Processor:
U.S., Europe, Japan, China

or

Transport Relay:
Deployed World Wide
-Close to end user-

ULTATEL

Microsoft Partner

Session Border Controller

Outside Customer

PSTN

Corporate Network
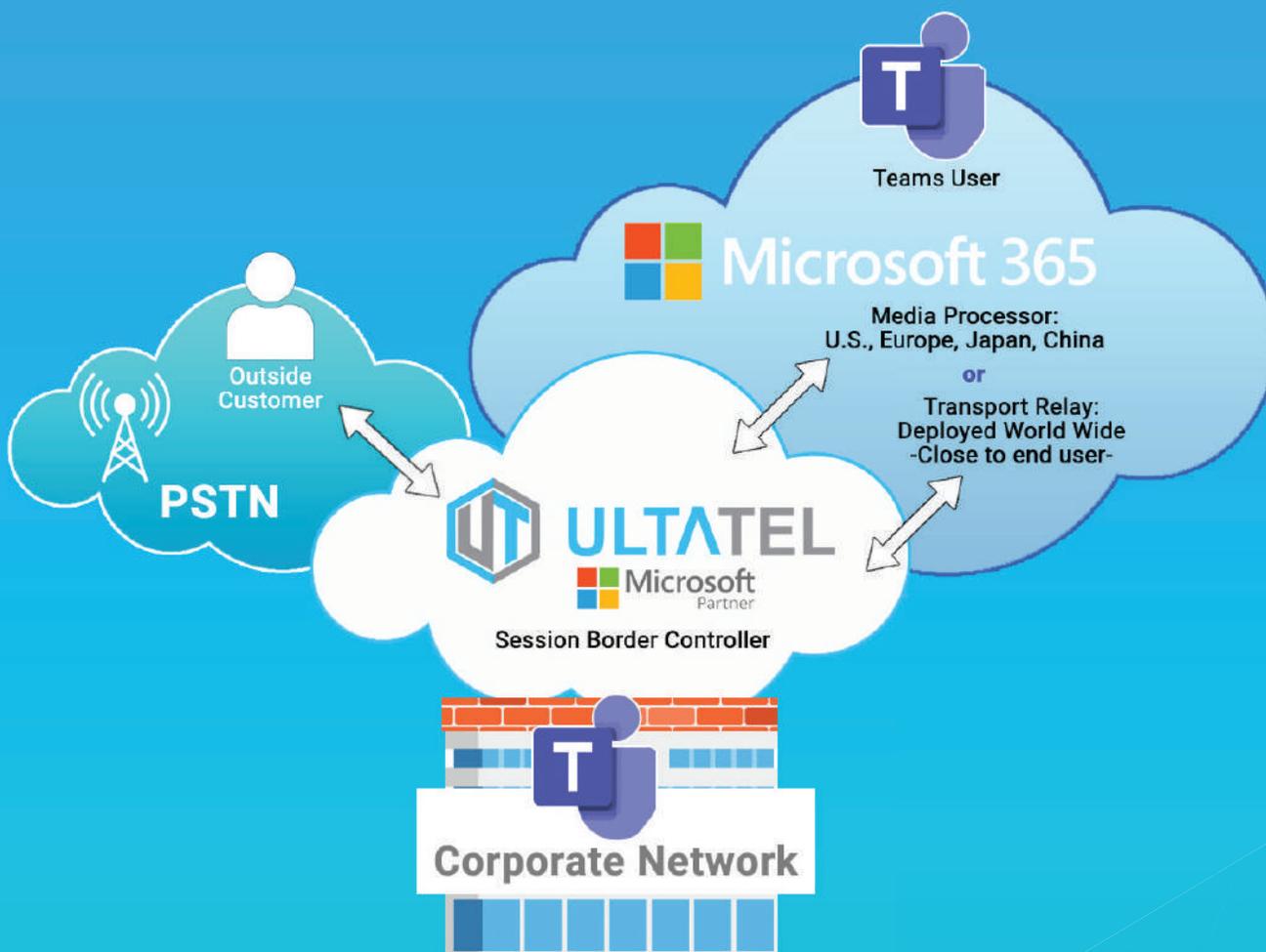
Additional Business Tool Integrations

Google Drive   Skype   OneDrive   pipedrive   salesforce   Dropbox   zendesk   ZOHO

Benefits when using

ULTATEL with **Microsoft Teams**

CLOUD PHONE SYSTEM

CRM INTEGRATIONS

CONTROL DISASTER RECOVERY

CONNECT TO PSTN

MOBILITY

CALL LOGS & FORWARDING

IVR & AUTOMATIC CALL DISTRIBUTOR

UNLIMITED MINUTES TO US & CANADA

CALL RECORDING & ANALYTICS

MORE SCALABLE SIP TRUNKING

VOICEMAIL TO TRANSCRIPT

CLOUD PBX & UNIFIED COMMUNICATION
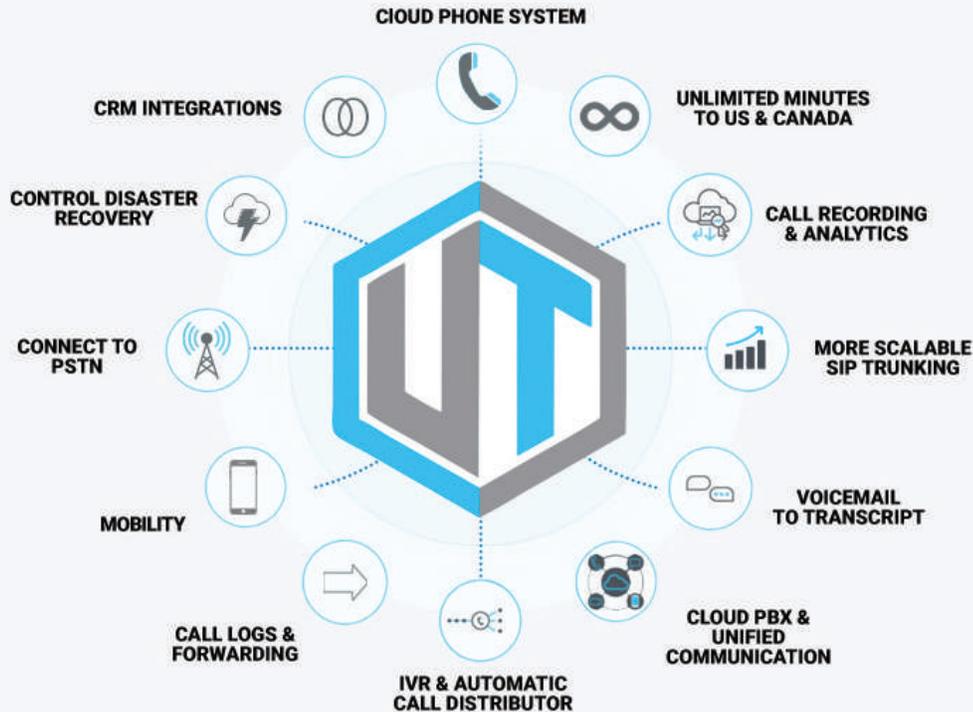
- Business intelligence with customizable and scalable call analytics and reporting

- Connect to the Public Switch Telecom Network (PSTN) with the most cost-effective solution

- Unlimited minutes to US & Canada and access to preferred International Rates

- Support 911 call routing with dynamic locations remote users (US)

- Implement more scalable SIP trunking solution

- Directly control disaster recovery & IP failover

- Easily access calling & billing detail records

- Ability to connect normal desktop phone users to the same phone system that supports Microsoft users which allow great flexibility to transfer and handle calls

- Advanced call queuing allows you to field calls based on predefined business rules, wait time or customer value. You can monitor queue status and other advantaged features such as call recording and whisper.

- Interactive Voice Response (IVR) and Automatic Call Distributor (ACD)

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Schedule a Free Demo
ultatel.com
1-844-ULTATEL

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Inc. 5000

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