ABC Company

Universe
with Teams
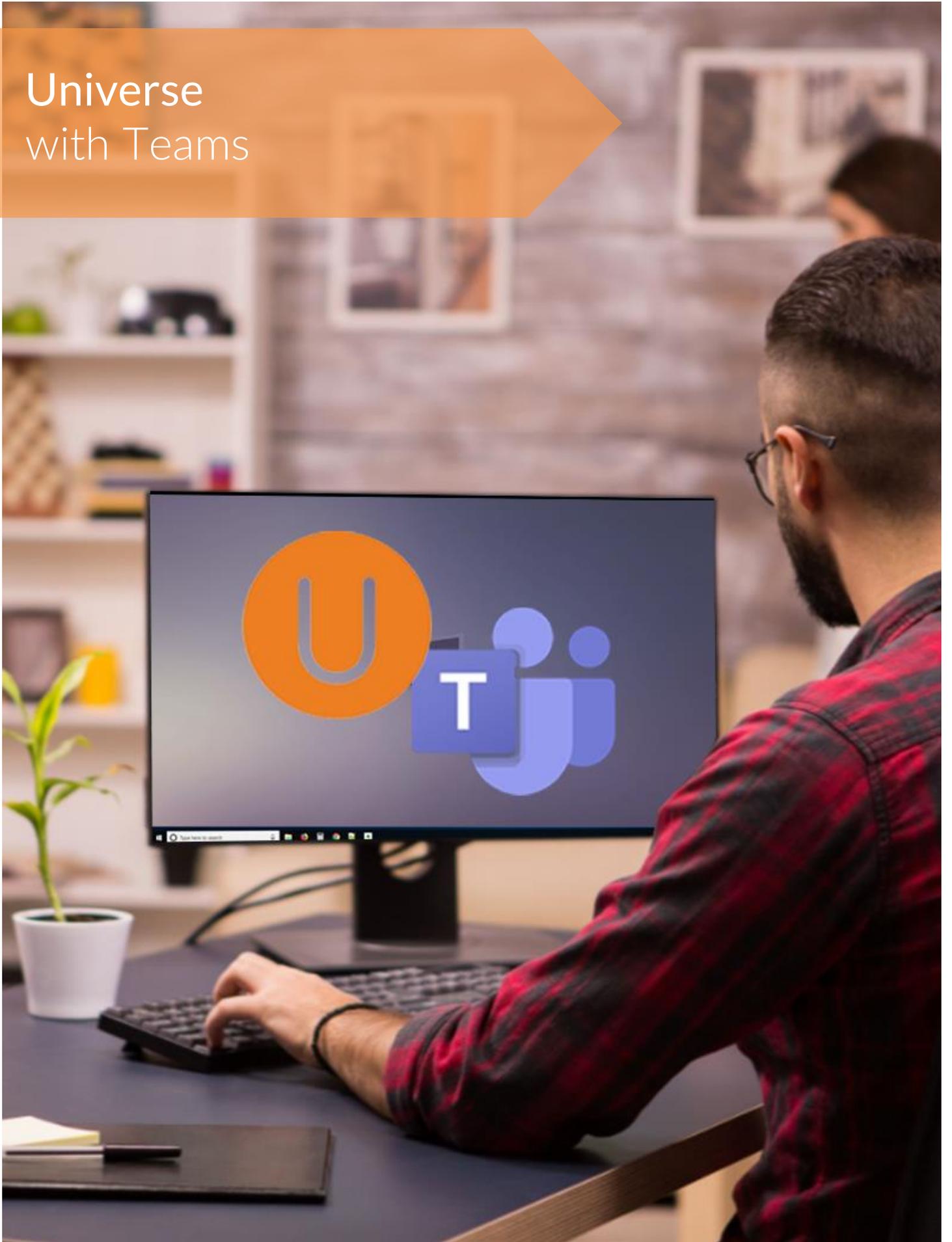
A package with the best of both worlds

It is now possible to combine the excellent call quality, advanced call management and call delivery. Universe with the outstanding collaboration tools in Microsoft Teams. "Universe with Teams" is a winning combination that can improve cost effectiveness and enhance business efficiency. The service can be used by business phones, mobiles, computer softphones and tablets all in one place, providing an extensive range of voice services and collaboration tools.

Microsoft Teams is a shared workspace for conversations, files and meetings—so everyone can be more engaged and efficient. Universe is a premier cloud telephony service that gives everyone high-quality, cost-effective calls. The combination of the two brings all your users under a seamless experience when collaborating and calling.

Advantages of the Universe part of the bundle

Universe is a reliable platform that is easy to use. It is a specialist in telecoms and has developed a comprehensive and personalised support structure for customers. With high quality calls at great rates, a simple to use IVR (intelligent voice routing) and advanced call features, Universe provides the product that businesses need for calls.

FEATURE	BENEFIT
Easy to learn and simple to use	Employees can use the system easily and administrators can make the configuration changes themselves
Great call quality	Universe uses state of the art cloud-based technology and Tier one providers to deliver high quality calls
Low calling rates within the UK and internationally	Select from a range of monthly calling bundles to find a solution that suits your company's calling profile. Universe is more than price competitive, for calls in the UK, to mobiles or abroad
Enterprise grade networks with redundancy for high reliability	Universe offers customers a Service Level Agreement to show the confidence it has in its network and platforms.
Drag and drop intuitive IVR technology that allows call flows to be constructed in minutes	Design and implement your own design for call flows, allowing incoming calls to be sent to the work groups you designate, be they customer service, sales or support
Wide range of advanced telephony features	Universe provides call statistics, all call recording for the whole or part of a company, simple call transfer or call conference

Advantages of the Teams part of the bundle

Microsoft is the world's largest software developer and incorporates Teams in many of its software packages for businesses. This means many customers already have the product available to use at no extra charge.

FEATURE	BENEFIT
All collaboration tools in the one place	Chat, voice calls, video calls, calendar, and files. Just log in and it is all at your fingertips
Swap easily between your different features	Start with a phone call. Then while on the call, switch to video and then add a new participant. Use the chat function while on the call. Easy to use and no extra logins
Wide range of advanced products	Display a different background for your video, see real time voice to text during the call, record the video session, take notes that everyone on the video call can see, use whiteboarding and much more
Many customers already have Teams installed and ready to go	Teams is a product that has become part of many of the Microsoft bundles and hence many of your customers and partners will be familiar with it. No extra monthly charges to use the service in many cases
Convenient links to other Microsoft applications	Microsoft products link to other Microsoft products and transferring between different programmes is very easy. With Teams you can easily open to One Drive, connect to SharePoint, view News, Documents or Calendar and a range of other programmes

Contact Us

We would be pleased to demonstrate our product to you at no charge. Simply make contact and ask for a demonstration at the numbers below. We love to talk.

Website –

www.abccompany.co.uk

Number – 0333 123 456

Email - info@abccompany.co.uk