

Advanced Management for Microsoft Teams Voice

Segment and delegate the administration of Teams Telephony with call queues and advanced reporting.

Uplevel Your Microsoft Teams Voice Management

As the workplace adjusts to a post-pandemic normal, many organizations are transitioning their legacy telephony systems to Microsoft Teams phone plans and the cloud. And this makes managing voice calls and call queues overwhelming for IT staff.

With CoreSuite, leaders now can access a number of insightful reports for Microsoft Teams. But, if you want next level reporting to dig into Microsoft Teams Voice features like call plans, the Teams Voice Connector is for you.

With the [Microsoft Teams Voice Connector](#), you can:



Gain unmatched visibility across call and meeting quality as well as usage



Support total autonomy amongst local teams to manage everything related to Teams Phone



Identify who has call quality issues to speed up investigation

Access Call Activity Reporting

Easily slice and dice call data across departments or the entire company—without having to dig through the Microsoft Teams admin center, your CRM or a separate call monitoring solution.

With CoreSuite, it's all under control

- ✓ **FULL VALUE**
Get more value from Microsoft Teams by optimizing licenses, driving adoption, and ensuring everything is under control.
- ✓ **FULL OVERSIGHT**
Get it all under control with visibility into everything from breach attempts to policy violations.
- ✓ **FULL SPEED**
Turn hours of work into just a few clicks with automation that does the heavy lifting on repetitive tasks.

Microsoft Partner



Gold Cloud Productivity
Gold Cloud Platform
Gold Application Development
Silver Data Analytics

The Microsoft Teams Voice Connector allows you to:

1. Gain visibility into how Teams Voice is used across the organization with actionable metrics to improve call quality in a single dashboard.
2. Track and accelerate Voice adoption by department or across the entire organization.
3. Drive collaboration in Teams with reports that show Voice call duration, the number of attendees, and who is using video to drive better collaboration.



Decentralize Telephony Administration

CoreView's Virtual Tenants allows you to create and segment your tenant to fit your business needs.

Microsoft Teams Voice Connector brings the power of Virtual Tenants to Teams telephony - allowing business units to manage and customize phone number and auto-attendant management and creation.

1. Relieve the burden on central IT by reducing time spent administering call plans by delegating management to your business units.
2. Manage and customize auto-attendants by location or division. Need to set a group away message for a regional holiday? No problem. Each business unit can create and adapt auto-attendant messaging to meet their needs.

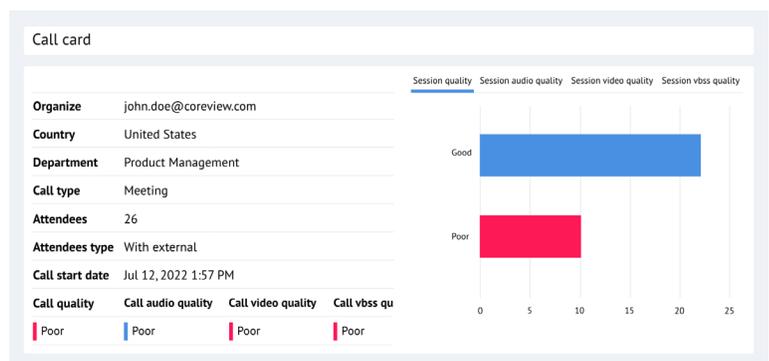
Identify Call Quality Issues

Telephony is business critical – from sales reps' phone calls with prospects to your CEO's meetings with the Board. But you can't correct what you can't see.

The Teams Voice Connector gives you:

1. Visibility into the quality of audio and video calls
2. Metrics for Teams calls and Teams users

Whether you need to identify an individual's technology issues or a company-wide communication problem, using CoreView gives you the insight you need *when* you need it.



CoreView cuts the chaos and gets Microsoft 365 under control. The CoreView Microsoft 365 Management Platform helps IT teams get full value from their Microsoft 365 investment, gain full oversight of their environment, and move at full speed. More than 10 million users and the world's largest organizations rely on CoreView to craft perfect privileges, eliminate wasted licenses, drive adoption, and automate repetitive tasks. A Microsoft Gold Partner, CoreView is Co-Sell Prioritized and available on the Azure Marketplace. CoreView | Now It's Under Control.