# Mitel and Microsoft Teams

## Make the most of your collaboration investment without sacrificing enterprise telephony features

### Key Benefits

- Enhance your Microsoft Teams solution with enterprise-grade voice

- No additional expensive licensing
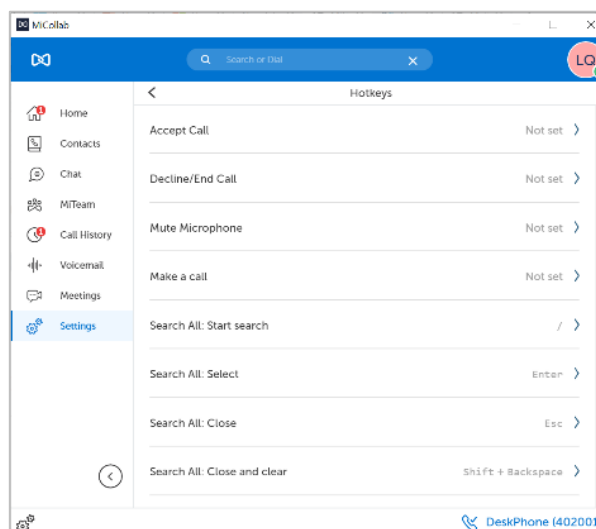
- Several ways to integrate

Improve the productivity of your Microsoft Teams users with Mitel's advanced telephony, contact center and CRM integrations. Choose one of several Mitel telephony integrations with Microsoft Teams for a complete enterprise collaboration, calling and video conferencing solution.

## Mitel with Microsoft Teams – Your Complete Solution

Give your users the calling features they need to be successful with Mitel's end-to-end suite of communication tools.

By pairing Mitel with Microsoft Teams, you can save time, reduce costs and improve your calling experience with integrated telephony, conferencing and contact center.

Choose from one of our web or app dialers for click-to-dial functionality or call directly from Teams with our direct routing or Call2Teams integration. No matter which route you choose, users will benefit from advanced telephony features such as presence, call routing and hunt groups without expensive licensing.

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## Mitel
Powering connections

| INTEGRATION | MICLOUD FLEX / BUSINESS | MIVOICE CONNECT | MICLOUD CONNECT | MIVOICE 5000 / MX-ONE/ 400 |
|---|:---:|:---:|:---:|:---:|
| **Direct Routing** MSA SBC | ✓ | ✓ | | ✓ |
| **MiCollab Hotkey** Click to call | ✓ | | | ✓ |
| **Call2Teams** 3rd-party integration for Microsoft Teams | ✓ | | | |
| **App Dialer** Click to call | | ✓ | ✓ | |
| **Web Extension** Click to call | | ✓ | ✓ | |

Table: Mitel Integrations with Microsoft Teams

## Mitel Integrations with Microsoft Teams

For organizations that are committed to Microsoft Teams, Mitel offers several integration options to enhance Teams with enterprise-class voice capabilities. The table above illustrates the various integrations available and the corresponding Mitel platforms that are supported.

**Direct Routing:** A complete Mitel telephony infrastructure to Microsoft Teams integration with a certified MSA certified Session Border Controller. Using direct routing, organizations can connect their Mitel telephony infrastructure to make calls from within the Microsoft Teams environment.

**MiCollab Hotkey Dialing:** Included with MiCollab, easily set up hotkeys to dial. Select a phone number in Microsoft Teams and click the MiCollab hotkey combination to initiate a MiCollab call to the phone number.

**Call2Teams:** Third-party solution that integrates a Mitel phone system with Office 365, enabling softphone functionality within the Microsoft Teams environment.

**App Dialer:** Click-to-dial within the Microsoft Teams environment by creating hotkeys to highlight a phone number and using hotkey strokes to dial.

**Web Extension:** Our Chrome extension gives you a softphone directly from your web browser. Users will benefit from call history, voicemail, click-to-dial, contacts and more so they can easily place calls from the Microsoft Teams web user interface.

## A Global Market Leader in Business Communications

Mitel is a global market leader in business communications, powering more than two billion business connections with our cloud, enterprise and next-gen collaboration applications. With 45 years of industry leadership, we help businesses connect, collaborate and provide better experiences for their customers. Mitel is trusted by 70 million business users in more than 100 countries.

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