



CHECKLIST:

Is Your Microsoft Teams Voice and Collaboration Solution Delivering?

High-performance collaboration solutions are the name of the game in today's hybrid/remote work environment. And among the solutions that have emerged, Microsoft Teams has taken center stage – for good reason.

Teams is the premium collaboration suite for any sized business, yet it does not come with built-in telephony. For that, you have options – some more ideal than others. To find out if you're getting the best voice and collaboration solution, walk through our checklist below.

<p>Do you have access to voice features, including quality of service (QoS) monitoring, contact center, hunt group, and call recording? If you don't, you could be using an inadequate voice service from Microsoft or another provider that limits your feature access.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>Are you layering Microsoft's voice service onto your Teams platform? If yes, you could be using a best-effort service that doesn't allow you to take advantage of many enterprise capabilities that are available with a true cloud voice provider.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>Is your voice capability with Teams running on a resilient voice platform? If your answer is no or you're not sure, you could be exposing yourself to less than reliable service. You should explore a Teams telephony option that runs on an enterprise-quality voice platform built on a geo-redundant network.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>Are you using a Direct Routing service or with a provider that can help you run voice natively within Teams? If you're not using a Direct Routing service or a hybrid version of it, you're forced to rely on Microsoft's voice service which is limited in function and value.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>Are you getting white-glove support from your current telephony provider? No matter what way you're integrating voice into your Teams suite, you deserve white-glove attention and service from your provider.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<p>Are you sure you're able to stay compliant and secure? Top-notch security is an absolute must in today's business environment, so your voice and collaboration solution must feature enterprise-grade security and compliance.</p>	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Discover What You've Been Missing With Voice and Collaboration From Momentum

At Momentum, we've been helping businesses like yours get the most out of their Microsoft Teams collaboration solution. We bring a white-glove experience along with unparalleled voice expertise so you maximize your Teams investment with the industry's highest-performing voice solution. **Contact us today** to learn more.

