

Enable SMS for Microsoft Teams



Serving over 115 million daily active users, Microsoft Teams is a unified communications platform that combines persistent workplace chat, video meetings, file storage, and applications integration. However, as an increasing percentage of the workforce performs their tasks remotely, frustration has arisen with the inability to send texts easily from within Microsoft Teams.

With Message Exchange from Telestax, communications providers can now SMS enable Microsoft Teams and give users the ability to send and receive texts from within the interface. Message Exchange has been developed as a user-friendly solution to the challenge of SMS enablement and comes loaded with a host of features.

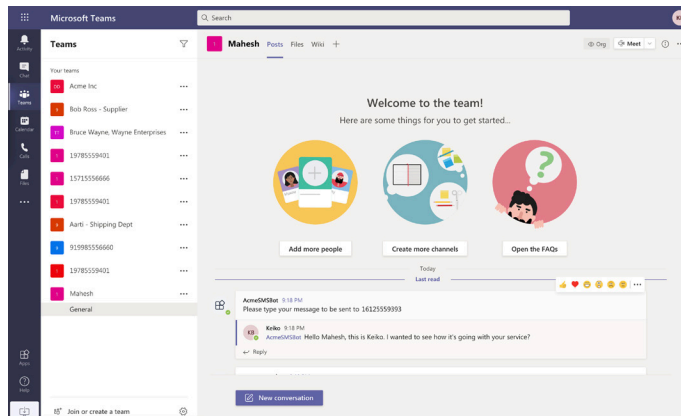


Nearly

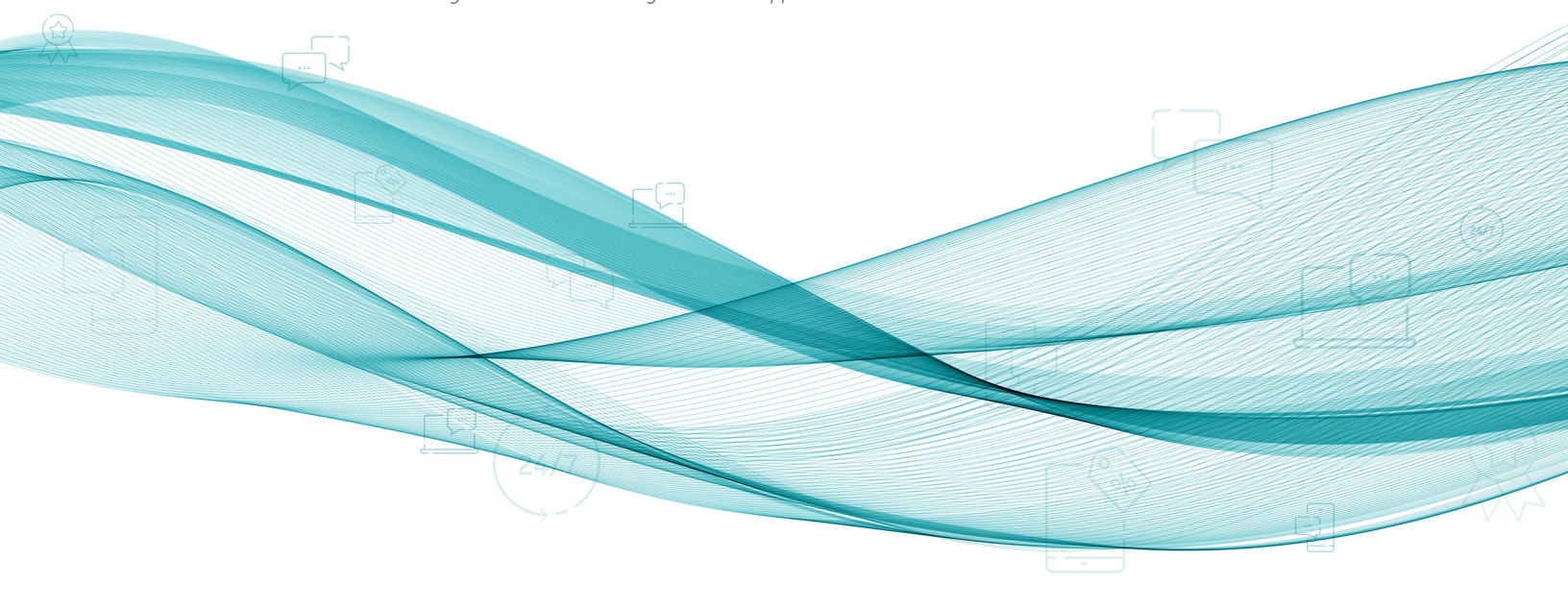
7 in 10

companies expect advanced messaging applications to play an important role in improving consumer marketing and consumer engagement.

—Pew Research Center, 2019



Message Exchange makes it easy for communications providers to SMS enable Microsoft Teams for their business customers, allowing them to send texts right from the application.



MESSAGE EXCHANGE FOR MICROSOFT TEAMS FEATURES



Intuitive Management Console

Manage mappings from a user-friendly interface that supports mobile screens and can be translated locally.



Phone Number Provisioning

SMS enable an existing number, leverage direct routing to offer SMS on top of SIP trunking, and more to maximize value.¹



Call Record Access

Sort by enterprises, errors, mappings, or messages for billing purposes. Analyze call data records to determine charges.

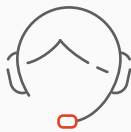


Bring Your Own Carrier

Benefit from the option to bring your own carrier, giving providers a choice to use their own SMS-enabled numbers.

Message Exchange with SMS Enablement Benefits Teams

Users can now send an SMS to an existing number and reduce the reliance on personal phone numbers for business communication. Companies gain immediate advantages across collaboration teams by adding SMS functionality into their Microsoft Teams platform. For example:



IT Team

With Message Exchange, all conversations are saved within the Microsoft Teams system, not held in disparate areas.



Human Resources

If an employee leaves a company, the SMS communications are saved within company servers, not on a personal device.



Compliance

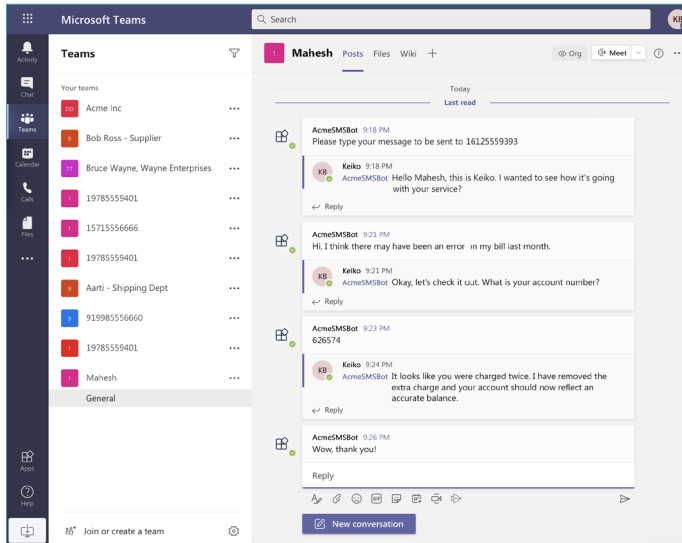
With Message Exchange, IT can track conversations to ensure compliance and security of conversations.

¹Available now in the USA and Canada.

Microsoft Teams SMS in Action

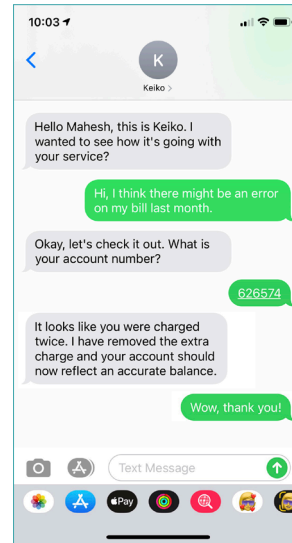
With Microsoft Teams, the ability to send an SMS to a prospect or customer is simple and clear for both parties. The following screen capture depicts an agent contacting one of her new customers. As part of the communication she is able to resolve a billing issue. The text message appears within the agent's Microsoft Teams client just as any communication would appear.

Microsoft Teams Client View



The Microsoft Teams Client sends a message to inquire about a customer's service.

Customer Phone View



Customers can quickly interact with vendors via text.

Easy Setup and Search Functionality

The intuitive console allows you to map individual user phone numbers to their associated email address and offers detailed searchable records.

Date	From	To	Direction
Nov 18, 2020, 3:30:30 PM	15501231234	MSTeamsAdmin@acme.com	INBOUND
Nov 18, 2020, 3:30:30 PM	MSTeamsAdmin@acme.com	15501231234	OUTBOUND
Nov 18, 2020, 3:30:30 PM	15501231234	MSTeamsAdmin@acme.com	INBOUND
Nov 18, 2020, 3:30:30 PM	MSTeamsAdmin@acme.com	15501231234	OUTBOUND
Nov 18, 2020, 3:30:30 PM	15501231234	MSTeamsAdmin@acme.com	INBOUND
Nov 18, 2020, 3:30:30 PM	MSTeamsAdmin@acme.com	15501231234	OUTBOUND
Nov 18, 2020, 3:30:30 PM	15501231234	MSTeamsAdmin@acme.com	INBOUND
Nov 18, 2020, 3:30:30 PM	MSTeamsAdmin@acme.com	15501231234	OUTBOUND
Nov 18, 2020, 3:30:30 PM	15501231234	MSTeamsAdmin@acme.com	INBOUND

Begin enabling SMS capabilities in Microsoft Teams for your enterprise customers today.

To get set up, contact us at info@telestax.com.



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