



Universe for Microsoft Teams

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Microsoft Teams is a shared workspace for conversations, files and meetings—so everyone can be more engaged and effective every day.

Universe is a premier cloud telephony service that gives everyone calling capabilities direct from their Microsoft Teams clients. In other words; Universe makes Teams talk.

The combination of the two brings all your users under one collaboration platform with a seamless experience when collaborating and calling.



Users can make and receive calls on all of their devices. On Desk phone and on the Microsoft Teams clients for Desktop and Mobile Phone.



Universe “do it yourself” IVR; Drag, drop and configure your company’s phone system in a second.



Setup up groups for inbound traffic and never miss a call. “Hi, you called sales, how can I help you?”



Add Universe phone system to Microsoft Teams and you have the perfect collaboration system for all your communication, internal as well as external.

Features

- Universe delivers telephone features into the Microsoft Teams platform
- Universe provides a simple calling plan for Microsoft Teams
- Universe gives you a feature packed monthly subscription model for all users
- Universe provides companywide IVR, Wallboard, Voicemails, Call recordings
- Enterprise-grade, high-availability infrastructure
- Fully self-managed Cloud Service
- 24/7/365 monitored Cloud Service
- Teams softphone on your mobile and desktop, no complex VPNs to manage
- Teams users make and receive calls just like on their existing desk phone
- Teams users collaborate as always
- Keep your 3rd party apps and add them to Teams.

Solution components

Microsoft

- Microsoft user licences with phone system licence
 - Business Essential or Business Premium can upgrade and add Phone system.
 - E1 and E3 can add Phone system licence
 - E5 has all included.

Universe

- Call2Teams licence
- Universe cloud for routing, plans and features.

Firstcomeurope

Communication can be complicated, but it doesn't have to be. We designed Universe, our cloud service to be simple to adopt and use.

Our mission is to make business communication easy. The future may bring challenges, managing your communications should not be one of them.

You know your business. We know cloud communications. We are a match, so let's meet and talk.