

PBX Connector

Your PBX. Native in Microsoft Teams.

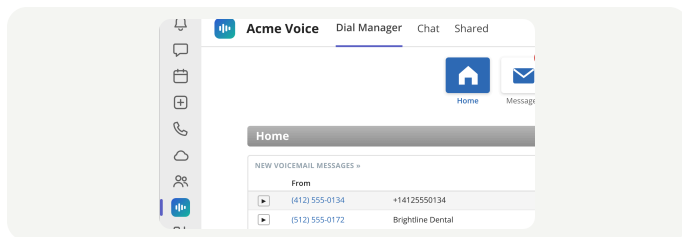
What it does

PBX Connector turns the Microsoft Teams dial pad into a softphone on the UCaaS or PBX you already run, with a Teams app that carries your brand. Numbers stay on your platform and call flows keep running on the PBX.

Key features

- ✓ **Native Teams dial pad**
Call with the DID or extension straight from the PBX.
- ✓ **Your branded app in Teams**
Your logo in each customer's Teams app catalog, with one click into your customer portal.
- ✓ **Voicemail and soft keys**
Voicemail notifications and customizable soft keys.
- ✓ **In-call and after-call cards**
Integrated with Microsoft Contacts and Calendar.
- ✓ **Smarter call handling**
Presence Sync, Presence Pause and Pro Transfer, with status updates to the PBX.

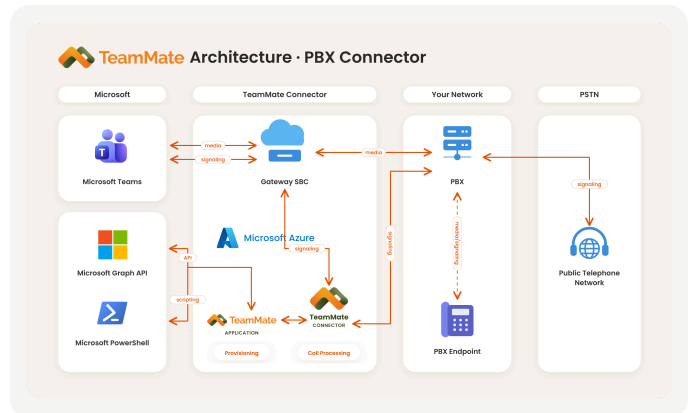
Your brand in Teams



For partners

- Your brand in every customer's Teams.
- Numbers and call flows stay on your platform.
- Free proof of concept for service providers.

How it works



- 1 Set up your portal**
Add your branding and invite your first customer to connect a PBX to their Microsoft 365 tenant.
- 2 Add PBX and users**
TeamMate automates the Direct Routing link. You can step in at any point.
- 3 Make and receive calls**
Calls run through your PBX to Teams on desktop, browser and mobile.

Requirements and licensing

- A Microsoft Teams Phone license per user, or no license with the ACS Call App add-on.
- Registers to your existing PBX over SIP. Over 80 PBX types and variants tested.
- One or more PBXs per Microsoft 365 tenant.

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30+ partners and 500+ service providers in 18 countries · 100% Microsoft Azure based, 9 geographic regions

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ACS Call App

Calls follow your users to their phone, with no Teams Phone license.

What it does

ACS Call App is a fully brandable mobile app for iOS and Android, used alongside the Microsoft Teams mobile app. Built on Microsoft's Azure Communication Services (ACS) Calling SDK, it brings your PBX, UCaaS or CCaaS to your customers' phones.

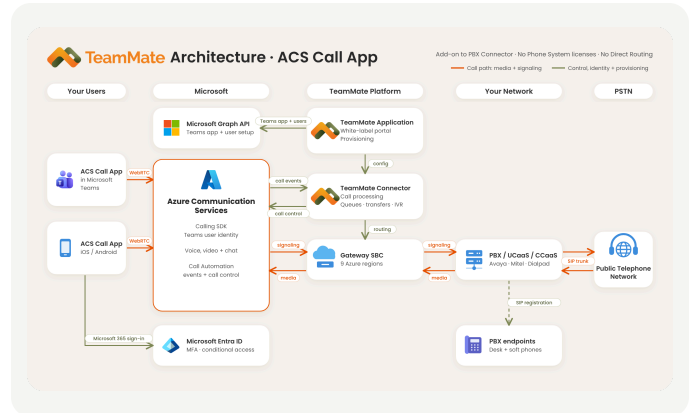
Key features

- ✓ **Your business number, anywhere**
Make and receive work calls on Wi-Fi or mobile data, with your business number as caller ID.
- ✓ **Microsoft 365 sign-in**
Users sign in with their Microsoft 365 (Entra ID) account.
- ✓ **Voice and video**
Clear voice and video calls, federated with Teams.
- ✓ **External call control**
Server-side workflows handle call queues, transfers and IVR.
- ✓ **Carried by Azure Communication Services**
Voice and signaling run on Microsoft Azure, with Entra authentication and encryption.
- ✓ **In step with Microsoft**
Auto-updates through the ACS SDKs keep you aligned with Microsoft's roadmap.

For partners

- A fully brandable app under your name.
- Works with your PBX, UCaaS or CCaaS.
- Free proof of concept for service providers.

How it works


1

Add it to PBX Connector

ACS Call App is an add-on to your PBX Connector service.

2

Brand and deploy

Your customers' users install the app on iOS or Android and sign in with Microsoft 365.

3

Call on the go

Calls run on Azure Communication Services, with your business number.

Requirements and licensing

- Mobile only: iOS and Android.
- Requires PBX Connector (add-on only).
- No Microsoft Teams Phone license, Direct Routing or Teams Phone resource accounts needed.

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AI Voice Agents

AI voice agents that answer, qualify, route and book, under your brand.

— What it does

AI Voice Agents answer calls on your own phone system and in Microsoft Teams. Start from a template or build your own agent, inbound or outbound. More than 1,000 agents are running today.

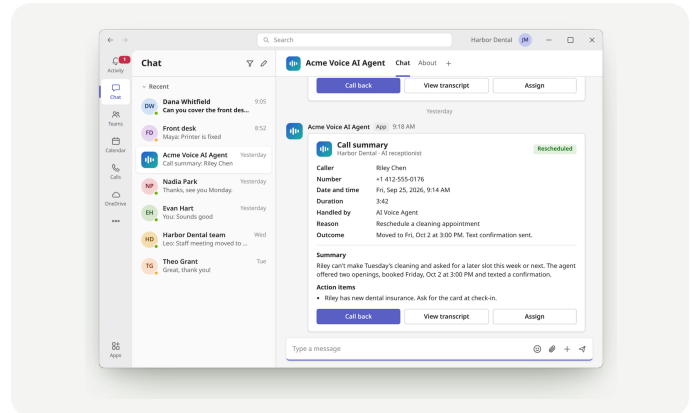
— Key features

- ✓ **Agent templates**
Transfer, Message Taker, Scheduling, After Hours Helpdesk, Appointment Reminder, Translator and Notetaker, or build your own.
- ✓ **Sounds the way you want**
40+ languages, custom voices, a pronunciation guide and sub-100ms response.
- ✓ **Completes the transaction**
Card payments, warm transfer, email and SMS with templates, and webhooks.
- ✓ **Knows your business**
A knowledge base and custom templates for each agent.
- ✓ **Leaves a record**
Every call transcribed and summarized, with transcript sharing.
- ✓ **Voice, SMS and chat**
The same agent, prompt and knowledge on every channel.

— For partners

- White-label: your brand and your domain.
- You provide first-line support; TeamMate backs you up.
- A developer API to provision agents for every customer.

— How it works


1

Pick a template

Edit the prompt, or start from scratch.

2

Connect it

On your phone system, or in Microsoft Teams.

3

It answers

The agent takes the call, then transcribes and summarizes it.

— Requirements and licensing

- On your phone system: the agent registers as a SIP extension on the PBX you already run.
- In Microsoft Teams: connects through Direct Routing via Microsoft-certified SBCs, and works with Operator Connect and Calling Plans. Users need a Teams Phone license.

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SIP Trunk Connector

Your SIP trunk. Direct Routing, automated.

— What it does

SIP Trunk Connector automates the build of a Direct Route between your network and Microsoft Teams, so Teams becomes a softphone on your service. Your customers make and receive calls without switching apps.

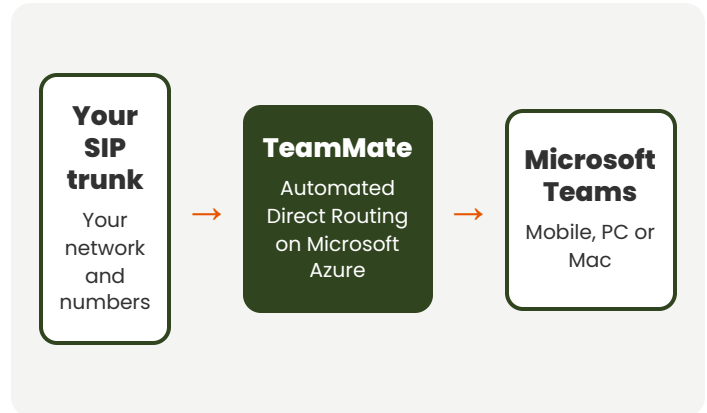
— Key features

- ✓ **Automated setup**
From Direct Routing through user provisioning, TeamMate automates the process.
- ✓ **SBCs included**
SBCs are included in 9 Microsoft Azure regions.
- ✓ **API**
A programmatic interface for authentication and all provisioning in the TeamMate portal.
- ✓ **Minimal Microsoft permissions**
No Microsoft passwords or tokens are read or held.
- ✓ **One interface**
PBX, SIP trunk and SMS services managed in one place.
- ✓ **Mix services per tenant**
Combine SIP Trunk Connector, Operator Connect Express and PBX Connector in a single Microsoft tenant.

— For partners

- Your customers keep their numbers and phone rules.
- Existing SIP trunk and Teams setups are not changed.
- Reseller and Master Reseller administration.

— How it works



- 1 Invite your customer**
Your first customer connects a SIP trunk to their Microsoft 365 tenant.
- 2 Set up Direct Routing**
Add DIDs or DDIs, configure trunk profiles and link Teams users to their numbers.
- 3 Call from any device**
Mobile, laptop or tablet, on your network.

— Requirements and licensing

- A SIP trunk on your network and your customer's Microsoft 365 tenant.
- User assignment, number routing and dial plans are managed in the TeamMate portal.
- Users need Microsoft Teams and Microsoft Phone System (Teams Phone) licenses.

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Operator Connect Express

Operator Connect for any service provider.

— What it does

Operator Connect Express is for providers who want to become Operator Connect carriers quickly. It works with your DIDs/DDIs and existing carrier relationships, and gives you the streamlined provisioning of Operator Connect.

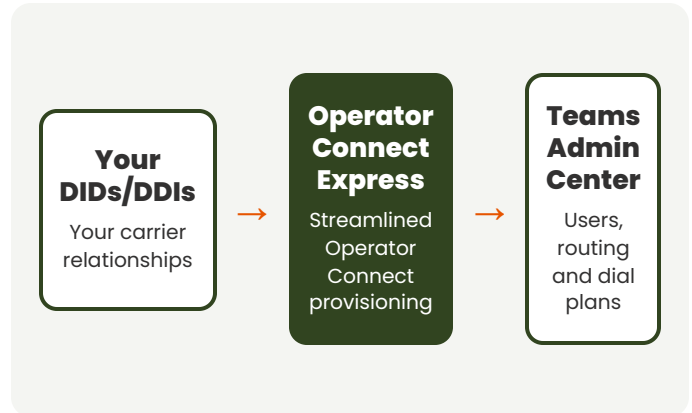
— Key features

- ✓ **Your numbers in Teams**
Assign numbers to Operator Connect organizations on the fly.
- ✓ **Set up in hours**
Only basic SIP trunk interop is needed, with no lengthy certification process.
- ✓ **Bulk upload or API**
Upload phone numbers in bulk, or provision them by API.
- ✓ **Managed in Teams Admin Center**
User assignment, number routing, dial plans and policies.
- ✓ **No Global Administrator role**
Your customers don't need to grant it.
- ✓ **Built for flexibility**
Mix Operator Connect Express, SIP Trunk Connector and PBX Connector in one Microsoft tenant.

— For partners

- Become an Operator Connect carrier quickly.
- Keep your numbers and carrier relationships.
- Streamlined Operator Connect provisioning for your customers.

— How it works



- 1 Set up your environment**
Connect with basic SIP trunk interop.
- 2 Add your numbers**
Upload DIDs/DDIs in bulk, or by API.
- 3 Assign in Teams**
Numbers go to Operator Connect organizations and users in Teams Admin Center.

— Requirements and licensing

- Basic SIP trunk interop with TeamMate.
- Your own DIDs/DDIs.
- No Global Administrator role required in your customer's tenant.
- Users need Microsoft Teams and Microsoft Phone System (Teams Phone) licenses.

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VOICE

Call Manager

Teams Phone, set up in minutes. Managed like the phone systems you know.

— What it does

Call Manager is a simple control panel for Microsoft Teams Phone. A setup wizard takes your customers from delivered numbers to a working phone system in about six minutes. You manage every customer from one dashboard.

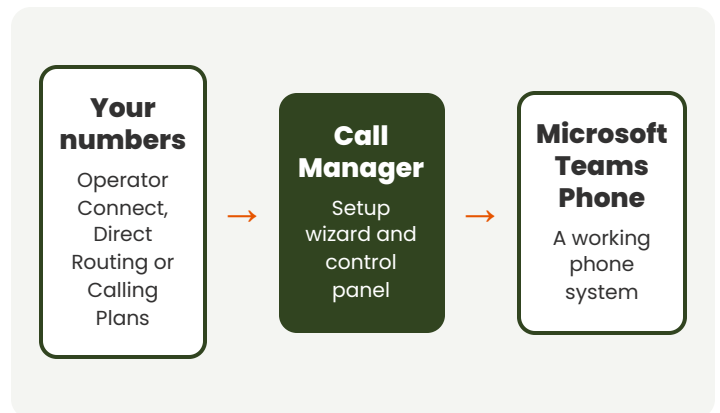
— Key features

- ✓ **Setup wizard**
Main number, auto attendant, users, groups and emergency calling in a few guided steps.
- ✓ **A control panel that makes sense**
Day-to-day changes take seconds, with no IT ticket.
- ✓ **Call reporting**
Search and review call activity, with diagnostics.
- ✓ **Weekly health report**
The phone system's status, with anything that needs attention highlighted.
- ✓ **Every number in one view**
Operator Connect, Direct Routing and Calling Plan numbers, managed together.
- ✓ **More admins when needed**
Your customer adds portal users without giving anyone Teams admin rights.

— For partners

- Manage customers without their Microsoft credentials.
- One dashboard for every tenant, with phone-system skills your team already has.
- The portal carries your brand.

— How it works



- 1 Switch it on**
Enable Call Manager for the customer in the TeamMate partner portal.
- 2 Customer accepts**
Their admin signs in with Microsoft and grants phone-only consent.
- 3 Run the wizard**
Numbers, auto attendant, users and emergency calling are set up.

— Requirements and licensing

- Users need Microsoft Teams Phone licenses as usual.
- Works with Operator Connect, Direct Routing and Microsoft Calling Plans, in any combination.
- Phone-only consent: Call Manager can view and change Teams Phone settings and nothing else.

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MESSAGING

SMS Connector

Business texting. Native in Microsoft Teams.

What it does

SMS Connector is white-label SMS and MMS for Microsoft Teams, built to be resold by UCaaS and Operator Connect providers. Your customers send, read and manage texts in Teams with your custom branded app.

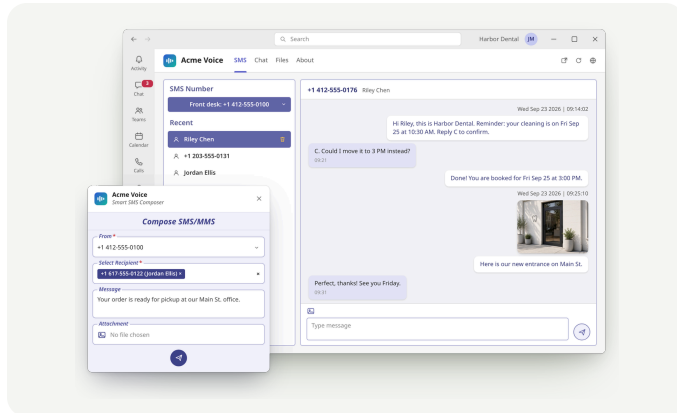
Key features

- ✓ **SMS and MMS**
Multiple SMS-enabled DIDs per user.
- ✓ **Names, not numbers**
The message composer uses Outlook and Microsoft 365 contacts.
- ✓ **A team per number**
Messages sync, and any team member can reply to the sender.
- ✓ **Message threading**
Conversations stay organized in Teams.
- ✓ **Number management**
Local DIDs, toll-free numbers and short codes, depending on carrier support.
- ✓ **Centralized deployment**
Centralized app deployment eases user onboarding.

For partners

- Your branding, notifications and terms of service.
- Choose your gateway and keep the carrier relationship.
- Multi-tenant management and API provisioning.

How it works



1

Set up your portal

Enable an SMS gateway provider, your branding and a Teams app template.

2

Connect numbers

Link your customer's SMS numbers to their Teams users.

3

Text from Teams

Send and receive messages on every device.

Requirements and licensing

- No additional Microsoft licenses required.
- An SMS gateway: SkySwitch, Bandwidth, Inteliquent, Twilio, NUSO, Tychron and more.

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COMPLIANCE

Teams Call Recording

Every Teams call. Recorded and searchable.

What it does

Teams Call Recording captures all Teams voice activity: inbound, outbound, federated and conference calls, and meetings. It runs in your customer's Teams tenant as a scalable Azure-based service built on Microsoft Graph.

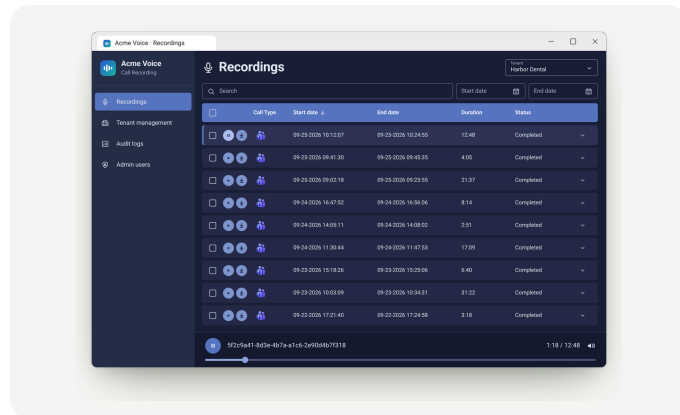
Key features

- ✓ **Compliance ready**
HIPAA, GDPR and FINRA compliance, with end-to-end encryption.
- ✓ **PCI-DSS pause and resume**
An Adaptive Card in Teams pauses recording, and participants hear the change.
- ✓ **Flexible policies**
Apply recording policies by tenant, user or security group.
- ✓ **Role-based access**
Restrict search and playback by group, with an audit log of who accessed what.
- ✓ **Secure storage**
The TeamMate cloud or your customer's own SharePoint, with user-defined retention.
- ✓ **Search and playback**
A browser-based interface with single sign-on with Microsoft.

For partners

- A white-label recording service, sold under your brand.
- For compliance, customer service and training.
- Free proof of concept for service providers.

How it works



- 1 Install in the tenant**
The recording service is added to your customer's Teams tenant.
- 2 Set policies**
Choose who is recorded, and where recordings are stored.
- 3 Search and play back**
Find, play or download calls in the browser.

Requirements and licensing

- Microsoft Teams, using Microsoft Graph.
- Sign-in with Microsoft single sign-on: no separate accounts.

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MESSAGING

ChatBridge

Teams, Slack and Webex. One conversation.

— What it does

ChatBridge is real-time chat federation between Microsoft Teams, Slack and Cisco Webex. People message each other across platforms without switching apps, and messages flow both ways.

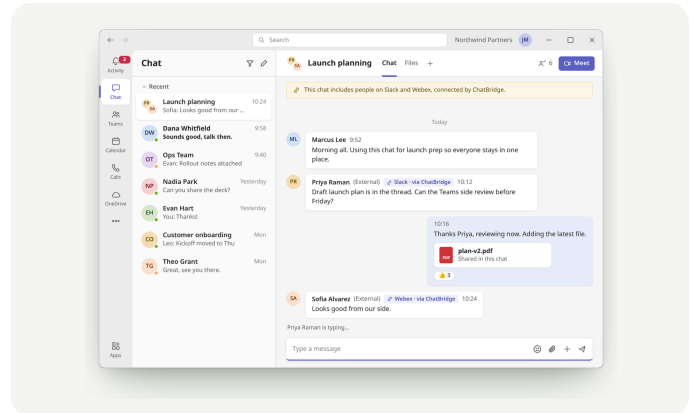
— Key features

- ✓ **Real chat, both ways**
Sender attribution, threading and formatting are kept.
- ✓ **Everything bridged**
Reactions, files and images, and edited and deleted messages.
- ✓ **Channel, group and 1:1**
Bridge channels, Webex spaces and direct messages.
- ✓ **Cross-tenant Teams**
Connect Teams tenants from separate organizations without guest access.
- ✓ **SIP and XMPP**
Protocol translation for legacy and on-premises UC platforms.
- ✓ **Your choice of storage**
Unified mode stores all content in the tenant's SharePoint; Federation mode stores user content in the TeamMate cloud.

— For partners

- White-label under your brand.
- Manage every federation from the TeamMate Provisioning Portal.
- SOC 2 Type 2 certified, hosted on Microsoft Azure.

— How it works

**1**

Connect platforms

Standard OAuth and admin-consented API permissions.

2

Map channels

Choose which channels and spaces to bridge.

3

Messages flow

Users stay in their preferred app.

— Requirements and licensing

- Admin consent for each connected platform.
- Nothing installed on end-user devices.

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