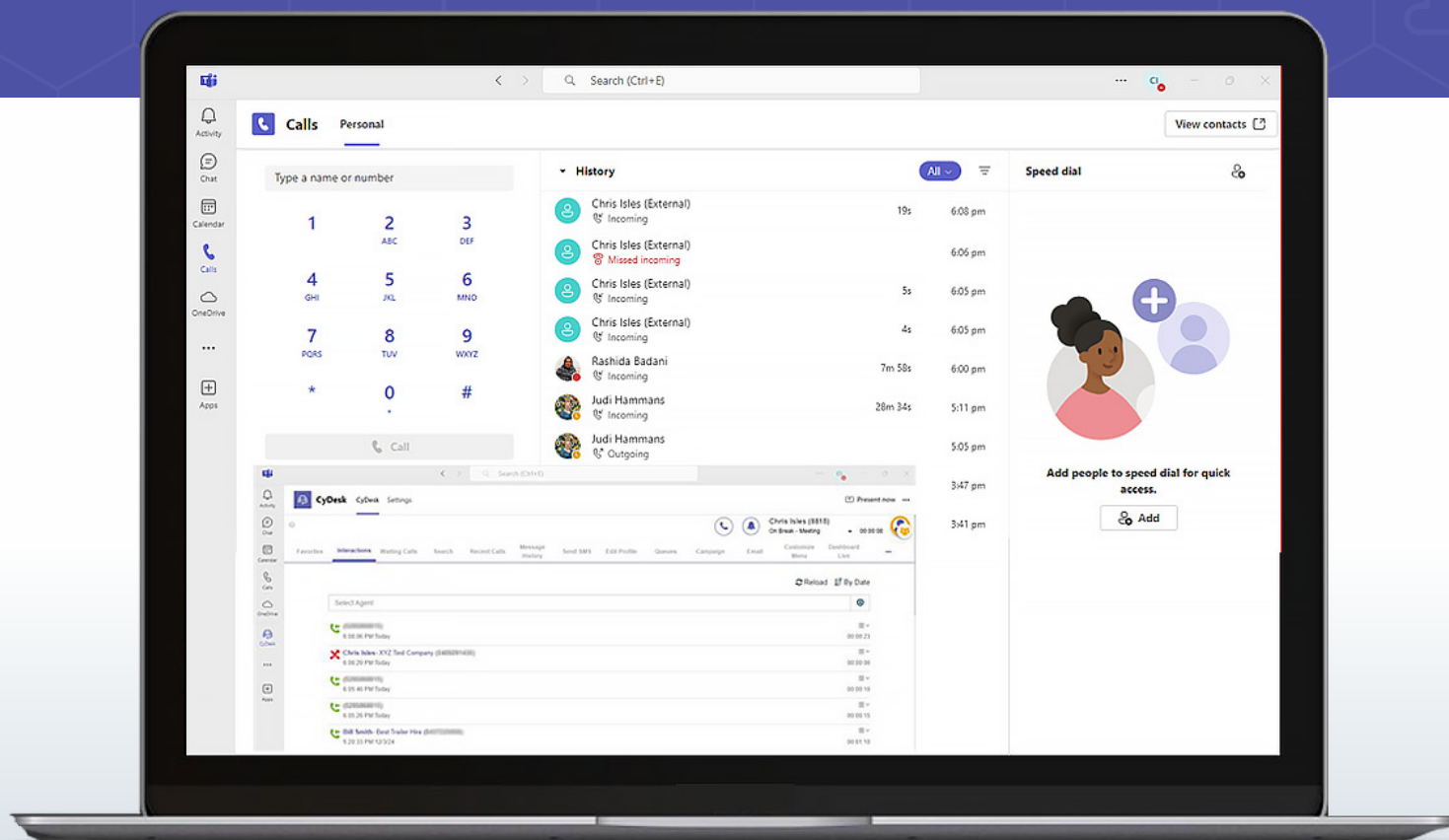# Cytrack Calling for Teams

Simplify Communication with Seamless Integration into Microsoft Teams

Redefining Business Communication

Effective communication is at the heart of successful organisations. Cytrack Calling for Teams integrates high-quality telephony with Microsoft Teams, creating a single platform for enhanced collaboration and productivity.

Get connected with Cytrack Calling for Teams

Cytrack Calling for Teams integrates seamlessly with Microsoft Teams to provide businesses with a unified communication platform. This enables you to simplify and enhance your telephony experience, helping you stay connected efficiently and securely.

- **Transition easily** from legacy systems to Microsoft Teams Direct Routing to unify calling, chat, meetings, and more.

- **Customised Calling Plans** ensure your business has the flexibility to choose the features and connectivity you need.

- **Empower your teams** with intelligent features, including call forwarding, voicemail-to-email, and real-time device switching, ensuring smooth operations.
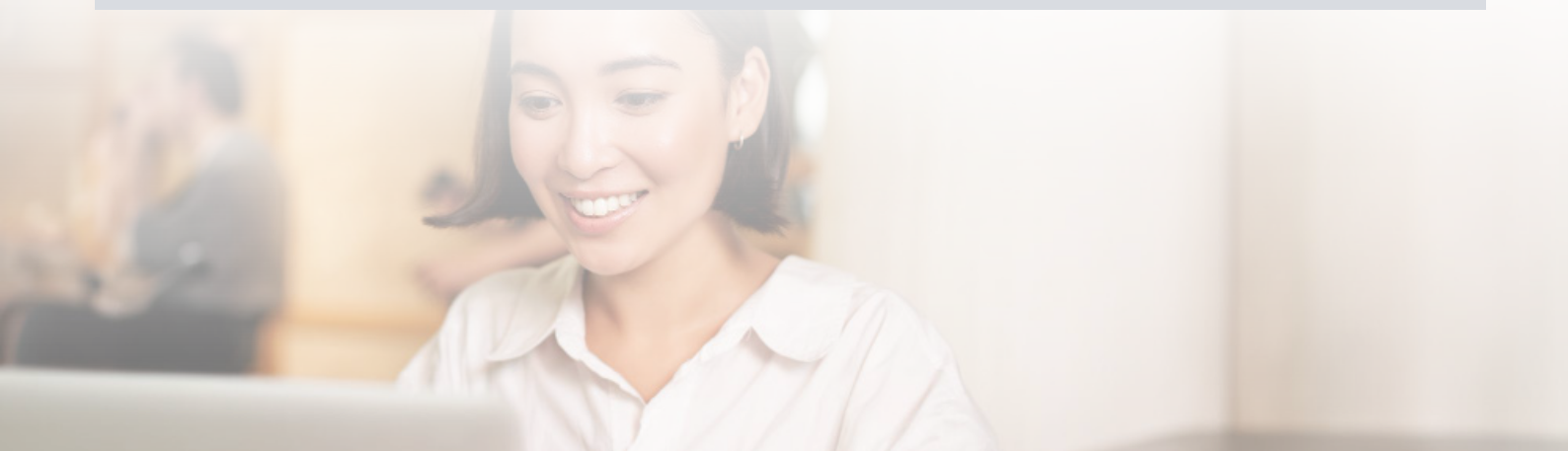
Key Features

- **User-Friendly Telephony:** Access advanced features such as call transfer, hold, and delegation directly in Microsoft Teams.

- **Multi-Level Auto Attendant:** Streamline customer interactions with automated routing and IVR systems.

- **Customisable Routing:** Implement call queues with options like round-robin, serial, or longest idle, enhancing efficiency.

- **Secure Cloud Hosting:** Delivered on Microsoft Azure, ensuring enterprise-grade security and reliability for business-critical communication.

Business Performance

- Monitor call data and team performance using Cytrack's analytics tools to identify trends, optimise workflows, and improve service delivery.

- Customise your system for multi-site support and regional connectivity, enabling scalability for growing businesses.

- Choose from a range of local, national, and international calling options to ensure global connectivity.

Cytrack Calling for Teams:
Modern Telephony Integration for Seamless Business Communication

Cytrack Calling for Teams is designed to simplify and enhance your organisation's communication capabilities by seamlessly integrating telephony with Microsoft Teams

- **Enjoy direct routing** to connect your current telephony systems with Microsoft Teams, replacing outdated PABX systems.

- **Use intuitive tools** for calling, meetings, and messaging—all within one unified platform.

- **Deploy in the Microsoft Azure cloud**, ensuring security, reliability, and scalability for your business.

With features like multi-level auto-attendants, call queuing, voicemail to email, and comprehensive routing options, Cytrack Calling for Teams supports businesses in achieving smarter, more productive communication.

Streamline workflows with integrated devices, personalised dashboards, and multi-site support.
Start connecting faster and easier with a solution designed for today's business needs.

Business Benefit

Simplified Communication
- Consolidate all communication tools, including calls, chat, and meetings, into Microsoft Teams for seamless operations.
- Reduce complexity by migrating from legacy systems to a single, integrated platform.

Increased Productivity
- Access intelligent calling features such as call forwarding, hold, and transfer to streamline workflows.
- Enable device switching between desktop, mobile, and web, ensuring flexibility for remote and on-the-go teams.

Cost and Time Savings
- Eliminate the need for multiple systems and reduce training requirements.
- Use a single provider for communications, lowering costs associated with multiple subscriptions.

Enhanced Customer Service
- Leverage features like multi-level auto-attendant and multilingual IVR for better customer interaction.

- Use call queues with advanced routing options (serial, round-robin, longest idle) to improve response times.

Secure and Reliable Communication
- Built on Microsoft Azure, Cytrack ensures robust security and high reliability for business-critical communication needs.
- Enjoy uninterrupted service with enterprise-grade cloud telephony.

Scalable Solutions
- Tailored packages suitable for businesses of all sizes, from small teams to large enterprises.
- Support for multi-site operations with local and international number options.

Advanced Reporting and Management
- Gain insights into call data and performance with comprehensive analytics.
- Schedule reports and monitor key metrics like abandoned calls and queue performance for operational improvements.

Unleash the Power of Cytrack Calling for Teams

Call and Queue Management

- **Call Forwarding and Transfer:** Ensure seamless communication with supervised and blind transfer options.
- **Call Logs and Reporting:** Monitor answered, unanswered, and voicemail statistics for performance insights.
- **Queue Management:** Advanced call queue options include serial, round-robin, and longest idle to optimise call handling.

Integrated Telephony Features

- **Multilingual IVR and Auto-Attendant:** Provide a professional experience for global customers.
- **Music on Hold:** Maintain engagement during wait times.
- **Voicemail Transcription:** Automatically transcribe voicemails for faster processing.
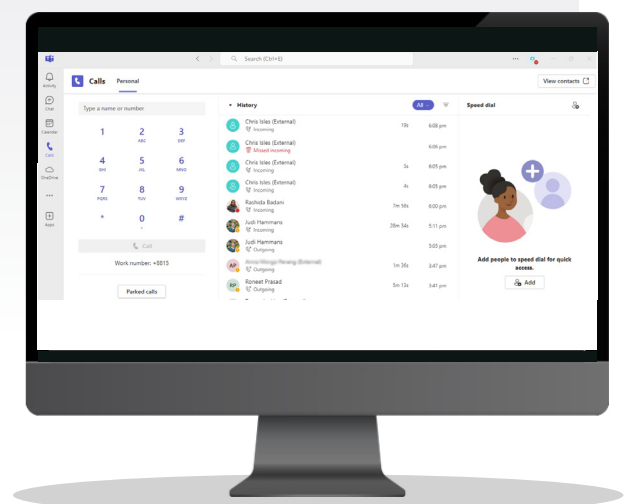
Cloud-Based Connectivity

- **Direct Routing with Microsoft Teams:** Transition from legacy PABX systems with seamless integration.
- **Azure Hosting:** Enjoy enterprise-grade reliability and security hosted on Microsoft's trusted cloud infrastructure.
- **Device Flexibility:** Switch effortlessly between desktop, mobile, and web-based apps for uninterrupted communication.

Scalable Communication Solutions

- **Custom Plans:** Choose from Essential, Advanced, and International call plans tailored to your organisation's needs.
- **Global Numbers:** Support for local, national, and international connectivity with number porting options.
- **Multi-Site Support:** Ideal for organisations with distributed teams across multiple locations.

Empowering Team Collaboration

- **Presence Status:** Know when team members are available.
- **Shared Line Appearance:** Collaborate seamlessly with multiple users on a single line.
- **Click-to-Call:** Initiate calls directly from Outlook and other integrated Microsoft 365 applications.

About Cytrack

Cytrack specialises in empowering businesses to transform their customer experiences and communications. In an era defined by AI-driven innovation, companies face the challenge of delivering seamless, personalized customer interactions across multiple channels while optimizing efficiency and reducing costs.

Cytrack addresses these challenges by providing advanced software solutions for business telephony and contact centers, helping organizations streamline operations, enhance customer engagement, and leverage AI to drive smarter, more responsive service. Whether through unified communications or AI-powered contact center platforms, Cytrack partners with businesses to reshape their customer journey for the digital age.