



bluehubcloud

MICROSOFT TEAMS INTEGRATION

Communicator for Teams

Enterprise-grade VoIP and SMS, built right into the Microsoft Teams interface — reliable business telephony where your team already works.

Desktop plugin · Runs inside Microsoft Teams

Bluehubcloud — Australian-managed cloud communications · 1300 868 178 · bluehubcloud.com.au

Telephony, built into Teams

Communicator for Teams brings our most mature and reliable capability — enterprise-grade VoIP and SMS — directly into Microsoft Teams. Rather than duplicating the collaboration tools Teams already does well, it focuses on one thing: adding the dependable telephony and messaging that define the Bluehubcloud platform.

It's a streamlined, purpose-built integration that lives where your team already spends their day — no extra app to learn, no constant switching between windows.

Getting up and running

- 01 Your administrator enables the app in **Microsoft Teams** for your organisation.
- 02 Each user downloads and installs the **Communicator for Teams desktop plugin** to make and receive calls.
- 03 Once set up, place and receive calls from the **Communicator for Teams Phone tab** — or directly through the plugin.

Setup is handled for you. The integration requires WebRTC enabled on your Bluehubcloud service — our Australian-based team takes care of this end-to-end. Just let us know you'd like Communicator for Teams switched on.

Why Communicator for Teams

01

Avoid costly Teams add-ons

Advanced calling features at no extra cost — so you can skip Microsoft's paid Phone add-ons and licences.

02

Advanced calling features

Supplement the native Teams dialler with IVR, conference calls, ring groups, transfers and intelligent call routing.

03

Call quality and reliability

Carrier-grade voice on every external call, taking your customer conversations to the next level.

04

Less app bloat

Handle every call, message and voicemail from one place, with no constant switching between separate apps.

05 **Standards-based & locally managed**

Built on established telephony standards — including E.164 number formatting and carrier-grade routing — and managed by our Australian-based team.

06 **Lower IT and training costs**

By using infrastructure and software your team already knows, you cut spend on IT support and onboarding — with no trade-off in capability.

07 **Unified presence**

Presence syncs with Microsoft Teams and updates your Teams status when you're on a call in Communicator, so colleagues see the right availability and mistimed calls drop.

04 · WHAT'S INCLUDED

Everything in the integration

- ☐ Place & receive calls
- ☐ IVR, call parking, transfers, ring groups & routing
- ☐ Call conferencing
- ☐ Call history
- ☐ SMS — send & receive
- ☐ Voicemail
- ☐ Call recording
- ☐ Preferences — language & audio device selection

Built for teams that live on the phone

Cost-efficient voice inside Teams

Organisations that want full-featured PBX voice in Teams — IVR, ring groups and more — without paying for premium add-ons, by supplementing Teams' native calling with Communicator's advanced features at no additional cost.

Teams already using Communicator

Businesses already on a Bluehubcloud service can add the Teams integration and save on extensive admin training and IT support.

Sales & customer support teams

Teams that rely on dependable telephony get full access to advanced call features, lifting what they can do for every customer.

Want to see it in your environment? We can walk your team through Communicator for Teams on a short call and have it enabled on your service the same week.



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Bring your phone system into Teams

Talk to our Australian-based team about enabling Communicator for Teams on your service. We'll handle setup end-to-end and walk your people through every feature.

Contact Bluehubcloud

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