

Streamline your internal and external communications with Microsoft Teams. As a Microsoft Cloud Solutions Provider (CSP), Data Canopy can help you to integrate your VoIP service with Microsoft Teams enabling you to better communication with clients, prospects, and coworkers, improving efficiency and performance for your business. Contact Data Canopy today to learn how we can help you with all of your Microsoft 365 needs.

## SERVICE CAPABILITIES AND ATTRIBUTES

Feature/Capability	Enterprise MS Teams	Premium MS Teams		Notes
		Standard	Advanced	
Analog Lines (Faxing/E-Faxing/Paging)	●	●	●	All Analog services (faxing/paging) only available via cloud voice provider.
Call/Contact Center (Agents/Supervisors)	Not Available	Not Available	●	
Voicemail/Transcription	●	●		All voicemail and transcription services provided by Microsoft via Teams Cloud.
Auto Attendant/Attendant Tree(s)	●	●	●	All Auto Attendant services only available via cloud voice provider.
Agent/Receptionist Software	Not Available	Not Available		
Advanced IVR Speech Recognition/Routing	●	●	●	All Advanced IVR Services only available via cloud voice provider.
Call Recording	Not Available	Not Available	●	Call legs originated/terminated within Teams not available for reporting
Call Analytics/Reporting	Not Available	Not Available	●	Call legs originated/terminated within Teams not available for reporting.
Hunt Groups	●	●	●	All Hunt Group services only available via cloud voice provider.
Service Attributes	Enterprise MS Teams	Premium MS Teams		Notes
		Standard	Advanced	
Enterprise Trunk Geo-Redundancy	●	●	●	All Teams seats utilize Enterprise Trunk(s) with automatic failover to MS Teams Cloud.
DID/Extension Only	DID Only	DID Only	DID Only	All Teams users must have a DID, no extension only services available.
MS Teams Endpoints	●	●	●	
SIP Endpoints	Not Available	●	●	Functioning as SCA, transitional SIP Endpoints are available for use only with Premium Teams services.
Endpoint Redundancy	Not Available	●	●	Should there be an MS Teams Voice outage, Endpoint Redundancy is available via traditional SIP Endpoints.
Call Paths	Shared	Dedicated	Dedicated	Shared Call Paths for Enterprise Teams served with 10:1 ratio; additional are available for purchase.
Call Recording	Not Available	Not Available	●	Call legs originated/terminated within Teams not available for reporting
Ext. to Ext. Dialing	Not Available	●	●	Ext. to Ext. Dialing available using cloud voice provider SIP phones only. Not available directly via MS Teams client/hardware.



Cloud Voice Provider



MS Teams