

ADD MAXIMUM FUNCTIONALITY TO YOUR SOLUTION

## ZYLINC AND MICROSOFT TEAMS

Many companies are in the midst of a transformation to Cloud and most of their IT systems are already converted to cloud but lack to transform their telephony.

MS Teams provides strong features for businesses wanting to improve internal and external communication, but in order to create a solid front desk or contact center and maximize the benefits of MS Teams, an application that utilizes the best features of the application is needed.

With a combined MS Teams and Zylinec solution the strengths in the Office 365 platform is enriched with more functionalities such as multi-purpose switchboard and contact center clients both in desktop, web and mobile versions.

This combined solution is connected to Office 365 with MS Teams online telephony using a gateway to connect to the Zylinec solution running in Microsoft Azure.

MS Teams “line-state” is displayed in the Zylinec switchboard or contact center and incoming calls can be transferred to Teams users.

A combined MS Teams and Zylinec solution is an easy, flexible opportunity to work “on the go” with both a mobile application and a web application.

MS Teams and 3rd party systems such as CRM and Economy systems is supported by both Microsoft and Zylinec and forms the foundation of a possible long term cloud strategy.

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| <ul style="list-style-type: none"><li>- Cloud Transformation</li><li>- Microsoft Strategy</li><li>- The Mobile Workplace</li><li>- Economically flexible solution</li><li>- Integrations to 3rd party systems</li><li>- Scalable solution in the future</li></ul> | <ul style="list-style-type: none"><li>- Integration and adoption of various platforms</li><li>- MS Azure infrastructure</li><li>- Zylinec Azure installation</li><li>- SfB/Teams cloud installation</li><li>- Integration with MS CRM O365 Power BI integration</li></ul> |
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### PARTNER AND DEVELOPER PROGRAMS



MS Gold Partner  
2018  
Application  
Development

MS Silver Partner  
2019  
Tested Product



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