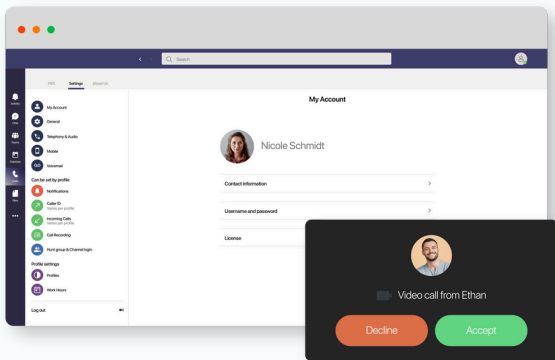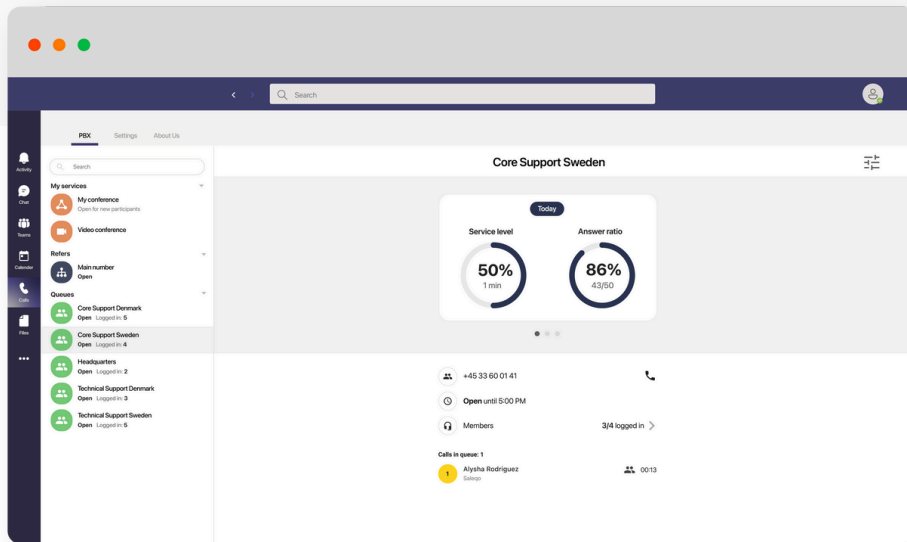# Completely collaborative communication

Access your telephony features directly within Microsoft Teams. Control your PBX and call out to anyone in the world in an easy-to-use interface within the Teams ecosystem. All in one environment – it's a truly seamless experience.


Don't switch between apps. Integrate instead.

Gone are the days when you had to use another app or your mobile to make an outbound call. Now, you can call out directly within Teams, using our Teams integration.

Sync your availability. Update your profile automatically.

Two-way Presence Sync means your availability is synchronised on each platform. In a meeting? Automatically opt out of support queues. On a call? Your Microsoft Teams status updates accordingly.


ALCOM Flex
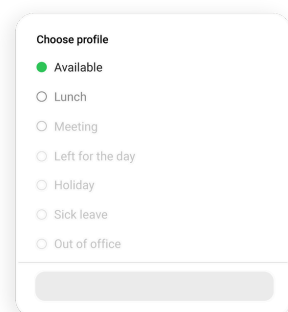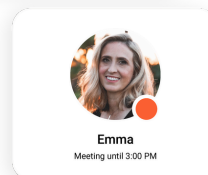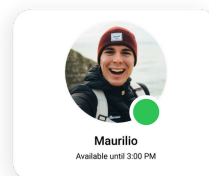
Telephony

Installation

We utilise Direct Routing to integrate your telephony into Teams so that you can seamlessly make calls through Teams. Contact your representative to get set up.

To integrate telephony into Teams you need to have calling available in your Microsoft licence.

Complete telephony

Choose which number to show, and make both inbound and outbound calls. Once you've integrated your telephony into Teams you'll be able to communicate freely with anyone, regardless of whether they use Microsoft Teams or not.
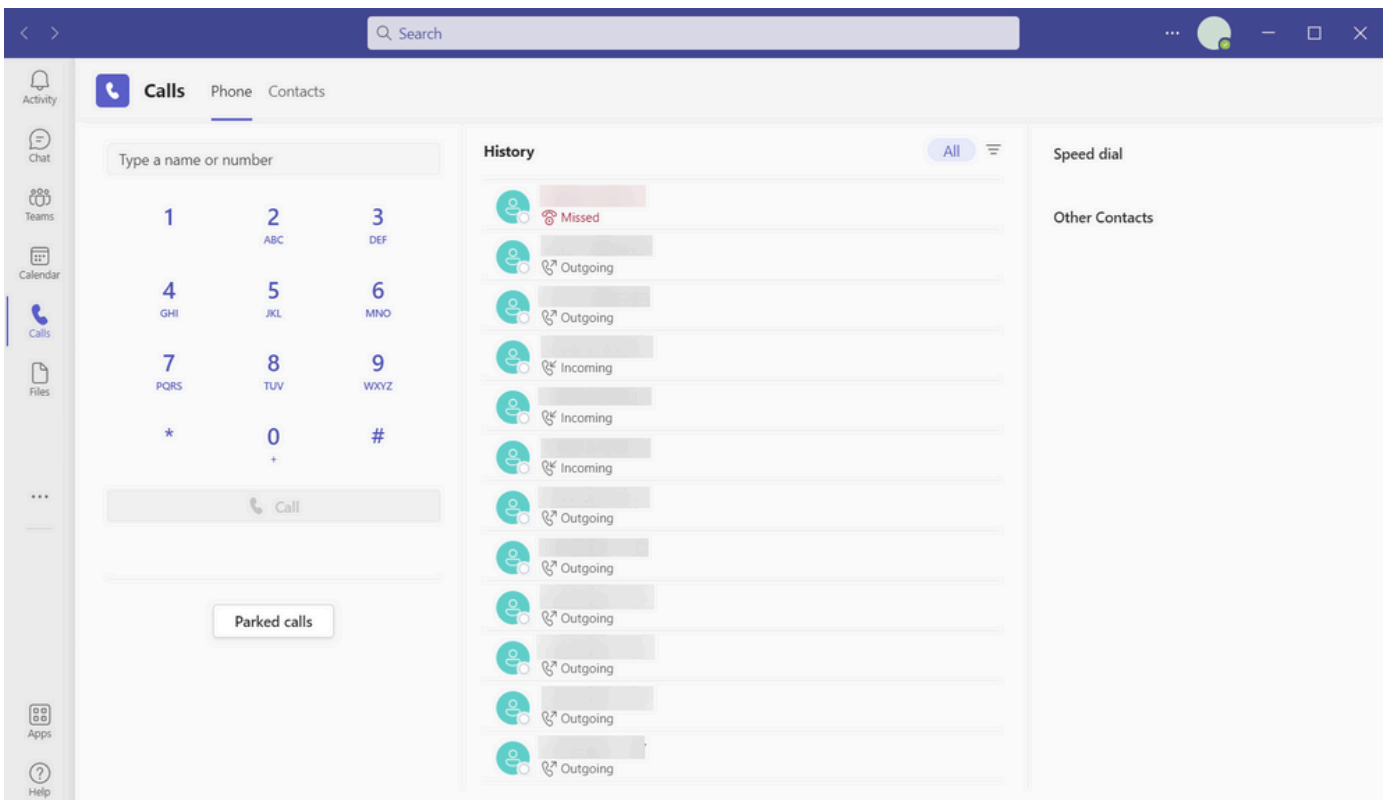
The app

Installation

First, make sure that you have your Flex account in place and that it is linked to your Microsoft identity. Then you simply download and install the Flex UC app, which can be found in Microsoft AppSource from within the Teams app. Simply follow the instructions to get started.

Integrated PBX functionality

Once Flex UC has been deployed and integrated with Microsoft Teams, just click the Flex icon and you will have access to all the telephony features that our PBX offers.

Free to download

Get it from Microsoft AppSource

ÅLCOM
Flex
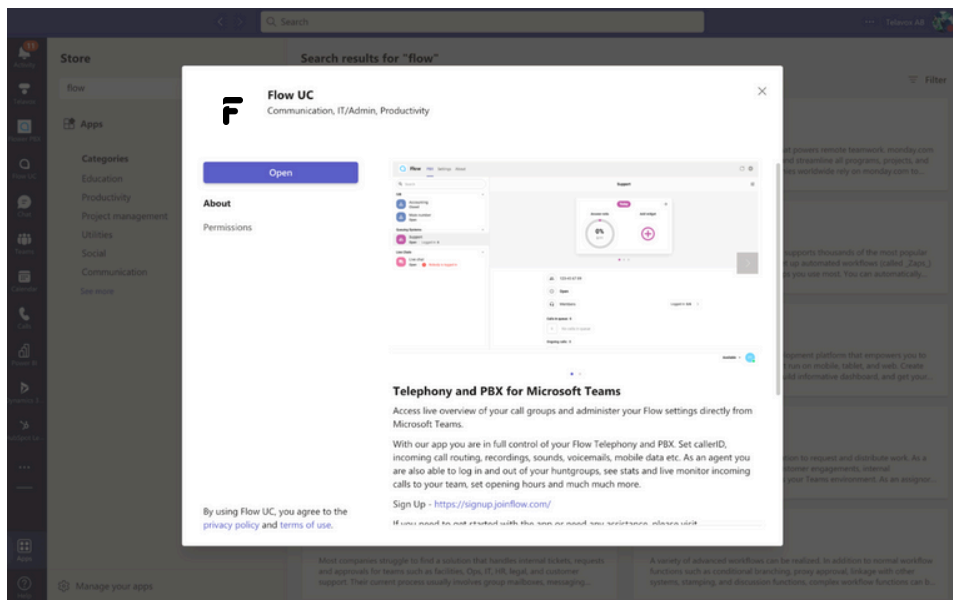
Presence sync

Presence Sync

With the Microsoft Teams integration, we have made sure that all users, regardless of size or level of agreement, will access two-way synchronisation between our telephony and the Microsoft Teams app. This means that the user status will automatically be set and updated across all apps and devices regardless of where a call or status change is made.

Status Setting

Simply use the status settings in the top right corner of the Teams app and your Flex status will be updated automatically. In the Flex app, your status will automatically be applied to all the call groups that you are participating in. Hence, by changing your status to "Do not disturb", you will be logged out of all queues.
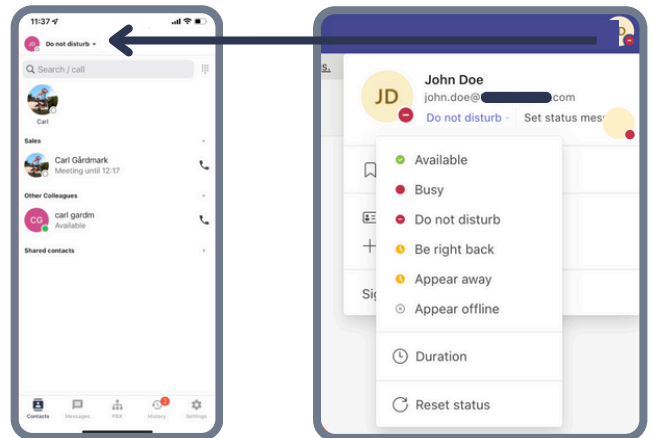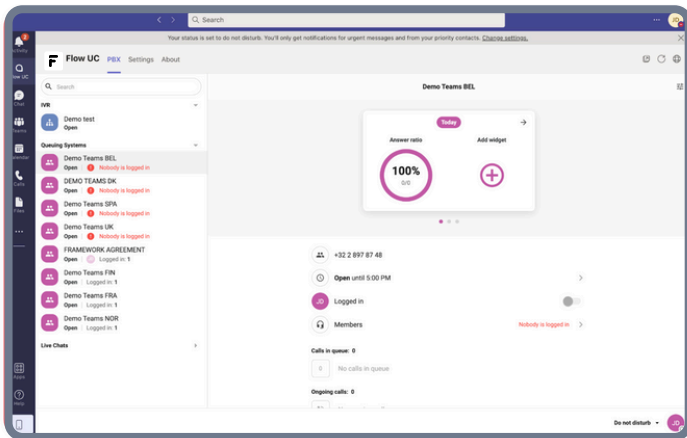
Setting up Presence Sync

1. Visit the Presence Sync page in the Flex admin portal
2. Sign in to your Microsoft account
3. Enable "Get Presence Sync" to sync your status from Microsoft Teams to Flex
4. Enable "Set Presence Sync" to sync your status from Flex to Microsoft Teams

Requirements

To enable Presence Sync you need the following user rights:

- Flex administrator in Flex admin portal
- Global admin or User admin in Microsoft 365

Calendar & statistics

Outlook Calendar Integration

Clicking the Calendar tab in Teams will display your outlook calendar. Booking a meeting will give you the option to use the integrated Flex statuses, for example, "Vacation", which is not an option in Outlook.

Applying one of these statuses, you may also get the option to trigger a spoken referral which leaves a message saying that you are on vacation. Also, if you book a meeting with several people, the integration will automatically set your status to the meeting profile.
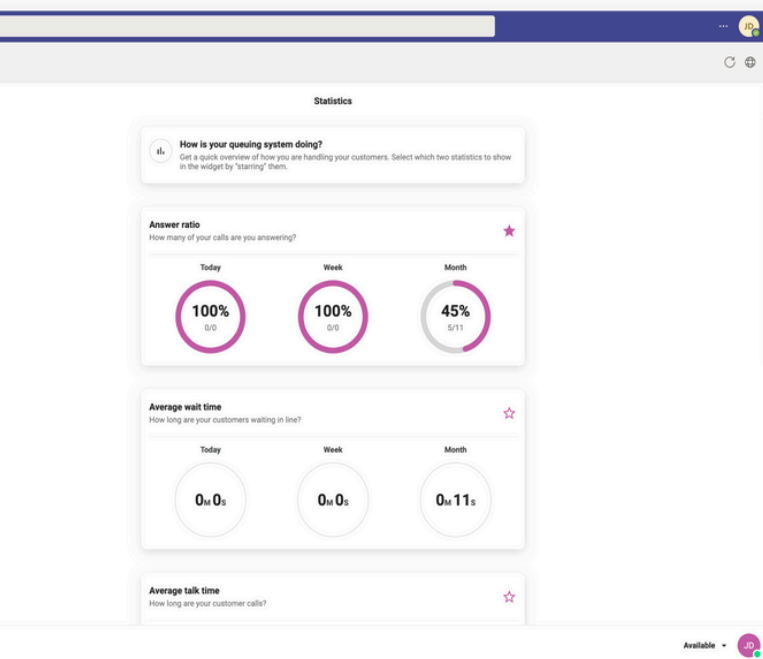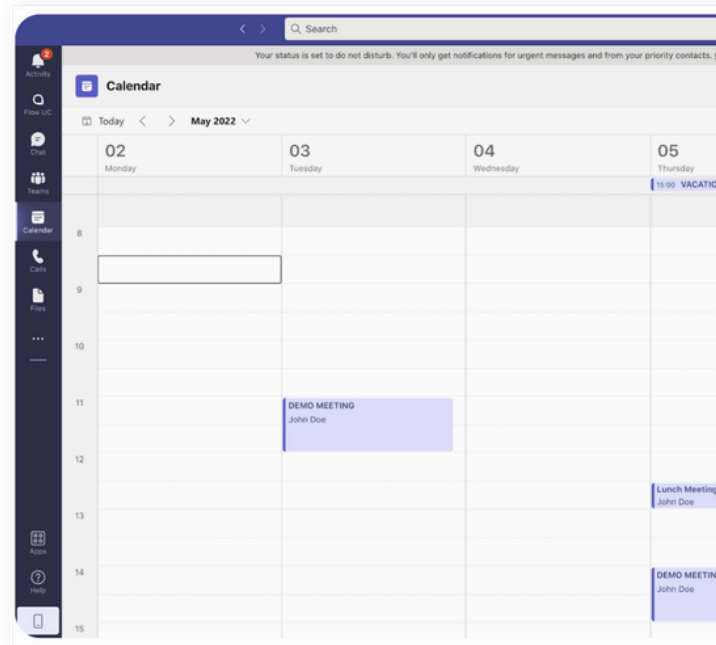
Live Statistics

In the Flex app in Teams, you can get live statistics on who answered a call, how long it lasted, and how long the person waited in line for receiving an answer. The app also provides other KPIs that are useful for understanding the service level of the organisation.

Integration features

Presence sync

Presence synchronisation enables you to automatically sync a user's profiles and call status from Teams to Flex. This makes it easier for colleagues to collaborate and see when you're busy in either platform.

Get notified of incoming calls in Teams

Accept calls and use Teams to control call handling such as transferring calls to your fixed number.

Decide which number to show

You can control Flex's caller ID masking within Teams, meaning that you decide which number to display when calling out (fixed office number, mobile number or company switchboard number).

Call all of your Outlook contacts – Teams or not

All your contacts are pulled from Outlook Exchange so you can call them directly on their mobile or fixed number – whether they use Microsoft Teams or not.

One client to answer and handle inbound PBX calls

Total flexibility with call handling. Your colleagues can choose whether to answer inbound calls via Teams or Flex - whichever suits their needs best. More flexible for employees, and better customer service.

Complete control of the PBX

Users can control their Flex profiles directly within Teams, access incoming call lists, recordings, look-up, and voicemails.

ÅLCOM
Flex