TrustUC with Teams

Utilize your existing teams environment as your softphone while taking advantage of additional TrustUC functionality such as advanced call features, SMS messaging, and employee Security Awareness Training - configured, implemented and managed 24x7x365 by Telesystem, freeing your team from the burden of managing your voice platform.

TrustUC with Teams - INCLUDED FEATURES

CALLING & CHAT

Telesystem combines the world's most stable voice network with Microsoft Teams to deliver PSTN dial tone and advanced PBX features, contact center functionalities, project management and 24x7x365 U.S.
Includes: Broadworks Hosted Seat + Microsoft TeamMate Connector licensesbased support.
Standard Microsoft Teams calling and chat features

Advanced call features not natively available within Teams: Receptionist applications, Multi-level Auto Attendants, Advanced Hunt Groups, Analog Ports, Call Recording per user with portal for QA,
Integrated and Advanced Call Center Solutions, CRM Integrations, Managed number porting

MEETINGS

Host meetings through Teams utilizing standard features such as live captions and transcriptions, virtual backgrounds, breakout rooms, and collaborative tools such as screen sharing, whiteboards, live chat, meeting recordings, AI-powered summaries (meeting recaps), and the ability to run live events.

BUSINESS MESSAGING (SMS/MMS/iMessage)

Integrated Telesystem Business Messaging: SMS, MMS and iMessage capabilities, enabling you to send and receive internal and external texts via your current business number.

Includes: 1000 messages across all users in your organization
Workflows, AI Bots, Analytics, Custom Signature, Opt in/Out Capabilities for Compliance, Group Messaging, Shared Inbox with Other Users, AI Flows, Blocklist, Blacklist, Templates, Scheduled SMS, Log Exports for Compliance & Legal Inquiries

SECURITY AWARENESS TRAINING

Integrated Telesystem SAT Platform: All-in-one automated cybersecurity education platform to help mitigate human security risks, identify cybersecurity threats, and meet security compliances required by most states.

Includes: Continuous Cybersecurity Training Modules, Dark Web Monitoring, Simulated Phishing Campaigns, Weekly Micro Training, Monthly Security Newsletter, Employee Vulnerability Assessment (EVA), Catch Phish Outlook Plug-in, Annual Risk Assessment, and Policy & Procedure Templates