NFON
Cloud Telephone System

See the difference Nvoice for Microsoft Teams makes

Nvoice for Microsoft Teams gives you PSTN connectivity within Microsoft Phone System – and provides everything you need to achieve all the benefits of a true enterprise voice solution within the familiar Microsoft Teams environment.

This table compares the advanced features of Nvoice for Microsoft Teams with the functionality of Microsoft Phone System alone.

Microsoft Phone System features	Nvoice for Microsoft Teams features
Only one DDI per user or resource account	Multiple DDIs for a phone extension or a service (queue, group, IVR, etc.)
Automatic name resolution only available for contacts saved in Microsoft Teams. Not available for shared contacts or Outlook contacts	Automatic name resolution for incoming calls from contact in the company phone book
No intercom feature	Intercom feature
DND per user	DND per device
Only one default call forwarding profile	Up to 10 call forwarding profiles (1 default + 9 user defined)
No source-based call forwarding	Source-based call forwarding
Only always and no answer are available	Multiple call forwarding options (always, busy, no answer, not registered) allow for different behaviour to be configured depending on each case
Voicemail can only be retrieved from the Microsoft Teams app, compatible devices or Outlook	Voicemail retrieval via any phone
eFax extension requires an external service provider certified by Microsoft	eFax extension can be configured to replace existing analogue fax machines or fax servers

Microsoft Phone System features	Nvoice for Microsoft Teams features
Not able to connect to analogue devices	Connect analogue devices (fax, analogue phones, analogue DECT systems, etc.) via Analogue Telephony Adapter
Call Groups and Call Queues will follow end-users' call forward configuration	Group and queue services ignore end-user call forward configuration
End-users need to define their own call groups	End-users can forward their calls to administrator pre-defined call groups
No external phone book	Company phone book allows for important external contacts to be shared with all or selected users
Mobile incoming calls: no fallback to mobile network when VoIP is not available	Mobile incoming calls: fallback to mobile network when VoIP is not available
Mobile outgoing calls – call via the office – cannot present office or service DD	Mobile outgoing calls – call via the office – always present your office or service DD
Caller ID Presentation not available: CLIP is configured by the administrator and users cannot select another option	Caller ID Presentation selection: end-user can change their caller ID to a pre-defined set of numbers (e.g.: show my DDI or show my team number)
Caller ID restriction not available: CLIR is configured by the administrator and users cannot select another option	Caller ID restriction: end-user can change their Caller ID to hide their number (anonymous call)
Call-Pull not available: the end-user will have to transfer the call to themselves, which will put the remote party on hold while the transfer is in progress	Call-Pull: A user can handover a call in progress to another device on the same extension seamlessly (the remote party won't be aware)

→ Want more? Get more!

For more information on how you can drive better business performance with Nvoice for Microsoft Teams, just get in touch and we'll get you going.