

DATA SHEET

TEAMSTALK

The power of Microsoft Teams, amplified

Collaboration technology is now part of our everyday working life. The rapid growth of remote and homeworking has seen organisations race to implement new technologies to keep teams connected, engaged and able to share ideas in

real-time, no matter where they are. With over 44+ million people using Microsoft Teams every day, Teams has fast become one of the leading Unified Communications and Collaboration tools available today.

THE NASSTAR WAY

We've taken Microsoft Teams and combined it with powerful cloud telephony and advanced analytics to take communication and collaboration to new heights. TEAMSTalk combines the very best of Microsoft Teams and enterprise-grade UC to provide users with an enhanced experience that easily integrates into everyday ways of working.

TEAMSTalk provides competitive call rate and bundles without the need to pre-pay and flexible access via desktop, smartphone, IP phone or Microsoft Teams depending on your needs. You don't need to be a Microsoft Partner, just as long as the end-user has a Microsoft Teams license.

Additional functionality includes unlimited call recording (including calls from Teams and the TEAMSTalk platform, selective number presentation, call forwarding, call barring and a powerful search facility, all easily managed from within the TEAMSTalk Advanced Analytical Single Portal.

ACCELERATE COMMUNICATIONS WITH NASSTAR



Works well with a mix of devices across the business



No need to be a **Microsoft Teams Partner**



Powerful advanced call and text analytics

KEY FEATURES

Table comparison is based on a phone system/business voice-grade option for each service. All features require a Microsoft Teams user license, Microsoft Phone System license and a TEAMSTalk Base license to enable full and seamless integration.

Feature	MS Teams	GCI TEAMSTalk
Call recording	✗	Up to 59 days Call recording included in all GCI TEAMSTalk plans
Unlimited Call recording	✗	Easy to use call recording, including MS Teams calls with our optional Advanced Analytics
PCI & MiFID II Compliant	✗	Full PCI and MiFID II call recording compliance option available
Call Analytics	✗	Easy to use optional Advanced Analytics and extensive management reporting across any device
Forwarding Profiles	1x default call forwarding profile	Unlimited forwarding profiles - easily managed within the GCI Single Portal
eFax extension	Requires external service	Easy to set up fax to email service
Analogue device connect	✗	Easily connect analogue devices via ATA
External Phone Book	✗	Companywide phone book included
Number Presentation	Limited features	Easy to amend outbound call presentation number using the GCI Single Portal
Multiple DDI per account	✗	Multiple DDI per account and/ or queues, IVR and other features
DND Features	DND per user	DND per device
Extension to Extension Calls	MS Teams to MS Teams only	Can utilise a mixture of devices: Mobiles, IP Phones, MS Teams and Soft Client
Voice Conferencing Line	Chargeable	Full Voice Conferencing facility included with pin code access
Fraud Prevention	✗	Sophisticated measures in place to help reduce call fraud risk
Unlimited Wall Boards	✗	Easy to set up and manage unlimited call wall boards, managed in the GCI Single Portal
Advanced Report Writing	✗	Set of standard reports available, with the optional Report Writing features in the GCI Single Portal
Choice of Devices	✗	Utilise a mixture of devices across an organisation; IP Phones, MS Teams and Soft Client, all managed in the GCI Single Portal
Integrated Mobile SIM	✗	Integrated and native mobile SIM with full PBX features including call and text recording
Time of Day plans	Limited features	Unlimited Time of Day plans
IVR, Hunt Group & Call Queues	Chargeable	Unlimited IVR, Hunt Group and Call queues to any device
Voicemail Retrieval	Chargeable by MS Teams app only	Voicemail retrieval as standard, by any device

REQUEST A FREE TEAMSTALK CONSULTATION

If you would like to book a complimentary consultation or find out more about this service, please contact enquiries@nasstar.com or call 0844 443 433