Frequently Asked Questions

Are you interested in G12 Communications Connect to Teams Cloud PBX Integration solution? We put together this list of frequently asked questions to help you learn more about this service.

What is G12's Connect to Teams Cloud PBX Integration service?

This service fully Integrates G12's Cloud PBX service with Microsoft Teams. If you deploy G12's Cloud PBX service, you can use Microsoft Teams softphones and mobile devices and implement a fully integrated Microsoft Teams voice and collaboration solution.

Will I get access to Microsoft Teams Softphone and Mobile Devices for Internal and PSTN calling?

Yes. The two systems are fully integrated and provide PSTN calling on Microsoft Teams voice applications. You can use all the powerful features of the G12 Cloud PBX system on Microsoft Teams softphone and mobile devices. These features are fully integrated, so inbound calls will ring all devices and outbound domestic and international calls can be made from Microsoft Teams softphones and mobile devices.

Can I still use desktop phones?

Yes. That's one of the biggest advantages of this service. You can continue to use all the desktop phone options available to G12 users.

Is this service difficult to deploy?

No. G12's provisioning and service deployment team will work directly with you to configure and deploy this service. The team will build out your customized solution and provide all the integration with Microsoft Teams and Teams devices.

How do I manage my phone system features?

You will receive a login to a G12 user and administrative portal to manage all your phone system call flows and features. Any voice related support requirements are managed by G12's technical support team.

Can each user have internal extensions as well as external numbers for PSTN calling?

Yes. All users can have both telephone numbers and extensions.

Do I have to work with Microsoft to initialize the service?

Not directly. You must ensure you have the correct Microsoft 365 license that includes the phone system for access to softphone and mobile device functionality.

Do I need the Microsoft Calling Plan or Direct Routing for PSTN calls to work?

No. You don't need the Microsoft Calling Plan or Direct Routing. This service uses G12's robust geo-redundant network for all local, domestic, and global calls.

Do I call G12 or Microsoft when I have voice related support questions or issues?

G12's support team will manage and support all your voice communications. You have access to G12's responsive 24/7 US-based support team to answer your questions and/or solve your issues.

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What are the benefits of the Connect to Teams Cloud PBX Integration vs. Direct Routing and using the Microsoft Teams PBX?

This solution offers seamless integration between G12's Cloud PBX service and Microsoft's full suite of collaboration tools. G12's provisioning team builds customized solutions that meet your business requirements and are fully integrated with Microsoft Teams, with no additional costs for customized build outs. There is no need for a Microsoft Calling Plan or Direct Routing.

You get to eliminate the cost and hassle of deploying, managing, and supporting the Microsoft Teams PBX features with the ability to scale up the service on a per-user basis. Adding new users is incredibly easy.

Our solution gives you direct access to a user and administrative portal to perform system updates, make user changes, and for support requests. All voice related issues are managed by G12's responsive and knowledgeable support team

Can I scale this on a per-user basis vs. purchasing it for all my users?

Yes. One of the big advantages of this service is you don't have to turn everyone up when deploying. You can scale it on a per-user basis as your needs grow.

Is this solution more expensive than Direct Routing?

This depends on the cost of your Direct Routing solution. The costs should be very similar to Direct Routing, but you get to utilize G12's robust, easy to use and manage Cloud PBX system.

Is Connect to Teams Cloud PBX reliable?

Yes. It's actually more reliable than using Microsoft's PBX service with a Calling Plan. With G12's Connect to Teams Cloud PBX Integration service, your calls are routed on G12's nationwide geo-redundant network. If Microsoft Teams experiences an outage, you will still be able to make and receive calls.

This seems like the perfect solution for integrating Microsoft Teams voice into my business. Why aren't more businesses using this solution?

We think it's a perfect solution to fully integrate voice with your Microsoft Teams collaboration solution. We expect to see more businesses choose this solution in the near future.

Still have questions? Connect with a G12 Cloud PBX specialist today.

Learn more about G12's Connect to **Teams Cloud PBX Integration** by calling (888) 311-8750 (Option 1) or by emailing sales@G12com.com.

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