



Connect to Teams

Frequently Asked Questions

Are you interested in G12 Communications Connect to Teams solutions? We put together this list of frequently asked questions to help you learn more about these services.

What are the G12 Connect to Teams services?

G12's Connect to Teams services are designed to facilitate the connectivity and/or integration of voice services with Microsoft Teams across a variety of deployment environments.

How many different Connect to Teams Services does G12 offer?

G12 provides **three** different Connect to Teams services: **Connect to Teams Direct Routing**, **Connect to Teams Cloud PBX Integration**, **Connect to Teams IP PBX Service**.

What are the differences between each of the Connect to Teams services?

Each service was developed to address different customer requirements.

- **Direct Routing** – For customers that want to connect directly to Microsoft Teams and utilize the Microsoft Teams phone system.
- **Cloud PBX Integration** – For customers that prefer to use G12's Cloud PBX service as their voice platform but would like to integrate with Microsoft Teams so they can utilize Microsoft Teams softphones and mobile devices.
- **IP PBX Service** – For customers that have existing voice infrastructure, such as an IP PBX, and would like to continue to utilize the PBX system and desktop phones while integrating them with Microsoft Teams to use their own softphones and mobile devices

How do I determine which Connect to Teams service is best for my company?

Each of these services were designed with specific companies in mind. Check out the scenarios listed below to see which one fits your company best.

- **Scenario 1** — You are ready to change from your existing phone system or service and move everything to the Microsoft Teams phone system. **Direct Routing is the recommended solution.**
- **Scenario 2** — You prefer the powerful features, flexibility, and support you receive with G12's Cloud PBX service but would like to integrate Microsoft Teams softphone and mobile devices. **Cloud PBX Integration is the recommended solution.**
- **Scenario 3** — You have an existing PBX system with desktop phones and don't want to change out your current system but would like to integrate Microsoft Teams softphone and mobile devices with your current IP PBX system. **IP PBX Service is the recommended solution.**

Why does deploying Microsoft Teams with voice seem so complex?

Adding voice to Microsoft Teams isn't overly complex. We developed the Connect to Teams portfolio of services to address all customer requirements and to provide the best option available to those customers that are looking to add voice services to their Microsoft Teams deployment.

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Are these solutions expensive?

No. They aren't expensive and offer significant cost-savings and productivity enhancements over the long-term.

Are there other providers that offer these Connect to Teams services?

Yes. There are other providers that offer similar services. But the enhanced level of support and reliability you receive with G12 is what makes our Connect to Teams services the most comprehensive voice solutions for Microsoft Teams on the market.



Still have questions? Connect with a G12 connectivity specialist today.

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

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