

# Elevate and Microsoft Teams – Frequently Asked Questions



## 1 What is Elevate for Teams Advanced?

Elevate for Teams Advanced is an integrated solution that seamlessly combines Elevate's advanced telephony features with Microsoft Teams' collaboration tools. This single-app embedded experience enables users to access Elevate's cloud-based phone system and SMS text messaging directly within the Microsoft Teams app, without requiring an additional Teams Phone license. Users can use Teams for chat, meetings, and file sharing, while relying on Elevate for all cloud communications. The solution also includes synchronized presence status and a shared contacts list for improved usability and efficiency.

## 2 Why would a business need Elevate for Teams Advanced?

For users that rely on Teams as their collaboration platform and require an enterprise-grade phone system for communications, Elevate for Teams Advanced sits inside the Teams app to provide a seamless experience while providing the following benefits to your business:

- A simplified user experience all from within the Teams app
- Reliable, advanced cloud-based phone system with SMS and call queue management included
- Unlimited domestic and international voice calling to 33 countries
- Pre-built, CRM integrations including Salesforce, ServiceNow, NetSuite, and more
- Diversified solutions – if Teams is down, you can still use Elevate's calling and SMS features and apps
- Exceptional local support from a Microsoft Trusted Partner

## 3 When is the new Embedded Experience available?

Our embedded experience, Elevate for Teams Advanced, is slated for release on July 31st, 2024.

## 4 Is the Embedded Teams Experience offered with all Elevate licenses?

Our embedded Teams experience is compatible with the following Elevate license types: Elevate Essentials, Elevate with Teams (soon to be Elevate for Teams Advanced), Elevate Pro, or Elevate Enterprise.

## 5 Is the \$8 Microsoft Teams phone license required for this embedded solution?

No, the \$8 Microsoft Teams Phone license is not required for the embedded Elevate/Teams experience, you just need to have one of the Elevate licenses listed above.



