Elevate and Microsoft Teams - Frequently Asked Questions

1. Why would a business need 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.

6. If I need an advanced phone solution today that integrates with Teams, which Elevate license should I buy?

You should select the Elevate With Teams solution. Users will continue to work within Teams for chat, meetings, and files, while using the Elevate desktop and mobile applications for all phone-related services. Once our new embedded app experience is available, you can easily make the transition from 2 apps to 1 by downloading new software and logging in with your existing Elevate credentials without losing any data or user settings.

7. How is the chat feature treated in the Embedded Experience?

Elevate Chat is available in the embedded experience, but we expect that most customers will want to use Teams for chat and therefore recommend disabling the Elevate chat account-wide.

8. Can existing users transition from the current "For Teams" and "With Teams" licenses today to the new Embedded Teams Experience?

When the embedded experience is available at the end of July, users that have the Elevate With Teams license simply need to download the new Elevate Teams Embedded app and Desktop plugin, have Admin on their Elevate account publish the Teams Embedded app and Desktop plugin, and then sign in. All user data and user settings carry over. For users that have the Elevate For Teams license, there will be no easy way to move to the new experience and retain user settings. Users would need to upgrade their license type to either Essentials, Pro, Enterprise, or Elevate For Teams Advanced and none of their previous settings or call history would be retained.

9. Do I need to install the Elevate Desktop App to use the Teams Embedded App?

No. All Elevate phone features are available within Microsoft Teams. To make and receive calls with the embedded app, you'll need to install the desktop plugin.

10. **What will the mobile experience be like?**

Mobile users will need to install the Elevate app to facilitate mobile calling and SMS text messages. The Teams mobile app will still be used for chat and meetings.

11. **Can I mix and match Elevate licenses with this new Embedded Experience?**

Yes, Elevate Essentials, for Teams Advanced, Pro, and Enterprise licenses are all compatible with the new embedded Teams experience. The feature set available would be dependent on the license type that you have.

12. **How does archiving work for Elevate for Teams Advanced?**

Archiving will retain all the Elevate data when Elevate for Teams Advanced is initially released. In a future release, Archiving's capabilities will expand to retain both Elevate and Teams data.

13. **Is Contact Center also fully embedded with Teams if I choose the UC+CC Agent Experience?**

No, only the UC experience will be embedded inside of the Teams app at the time of our anticipated product launch on July 31st, 2024. The full UC + CC Agent embedded experience will be part of our phase II launch in Q4 of this year.