



Resonate **Voice** Management Platform

**Struggling to manage Teams Phone?
Worried you could be leaving savings on the table?**

Resonate's cutting-edge tooling platform solves these problems, optimising the customer and employee experience, reducing compliance risk and saving operational costs of up to £1 per user per month.

The perils of **DIY Teams** Phone Management



Managing Operational Costs

Do you have enough network capacity, phone numbers and contact centre licenses? Or more than you need?



Service Quality

Where are issues occurring? Can they be resolved before tickets are raised?



Business Risk

Are the right policies in place to meet in-country regulations and are you able to manage change without compromising access levels?



IT Admin Efficiency

Does your team have the required Power Shell experience and Teams admin access to get the job done?

Use automation to **configure, manage, review,** and **improve** Teams Phone



Configuration

Simplifying Configuration and ensuring continuous optimization

Teams Voice Service Manager*
Automated set up of Teams Phone



Management

Enhancing management capabilities to improve user experience and optimizing costs

Number Manager
Track usage and availability of phone numbers

Endpoint Manager
Automated Provisioning of Teams Users and Endpoints

Call Queue & Auto Attendant Manager
Role-based access call workflow management for end users



Review & Improve

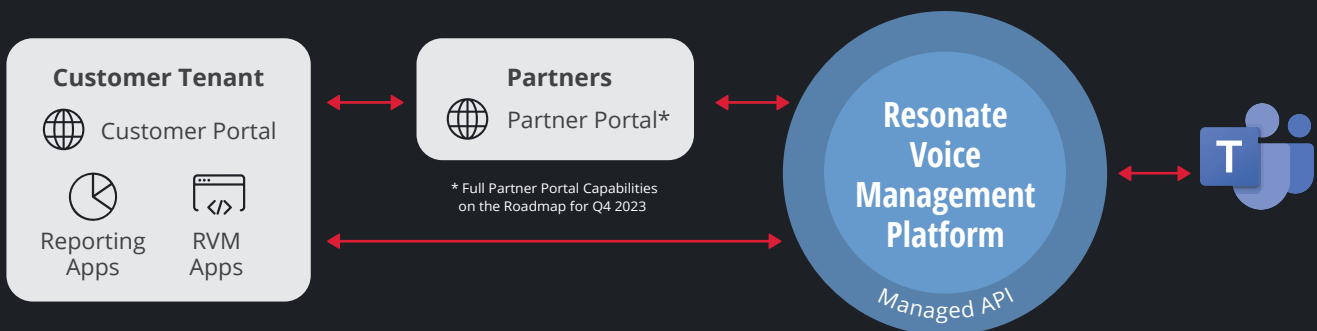
Providing actionable insights to maximize the efficiency of IT Service Management

Usage Insights*
Monitor adoption & usage of Teams Phone

Voice Insights
Proactive and reactive management of Teams voice quality

Apps are available to be purchased separately
*Roadmapped capability

Simple to install and available for all Teams Phone customers, regardless of supplier



Managed API

Enables both customers and partners to utilize, integrate and build upon our services enabling value-add ecosystem.



Scalable Architecture

Microservices build - designed to scale, provide better resiliency, fault tolerance and development agility.



Secure Setup & Monitoring

Maintained without direct tenant access. Quick and secure onboarding experience with privileged account credentials.



SaaS Benefits

Cost effective, measurable value with reduced time to benefits. Regular software updates. 30-day trial available.



Self-Service Deployments

Designed simplicity in mind reducing the setup complexity and speeding up delivery times.



Data Residency

Customer data resides on their tenancy. Resonate does not store any customer data**.

Take Teams Voice Tooling from the **Teams Experts**



Maximise return on your Teams investment

- Tools can save you up to £1 per user per month
- Never run out of numbers and only pay for the ones you're using
- Ensure your voice environment has the right capacity and licencing



Free up IT admin

- Streamlined Teams Phone provisioning
- Changes managed by users and automation
- Performance data at your fingertips
- No admin access or elevated privileges required
- Fewer tickets, resolved faster



Optimise employee experience

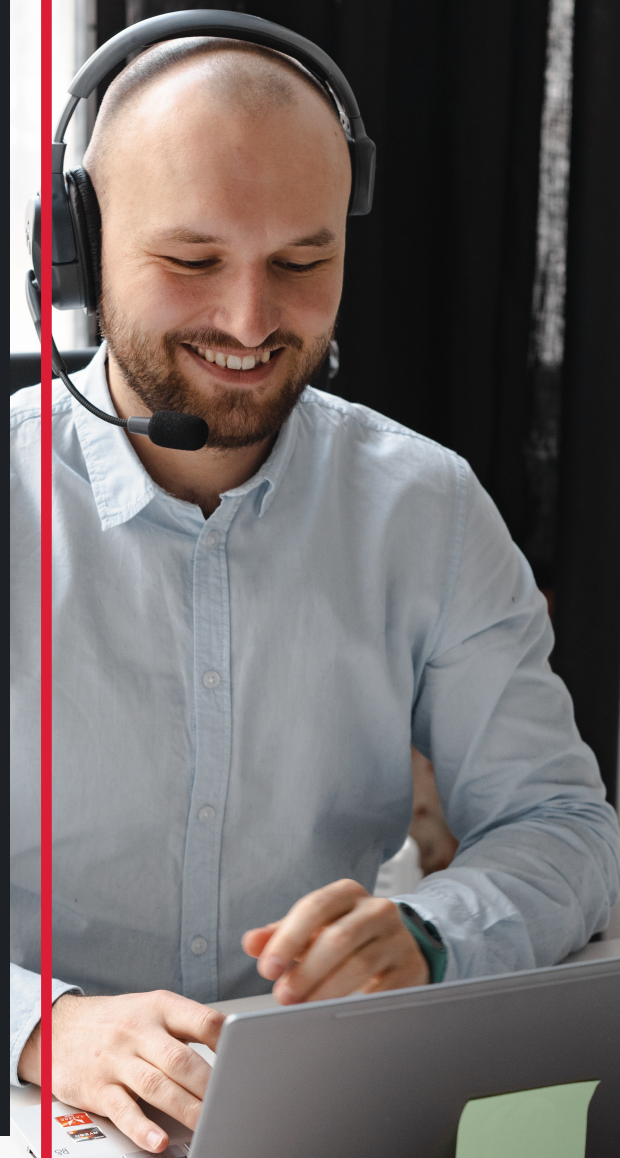
- Tools identify and resolve issues before they're noticed
- User-managed joiners, movers, leavers and call queues
- Visibility and insights on phone numbers, call queues and call quality



Simple to install, cost-effective to run

- Self-service deployment from portal with CSM onboarding support
- Road mapped and regularly updated
- Pick and choose the apps you need – pupm billing

WATCH OUR DEMOS TO FIND OUT MORE



Voice for Teams



Meetings for Teams



Power Platform

Empowering your team to work smarter with Microsoft

- Microsoft Gold Partner with 12 accreditations and an advanced specialisation in calling for Microsoft Teams
- Specialists in supporting organisations where voice is critical
- Recognised by Microsoft for our leadership in the field of ready to deploy voice applications
- Our expert solution architects know Teams and they know voice