

TEAMSLINK 2.0

The future of calling for Teams is here!

Discover the major upgrades that TeamsLink 2.0 provides to our popular Multitenant Teams Direct Routing solution.



Introduction

Create a true Unified Communications solution for your business with Wavenet and Microsoft Teams.

Collaborate through one application including messaging, calling, meetings, file sharing and existing third-party applications.

TeamsLink enables external voice calling from within your Microsoft Teams client securely and efficiently with TeamsLink. Make and receive UK, international and mobile calls even with non-Teams contacts with reliable and cost-effective calling bundles.

The simple easy to use management interface, combined with additional powerful telephony features, and enhanced business continuity means TeamsLink is the perfect addition to Microsoft teams.

Why choose TeamsLink?

TeamsLink is a fully cloud-based solution, so there is no need for any onsite infrastructure, just make the switch and start calling from your Teams client. Our design, deployment, and support teams are.



Features

- TeamsLink Management Portal
- Microsoft Certified Hardware
- Simple, Per-user Pricing
- Unlimited UK Minutes
- International Numbers
- Location-based Routing
- Monitoring Tools for Call Traffic
- Full UK Porting & Ranges
- MiFID II Compliant Call Recording
- Direct routing for Microsoft

Benefits

- Cost Savings on Calls
- Simple Set Up
- Feature-rich Portal
- Optimise Bandwidth & Voice Quality
- Infinitely Scalable System
- Integrate Existing Phone System
- Hybrid Platforms for Smooth Migration
- UK-based Technical Support
- 20+ Years Porting & Carrier Experience
- Teams Integrated Handsets
- Keep Your Existing Numbers

TeamsLink in numbers



54,000+

TeamsLink users



8000+

New users in 2023



1000+

Tennants



65+

New tennants in 2023

teamslink
teamslink **PRO**

UK Inclusive Minutes*
 Number Porting Supported
 New UK DDI
 International DDI
 International Outbound In-Country Dialling
 Ring Groups
 Follow-the-Sun Routing
 Auto Attendant
 Music on Hold
 Call Queues
 Visual Routing Manager
 Advanced Disaster Recovery
 Skill Based Routing
 PowerBI Reporting

Unlimited
 Yes
 All
 60+ Countries
 33 Countries
 Yes
 Yes
 Yes
 Yes
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 Yes
 Yes
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 Yes

Unlimited
 Yes
 All
 60+ Countries
 33 Countries
 Yes
 Yes
 Yes
 Yes
 Yes
 Yes
 Yes
 Yes
 Yes

Teamslink Advanced Add-ons

Group Voicemail
 Address Book
 MiFID II Compliant Recording
 Manual Pause/Resume for PCI Compliance
 Live Listen
 Supervisor Licence (inc Wallboards & Dashboards)

Yes
 Yes
 Yes
 Yes
 Yes
 -

Yes
 Yes
 Yes
 Yes
 Yes
 Yes

Further Integrations

Full Omni-Channel Capabilities

Yes

Yes

TeamsLink Pro

What is TeamsLink Pro?

TeamsLink Pro brings contact centre features to your TeamsLink platform, available as both an Agent licence and a Supervisor licence:



Advanced call routing TeamsLink Pro provides advanced call features not available with Microsoft Teams, controlled through a visual management portal, you can control your solution and make changes with just a few clicks.



Dashboards and Wallboards TeamsLink Pro gives both agents and supervisors access to the best visual tools to meet their customer's needs. The agent dashboard is perfect for helping contact centre agents manage their calls more efficiently, seeing details instantly to give the best customer service.



Power BI reporting TeamsLink Pro comes with Power BI integration and templates so you can create customised reports for your contact centre for live reporting that has the ability to pull data from multiple dashboards.

New TeamLink 2.0 Features

- New features from TeamsLink 2.0 launch:
- Refreshed configuration portal
- Custom Presence codes supported in TeamsLink pro
- Contact Centre Call release button
- Allow Forward option in a Ring Group
- Will be launched to existing and new customers on the 19th July 2023
- Additional investment and development bringing new features during 2023 & 2024
- DR for call routes
- Call route - Multi number assignment
- New Call Queue agent selection method added 'Ignore Other Queues'
- Reporting on IVR routing steps
- TeamsLink 2.0 is a dedicated design for Teams telephony
- TeamsLink 2 is now housed within GreenLake – provides enhanced security and resiliency over TeamsLink 1, with Geographic redundancy using our Docklands, Slough and Manchester Data Centres
- New hardware, a new database design and new PBX Call controllers that will make the platform faster, more resilient and scalable to over Quarter of a million Users
- Load balancing between core TeamsLink servers and between SBC's provides additional resiliency
- TeamsLink 2.0 enables faster development and allows us to take advantage of new Microsoft features

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Networking
& Connectivity



Unified
Communications
& Voice



Contact Centres



Mobile Solutions
& IoT



IT, Cloud
& Technology



Teamslink &
Collaboration



Cyberguard