Kee
BUSINESS SERVICES

BUSINESS CALLING

CALLS, CHAT AND MEETINGS IN ONE APP

Microsoft Teams Phone

Make Teams your phone system.

Business calling inside the Teams app your team already uses, set up and looked after by Kee.

- **Keep your numbers**, we move them for you
- **Any device:** laptop, mobile or desk phone
- **One bill** and one point of contact



WHY TEAMS PHONE

Your team already lives in Teams. Now your phone can too.

Chat, meetings, files and now calls, all in one place.

Most businesses already use Microsoft Teams every day. Adding calling means no separate phone system to juggle, no desk phone you're tied to, and no switching between apps to talk to customers.

Your business numbers ring in Teams on whatever device you're using, in the office, at home or on the road. And because Kee sets it up and looks after it, you get a real person to call whenever you need help.

One app

Calls, chat and meetings together, with no extra software to learn.

Work anywhere

Laptop, mobile app, web or desk phone: your number goes with you.

Kee in your corner

Set up, looked after and honestly priced by people who know your business.

HOW WE SET YOU UP

From first chat to first call.

- **A proper chat** about how your business takes calls today.
- **Your numbers moved across**, with porting managed for you.
- **Call queues, menus and caller ID** set up the way you work.
- **Handsets and training** for your admins and your team.

WHAT YOU GET

Everything you need from a business phone system.

Calls inside Teams

Make and receive business calls in the Teams app your team already uses for chat and meetings.

Keep your numbers

We move your existing numbers across for you, so customers call the same numbers they always have.

Call queues & auto attendants

Route callers to the right team or person, with your own menus, opening hours and caller ID.

Any device

Laptop, mobile app, web or a Teams-certified desk phone. Your number goes wherever you work.

Built for business

Built-in disaster recovery and business continuity planning, on a platform with 99.999% uptime.

One bill, one contact

Calling, devices and add-ons together on one bill, with Kee as your single point of contact.

MAKE MORE OF TEAMS

Add what your business needs.

A full suite of add-ons, all on the same bill and looked after by the same team.

Call recording & AI insights

Secure, compliant recording of every call, with transcription, AI summaries and sentiment.

Reporting & analytics

Real-time and historic call data, wallboards and missed-call reports that Teams doesn't give you.

Headsets & handsets

Teams-certified, plug-and-play devices from Yealink and HP Poly.

Teams meeting rooms

Turn your meeting spaces into smart Teams rooms with room kits.

Professional services

Set-up, number porting, migration and hands-on training for admins and users.

Not sure what you need?

Tell us how you work, and we'll be honest about what's worth having.

CALL RECORDING & ANALYTICS

Know what's said, and how your calls are going.

Call recording & AI insights

- Secure, compliant recording: MiFID II and GDPR
- Unlimited storage, ready as soon as the call ends
- Full transcription, AI summaries and sentiment
- Alerts when key words like "manager" come up
- Works on softphone, mobile app, web and desk phones

Reporting & analytics

- Real-time and historic call reporting
- Live wallboards for queues and team activity
- Missed and lost call reports to follow up
- Call volume reports to plan staffing
- Queue, user and auto attendant reports

Why add analytics? Teams' built-in reporting covers general usage. It doesn't show the detail on queues, missed calls and wait times you need to look after customers.

HEADSETS & HANDSETS

Teams-certified, plug-and-play devices.

Optimised for Teams, comfortable to wear and built with noise cancellation, from Yealink and HP Poly. A few favourites:

Yealink MP52 E2
Desk phone, 2.4″ touch screen

Yealink MP54 E2
Desk phone, 4″ screen, Bluetooth & Wi-Fi

Yealink MP56 E2
Desk phone, 7″ screen, Bluetooth & Wi-Fi

HP Poly CCX400
Desk phone, 4″ touch screen

Yealink BH70
Bluetooth headset, up to 35 hrs talk time

Yealink WH64
DECT & Bluetooth wireless headset

HP Poly Voyager Focus 2
Noise-cancelling wireless headset

HP Poly Studio R30
Video bar for small meeting rooms

WHY KEE

One partner for your whole phone system.

- ✓ **A real person** who knows your setup, whenever you call.
- ✓ **Honest advice**, even when the answer is the cheaper option.
- ✓ **One bill** for calling, devices and add-ons.
- ✓ **We take ownership**: if something's not right, we chase it until it is.

Let's have a proper chat

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