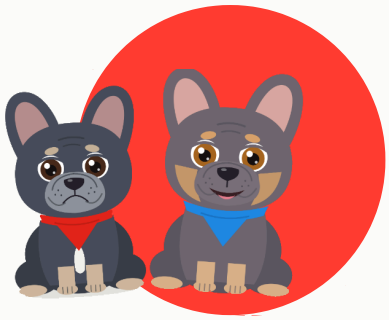
Kee
BUSINESS SERVICES



FACT SHEET

Microsoft Teams Phone

Make Teams your phone system. Business calling in the app your team already uses.

AT A GLANCE

WHAT IT IS **Business calling inside Microsoft Teams**	YOUR NUMBERS **Kept and moved across for you**	DEVICES **Laptop, mobile, web and desk phones**
RELIABILITY **Built-in disaster recovery, 99.999% uptime**	SET-UP **Porting, handsets and training, done with you**	BILLING **One bill, one point of contact**

WHAT'S INCLUDED

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

Call queues & auto attendants
Route callers to the right team or person, with your own menus, opening hours and caller ID.

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

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

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

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

ADD-ONS

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

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

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

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

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

Let's have a proper chat

Kai-la Minshull, Procurement Manager
Call **0161 820 1000** · **km@kbs.team** · **kbs.team**

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FREQUENTLY ASKED QUESTIONS

Your questions answered

We already use Teams. What changes?
Nothing about the Teams you know. We add calling, so your team can make and take business calls in the same app they use for chat and meetings.

Can we keep our phone numbers?
Yes. We handle the porting, so customers keep calling the numbers they already have.

Do we need new phones?
Not necessarily. Calls work in the Teams app on laptops and mobiles. If you prefer desk phones or headsets, we supply Teams-certified Yealink and HP Poly devices.

Can we route calls to the right team?
Yes. We set up call queues, auto attendant menus, opening hours and caller ID for you.

Can calls be recorded?
Yes. Secure, compliant recording that meets MiFID II and GDPR, with unlimited storage. Recordings are ready as soon as the call ends.

Can we see how our calls are going?
Yes. Real-time and historic reporting shows call volumes, queues, missed calls and wait times, with live wallboards.

What if something goes wrong?
The service has built-in disaster recovery, and we can help you plan for business continuity. And you'll always reach a real person at Kee.

Will you help us set it up?
Yes. From number porting and handsets to admin and end-user training, we take care of it with you.

Is it all on one bill?
Yes. Calling, devices and add-ons together, on one bill from Kee.

How do we get started?
Book a call. We'll learn how your business takes calls today and recommend what's right, honestly.

Leave it with us. We'll sort it!

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