

# ELEVATE FOR TEAMS ADVANCED

## CUSTOMER FAQs

### 1. What is Elevate For Teams Advanced?

Elevate for Teams Advanced is a powerful integration of Elevate's cloud-based phone system with Microsoft Teams, providing a seamless communication and collaboration experience within a single platform. Collaboration features including chat, meetings, and file sharing are utilized in Teams, while communication features, such as advanced calling and SMS, are all handled via the Elevate tab, all within the Teams app.

### 2. Do I need a Microsoft Teams Phone license to use Elevate for Teams Advanced?

No, Elevate for Teams Advanced provides advanced calling functionality directly within the Teams app without requiring a separate Microsoft Teams Phone license.

### 3. How does Elevate integrate with Microsoft Teams?

Elevate's advanced calling and SMS features are seamlessly embedded within the Teams app, allowing users to access these functions directly from the Teams interface via the Elevate tab.

### 4. How does the Elevate Teams Embedded experience enhance business continuity?

If Microsoft Teams experiences connectivity issues, Elevate ensures you can still make calls via the Elevate mobile or web app, providing an extra layer of redundancy.

### 5. What are some key features of Elevate for Teams Advanced?

Key features include reliable, high-quality calls, advanced call center features (call queues, monitor, whisper, barge), business SMS, global connectivity with unlimited calling to 33 countries, voicemail transcription, and CRM integrations.

### 6. Can I sync my presence status between Elevate and Teams?

Yes, you can easily sync your presence status between Elevate and Teams, ensuring an uninterrupted workflow and helping you stay focused throughout your day.

### 7. What are the benefits of using Elevate for Teams Advanced?

Benefits include increased efficiency, enhanced productivity, improved customer experience, cost savings (no need for Teams Phone license), and business continuity.

### 8. How do I get started with Elevate for Teams Advanced?

To get started, contact our sales team for a demo, and they will guide you through the setup process, ensuring a smooth integration with your existing Teams environment.

QUESTIONS? CONTACT US TODAY!