



SMARTER TECH FOR
AMBITIOUS BUSINESS

Comms Teams

Communication your way
for your business

For businesses that rely on Microsoft 365 for their operations, this is a straightforward communication solution built into Teams.

Simple, flexible & affordable

There's more to it of course, but by design Comms Teams is intentionally a solution that's easy to use and one you can rely on to always keep you connected with your customers and your team.



Comms Teams is built on our five pillar foundation

Security. Located on a secure cloud-hosted system that's data encrypted.

Automatic failover. Back up servers across Australia utilise specially designed algorithms to monitor performance. In the case of an event, you're active call switches to an alternative data centre and you won't even notice.

Uptime. Rated to 99.99% which is approved for government & military contractual requirements.

Scalable. Pathways to change or upgrade when your business needs to scale.

Call quality. A second to none end-to-end user experience with HD voice quality.

www.efex.com.au/solutions/communications

Inclusions		Essentials	Premium
Standard	Call forwarding, waiting, anonymous calling	✓	✓
Voicemail	Collect from phone or email	✓	✓
Three-way calls	More than 2 participants on a call	✓	✓
Call queues	Ability to hold calls in place until a resource is available	✓	✓
BroadWorks shared call appearance	Make or receive calls across multiple SIP devices	Teams devices only	✓
Busy lamp field	See if a colleague is on the phone on your SIP device	Teams devices only	✓
Softphone	Make or receive calls via PC or mobile	✓	✓
Call park	Park calls to a virtual location	✓	✓
Do not disturb	Rejects calls when busy	✓	✓
Instant messaging	Chat to colleagues	✓	✓
Presence	See colleagues current status	✓	✓
Collaboration	Personal meeting room allowing instant video conferencing	✓	✓
Video on demand	Video calling	✓	✓
File sharing	Share a file	✓	✓
App for desktop, tablet and mobile	App for Android and iOS	✓	✓
Hunt groups	Distribute calls to a group of users	✗	✓
Selective call handling	Redirect calls based on criteria, time or number	✗	✓
Call recording	Record calls	✗	✓

Price per user per month

\$25.00*[^]
& call flow entry point
point
 (IVR or queue with Direct-in-Dial)

\$35.00*[^]

* Excluding 13/1300 & international calls
[^] Requires Microsoft phone system license per user