CONTACT CENTER ISN'T ONE-SIZE-FITS-ALL

The right contact center balances the features you need with what you want to spend. UniVoIP starts by learning what you're trying to accomplish, then recommends the option that fits.



BASIC

Microsoft Teams Call Queues

Best for: Basic call routing

Call Queues and Auto Attendants are included with Microsoft Teams Phone. Businesses get basic call routing without advanced reporting.

- Call queues
- Auto attendants
- AI-powered Teams Phone Agent
- Included with Microsoft Teams Phone

Microsoft's new Teams Phone Agent adds AI-powered call handling, with automated Q&A, routing, appointment scheduling, and handoff to custom Copilot Studio voice agents.

ENHANCED

UniVoIP Insights for Teams

Best for: Adding reporting to your existing call queues

Keep Microsoft's native call queues and get the reporting they don't include.

- Contact center dashboards
- Enhanced analytics and reporting
- Historical performance tracking
- Queue and agent visibility

Call queues remain included with Microsoft Teams Phone. You only pay per user for analytics and reporting.

ADVANCED

UniVoIP Contact Center for Microsoft Teams, Powered by Heedify

Best for: Full contact center capabilities

Built for organizations that have outgrown call queues, this Teams-native contact center adds the customer engagement tools queues can't provide.

- CRM integrations
- Skills-based routing
- Advanced IVR
- Omnichannel support
- Agent performance management
- Contact center analytics
- Supervisor tools and workforce visibility

Optional AI capabilities include call transcription, AI-generated summaries, sentiment analysis, and CRM-synced insights.

THE RIGHT SOLUTION FOR EVERY STAGE

Whether you need basic call routing, better reporting, or a full contact center, UniVoIP helps you choose based on your requirements, budget, and long-term goals.

Start with what you need today. Scale when you're ready.

REQUEST A QUOTE



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