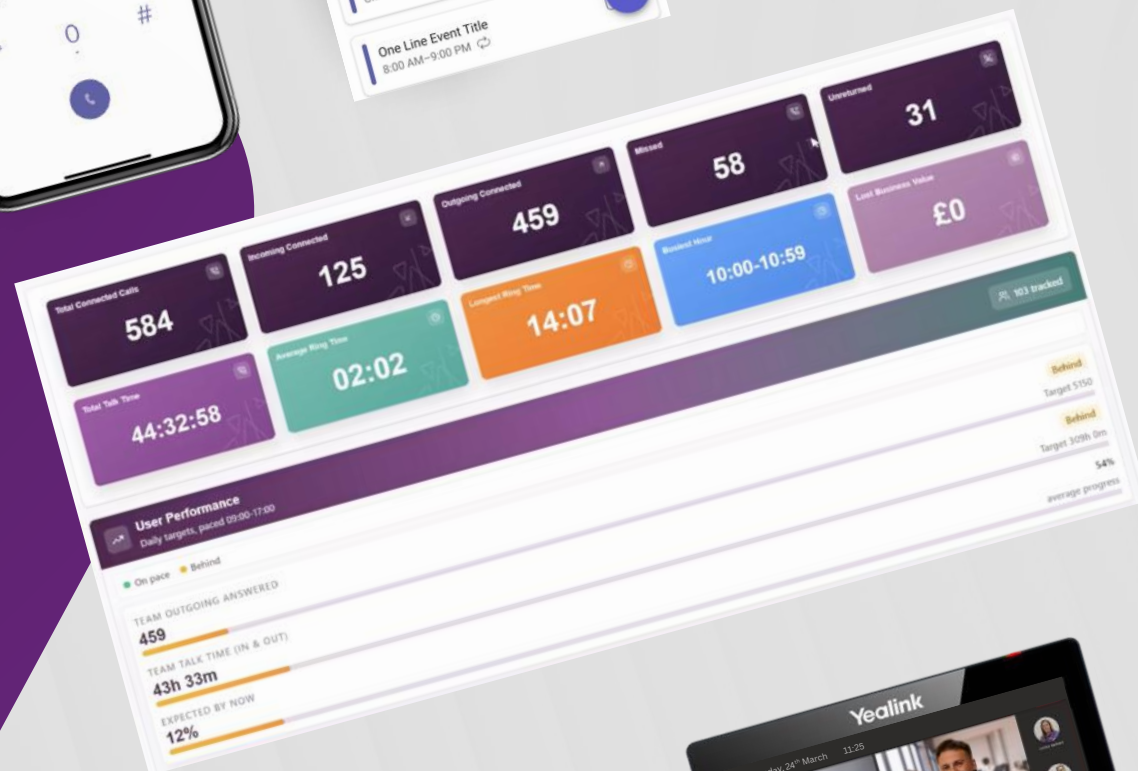
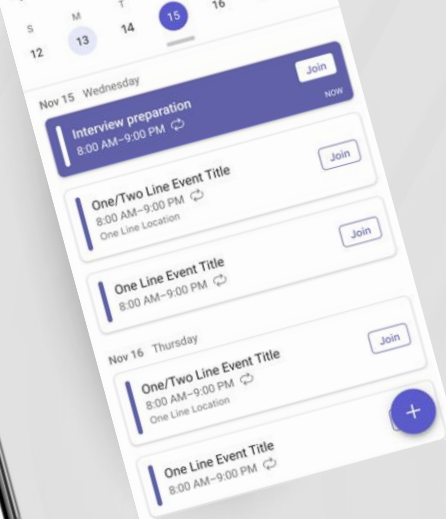




Microsoft Teams Phone

Discover why Flotek is the smarter cloud partner for your business

FloTeams | Analytics



Who is Flotek

As a growing technology company based in Cardiff, Flotek strives to ensure customers are embracing the opportunities and efficiencies brought by the latest and greatest technology.

With regional sales and support locations across the UK, our ambitious growth is focused around our crucial values and fundamental rules, with every product and service delivered with expertise, passion and heart.

Discover why Flotek is the smarter Cloud partner for your business.



Our reason why...

Ensuring our customers stay continuously connected through secure and cutting-edge technology solutions.



Dedicated Team

With regional offices in the South West UK – our team are on hand to help you stay connected & secure across all our technologies.



Employee Led

Every employee shares ownership across our entire group, fostering a culture of collective investment and shared success.



Tech Partners

Working and collaborating with the worlds market leading manufacturers to keep ahead of our competition.



Internet

An Internet Service Provider offering reliable connectivity with the option of an on-net 5G backup for uninterrupted service.

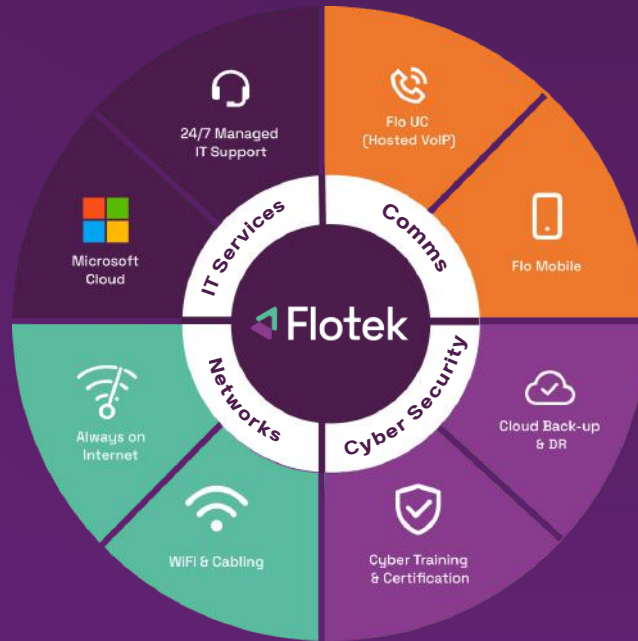


Microsoft Cloud Partner

Driving customers towards cloud solutions using Azure, focusing on modern work practices and robust security measures.



What We Do



Bringing Technology Together.

At last, an IT & Comms service provider taking SMEs to the Cloud with confidence, clarity and clout.

Thanks to our range of innovative, cost-effective, tried & tested solutions that ensure your tech, team and data are always on, always secure and always together, wherever they are.

Our Promise



Always On.

Wherever your team is at, wherever you do business; staying connected with unfaltering internet back-up to boot is mission-critical for businesses whatever their size.



Always By Your Side.

Innovative, cost-effective, tried & tested solutions, not to mention our friendly and experienced team always on-hand to ensure you're right where you need to be.



Always Secure.

Flotek's got cyber sussed, with the highest security baked-in to all our products and best practice strategies putting the right defences in place for when it happens.



Always Giving Back.

From rewarding our loyal customers, to promoting well-being and supporting charitable causes, every product and service we offer is delivered with expertise, passion and heart.

Introducing Microsoft Teams Phone



Bring the phone system into the Microsoft Teams experience you know and love—now with advanced VoIP calling, mobile integration, CRM connectivity, and AI-powered sentiment recording. Enjoy seamless call handling, chat, meetings, presence, and document sharing—all in one unified solution. Manage everything centrally via secure admin tools across mobile, desktop, and web. Fully open API for deeper integrations.



Auto
Attendants



Call
Queues



Voicemail
Transcription



Copilot AI
Integration*



Integrated EE
Mobile Sim*



Caller ID and
routing



Instant Messaging
& Presence



Wallboards*



Call Transfer &
Forward



Conference
Calling



AI Call
Analytics*



Call Recording
on demand



CRM
Integration*



Teams Certified
Device



Screen
Sharing



Mobile &
Desktop App



Call
Blocking



Whisper, Listen
& Barge*

*Add-on license required

Microsoft Teams Application



EE Mobile
Integration
available!

Microsoft Teams Phone empowers employees to stay connected wherever they work, on any device, with one unified number and voicemail. Available across desktop (Windows & macOS), mobile (iOS & Android), and web, Teams Phone brings powerful VoIP calling into the Teams experience you use every day.

Control opening hours, opt users in or out of call flows, choose outbound numbers, and integrate seamlessly with CRM systems. Add **Teams Mobile** for a unified mobile experience—one number, one voicemail, full presence, and AI sentiment tracking—all within a single, intuitive interface.

CLICK TO DIAL

CRM INTEGRATION*

COPILOT AI INTEGRATION*

VIDEO CONFERENCING

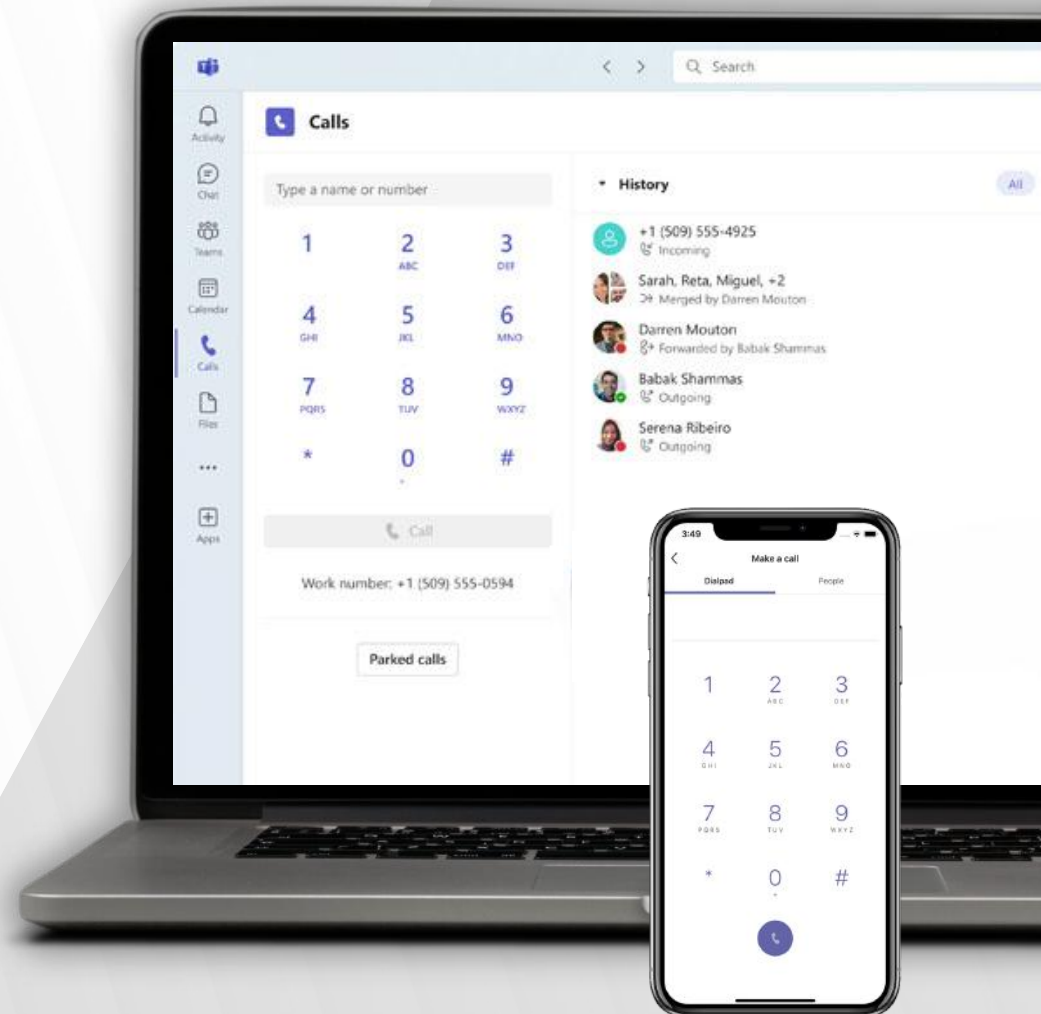
SCREEN SHARING

SYNC TO OUTLOOK CONTACTS

OUTGOING NUMBER SELECTION

INSTANT MESSAGING & PRESENCE

*Add-on license required



Secure Online Portal

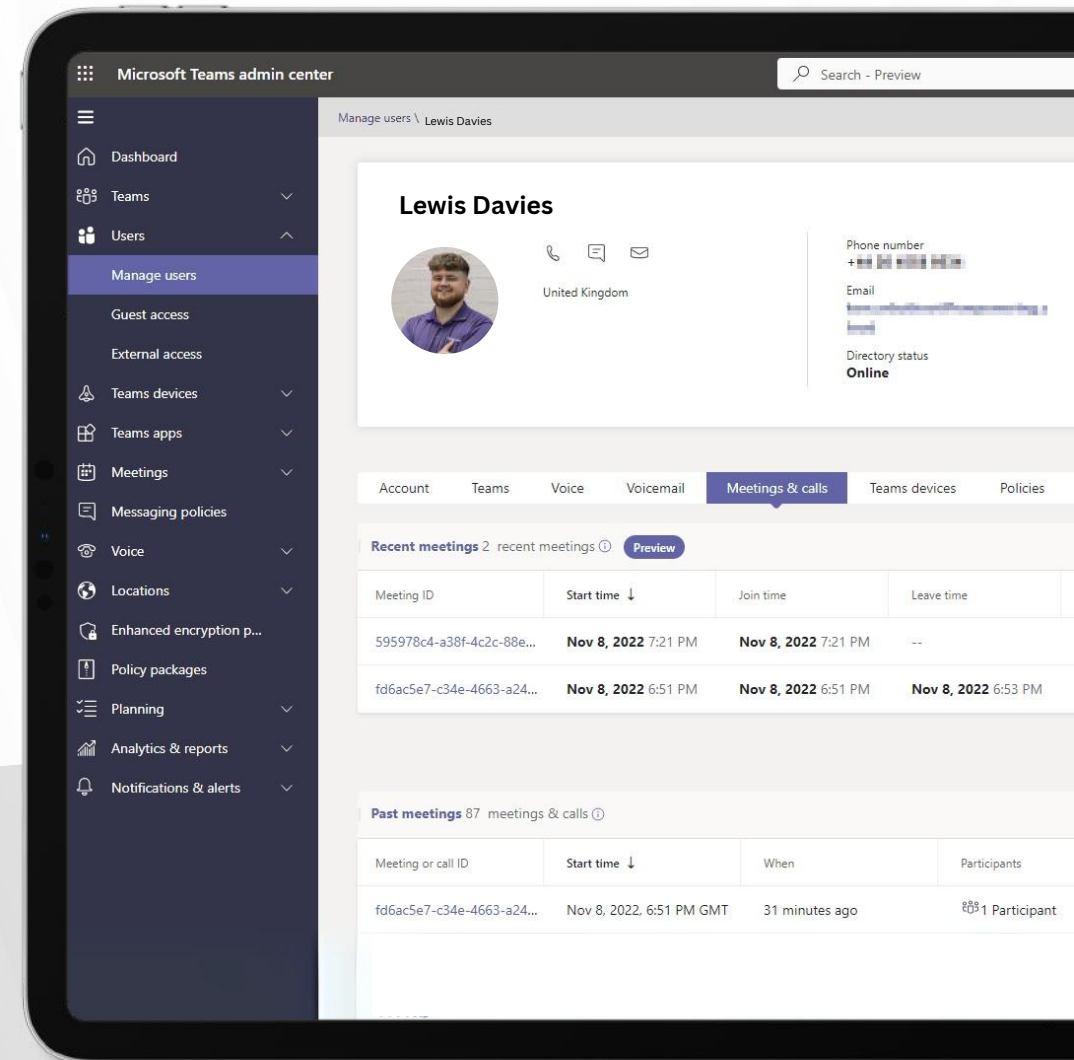
Managed in Teams Admin Centre



Manage your phone system the same way you manage Microsoft 365—securely, simply, and centrally. You're already used to managing users in the Microsoft 365 Admin Centre—now, with Teams Phone, you can assign numbers, configure call policies, and manage phone settings directly in the Teams Admin Centre.

Empower users to manage their own call settings in the Teams app, while staying protected with the enterprise-grade security, MFA, and SSO you're already confident in.

Login at <https://admin.teams.microsoft.com>



Voice

Direct Routing

Call queues

Auto attendants

Analytics & reports

Org-wide settings

Legacy portal

Routing method

☒ Attendant routing

☐ Serial routing

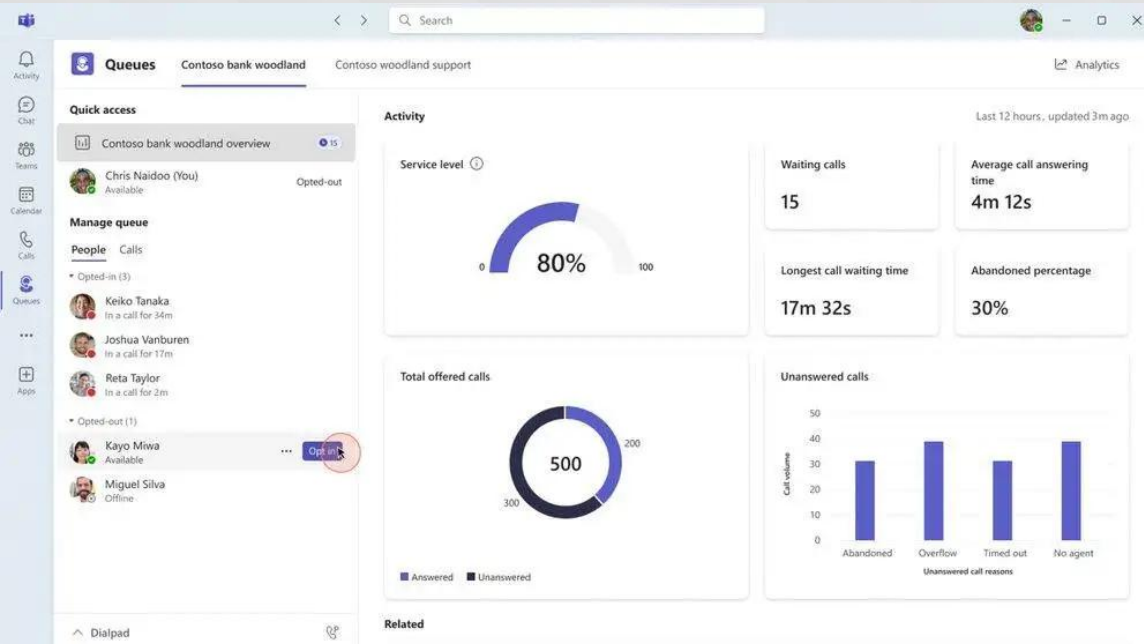
☐ Round robin

Agents can opt out of taking calls

☒

On

Managers can opt to control this via MS Teams App



Advanced Call Management

Advanced call management made simple—centrally controlled, expertly supported.

Build professional call flows with intuitive tools like IVRs, queues, hunt groups, and time-based routing—all managed via the Teams Admin Centre.

Assign queue admins to oversee call queues and auto attendants directly in the Teams app.

While you stay in control, our expert support team is always on hand to manage it for you, ensuring your setup runs smoothly and your customer experience stays sharp.





Teams Mobile Integration

Stay connected with one business number across mobile, desk, and Teams. Move between devices without dropping calls, and keep your availability visible wherever you are. Enjoy secure, automatic call recording, unified call history, and voicemail transcriptions sent straight to your inbox.



Unified Number

One number for mobile, desk, and Teams calls.



Seamless Integration

Switch devices without dropping calls.



Unified Availability

Show status across desktop, mobile app, and native calls.



Enterprise Security

Strong security, privacy, and compliance.



Call Recording

Automatically record all calls, on any device.*



Call History

View all call activity in one place.



Flexible Working

Work from anywhere, on any device or network.



Voicemail Transcription

Voicemails sent as email and app text.



Number Selection

Choose to call from office or mobile number.



SMS Integration

Receive texts to your mobile number as usual.

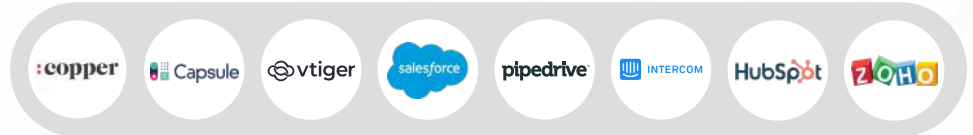


5G & WiFi Calling

Fast, clear calls even with weak signal.

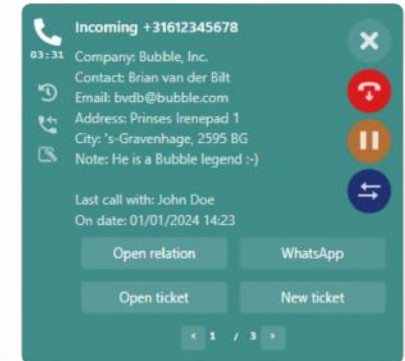
No extra charge & can be added as a 2nd sim!

CRM Integration



Seamless CRM integration that saves time and boosts productivity.

Microsoft Teams Phone integrates seamlessly with top CRMs like Salesforce, HubSpot, and Zoho—offering instant contact matching, click-to-dial, and screen pops. Call details and recordings log automatically, and even custom CRMs are supported via our Open API.



Automated CRM Screen Pop

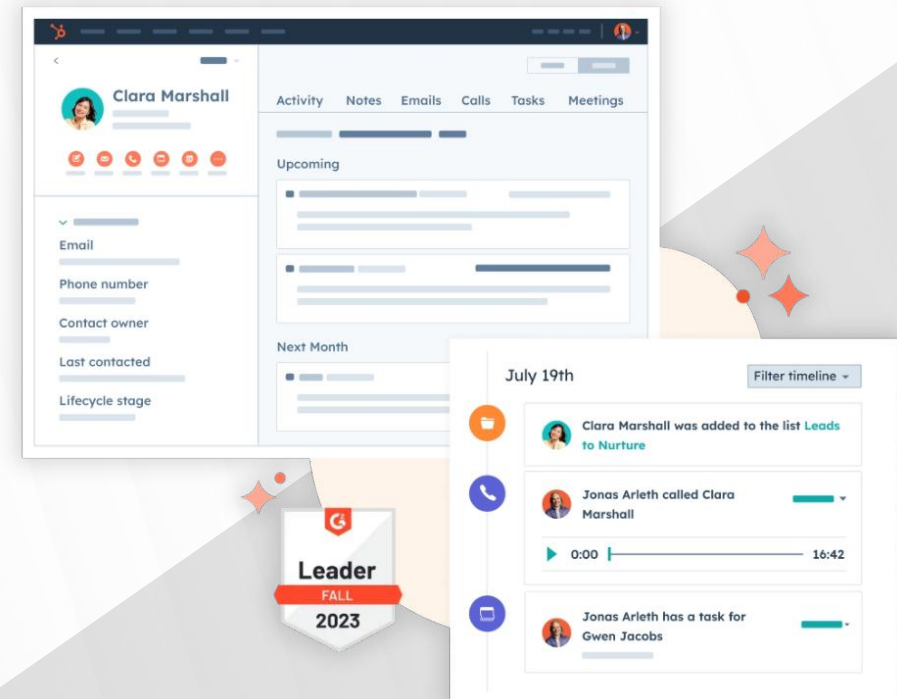
Enjoy on-the-fly CRM record retrieval whenever a customer calls you – putting all the data you need at your fingertips.

Click-To-Dial Browser Extension

Turn all the customer phone numbers in your CRM into links you can click on to automatically dial in Flo Teams.

Advanced Logging Features

Log every call, duration, timestamp and more with Flo Teams advanced call logging directly into your CRM customer record.



Over 500+ CRM's to choose from

Check your CRM

<https://crm.flotek.io>

Please note functionality is subject to your CRM choice.
Custom CRM Integration is an additional cost.

Ai Call Analytics for MS Teams

Gain real-time insights and drive smarter decisions with Teams Phone analytics.

FloTeams | Analytics

Track performance across users, groups, and call queues with detailed dashboards and automated reports. Monitor agent activity, missed calls, and peak times to optimise support and efficiency. Wallboards provide live visibility, while scheduled reports keep stakeholders informed. All managed securely via the Teams Admin Centre, with our support team ready to help you get the most from your data.



Per-User Analytics: Get detailed info on individual calls, spotting trends and availability for each user.



Group Analytics: See how specific call groups are performing, helping you support and optimise them better.



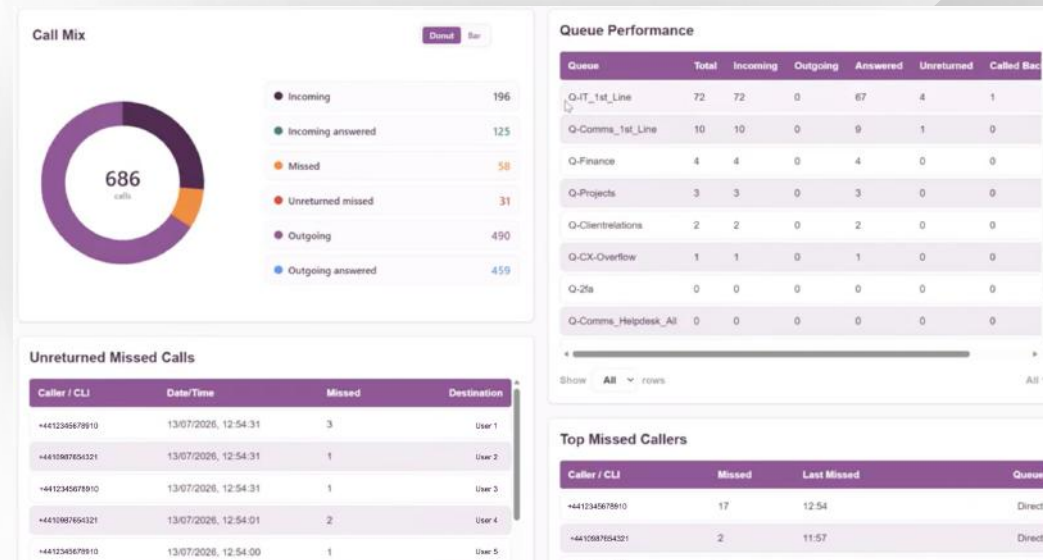
Call Queue Analytics: Track calls coming into queues, managing performance and identifying peak call times.



Agent Performance Insights: Analyse how agents handle calls, including who answers, who doesn't, and average response times.



Time Reports: Receive automated reports daily, weekly, or monthly to identify busy hours, popular numbers, agent activity, and missed opportunities



Automate your reports
daily, weekly or monthly!



Ai Advanced Call Recording

Securely record and replay calls to support compliance, training, and performance reviews. Use scorecards and outcomes to evaluate agents, while advanced keyword and sentiment analysis reveals deeper customer insights.

Stay compliant with tamper-proof storage and automatic redaction, and access recordings easily via a secure portal with Microsoft sign-on.



Call Recording

Securely record and replay calls for training and compliance.



Performance Tools

Monitor agent performance with outcomes and scorecards.



Keyword & Sentiment

Analyse calls for key terms and customer sentiment.



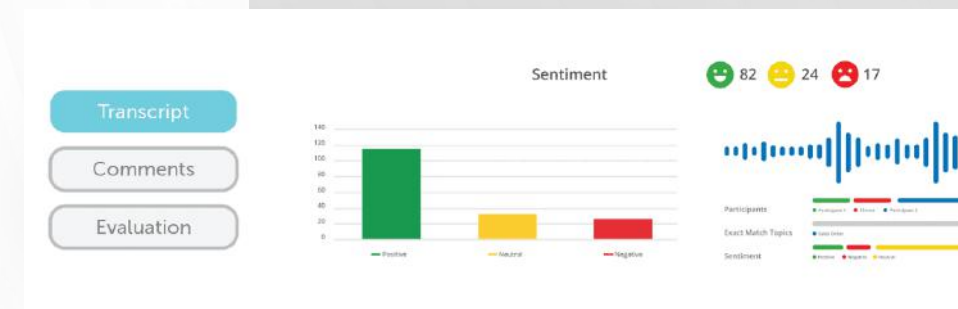
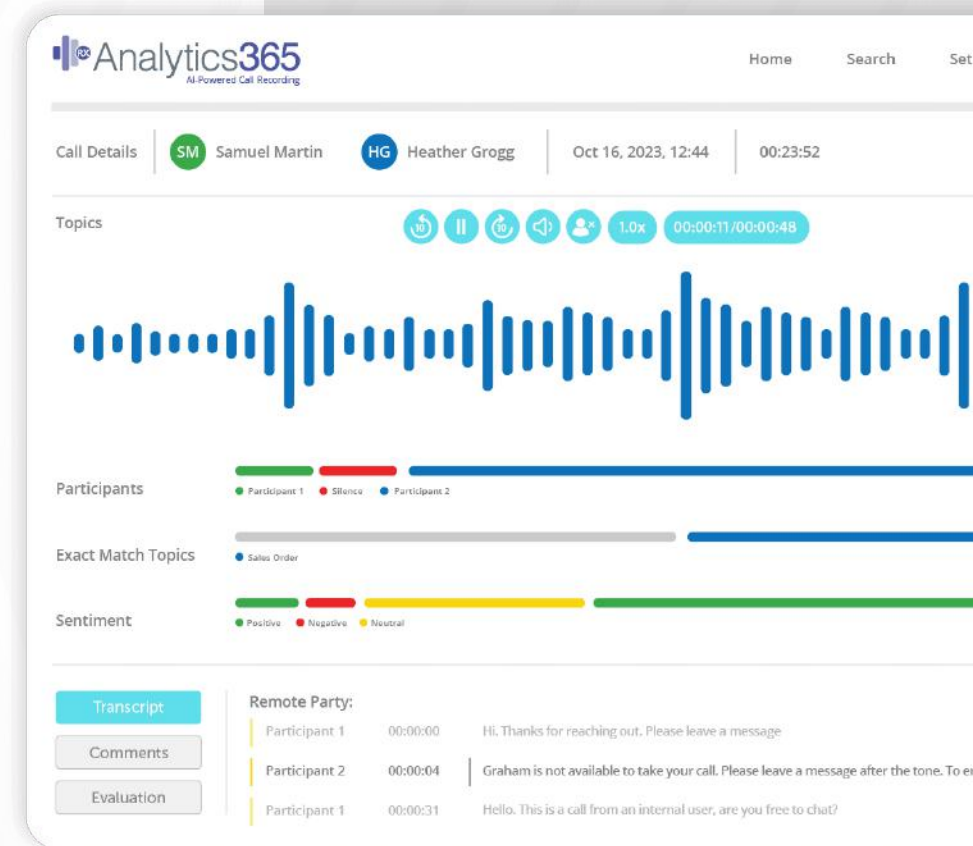
Compliance Features

Tamper-proof storage, redaction, and flexible retention.



Secure Portal

Access and share recordings via Microsoft sign-on.



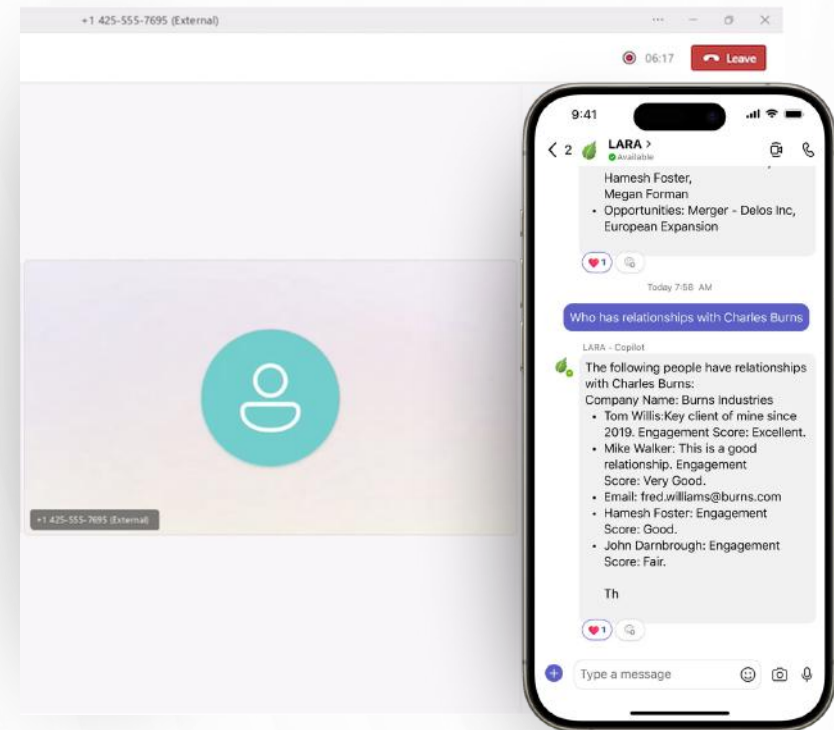
Elevate your calls with Copilot in Teams Phone



Add Copilot 365 to Microsoft Teams. Smarter collaboration. Instant insights. Real productivity.

Copilot 365 brings the power of AI directly into your Teams environment—helping your team work faster, communicate more clearly, and make better decisions. From meetings and calls to chats and documents, Copilot understands context, automates tasks, and delivers real-time support across Microsoft 365.

It's the perfect upgrade to your Teams Phone setup—adding intelligence to every interaction.



Features & Benefits



AI Call Summaries – Auto-generate notes and actions after calls



Smart Replies – Draft emails and chats with context-aware suggestions



Document Support – Summarise and rewrite content instantly



Live Meeting Insights – Transcription, sentiment, and follow-ups



CRM Integration – Surface customer data during calls



Task Automation – Turn conversations into actions

Microsoft Teams Approved Devices



Activity



Chat



Teams



Assignm...



Calendar



Certified for
Microsoft Teams

Yealink offers a seamless and future-ready communication experience with its range of Microsoft Teams-certified phones. Built on Android 13, the MP E2 Series delivers fast performance, robust security, and effortless Teams integration.

Whether for **front desks, executive offices, or meeting rooms**, Yealink's devices are designed to fit every workspace. With HD audio, noise-reducing technology, and easy cloud-based management,

Yealink helps businesses collaborate clearly and efficiently—anywhere, anytime.



MP58 E2



MP56 E2



MP54 E2



MP52 E2

Login with your Microsoft Credentials



Daily, Weekly or monthly Automated Reports are available via email

Certified Teams headsets for crystal-clear communication & seamless compatibility.

We provide Microsoft Teams-approved devices, including Yealink headsets—trusted for their reliability, HD voice quality, and intuitive design.

Certified hardware ensures plug-and-play performance, full Teams functionality, and a distraction-free experience across calls and meetings.

With USB and Bluetooth options, these headsets integrate perfectly with your Teams environment, helping you stay focused and productive, wherever you work.

Remote Answering from your headset approved



Certified for
Microsoft Teams

Yealink WH62
(Wireless)



160+ Metre
Wireless Range

Yealink UH36
(Wired)



From Teams Phone to Teams Rooms. Complete your unified experience.

If you're already using Microsoft Teams Phone, the next step is a professional meeting room setup.

Whether it's a small huddle space or a large town hall, Teams Rooms delivers a seamless, high-quality conferencing experience. Join meetings with one touch, enjoy AI-enhanced audio and video, and collaborate live with Microsoft 365 tools.

Remote participants stay engaged with multi-camera views, live captions, and inclusive layouts like Together Mode and Front Row. Everything is managed centrally, and we'll help design, deploy, and support the right solution for every space.



Watch our video tour of the Yealink A40"



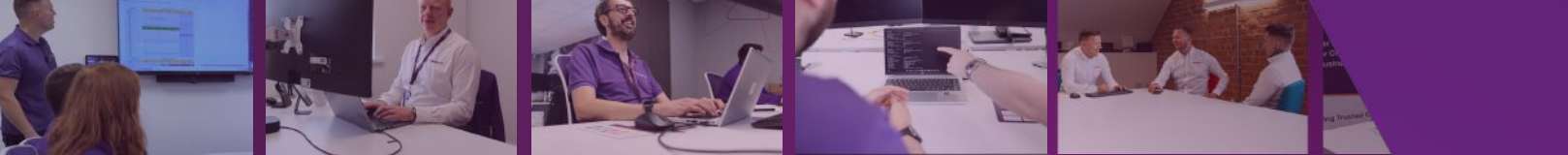
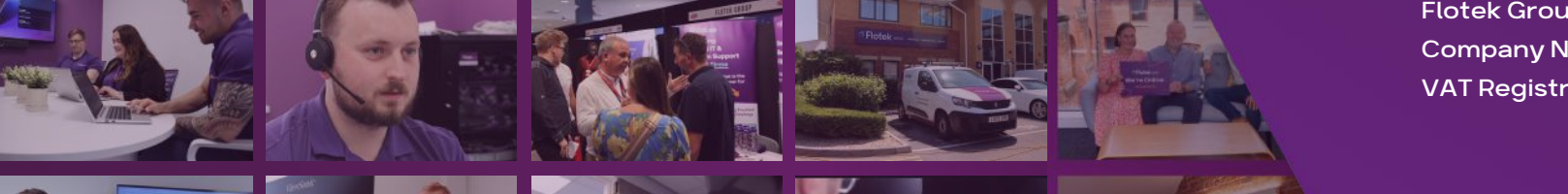
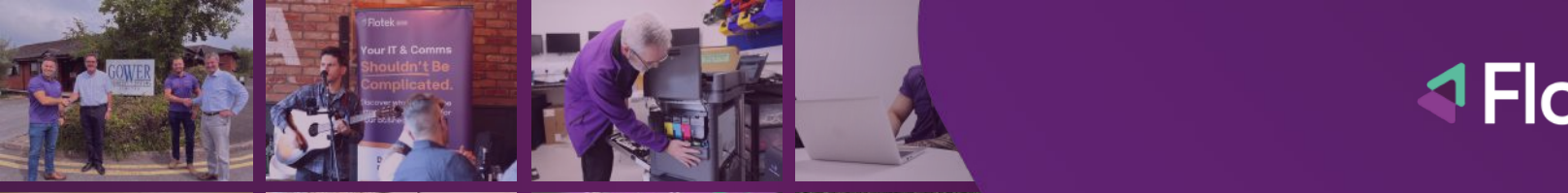
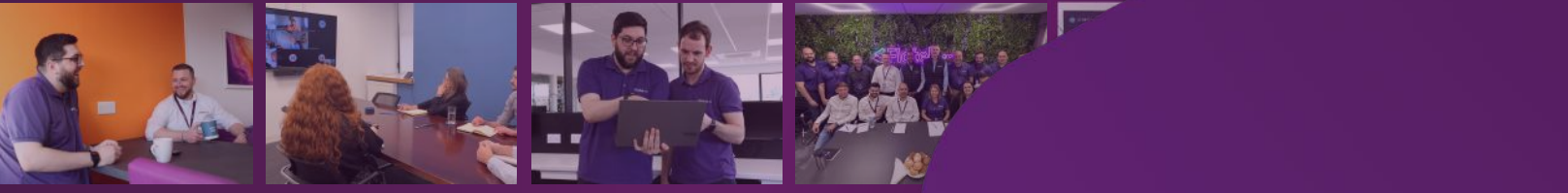
Simple, transparent pricing—everything you need, nothing you don't.

Flo Teams Phone is powered by a Microsoft Teams Approved Operator Connect license, giving you a reliable, continuously managed service—jointly supported by Microsoft and our expert team.

We offer one clear license that includes all the essentials: advanced features like intelligent call routing, voicemail, on-demand call recording, and Microsoft's high-quality text-to-speech greetings—so you don't need to record your own.

Need more? Just pick and choose the add-ons that suit your business. And when you add Copilot 365, you unlock a new level of intelligence across your communications—making every call smarter, faster, and more productive.





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