



Call Manager for Microsoft Teams

Accelerating the activation of SMB customers using Microsoft Teams Operator Connect



Providing easy configuration of Microsoft Teams Phone System for SMB customers consuming Operator Connect services. A powerful self-service wizard-based automation removes the need for specific IT skills or resources.

What is Haptap Call Manager for Microsoft Teams?

For Operator Connect service providers, Haptap Call Manager provides the automated simplicity that their customers need to rapidly self-configure Microsoft Teams phone system. This enables providers to address the SMB market with a scalable Teams phone offer without the need for costly support and deployment resources.



Why service providers use Haptap Call Manager

- Scalable access to the SMB market for Teams Phone services with low support requirements.
- Unique remote-management and support of the Teams phone system, enabling new managed services opportunities.
- Delight customers with a smooth and branded onboarding experience to Microsoft Teams phone system

Rapid Customer Activation

- Simple self-service wizard
- Company setup in 5-10 minutes
- Increase adoption of Teams Phone
- Negligible support needs

Address the SMB market at scale with minimal resources

Offer remote management services

- Unique remote management features for Teams Phone
- Opportunities for new managed service offerings
- Increase revenue and provide differentiation

Provide a complete service for your customers

Branding and Integration Options

- Call manager is brandable for increased customer confidence
- Sell licensing and services through Call Manager
- Enhanced diagnostics and reporting directly to your CRM

Build customer loyalty and measure success

The high level of setup assistance we needed to provide customers to set up Teams Phone meant we couldn't afford to market our Operator Connect services to small customers. Haptap's Call Manager for Teams has completely unblocked this problem and now we can deliver Operator Connect services to SMB customers with streamlined automated delivery and self-service setup by the customer. For in-life support, Haptap's Call Manger remote-assistance capability is a game-changer!

- Operator Connect Partner

