

# TELUS Business Connect: Embedded Integration for Microsoft Teams



✉ hello@output.training

☎ (844) 3OUTPUT

## Course Description

This course gives administrators a practical, step-by-step path to integrate the TELUS Business Connect embedded app with Microsoft Teams. Properly configure the desktop plugin and mobile mode, deploy the app to users at scale, and enable status or presence syncing between platforms. You'll also learn how the embedded app works for end users - calling, notifications, voicemail, SMS, fax, contacts, and core settings; so you can support user adoption.

### Learning Tracks

Digital Transformation

Integrations

Admin

UCaaS

Productivity

Collaboration



## Why This Course Matters

- Stop switching between screens, manage calls, texts, and meetings in one familiar place - Microsoft Teams.
- Keep the robust features of an advanced phone system like TELUS Business Connect, but embed it within the company's internal communication platform Microsoft Teams.
- Centralize deployment and control the integration yourself, lowering support overhead and 3rd party installation costs.

## Who Should Attend

Register Now



Admins on  
Microsoft &  
TELUS systems



IT  
administrators

# COURSE SYLLABUS

## Course Overview

How to deploy and utilize the TELUS Business Connect embedded app integration within Microsoft Teams for a unified communication experience.

## What You'll Learn

- 1 Integration prerequisites & roles
- 2 Integration rollout & process
- 3 Enabling presence sync
- 4 Enabling mobile mode for cellphone users
- 5 User experience in Teams overview

## Syllabus

1. Prerequisites, Roles & Permissions
2. Voice Manager: Installing the Integration
3. Presence Sync Enablement
4. Mobile Mode Configuration
5. End-User Experience in Teams

Register Now



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