

# 3CX vs Microsoft Teams

Everything You Need to Know

## 1 What is Microsoft Teams?



Microsoft Teams is a collaboration platform for Office 365. Users add colleagues to a 'team' which then becomes the centre of a series of chat rooms, known as channels. As well as chat, Teams provides conferencing, email and collaboration tools. However, it lacks the core telephony services needed by most modern businesses.

## 2 In fact, historically microsoft have struggled to perfect their voice offer and Teams is the latest in a long line of failed solutions:



**Can your business cope with the constant changes?**

## 3 On top of this, Teams is missing key voice features:

	TEAMS	3CX
Dial by extension	×	✓
Paging	×	✓
Reporting	Limited Options	Contact Centre Reporting
Queuing Strategies	Limited to 3 Functions	Advanced Queues & Skills based routing
Integrations	Restricted	CRM Template Generator
Supported Handsets	Limited to 7 Models	100+ Supported Devices
SIP Trunks/ SBC	Limited Options	Open Standards

## 4 Now let's talk price. 3CX is up to 80% less than Teams.

Here's a price comparison for 50 users:

	TEAMS	3CX
License	\$35-50	\$1.09 <small>(based on 16sc annual pro)</small>
Calling Add On	\$8	N/A
Call Plan	\$12-24	\$2
Audio Conferencing	\$5	N/A
Hosting	N/A	\$35

### Need to know info:

- Teams only offers PSTN dialing, audio conferencing and a cloud based PBX as paid add on services
- Users are tied to MS SIP and Azure hosting
- Only Available in 12 regions
- Support with Teams is largely self-help based. Unlike 3CX there is no individual account management or helpline available.



## 3CX WILL SAVE YOU THOUSANDS AND GIVE YOU MORE:

- 01 Unlimited extensions
- 02 Advanced Contact Centre
- 03 32 Activity Reports
- 04 Open APIs for custom integrations
- 05 No vendor lock in!
- 06 Call recording with transcription
- 07 Advanced Call flow app

**3CX is a full unified communications solution** that includes chat, conferencing and collaboration tools alongside enterprise calling features such as queues, ring groups, contact centre modules and advanced reporting tools. Licenses start from free for 8 simultaneous calls.

Unlike Teams, 3CX offers free technical support to partners via ticket, phone and our exclusive partner forums, so your customers can be assured that they and you can get help when you need it. You'll also have access to free live training course for your 3CX engineers.

**The bottom line?** Teams is not focused on telephony. Choose 3CX for communication AND collaboration

More questions? [Contact your 3CX Channel Manager](#)