# natterbox

Microsoft Teams & Salesforce Connector

Introduction

Natterbox is the first choice for connecting Microsoft Teams and Salesforce allowing your users to make and receive external calls using Teams whilst gaining full visibility of all calls inside Salesforce.

No longer do you have to juggle managing multiple voice solutions, Natterbox enables you to support every employee from one platform. Users that have Salesforce licences gain immediate access to Natterbox features and non-Salesforce users also benefit by having all of their call data pushed into Salesforce.
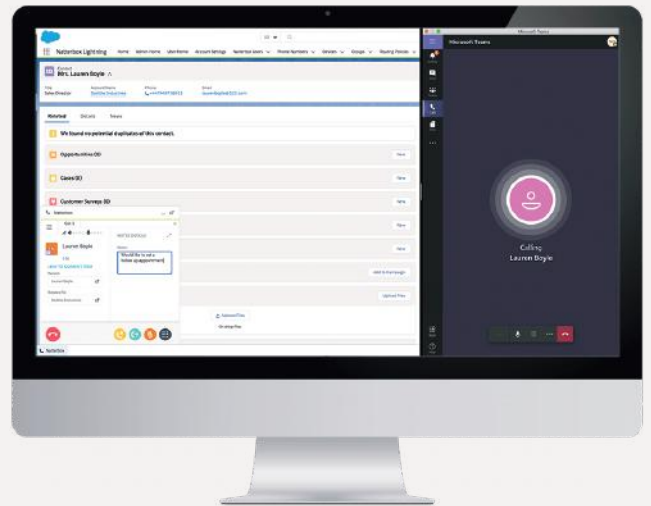
Requirements

To enable the integration, you will need:

Microsoft Office 365 E5, Common Area Phone or Business Voice Ready licences which come with Microsoft Phone System licences. If you don't have one of these licence types (eg Microsoft Office 365 E1 or E3), you'll need to purchase Microsoft Phone System Add-on licences for your users.

Natterbox uses a specific Microsoft Certified Session Border Controller for Direct Routing, so if you currently have a Direct Routing partner in place, you'll need to end this relationship to work with us.

The following Natterbox licences/packages are required for each of your users:

Microsoft Teams & Salesforce Connector (All users)

Natterbox Voice (Salesforce users only)
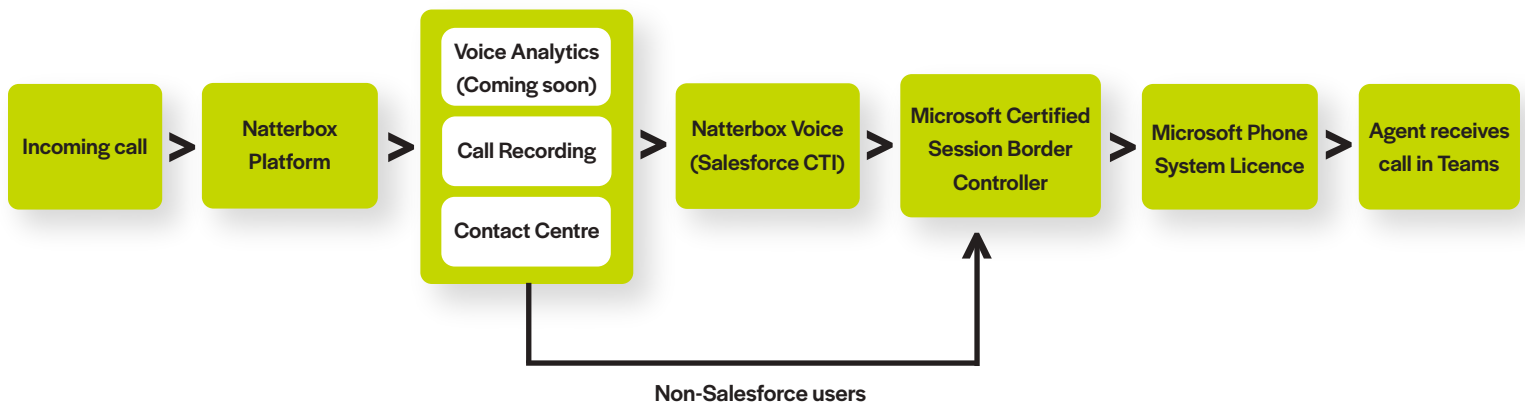
Call package or variable pricing (All users) - optional

The following Natterbox licences are optional for each of your users:

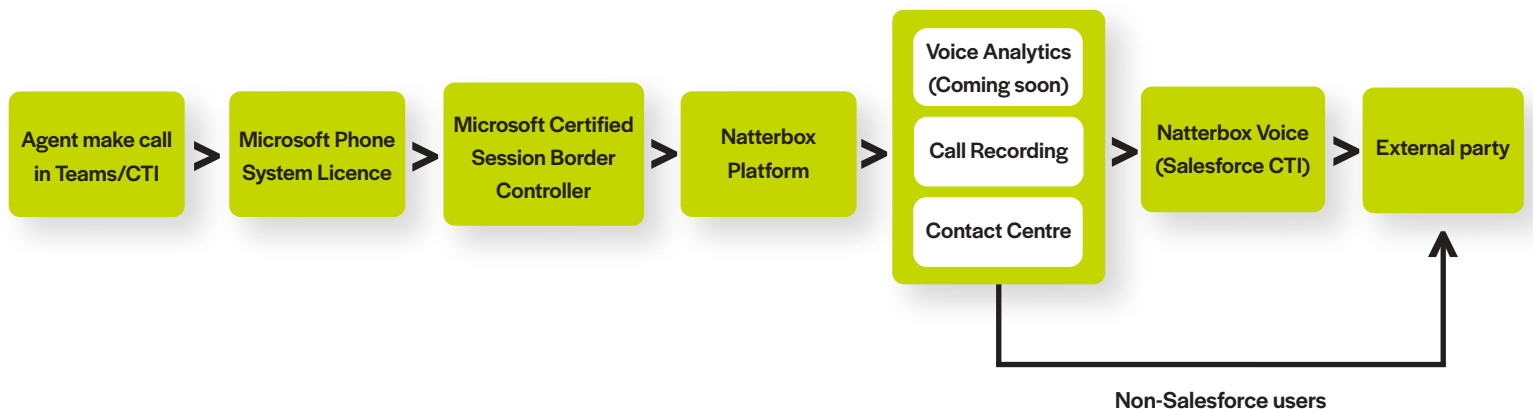Contact Centre

Call Recording

Voice Analytics (Coming soon)

How it works

The below diagrams show how inbound and outbound calls are handled by Natterbox for Microsoft Teams and Salesforce

Inbound calls

Incoming call > Natterbox Platform >

- Voice Analytics (Coming soon)
- Call Recording
- Contact Centre

> Natterbox Voice (Salesforce CTI) > Microsoft Certified Session Border Controller > Microsoft Phone System Licence > Agent receives call in Teams

Non-Salesforce users

Outbound calls

Agent make call in Teams/CTI > Microsoft Phone System Licence > Microsoft Certified Session Border Controller > Natterbox Platform >

- Voice Analytics (Coming soon)
- Call Recording
- Contact Centre

> Natterbox Voice (Salesforce CTI) > External party

Non-Salesforce users

Ready to transform your conversations with customers and prospects?

Get a Demo