



## VOCAL SMS

Transform Microsoft Teams or WebEx Into a Powerful SMS Hub

### OVERVIEW

Empower your team with integrated SMS capabilities, enabling fast, reliable communication directly within Microsoft Teams or WebEx. From individual conversations to company-wide group messaging, our solution allows users to manage all SMS interactions seamlessly across devices. With flexible inboxes, multimedia support, and built-in compliance features, this tool transforms your team's communications into a streamlined and effective workflow—anytime, anywhere.

### BENEFITS



#### Keep Your Existing Numbers

Easily integrate SMS with your current phone numbers, ensuring no disruptions to your business communication



#### Unified Communication

Manage all SMS conversations directly from Microsoft Teams or WebEx with no need to switch between apps



#### Boosted Engagement

Tap into SMS's 98% open rate to ensure your messages are read and acted upon faster than email



#### Compliant Messaging

Automatically archive SMS conversations for easy auditing and compliance with industry regulations



#### Scalable Solution

Easily scale messaging across teams and departments, adapting to the needs of both small groups and large organizations

### FEATURES

#### Messaging

- ✓ Personal and shared inbox options
- ✓ SMS and MMS support
- ✓ Group messaging and message broadcasting
- ✓ Real-time message alerts and syncing
- ✓ Translation

#### Supported Platforms

- ✓ MS Teams - easy access (as an integrated application)
- ✓ WebEx - easy access (WebEx App Hub)
- ✓ Android / iOS App
- ✓ Web based application

#### Contact Management

- ✓ Integrate contacts from Outlook, SharePoint, and Active Directory
- ✓ Import and manage custom contact lists
- ✓ Share contact lists across teams

#### Security & Compliance:

- ✓ Single Sign-On (SSO) through Microsoft Teams
- ✓ Supports MFA (Multi-Factor Authentication) and OTP codes
- ✓ Automated message archiving for auditing

#### Customization & Control

- ✓ Manage multiple SMS-enabled phone numbers
- ✓ Admin control panel for managing users and settings
- ✓ Customize workflows through MS PowerAutomate
- ✓ Create SMS Campaigns through MS PowerAutomate

