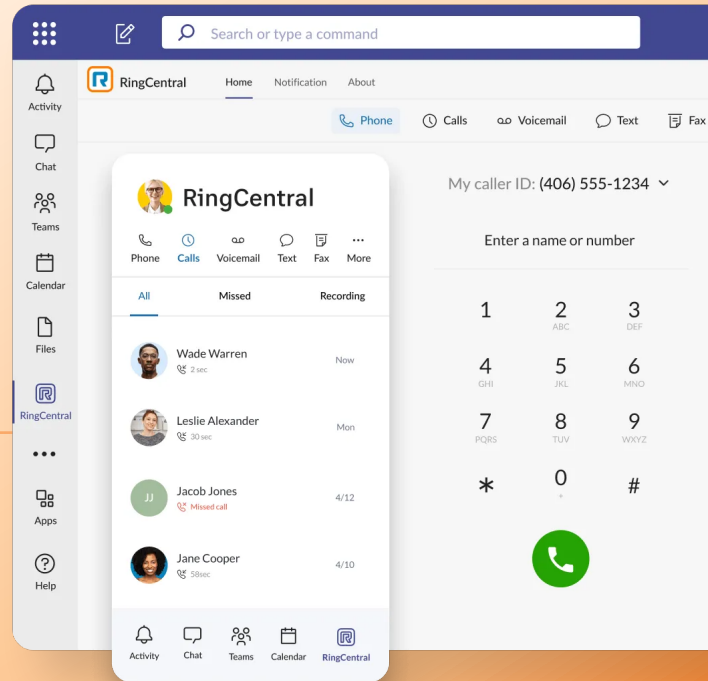**RingCentral**®

The right call for Microsoft Teams

Bring reliable, advanced calling, and more into your Microsoft Teams mobile and desktop apps—no Teams Phone license required.

RingCentral for Microsoft Teams turbocharges your Teams deployment with a market-leading cloud business phone. Highly reliable telephony, advanced calling features, and market-leading analytics transform Teams into a powerful communications hub.

Key Benefits

Reliability and business continuity
RingCentral's delivered more than five straight years of 99.999% reliability, making it a communications tool you can trust. You can even access RingCentral when Microsoft Teams is own, ensuring business continuity.
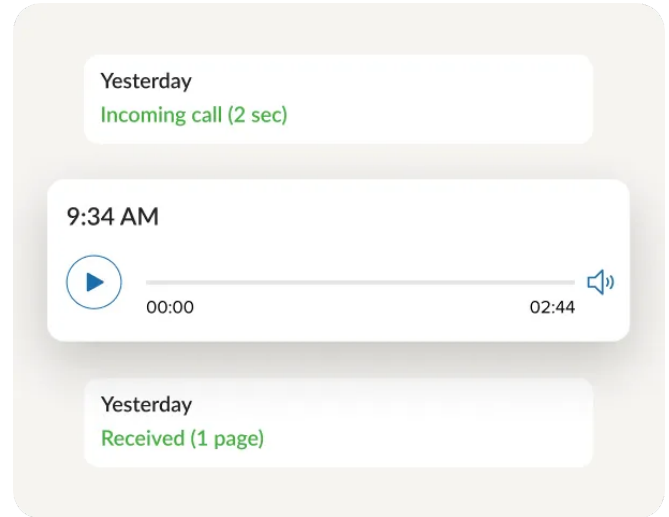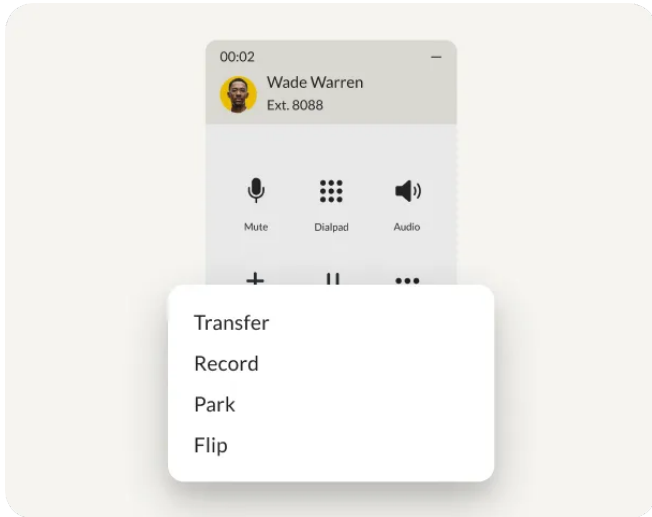
Reduced cost of ownership
Third-party research discovered that the TCO of Microsoft Teams was 22% higher than industry average. RingCentral reduces TCO by powering cloud telephony in Teams without a Teams phone license.

Flexible, seamless integrations
Both the embedded app and direct routing bring RingCentral's powerful cloud PBX into Teams with a simple, easy-to-use interface.

Key Features

Robust call controls for power users

Boost productivity across your organization by unlocking advanced call capabilities.

One number for all your communication needs

Phone, fax, and SMS with a single number, all available in Microsoft Teams.

Key Differentiators	**RingCentral®**	Microsoft Teams
Integration	Open platform with 300+ pre-built integrations.	Has an immature Phone API ecosystem; Teams Phone does not integrate to Saleforce and other CRM Business Applications.
Video	Supports delegating alternate host, schedule on behalf of, and Personal Room. Provides rich browser experience similar to in app. Supports Chrome, Edge, Firefox and Safari. Can integrate with Outlook & Google Calendar.	Teams does not support delegating alternate hosts and personal rooms in a meeting or video conference. Teams does not support Internet Explorer, Firefox and Safari for meetings. Can't integrate with Google Calendar natively.
RC App & Messaging	Supports up to 200 members in a video call from group chat. Supports unlimited file storage.	Supports only up to 20 members in a video call from group chat. Limited file storage for Teams.
Pricing	All inclusive pricing for message-video-phone. All plans include the RingCentral app for team messaging, meetings and calling.	Complex pricing and not all inclusive. Has a seperate cost for Teams phone, audio conferencing and calling plan. Calling plans are quite expensive.
Security	E2EE for meetings is available to RCV with no additional cost. RCV also offers E2EE when joining from a browser. First to offer Dynamic E2EE for meetings. This enables customers to on and off end to end encryption during a meeting.	Does not have E2EE feature for group meetings. Does not have dynamic E2EE. Does not have E2EE for messaging.
Contact Center Platform	RCCC provides market leading CC capabilities across ACD, dialer, IVR, omnichannel and WFO.	Microsoft does not offer a self-developed contact center option. Relies on third-party Microsoft Teams certified contact center vendors (Anywhere365, Five9, Genesys, etc).
Services & Support	RC maintains a mature service model with a proven methodology and successful migration to Cloud Phone. For support, RC Customers have to work with just one vendor for their call, message, meet, CC, and carrier requirements.	MSFT is reliant on partners resulting in inconsistent quality, expertise and depth of ProServ. Customers with globally distributed multi-site locations and different devices find it complex to get support, as Microsoft relies on different carriers in each region