

# C&W Direct Dialing integration with Microsoft Teams



## C&W announces Direct Dialing integration with Microsoft Teams The Company rolls out local PSTN service integration for Teams across the Caribbean

C&W Communications, operator of the C&W Business brand, is proud to announce the availability of its C&W Direct Dialing, an integration with Microsoft Teams Direct Routing. This integration will allow business customers to make and receive calls in Teams using our voice network.

"We're excited to offer this new service to our customers," said Nicolas Collette, Chief Commercial Officer B2B at Cable & Wireless. "Our C&W Direct Dialing integration with Microsoft Teams will provide a seamless experience for our customers who want to use Teams both in the office and on the go as their primary communication platform."

Many businesses are using Teams for collaboration. They have seen the value of having collaboration tools at the centre of their productivity stack, enabling meetings, chat, and sharing content. Business leaders are also looking for a way to combine their Teams' experience with traditional business phone demands to digitally transform how they communicate and collaborate.



"Recognizing the evolving business environments, we built our service to offer unparalleled flexibility with deployment options both on-premises and cloud-based". said Derek Koecher, Vice President of Product Management and Strategy for Liberty Latin America. This dual approach empowers enterprises with the freedom to choose the model that best fits their security, scalability, and operational requirements. With this expansion in close partnership with Microsoft, our commitment to providing versatile, secure, and efficient solutions to our global clients is stronger than ever.

As a Tier 1 Microsoft regional partner, CWC provides expert guidance and support throughout the implementation and deployment process to ensure that technology fits seamlessly into your existing systems and processes. We can manage your subscriptions, including adding or removing users and updating service plans to make it easy to scale with Microsoft as your needs change.

"C&W adds value by integrating their solutions with Microsoft Teams," said Claudia Monteiro, Channel Director for Central America and the Caribbean at Microsoft. "The deep product integration with Direct Routing is the exact type of technological solution that ensures businesses are in the best position to succeed in every interaction."

The new service is available now in Barbados, Jamaica, and Trinidad, with more markets coming soon.

To learn more about how Microsoft Teams Direct Routing can be a game-changer in your business, visit us at [cwcbusiness.com](https://www.cwcbusiness.com)