

Easy Platform

Overview Teams Telephony Solutions & Addons



About TwinCap First AG

The Swiss specialist for Microsoft Teams telephony and the Microsoft Cloud

2014

Founded

12+ years of experience

> 1,000

Customers worldwide

SME to Enterprise

CHF ~7.5M

Revenue

Stable growth

ISO

27001:2022

Certified

Location

TwinCap First AG
Richtiring 26
CH 8304 Wallisellen

Contact Now

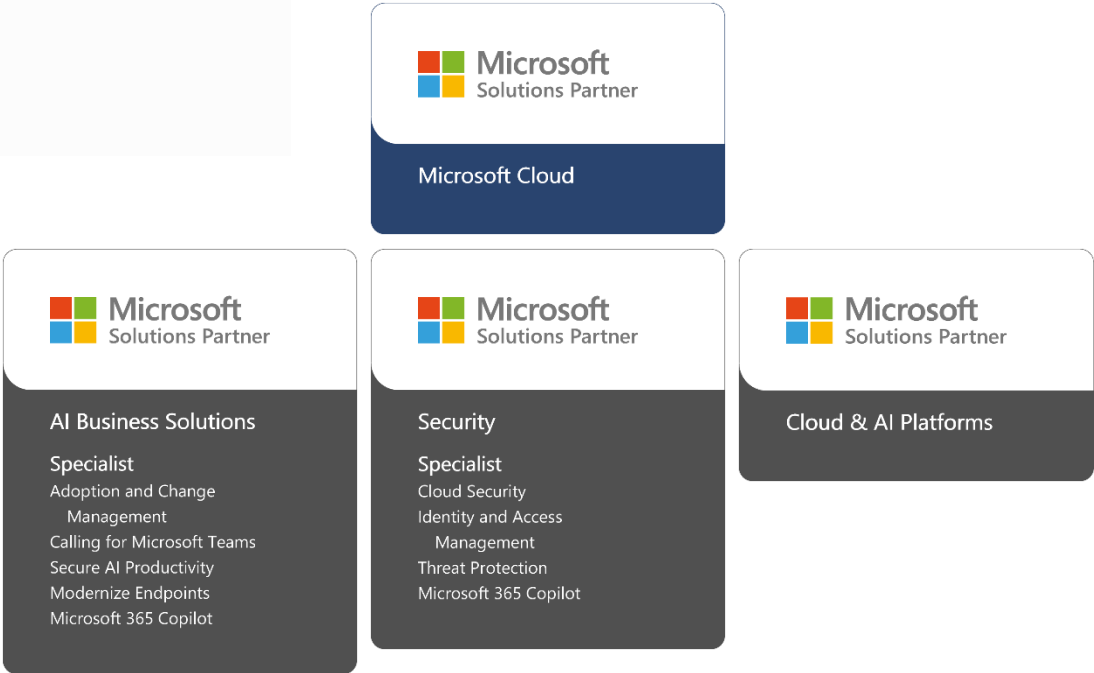
<https://www.twincapfirst.ch>
info@twincapfirst.ch
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Our focus

- Microsoft Cloud Partner
- SIP Provider DACH Region
- Easy Platform Offers

Our ecosystem

As a partner of Microsoft, we support our customers with excellent competencies and recognized specializations – clear proof of our technical strength and many years of experience.



In addition, we work with a broad network of other partners throughout the Microsoft ecosystem.

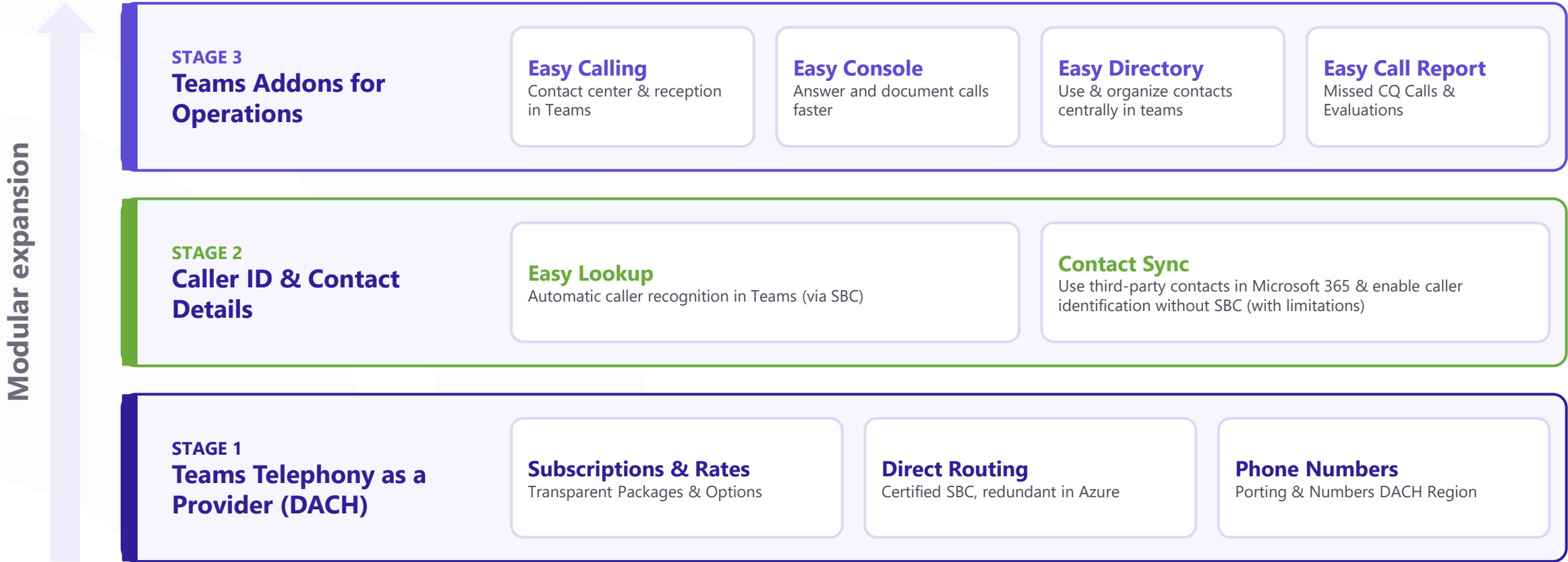






Solutions & Addon's

Note: All products/levels are individually purchasable. The presentation is purely logical, there are no technical dependencies.



Freedom to choose a provider: Our products (except Stage 1) work seamlessly with any provider – regardless of TwinCap First.

Microsoft Teams Telephony Overview

Three ways an organization connects Microsoft Teams to the PSTN

TCF OPTION

Direct Routing

SIP trunk over SBC

- ✓ TwinCap First as a telephony carrier
- ✓ SBC hosted (shared platform)
- ✓ TCF Routing & Tracing
- ✓ Customer stays self-sufficient

OPTION 2

Operator Connect

Provider integrated directly into Teams

- ✓ Activation with just a few clicks
- ✓ No SBC necessary
- ✓ Provider operates the connection
- ✓ Numbers can be assigned via provider

OPTION 3

Calling Plans

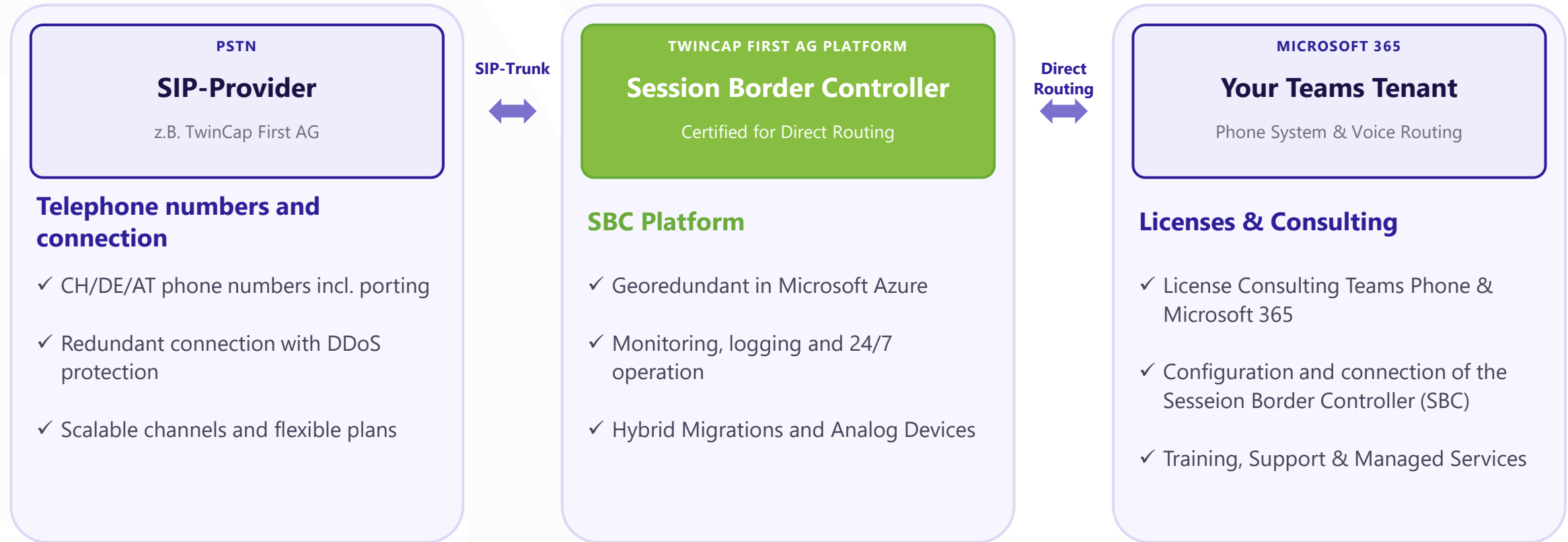
Minutes directly from Microsoft

- ✓ Microsoft Numbers/Minutes
- ✓ No in-house infrastructure
- ✓ Various packages per user
- ✓ Only in selected countries

Our recommendation: Direct routing via TwinCap First – CH/DE/AT numbers, full flexibility and a single contact person for trunk, SBC and operation.

Stage 1: Our offer as a telephony provider

Network, platform and support from a single source – from the phone number to the Teams client



Everything from a single source: network, platform and support – since 2018 for Teams telephony

What is an SBC? A Session Border Controller (SBC) is a type of "router/firewall" for Internet telephony that connects the telephony provider and Microsoft 365, or Teams, regulates traffic. At the same time, it ensures that different telephone systems work together flawlessly. and the voice quality remains stable.

Stage 2: Caller identification with Microsoft Teams

Two ways to get the caller's name – the key is whether a managed SBC exists

Key question: Is a managed SBC available?

YES: About the SBC

Central resolution for all Teams clients

- ✓ As a TCF telephony customer or with your own SBC that can be configured
- ✓ Caller recognition for all calls
- ✓ Names from CRM, ERP, or any source
- ✓ Works for all Teams clients and also for call queues

Our product: Easy Lookup

NO: Contacts in Exchange Online

Ready to go immediately without your own SBC

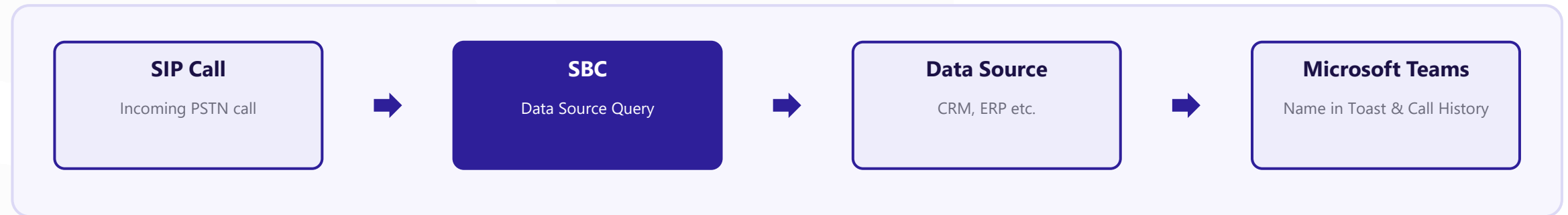
- ✓ No SBC required, Microsoft standard function
- ✓ Contacts per user, automatically synced
- ✓ Names from CRM, ERP, or any source
- ✓ Get started quickly with little effort

Our product: Contact Sync

Recommendation: For company-wide, reliable caller identification, the SBC variant achieves the goal – Contact Sync is the quick entry point without your own SBC. Details will follow on the next two slides.

Variant 1: Caller identification via the SBC

Central name resolution – via the TwinCap First SBC or the customer SBC



How it works

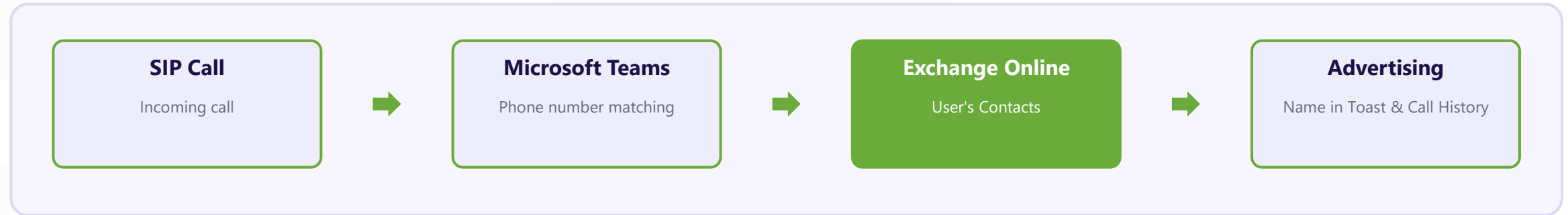
- ✓ The SBC queries the data source and adds the name to the SIP header
- ✓ Acts centrally for all Teams clients, including queues
- ✓ Name appears as soon as the bell rings and remains in the call history
- ✓ Our product: **Easy Lookup** with flat-rate annual billing

Requirements & Limitations

- ✓ Managed SBC required (TwinCap First SBC or Customer SBC)
- ✓ Accessible data source with interface (CRM, ERP, etc.)
- ✓ Name display for incoming calls via the SBC
- ✓ **Limitation Microsoft:** in the case of PSTN acceptance by a bot in Teams (e.g. Contact Center Solution), this information is lost

Variant 2: Caller identification via "Contact sync"

Without your own SBC – the user's contacts as the name source



How it works

- ✓ Teams matches the phone number with personal contacts
- ✓ Contacts in the personal contacts folder, including Entra users
- ✓ Maintenance at the source, synchronization to the user automatically 1x per day
- ✓ Our product: **Contact Sync**, billing per user and quantity per month

Requirements & Limitations

- ✓ Contacts per user required in Exchange Online (maintenance or sync)
- ✓ Names only visible to the respective user, not company-wide
- ✓ Suitable for smaller contact quantities (up to around 10,000)
- ✓ Display on desktop apps; Mobile via sync to the address book

It's a quick way to get started – and can later be combined with Easy Lookup as a "data transporter".

Stage 3: Teams Addons for Operations

Four solutions for call handling, contacts and evaluation – can be used individually or in combination

Easy Calling

Compact contact center – natively in Microsoft Teams

- ✓ Real-time dashboard for waiting, ongoing and missed calls
- ✓ Intelligent Agent and Queue Control
- ✓ Caller recognition from CRM and ERP data

Prerequisites

Teams Phone; Use as a Teams app or in the browser (PC and mobile)

License & Price

CHF/EUR 50.- per CQ/month, addit. addons

Easy Console

Answer, manage and document calls faster

- ✓ Availability of Entra-ID colleagues at a glance
- ✓ Take notes and tasks in the call
- ✓ One-click actions: call, chat, email template during call

Prerequisites

Teams Phone; integrated directly into Microsoft Teams Calling window (in-call experience)

License & Price

From CHF/EUR 4.50 per user/month

Easy Directory

The central contact book for Microsoft Teams

- ✓ Contacts from Outlook, Shared Mailboxes and Entra ID
- ✓ Connection of contacts from CRM and ERP systems (with Contact Sync)
- ✓ Real-time presence, tags, and custom views

Prerequisites

Microsoft 365 with Teams; Access to the desired contact sources

License & Price

From CHF/EUR 1.65 per user/month

Easy Call Report

Make missed calls from Teams call queues visible

- ✓ Message as Adaptive Card in the desired Teams channel
- ✓ Quick actions such as callback, e-mail or transfer to CRM
- ✓ Call history as tab, names via Search.ch or Entra ID

Prerequisites

Teams Phone with call queues and a Teams channel for the messages; own maps in the Enterprise version

License & Price

From CHF/EUR 10.- per SKU (5 Voice Apps)

Good to know: All Easy products can be tested free of charge, are licensed per user/call queue and work with any provider – regardless of TwinCap First. Details can be found on our [website](#).

Caller ID Overview

Which caller ID provides which product – the five Easy solutions at a glance

Function	Easy Lookup	Easy Calling	Easy Console	Easy Directory*	Easy Call Report
Search.ch	Yes with TCF, Optional via 3rd Party SBC	Yes, free of charge until 31.12.2026	–	No	Yes, free of charge until 31.12.2026
3rd Party Quelle (optional)	Yes	Yes, adaptation necessary	-	No	Yes
Shared Mailbox in Exchange Online	Only with Contact Sync	Only with Contact Sync	No	No	Only with Contact Sync
Easy Directory as source (optional)	Yes	Yes	Yes	-	Yes
Enter ID (E164 Format)	No	Yes	Yes	No	Yes

***Note on caller identification with Easy Directory:** As a phone book, Easy Directory does not have direct, automatic caller recognition in Microsoft Teams. However, contacts can be synchronized to the user's personal Exchange Online contacts folder.

This achieves the same effect as Contact Sync (see page 7, Contact Sync variant)

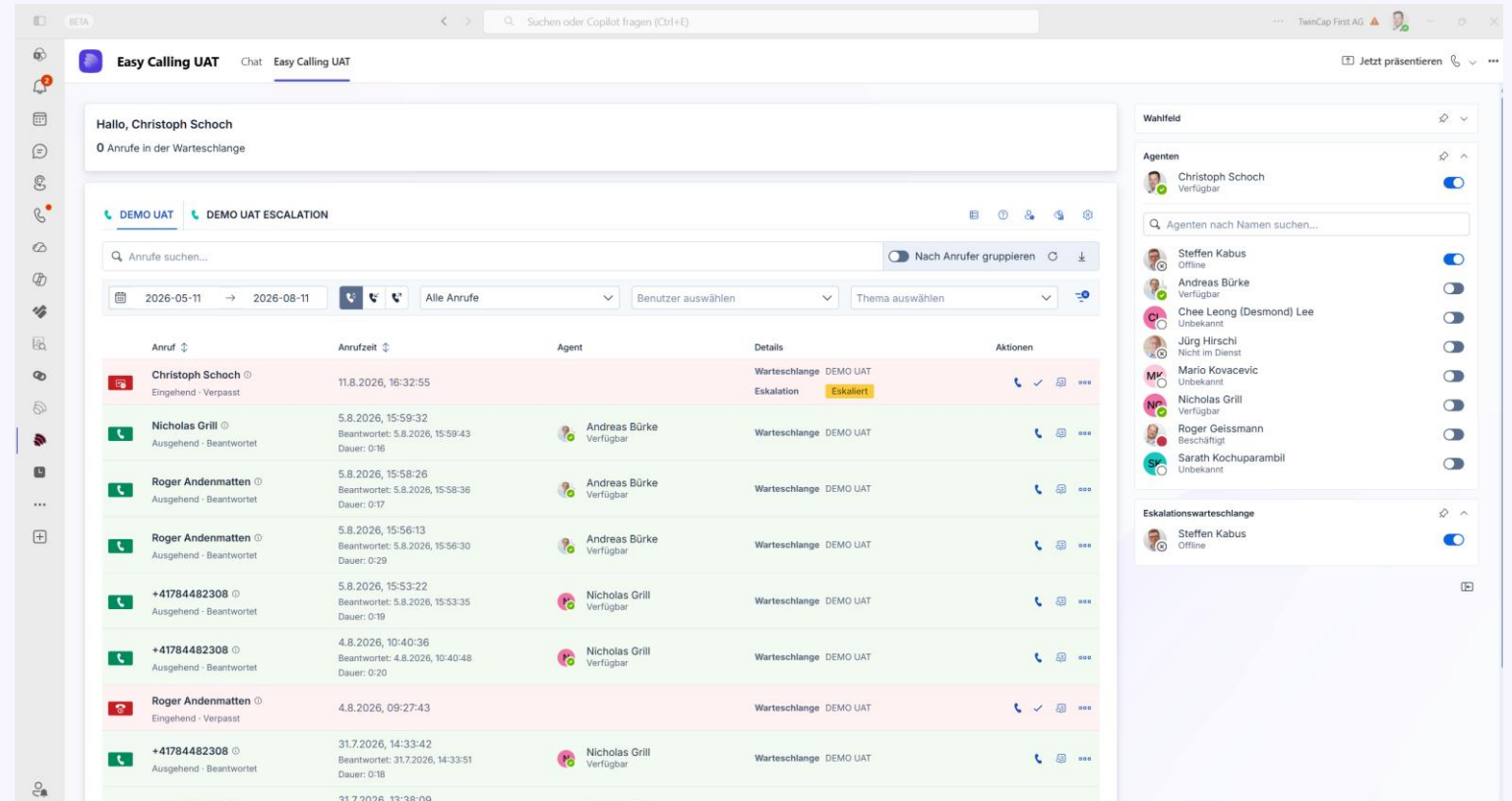
Good to know: All products can be used individually or in combination, can be tested free of charge and work with any provider.

Easy Calling

The compact contact center – natively in Microsoft Teams

Main features

- ✓ Real-time dashboard: waiting, ongoing and missed calls at a glance (real-time)
- ✓ Queue management: cross-site or cross-queue
- ✓ Callback, forwarding, notes directly from the call history, transfer & consult transfer with just a few clicks
- ✓ Outbound calling with dialing of the callback number
- ✓ Reporting: Call duration, calls per hour and call results can be filtered or exported as CSV
- ✓ Call follow-up via planner, mail/chat, to-do
- ✓ Manager role for the management of AA/CQs
- ✓ Caller identification possible via various sources
- ✓ and many more



The screenshot displays the 'Easy Calling UAT' interface within a Microsoft Teams environment. The main window shows a call log for 'Halle, Christoph Schoch' with 0 calls in the queue. Below this, there's a search bar and filters for dates (2026-05-11 to 2026-08-11) and call types (Alle Anrufe). The call log table has the following data:

Anruf	Anrufzeit	Agent	Details	Aktionen
Christoph Schoch (Eingehend - Verpasst)	11.8.2026, 16:32:55		Warteschlange DEMO UAT Eskalation Eskaliert	
Nicholas Grill (Ausgehend - Beantwortet)	5.8.2026, 15:59:32 Beantwortet: 5.8.2026, 15:59:43 Dauer: 0:16	Andreas Bürke (Verfügbar)	Warteschlange DEMO UAT	
Roger Andenmatten (Ausgehend - Beantwortet)	5.8.2026, 15:58:26 Beantwortet: 5.8.2026, 15:58:36 Dauer: 0:17	Andreas Bürke (Verfügbar)	Warteschlange DEMO UAT	
Roger Andenmatten (Ausgehend - Beantwortet)	5.8.2026, 15:56:13 Beantwortet: 5.8.2026, 15:56:30 Dauer: 0:29	Andreas Bürke (Verfügbar)	Warteschlange DEMO UAT	
+41784482308 (Ausgehend - Beantwortet)	5.8.2026, 15:53:22 Beantwortet: 5.8.2026, 15:53:35 Dauer: 0:19	Nicholas Grill (Verfügbar)	Warteschlange DEMO UAT	
+41784482308 (Ausgehend - Beantwortet)	4.8.2026, 10:40:36 Beantwortet: 4.8.2026, 10:40:48 Dauer: 0:20	Nicholas Grill (Verfügbar)	Warteschlange DEMO UAT	
Roger Andenmatten (Eingehend - Verpasst)	4.8.2026, 09:27:43		Warteschlange DEMO UAT	
+41784482308 (Ausgehend - Beantwortet)	31.7.2026, 14:33:42 Beantwortet: 31.7.2026, 14:33:51 Dauer: 0:16	Nicholas Grill (Verfügbar)	Warteschlange DEMO UAT	
	31.7.2026, 13:38:09			

The right sidebar shows a list of agents with their status (Available, Offline, Not in Service):

- Christoph Schoch (Verfügbar)
- Steffen Kabus (Offline)
- Andreas Bürke (Verfügbar)
- Chee Leong (Desmond) Lee (Unbekannt)
- Jürg Hirschi (Nicht im Dienst)
- Mario Kovacevic (Unbekannt)
- Nicholas Grill (Verfügbar)
- Roger Geissmann (Beschäftigt)
- Sarath Kochuparambil (Unbekannt)

Below the agent list, there's a section for 'Eskalationswarteschlange' showing Steffen Kabus (Offline).

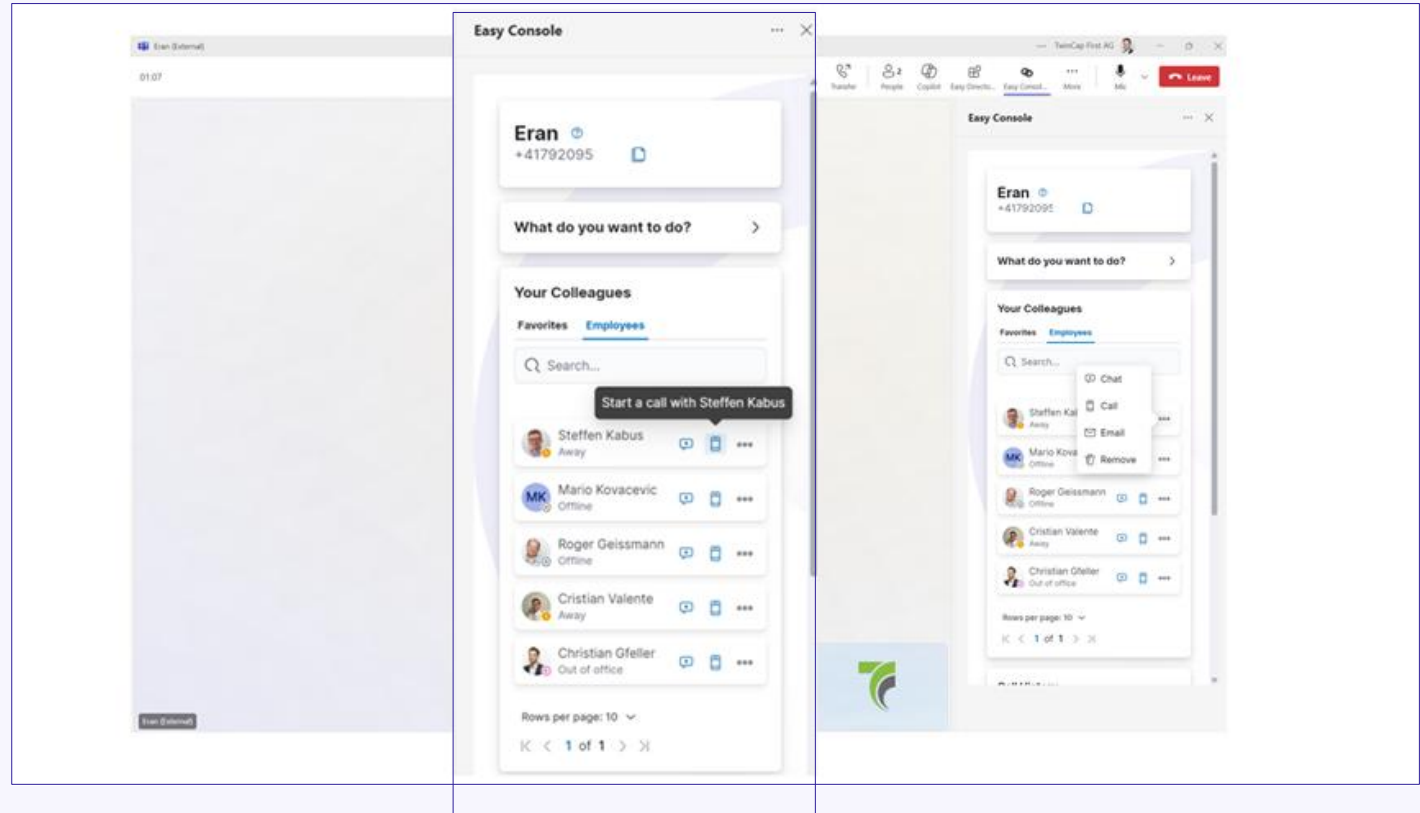
Benefit: Professional customer service without an additional platform – directly in the familiar Teams interface or in the browser/mobile.

Easy Console

Answer, manage and document calls faster

Main features

- ✓ Availability of colleagues in their own views
- ✓ Capture call history, notes, and tasks directly on the call
- ✓ One-click actions: Call, chat, email, forward, or transfer during call
- ✓ Save contacts and send notifications via email during calls



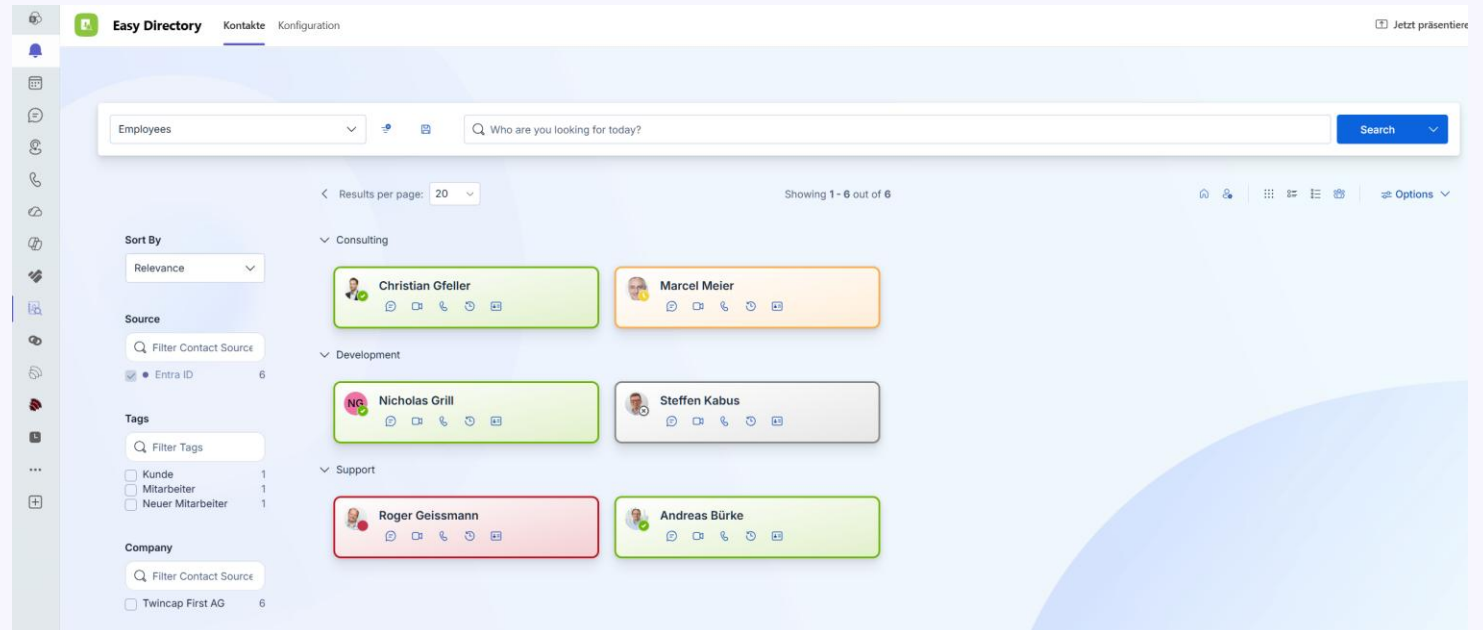
Benefit: All control options in one interface – fewer clicks, less distraction per call.

Easy Directory

The central contact book for Microsoft Teams

Main features

- ✓ Search/filter/group contacts from Outlook, Shared Mailboxes and Microsoft Entra ID in one place
- ✓ Connection of contacts from third-party systems such as CRM and ERP is possible
- ✓ Keeping an eye on the presence of colleagues in real time
- ✓ Tags and custom views for custom order
- ✓ Search across all sources, call or chat directly from the contact
- ✓ Bulk Tagging and Bulk Offline Sync to Outlook Contacts



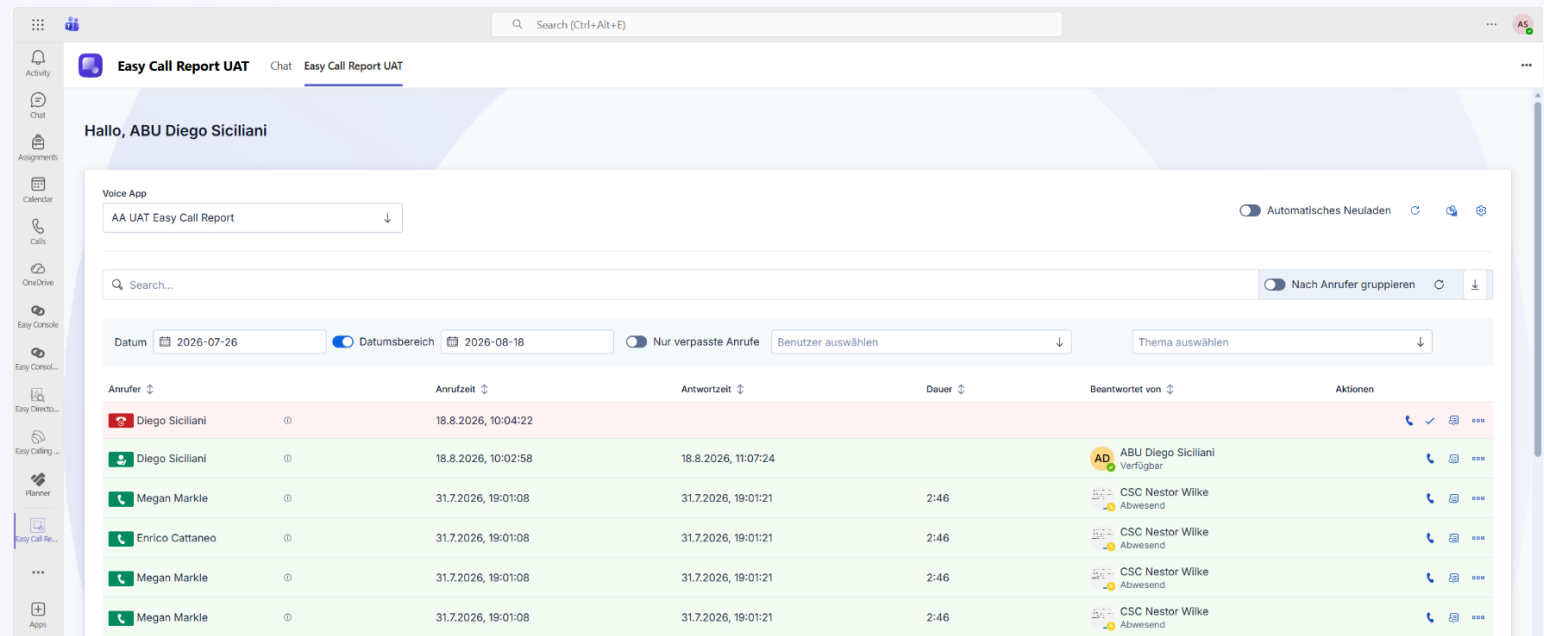
Benefit: No more scattered contact lists – a searchable directory for the entire company.

Easy Call Report

Make missed calls from Teams call queues visible

Main features

- ✓ Reporting each missed call as an Adaptive Card in the Teams channel
- ✓ Monitor any number of queues, per channel or bundled (with appropriate license)
- ✓ Quick actions: Callback, e-mail, open website or transfer to CRM
- ✓ Call history as a tab in the channel – comprehensible for the whole team
- ✓ Name resolution via Search.ch or Entra ID



Anrufer	Anrufzeit	Antwortzeit	Dauer	Beantwortet von	Aktionen
Diego Siciliani	18.8.2026, 10:04:22				📞 ✓ 📧 ⋮
Diego Siciliani	18.8.2026, 10:02:58	18.8.2026, 11:07:24		AD ABU Diego Siciliani Verfügbar	📞 📧 ⋮
Megan Markle	31.7.2026, 19:01:08	31.7.2026, 19:01:21	2:46	👤 CSC Nestor Wilke Abwesend	📞 📧 ⋮
Enrico Cattaneo	31.7.2026, 19:01:08	31.7.2026, 19:01:21	2:46	👤 CSC Nestor Wilke Abwesend	📞 📧 ⋮
Megan Markle	31.7.2026, 19:01:08	31.7.2026, 19:01:21	2:46	👤 CSC Nestor Wilke Abwesend	📞 📧 ⋮
Megan Markle	31.7.2026, 19:01:08	31.7.2026, 19:01:21	2:46	👤 CSC Nestor Wilke Abwesend	📞 📧 ⋮

Benefit: No missed call goes unnoticed – the missing Teams function is added cost-effectively.

Questions?

We are happy to be there for you – both technically and commercially

Technical questions

Support and Operations

support@twincapfirst.ch

+41 44 666 50 50

Commercial issues

Offers and licenses

info@twincapfirst.ch

+41 44 666 50 50

Products in detail

Features, Pricing, Documentation

www.twincapfirst.ch/produkte

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Thank you for your attention.