ComTecSystems

CXPAnywhere

Microsoft Teams Standard Calling vs. CXPAnywhere: How to Have the Best Microsoft Teams Calling Experience

Microsoft Teams is now the go-to collaboration tool for many organizations—but when it comes to business calling, **the story gets more complicated.**

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Microsoft Teams has become the standard hub for collaboration. Microsoft has added Teams Phone and expanded integrations, making it possible to make calls, set up queues, and even connect to Dynamics CRM.

But let's be clear: **Teams Phone is a calling feature—not a full business phone system.** It works for light, straightforward use, but it wasn't designed for organizations that depend on communications to run sales, service, or support.

That's why businesses that try to rely on Microsoft alone quickly run into:

- **Licensing complexity** — multiple add-ons, plans, and configurations just to unlock basic features
- **Limited flexibility** — works best only if you live entirely inside Microsoft's ecosystem
- **No continuity** — if Teams goes down, so do your calls
- **Basic tools** — fine for voicemail and queues, but not built for advanced routing or analytics

CXP Anywhere from ComTec Systems changes that. It gives businesses the enterprise-grade calling and contact center capabilities Microsoft doesn't provide— while still letting users work inside Teams. With CXP Anywhere, calls can run directly through Teams or Webex, giving organizations the flexibility to choose the experience that fits them best.

Where Microsoft Stops, CXP Anywhere Starts

Business Need	Microsoft Teams Standard Calling		CXP Anywhere from ComTec	
Core Calling	✔	Basic add-on	✔	Enterprise-grade with Teams or Webex calling
Advanced Call Management	✘	Limited (basic queues, forwarding)	✔	Available with call center + Akixi licensing (monitor, whisper, barge, record)
Contact Center Tools	✘	Add-ons, not native	✔	Full voice capabilities (CXP) or omni-channel (Talkdesk)
CRM Integration	✘	Mostly Microsoft-only	✔	Salesforce, HubSpot, Zendesk, and more
Resiliency During Outages	✘	No failover	✔	Dedicated apps ensure calls keep running
SMS/MMS Messaging	✘	Not native	✔	Available via Teams plug-ins (e.g., YakChat)
Licensing & Cost Structure	✘	Complex, multiple add-ons	✔	Simplified setup; optional add-ons available
Flexibility and Customization	✘	Bound to Microsoft roadmap	✔	Configurable solutions to fit your needs

Why Businesses Choose CXP Anywhere

With CXP Anywhere, you don't just bolt voice onto Teams—you extend it into a complete business communications platform.

With CXP Anywhere, you get:

- **Continuity that Microsoft doesn't offer** — calls keep running whether you choose Teams or Webex
- **Control for supervisors and admins** — monitoring, recording, and analytics (with licensing options)
- **Contact center capabilities that fit your business** — from dedicated voice (CXP) to omni-channel (Talkdesk)
- **Freedom of choice** — integrate with multiple CRMs, not just Microsoft's
- **Messaging flexibility** — SMS/MMS through approved plug-ins like YakChat
- **Simplified licensing** — avoid Microsoft's license maze, with clear add-on paths when needed

CXP Anywhere delivers what Microsoft can't:

- Enterprise voice features
- Built-in redundancy across Teams and Webex
- True contact center functionality
- CRM freedom
- Simplified deployment and licensing

The Platform That Lets Your Business Run Without Compromise

Microsoft has made Teams Phone better, but it remains a basic voice solution. For organizations that rely on communications to drive sales, service, and support, it falls short.

Choosing **CXP Anywhere** means your communications platform works as hard as you do. It scales with growth, adapts to change, and keeps your teams productive. Reliable, flexible, and easy to use—so your business can run smoothly every day.