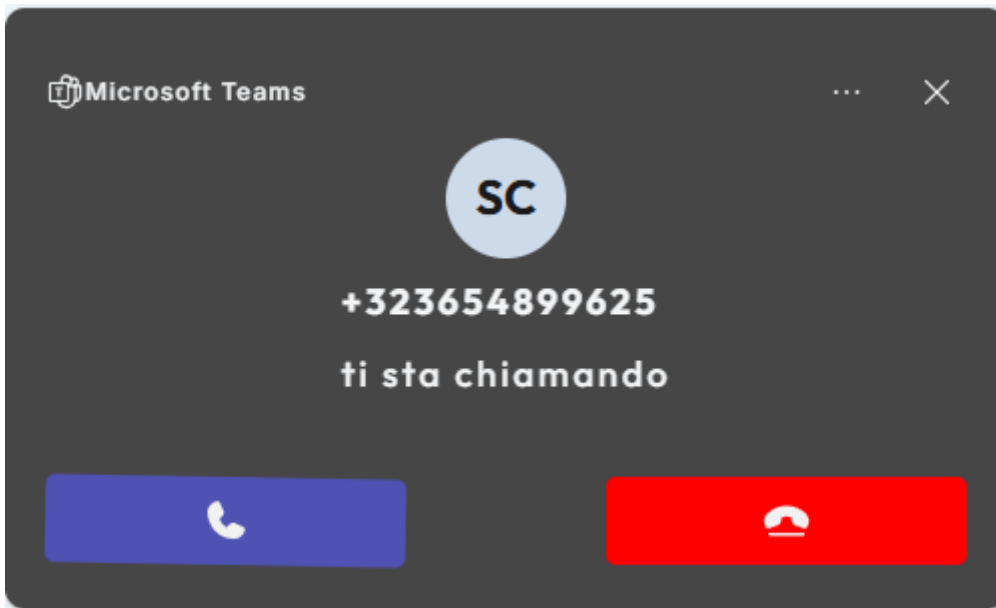


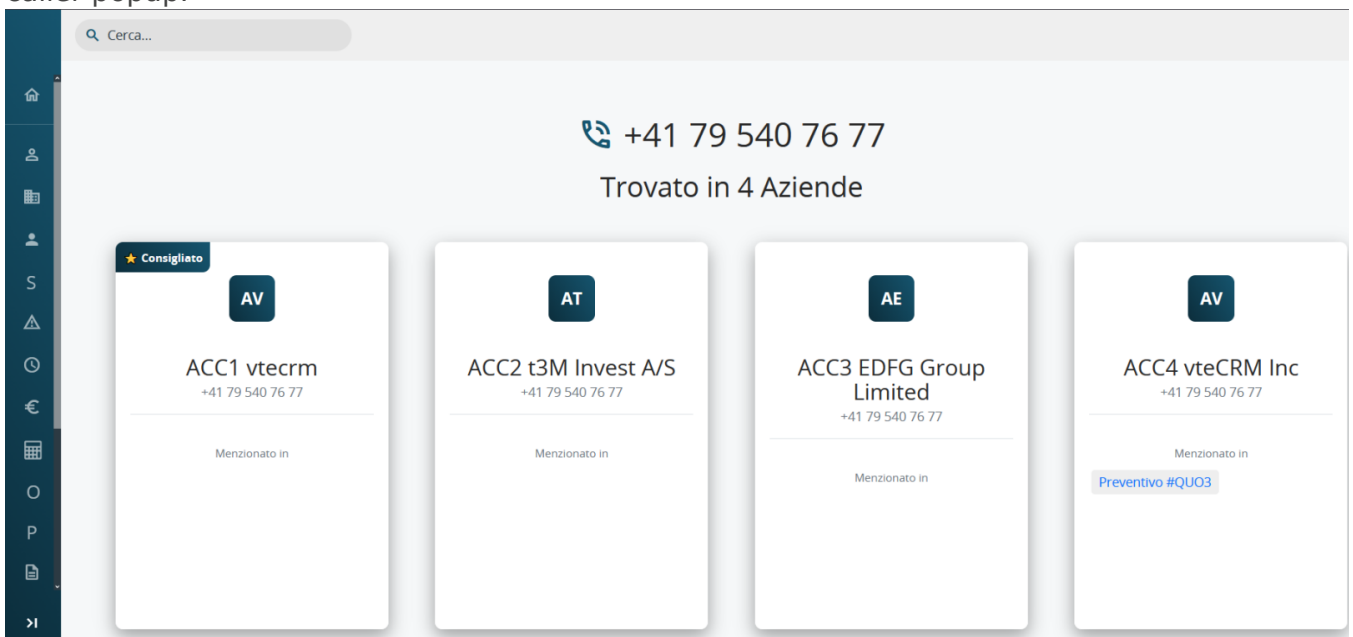
How It Works

TeamsPhone Plugin works in three automatic stages:

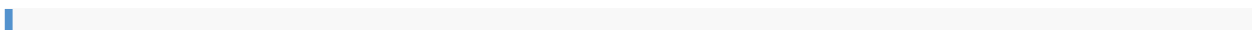
1. **Call notification:** when a call arrives, Microsoft Teams proactively sends the notification to the CRM through a policy configured at company-tenant level in the Microsoft Teams administration.



2. **CRM search:** after receiving the notification, TeamsPhone Plugin searches for the number in the configured module and can continue with linked searches in associated modules.
3. **Result display:** the plugin shows a single result, multiple result cards, or an unknown-caller popup.



The popup can be moved freely and minimised.



Important: TeamsPhone Plugin is an integration, not a synchronisation.

Microsoft Teams and vtenext remain independent. Answering or ending a call in Teams does not automatically close the popup, and closing the popup does not end the Teams call. The call must always be managed directly in Microsoft Teams.

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