

WhatsApp Voice Calling via Microsoft Teams

Official APIs. Certified Partner. Future-Proof.



Benefits

Employee productivity, client satisfaction

Boost productivity and client satisfaction by enabling employees to talk with clients on WhatsApp through Microsoft Teams while clients use the native WhatsApp app.

One number, One unified platform

Simplify client communication by using a WhatsApp Business Account (WABA) number as a single professional identity for both chats and voice calls.

Built-in compliance and governance

Maintain regulatory compliance and enterprise control by governing, capturing, and exporting a unified trail of all WhatsApp messages and calls to meet recordkeeping requirements and ensure data governance.



Core capabilities

1

Chats and Now Voice Calls, All in Teams

Expand The LeapXpert Communications Platform by enabling direct WhatsApp voice calls from Microsoft Teams. Employees use a single WhatsApp Business Account (WABA) number as their professional identity, for both chats and calls, bringing all communication into one platform for greater convenience and control.

2

Superior User Experience

Easily switch from chats to voice calls with click-to-call buttons and interactive templates in the native Teams chat interface, while clients enjoy the full functionality of their WhatsApp application.

3

Unified Audit Trail Across WhatsApp Chats and Voice Calls

Preserve client conversations from WhatsApp chats and voice calls recorded by the Teams platform in a unified audit trail, and easily export them to any archiving system via multiple methods like API, FTP/SFTP, SMTP, and more.

4

Enterprise-grade, Future-proof

LeapXpert's WhatsApp calling solution is built on official Meta and Microsoft Teams APIs, ensuring reliability, quality, and robust security. Offered as a simple add-on to the LeapXpert Platform, it delivers seamless integration and fast onboarding for enterprises that need compliance, governance, and trust by design.

2022 | 2023 | 2024

ISV PARTNER
OF THE YEAR



A Visionary

Gartner

2025
Magic Quadrant™
for DCGA



WINNER
Best Microsoft
Ecosystem
Partner



WINNER
Best Microsoft
Teams Solution



WINNER
Best Modern
Workplace
Product