

## Direct Routing for Microsoft Teams

Direct Routing provides a PSTN solution for the Microsoft Teams Phone System. It allows users to make and receive UK and international calls to, and from, non-Teams users, without needing a hosted telephony system or PBX. It is available on SIP Manager and offers a cost-effective alternative to Microsoft's Calling Plan.

### Features

- Unlimited UK minutes and competitive out-of-bundle call charges
- 600-minute international call bundle option
- Unlimited in-country local call packages in 30 countries
- Microsoft approved solution
- Comprehensive management portal
- Numbers available in 167 countries and every UK area code
- Standard and freephone numbers available
- International SIP trunks and numbers available
- No onsite hardware required
- 1 month free PSTN call recording (with the option to extend)
- Secure SIP trunk connectivity
- Real-time location-based routing
- Real-time voice quality monitoring
- Automated provisioning (no need for PowerShell or S4B)
- 30-day terms

### Potential benefits

- Cost-effective calling for the Microsoft Teams Phone System
- Feature-rich solution for users making Teams their fully integrated phone system with PSTN calling
- Automated provisioning – no need for experienced accredited Microsoft engineers
- Scalable, from a few to tens of thousands of sessions
- Complete unified communications on one platform
- Free call recording is a real differentiator versus other simpler products

## SIP Manager

As well as order SIP Trunks, SIP Manager allows partners to establish Teams entities, associate new or ported-in numbers and configure individual Direct Routing seats. Partners can also make changes to SIP Trunks, phone numbers and ports, and edit end user details, such as 999 contacts and customer addresses. Partners have full control to manage usage caps and fraud prevention rules, as well as emergency call forwarding rules. The portal generates call logs and allows partners to view real-time SIP logs.

### Automated Best Practice Provisioning

Automated best practice provisioning of Microsoft Teams Direct Routing on SIP Manager is a feature that enables Partners to configure key components of Direct Routing without needing to install PowerShell or S4B components.

### Potential benefits of SIP Manager

- **Control** – easy for resellers to place orders directly for Team entities, configure Direct Routing, order UK and International SIP Trunks, numbers and ports.
- **Manage** – protects resellers and their customers from bill shock. Partners can set up call forwarding rules and manage customer address details, usage caps and fraud prevention rules.
- **View** – real-time SIP logs, call logs and call answer statistics such as answer ratio, busy ratio and failure ratio.

## Contact us

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