

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
- Microsoft approved solution
- Comprehensive management portal with client access
- Global presence with unlimited call bundles available in over 85 countries
- Geographic and freephone numbers available
- No onsite hardware required
- Per seat Analytics 365 Call Recording with retention period up to 7 years
- Real time & Historical call analytics
- AI Powered Conversation Recording
- Automated provisioning (no need for PowerShell)
- 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
- Policy-based, Call Recording
- Elevated service and compliance

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.

SIP Manager Wholesale

In our wholesale portal, we offer SBC Channels on 12, 24 or 36-month terms. Partners can aggregate the channels over their Direct Routing base and burst over allowances. Partners can manage their own contention ratio and create their own bundles.

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.

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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