

Direct Routing Service for Microsoft Teams

Enable Cloud Calling for Microsoft Teams

Bring communication and collaboration together for better business results

As more enterprises are moving to Microsoft Teams as their collaboration solution, they are quickly running into the challenges and limitations of implementing a complementary enterprise voice solution. TouchTone's Direct Routing Service seamlessly connects to Microsoft Teams to provide full-featured calling by combining local and long distance calling over your internet connection.

TouchTone connects your current business numbers directly to Microsoft Teams. Set up is completed in minutes. Your business remains unaffected and the Teams user experience unchanged.

- ✓ **No hardware or software to install**
- ✓ **Retain Call Center software, devices, and integrations**
- ✓ **Use the dial pad as you normally would, including the Teams softphone on mobile devices**

Need help with integration? Let us help!

Our highly skilled team of professionals can help with integrating Teams technologies and aligning them into your enterprise productivity solutions.

ADVANTAGES TO DIRECTING ROUTING VERSUS MICROSOFT CALLING PLANS

While the Microsoft platform allows users to make voice calls to other users within the organization, it does not support external calling. That function requires access to the PSTN. Customers can choose to sign up for calling plans through Microsoft, but there are advantages to utilizing Direct Routing instead such as:

- Cut overall voice costs – pay per call path, not per user. Unlimited local/long distance and low international calling rates. Supports DIDs and toll free services.
- Keep current numbers (otherwise, you are responsible for porting and managing phone numbers)
- Full-featured calling
- TouchTone maintains and supports the voice network. A considerable benefit especially for those companies with a small or no IT team.

TOUCHTONE PROVIDES ADDITIONAL BENEFITS LIKE

- ✓ High quality voice
- ✓ Disaster recovery - Tier 1 multi-carrier network diversity and geographic redundancy ensures that your business is running 24/7/365. Calls are automatically rerouted in the event of power or internet outage.
- ✓ On-demand scalability - Buy only the trunks you need. Quickly and easily add/remove phone lines, connect new/multiple locations, and increase calling capacity.
- ✓ Manage calls any time through TouchTone's Control Center Web Portal. Route toll free numbers/DIDs to a trunk group, trunk groups with custom DNIS, or Direct Dialed Number (Toll-Free)/Remote Call Forward (DIDs).
- ✓ Supports E911
- ✓ 24/7 in-house U.S.-based support

HOW IT WORKS

