

# Teleware365

## Direct Routing Product Factsheet

- > PRODUCT OVERVIEW
- > THE BENEFITS
- > HOW IT WORKS

Find out how Direct Routing from Teleware365 can provide a simple and flexible way to enable calling in Microsoft Teams.

**Direct Routing from Teleware365 provides a simple and flexible way of enabling calling in Microsoft Teams. This cost-effective solution connects Microsoft Teams to the PSTN network or to your current SIP compatible PABX/SBC, and can be deployed quickly. Direct Routing gives all users the ability to use Microsoft Teams as a single collaboration platform.**

## **FEATURES & BENEFITS**

### **CLOUD TELEPHONY SOLUTION**

- Replaces existing telephony system(s) with a set of cloud delivered features from Microsoft Teams and Teleware365 Direct Routing (PSTN) services.
- Cost effective and time saving solution when compared to installing and maintaining an on-premise telephony infrastructure.
- Single point of access (via Office 365 admin portal) to monitor and manage all Microsoft services, including telephony.
- Helps to improve productivity as complementary to existing cloud productivity experiences.

### **BUSINESS CONTINUITY ASSURANCE**

- Teleware365 utilise multiple carriers to service PSTN needs to ensure continuity of service.
- High availability (99.9%) with built-in redundancy and active load balancing.
- Ability to route inbound calls to alternative destinations (e.g. mobile device) in the event of a Teams outage.

### **SIMPLE PRICING MODEL**

- Monthly subscription which includes pooled monthly minutes shared across all Teams users and a fully managed service.
- Flexibility to increase or decrease monthly minute bundles once per quarter.
- International calls charged according to a simple zoned rate card.

### **MANAGED MIGRATION OPTIONS AVAILABLE**

- If required, we can assist with a staged migration from existing PABX solutions; reducing risk and minimising downtime.

### **SECURITY**

- Highly secure platform built on Azure technology.
- Secure RTP & TLS (Encryption over the internet).

### **FEATURE RICH**

- Cloud service offering features expected from a traditional telephony system including number porting.
- Range of number options available including geographic/non-geographic numbers and free-phone numbers.
- Telephony feature set is constantly evolving.

### **ENHANCED USER EXPERIENCE**

- Enhanced calling features within existing Teams environment.
- Retains Team calling experience that users are familiar with.
- Reduces the number of applications that users need.

### **ENHANCED TEAMS ADOPTION**

- On-line learning solution available to drive user engagement and adoption.
- Combines content expertise and an intelligent platform designed to transform the way users work with Microsoft technology.
- Customised adoption strategies to help drive Microsoft usage, delivering personalised learning for Teams as well as Teams Voice.
- Adoption rates and usage are measured.

### **INTERNATIONAL COVERAGE**

- Local numbers are available for numerous countries around the world.
- If required, we can manage any in country billing requirements.

## FEATURES & BENEFITS CONTINUED

### 24/7 SUPPORT

- Telephony and e-mail support for nominated IT and Team administrators.

### REPORTING SERVICES

- Integrated reporting services providing enhanced analytics for PSTN call usage, as well as recordings where implemented.

### OPTIONAL CALL RECORDING

- Call recording is available as an add on service.
- All inbound and outbound PSTN calls are recorded and stored securely in the cloud.

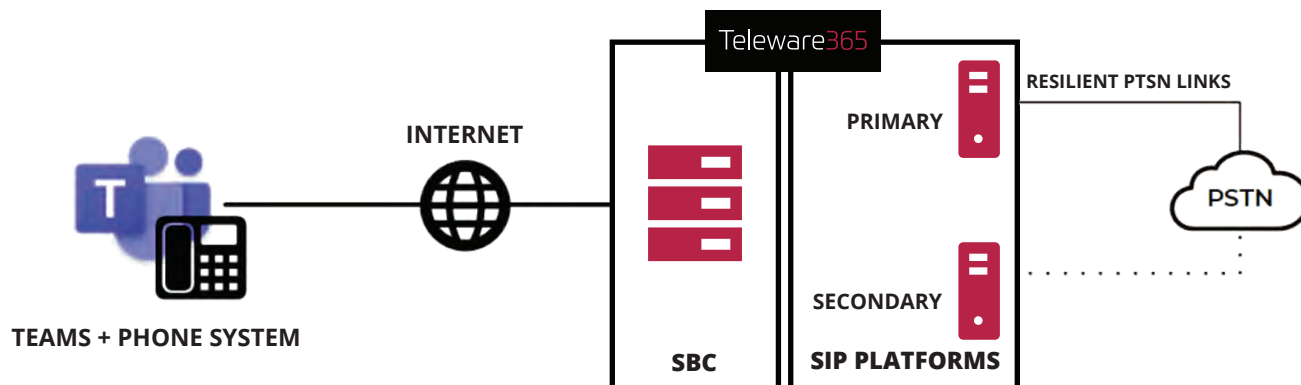
- Recordings can be retrieved from a simple interactive web-based portal.
- Business, secure (tamper evident) or encrypted recording options are available.

### OPTIONAL CLOUD BASED CONTACT CENTRE SOLUTION

- If required, Teleware Communication Manager (TCM) can be integrated into Direct Routing solution.
- Provides a flexible, cost-effective cloud-based contact centre solution, complementing Teams with comprehensive set of features.

## HOW IT WORKS

In order to enable direct routing from Teleware365 the following is required: a Microsoft 365 or Office 365 license including Teams, a Microsoft Phone System add-on and an internet connection.



Teleware365 provision the connection utilising Microsoft certified secure, resilient Session Border Controllers (SBC). To enable Teleware365 Direct Routing we can assist with the configuration of the Teams tenant.

## WHY NOT TRY DIRECT ROUTING FROM TELEWARE?

### EVALUATE DIRECT ROUTING WITH A 60 DAY PROOF OF CONCEPT WHICH LETS YOU MAKE AND RECEIVE PSTN CALLS IN MICROSOFT TEAMS:

- Proof of Concept designed to assess suitability of Direct Routing with no disruption to existing service.
- Direct dial numbers provided for Proof of Concept.
- Remote hands to help set up and configure the Teams environment.
- Access to a learning solution proven to enhance user adoption; content expertise combined with an intelligent platform transforms the way users work with Microsoft technology.