



Understanding Voice Calling in Microsoft Teams

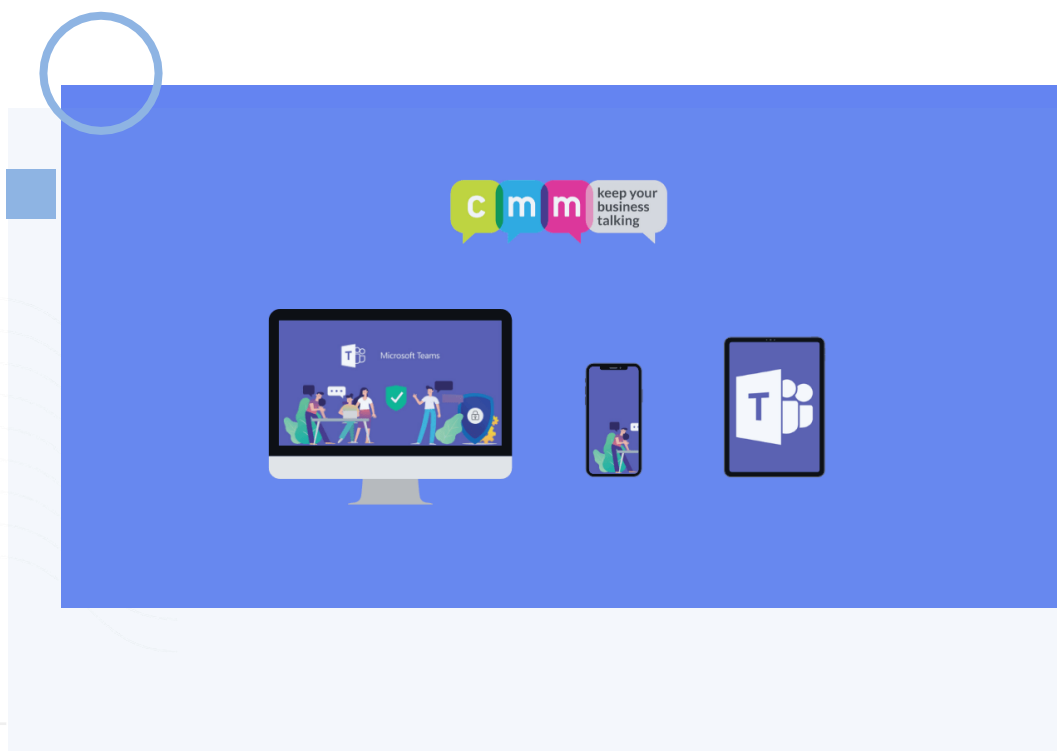
What does Voice Calling in Teams mean?

Integrating Voice Calling with Microsoft Teams and Microsoft 365 via Direct Routing means you'll be able to do more, using one unified system.

Your people will be able to make and receive phone calls directly in Teams, with the features you expect from any other professional calling solution.

So your internal and external calls, audio and web conferencing, screen and file sharing will be accessible from one place, streamlining your communications experience and your ability to work remotely.

A centralised system means one learning curve for your team, so they can focus on what matters most to your organisation.



How can I make and receive calls?

Microsoft's set calling plans can be expensive and time-consuming, and you'll lose the benefit of having a dedicated contact to help you with the process. That's why we offer Direct Routing as a cost-effective, flexible alternative.

What is Direct Routing?

Direct Routing allows you to connect your telecom voice trunks directly to Microsoft 365 and Teams, so that your people can make and receive calls.

This is achieved by integrating your Teams system to the PSTN using a Session Border Controller (SBC) and SIP Trunks.

We can work with you to connect your voice trunks via a certified Session Border Controller (SBC) to your Microsoft 365 plan and Phone System, ensuring you get a rich calling experience.

Session Border Controller (SBC)

A SBC acts as a border between different networks to ensure your data is transferred correctly, and safely, between them. This is achieved by providing a tight layer of security, that protects you from attacks and breaches.

As SBCs are increasingly hosted in the cloud, rather than on premise, you can take advantage of heightened flexibility and reliability, and save on up-front costs.

SIP Trunks

SIP Trunks act as the essential connection between your business phone system, the internet and the traditional PSTN phone network.

Some providers offer SBCs without SIP Trunks, which means you'll need to research and choose a separate supplier to provide the trunks, adding complexity to the process and cost.

How do I know if Direct Routing is right for my business?

You want more flexibility than the Microsoft pre-set calling plans can offer

Microsoft's pre-set calling plans are the alternative way to make and receive calls in Teams, but there isn't room for negotiation when it comes to flexibility.

If you make a reasonable amount of outbound calls and you'd like to take advantage of unlimited UK calls, Direct Routing is the ideal choice. As your dedicated provider, we can also get your numbers connected to Teams virtually anywhere for full-feature calling.

You have international calling requirements

If you have international calling requirements, Direct Routing can provide you with the availability you need, particularly as Microsoft's pre-set calling plans are currently limited to the UK and Canada while the roll-out takes place. We can handle your global calling requirements however complex, so you can rest assured that you're choosing a solution that can change as your business does.

You have limited in-house support and experience, or time

Your business may have limited IT staff or resources, or staff who have little experience using Teams as a PBX or of telecommunications in general.

We can provide you with essential step by step account management, install Direct Routing and any other equipment you need, whether you want to fill in a knowledge gap, or simply save your own staff time.

Your internal communications are reliant on Teams

Using Teams for your external, as well as internal, communications will eliminate the need for a separate PBX system and all the costs that come with it. You'll also benefit from greater integration between all your systems.

What's included?

Built-in audio conferencing

A dedicated dial-number will be integrated into every online meeting, so you can join faster and save time setting up. No need to worry about reserving conference lines

Unlimited UK calling plan

You'll be able to take advantage of unlimited UK calls and we can configure your solution so that you can use your existing phone numbers, should you wish to.

Enterprise-graded phone system guaranteed

You can count on reliable and secure calling, delivered from Microsoft's trusted cloud that has built-in redundancy and load balancing, with a 99.9% up-time guarantee. Plus you'll receive cloud-powered AI with voicemail transcription, inline chat translation, and real-time captioning in meetings.

All the tools you need in a single app

Why make collaboration harder than it has to be? With Business Voice, your calls, chats and meetings are automatically unified, and your Outlook and Teams calendars are connected. You'll be able to use Word, Excel, and PowerPoint within your calls and meetings.

Easy setup, billing and management

You'll be able to administer and monitor your calling in Microsoft 365 with the Teams admin centre and call quality dashboard, saving your IT professionals time and hassle.

Calls from anywhere, on any device

Take the toll out of remote working with a single number, and the ability to make and receive calls in Teams whether you're using your computer, mobile device, or desk phone.

How do I get set up, and what's the cost?

If you choose to integrate voice calling in Teams using CMM Telecoms, we won't require any in-house expertise on your side, so you can sit back while our trained on-boarding and support team take care of all the set up.

We'll take you through the whole process before setting you up with a **free 60-day trial**.

What's the cost?

We operate by a tailored approach so we can't provide an exact price without a comprehensive review of your current circumstances and requirements, but you can rest assured that choosing Direct Routing over Microsoft's pre-set Calling Plans can lower your recurring price per user per month.

We'll also provide you with a free, no obligation quote based on your unique needs so you can see how cost-effective this solution is, before your free trial ends.



Why CMM Telecoms?

Our aim is to help you make the most out of voice calling in teams, with a service lead approach; so that you can work smarter, not harder.

We'll provide you with essential step by step account management based on a comprehensive review of your infrastructure, install Direct Routing and provide any other equipment you need.

Microsoft certifies only a highly select group of Session Border Controller partners, so you can be confident that you're relying on a certified partner for your cloud-calling deployment.

You'll receive premium-style support throughout, saving your own staff time, as you'll be able to depend on an experienced and dedicated UK-based team. From setup, to training, to support, we have it covered.

Contact the team today for **your free 60-day trial**.



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