



Direct Routing

Enhance your Microsoft Teams experience with resilient and cost-effective telephony



More businesses than ever are now using Microsoft Teams for internal collaboration, and while Microsoft offers telephony within Teams, their Calling Plans are expensive and inflexible, with limited customer service and provisioning based on North American office hours.

Direct Routing allows businesses to benefit from truly unified communications by voice-enabling Microsoft Teams with dedicated SIP trunks, delivered from our purpose-built voice network and serviced by our experienced support team.

Key Features



Make and receive external calls from Microsoft Teams



Enterprise-grade voice network resilience



Flexible contracts and inclusive call bundles



Retain your existing hunt groups and call flows



Geographical numbering for over 65 international destinations



Optional call recording with 90-days cloud storage



NGN termination, including support for 01, 02, 03 and 08 numbers



Porting, provisioning, and service managed by our in-house team

Direct Routing



Increased employee efficiency

Employees continue using the soft client and interfaces they are familiar with, and as the solution is fully embedded there is no requirement to click-out to other diallers or consoles when making or receiving a call.

Cost-effective & feature rich

As well as benefiting from having all communications tools in a single console, businesses using Direct Routing enjoy enhanced resilience, international numbering, generous inclusive call bundles and UK based provisioning and support.

How it works

Direct Routing for Microsoft Teams uses Microsoft certified Session Border Controllers (SBCs) to connect your Office 365 Phone System PBX to external callers via our secure and resilient SIP trunks.

This means that wherever your users are, so long as they have an internet connection and their Teams application, they can make and receive calls, including access to their extensions, voicemail, and call routing features.

