



# Teams Calling and the new Operator Connect

Microsoft Teams

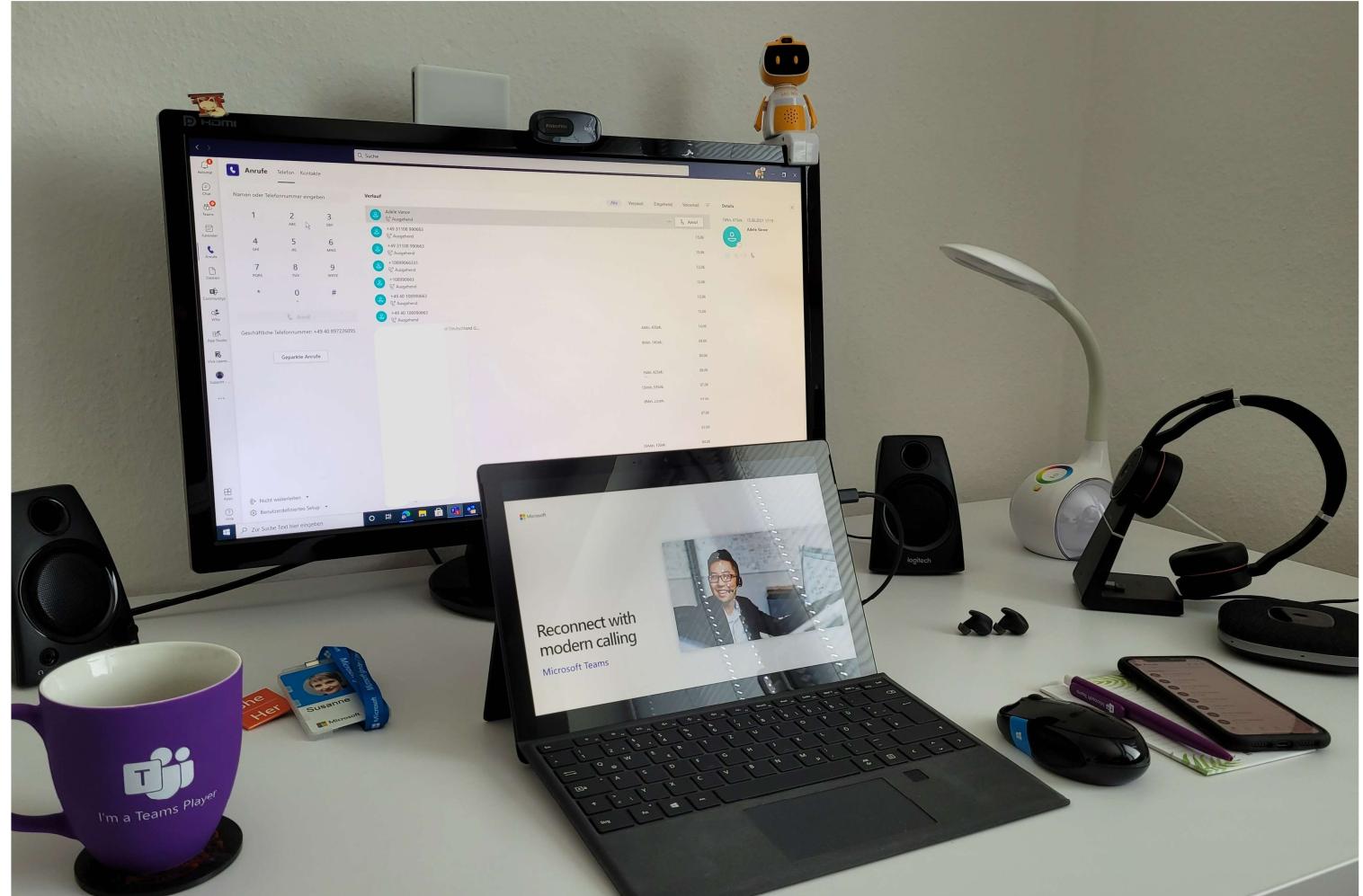


# Susanne Quiel

## Technical Specialist Microsoft Teams

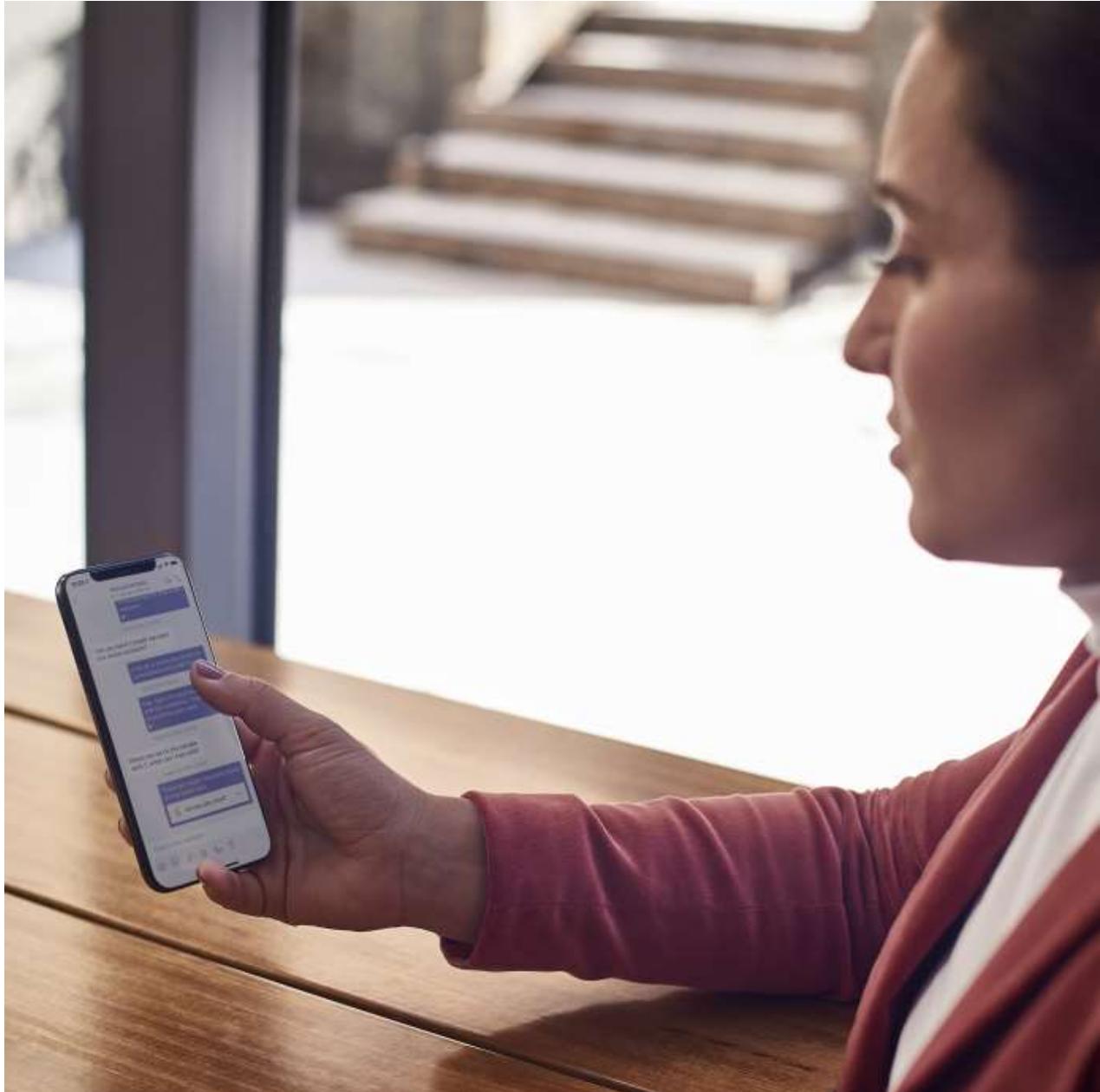
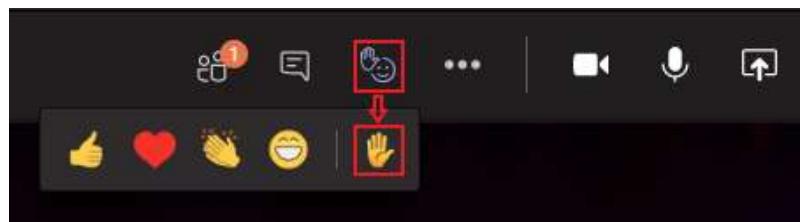


[on LinkedIn](#)



## Check-In: How familiar are you with Teams Calling?

Everyone who knows the basics  
or details of Teams Calling, please  
use the „raise hand“ feature!



# Voices matter

for building personal connections and creating clarity

- Remote work has made it challenging to maintain personal connections and enable ad-hoc problem-solving that often happens in the office
- Studies<sup>1</sup> show that voice is the human signal that creates understanding and connection
- Teams Calling can help restore connections and build new ones with colleagues and customers

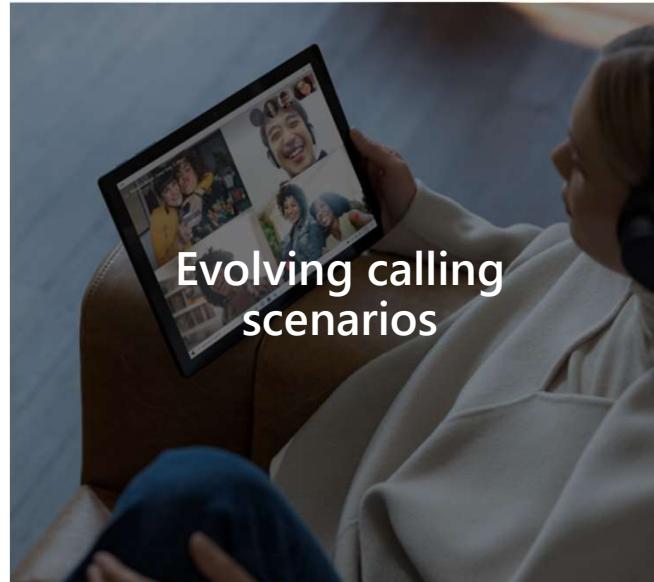
<sup>1</sup> <https://hbr.org/2020/10/research-type-less-talk-more>



## We need a modern calling solution that meets today's needs



Hybrid workspaces split between office & home



Evolving calling scenarios



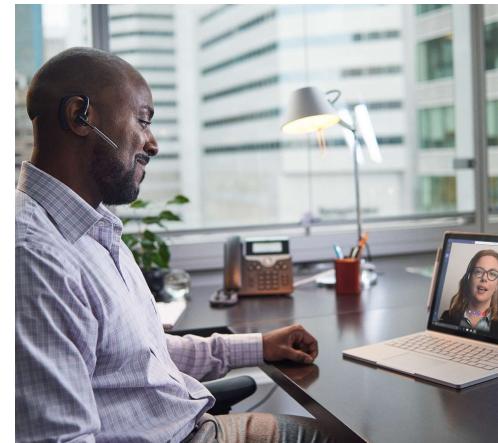
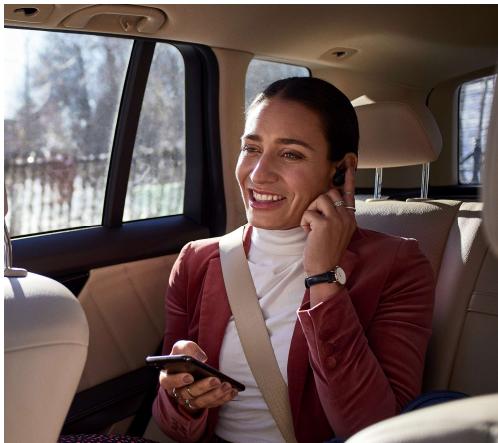
Pressure on IT budget & resources

Users should be able to place & receive calls from any workplace, on any device

Solutions need to enable modern capabilities and devices, while providing legacy features

Modern calling solutions must be cost-effective and easy-to-manage

## Microsoft Teams is a complete and modern voice platform



Integrate calls seamlessly  
into the flow of work

Deliver modern and legacy  
enterprise voice features

Provide users with reliable  
devices for any budget

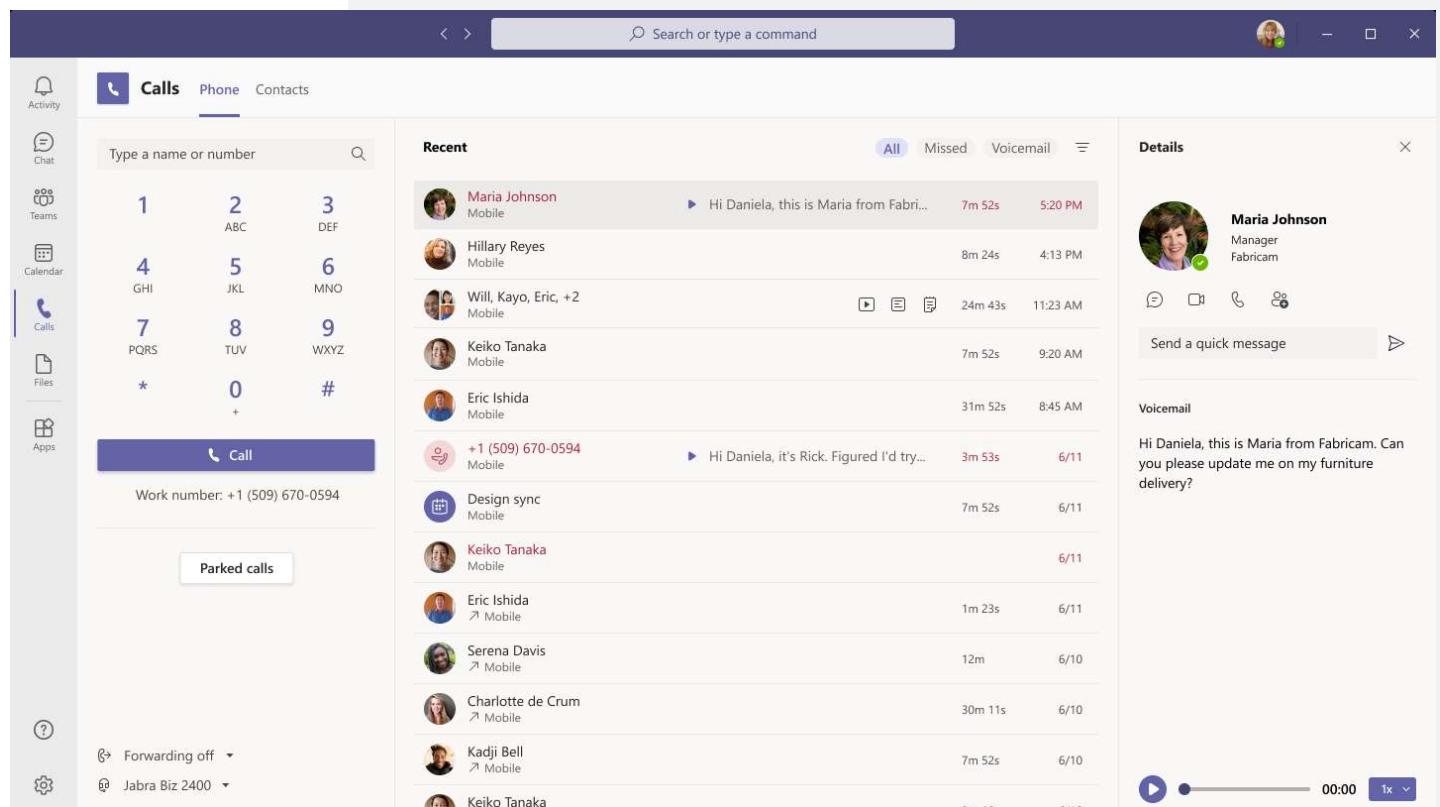
Streamline setup  
and management

## Integrate calls seamlessly into the flow of work

Work smarter by bringing together calling, chat, and meetings in an all-in-one app

Quickly start a call from chat, contact card, Outlook, or the Calls app

Collaborate in the Office apps within calls and meetings

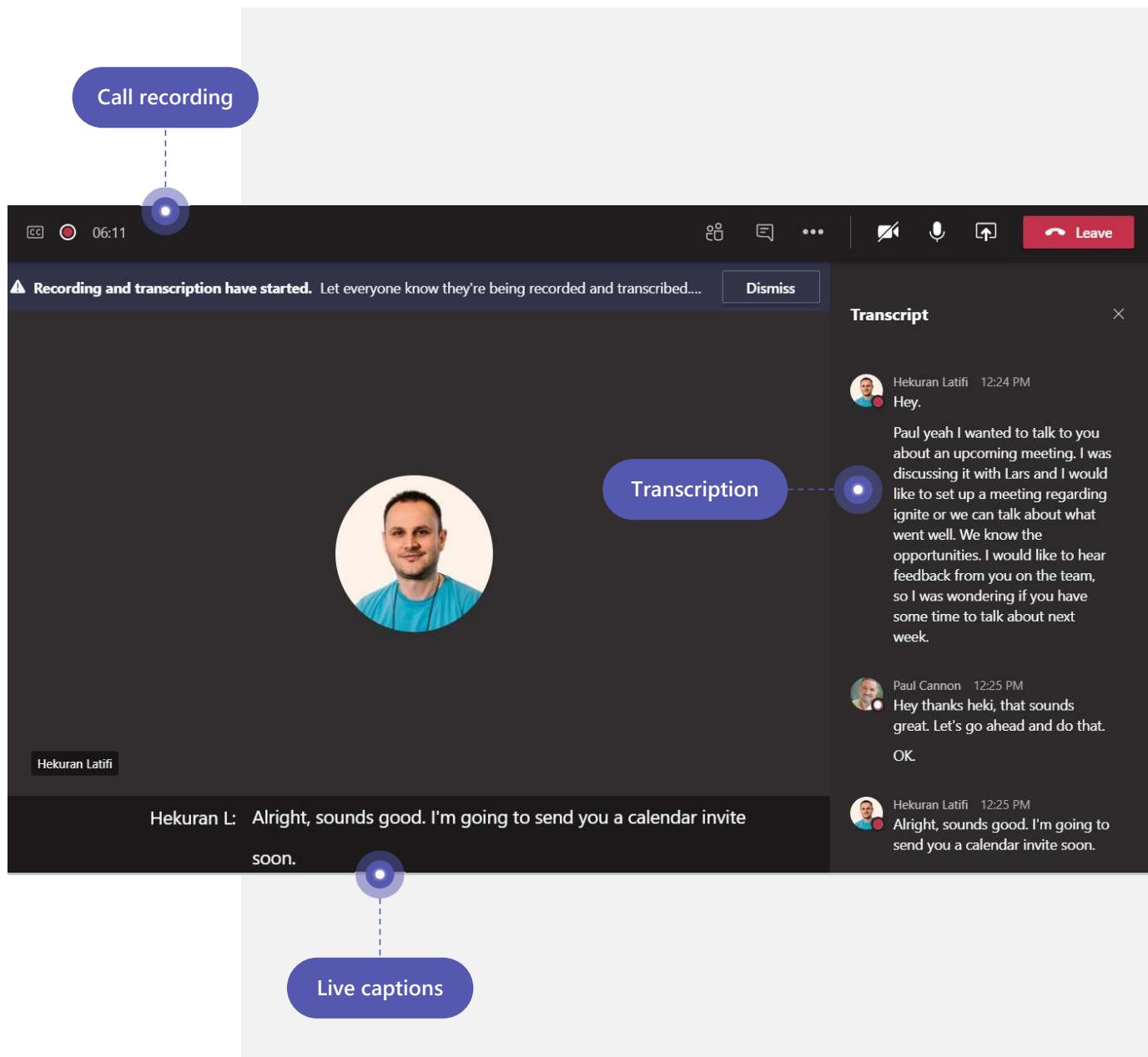


## Deliver modern and legacy enterprise voice features

Count on cloud calling features such as consultative transfers, music on hold, call park, voicemail transcription and more.

Work as team with group call pickup, delegation, and shared line appearance.

Use built-in auto attendants and call queues, or easily connect to your favorite contact center software.

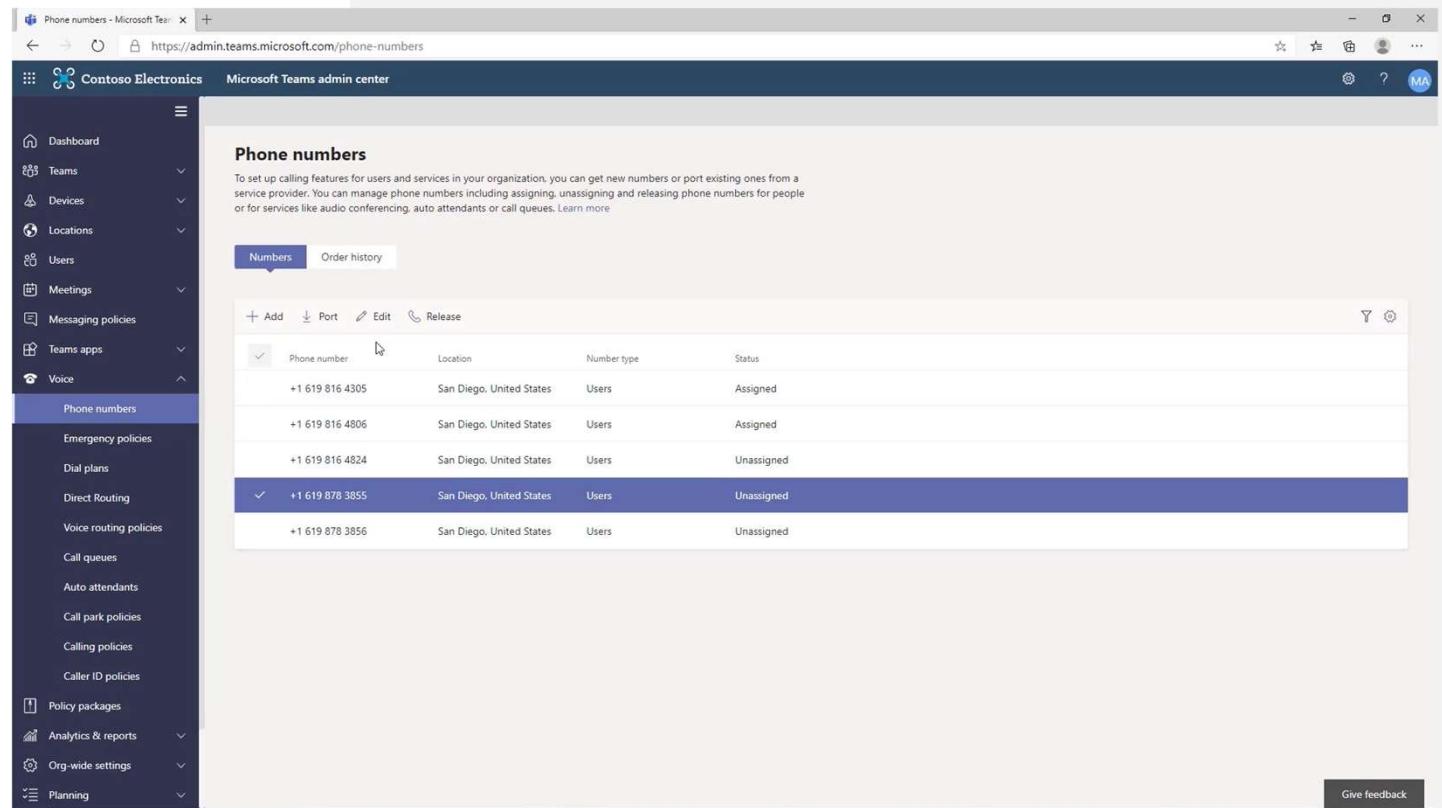


## Streamline setup and management

Easily add phone numbers and manage your phone system with the Teams Admin Center

Monitor and resolve performance issues with Call Analytics and the Call Quality Dashboard.

Provide users with enhanced reliability for critical calls with capabilities like Survivable Branch Appliance

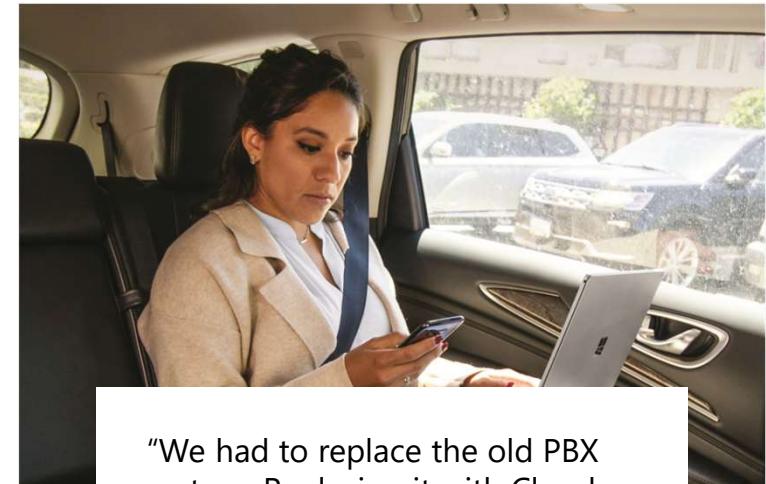
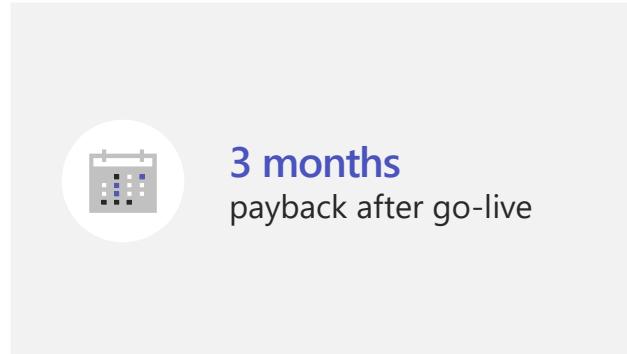
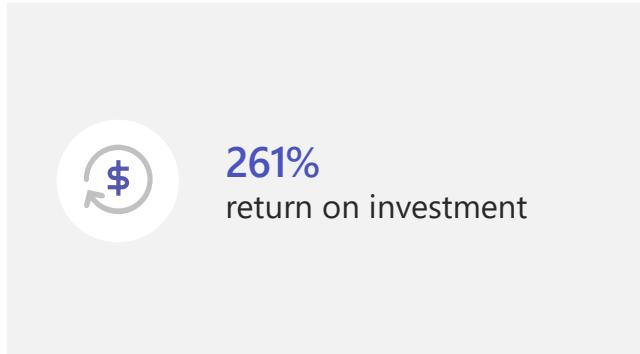


The screenshot shows the Microsoft Teams Admin Center interface for managing phone numbers. The left sidebar has a dark theme with various navigation options: Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, and Phone numbers (which is highlighted). Below these are Emergency policies, Dial plans, Direct Routing, Voice routing policies, Call queues, Auto attendants, Call park policies, Calling policies, Caller ID policies, Policy packages, Analytics & reports, Org-wide settings, and Planning. The main content area is titled "Phone numbers" and contains a sub-header: "Set up calling features for users and services in your organization. You can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. Learn more". There are two tabs: "Numbers" (selected) and "Order history". Below is a table with columns: Phone number, Location, Number type, and Status. The table lists five entries:

Phone number	Location	Number type	Status
+1 619 816 4305	San Diego, United States	Users	Assigned
+1 619 816 4806	San Diego, United States	Users	Assigned
+1 619 816 4824	San Diego, United States	Users	Unassigned
+1 619 878 3855	San Diego, United States	Users	Unassigned
+1 619 878 3856	San Diego, United States	Users	Unassigned

# Forrester Total Economic Impact Study

Using Teams for Calling saves time, reduces costs, and improves business performance



"We had to replace the old PBX system. Replacing it with Cloud Voice as part of Teams maximized voice and video adoption and reduced costs."

- *CIO, government*

"We wanted all of our collaboration solutions, including voice, to be consistent and integrated. Microsoft was the only real solution out there."

- *Chief municipal officer, government*

## Microsoft Teams is a trusted leader in Calling

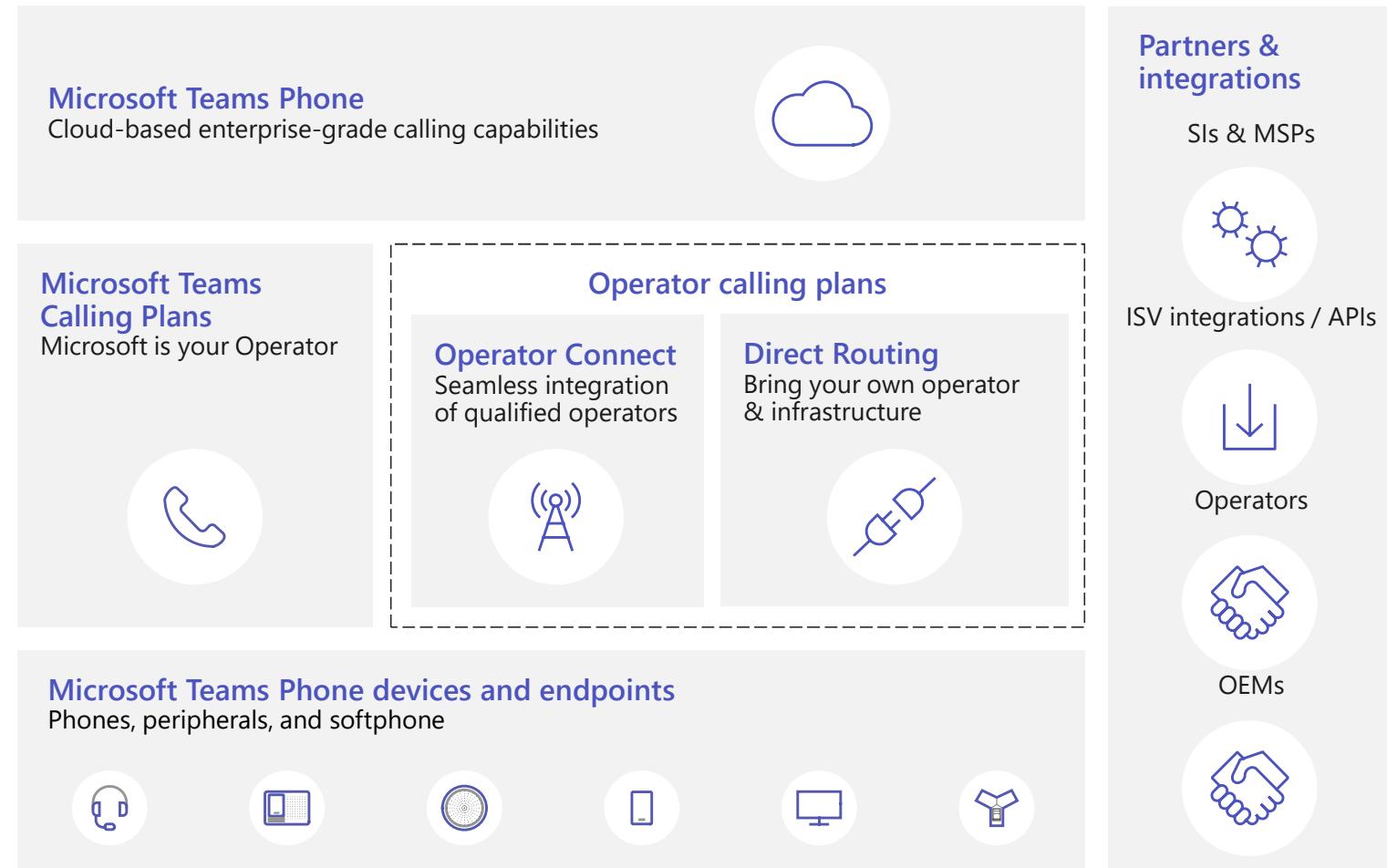
Microsoft positioned highest for “Ability to Execute” in the 2020 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft’s second consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Read the report at  
<https://aka.ms/2020GartnerUCaaSMQ>



# Microsoft Teams: A complete and modern voice platform



# 3 options for Calling in Teams – pick & mix

Microsoft meets your diverse needs with flexible and simple options to bring calling to Teams. There are now three options for enabling phone system.



## Microsoft Calling Plans

A fast and simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.

Available in 28 markets.

## Operator Connect

A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of direct routing.

Available through select operator partners starting in May, and continually adding new operators.

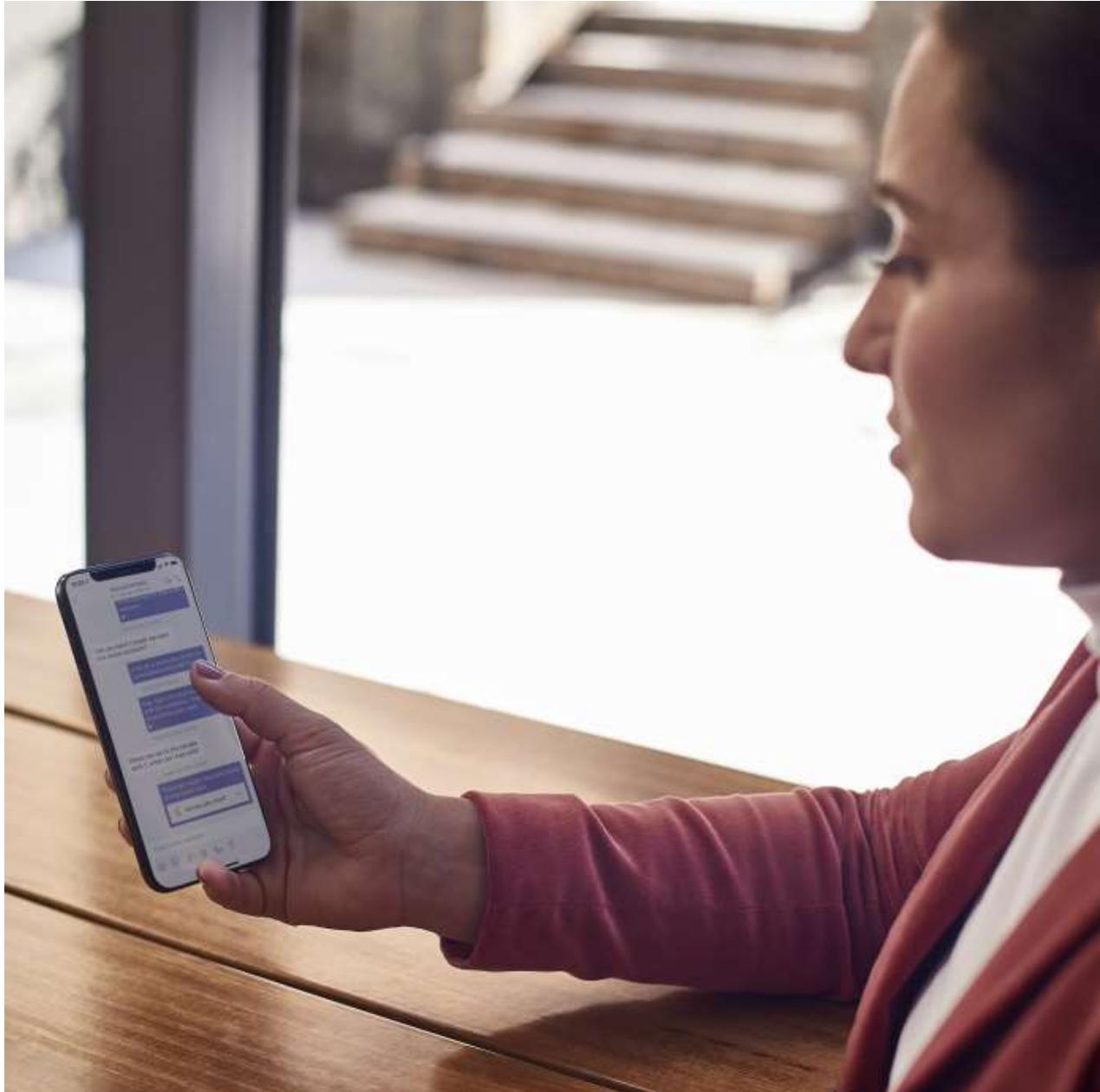
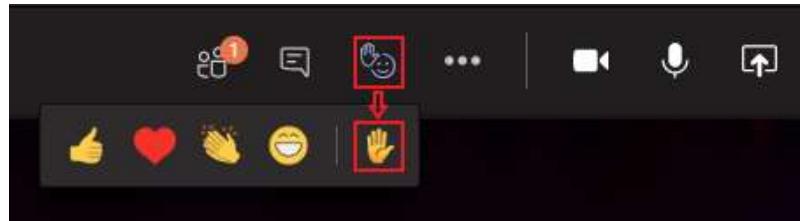
## Direct Routing

Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.

Available globally through partners.

## Check-In: Technical Depth

Please raise your hand, if you'd like to see some technical depth  
(e.g. comparison Operator Connect & Direct Routing)



# Operator Connect for Microsoft Teams

Simply and seamlessly enable calling in Teams using your existing telecom operator

## Bring your own telecom operator

Maintain your operator contracts and relationships, while providing users a modern calling experience in Teams

## Setup in minutes; simplify provisioning and management

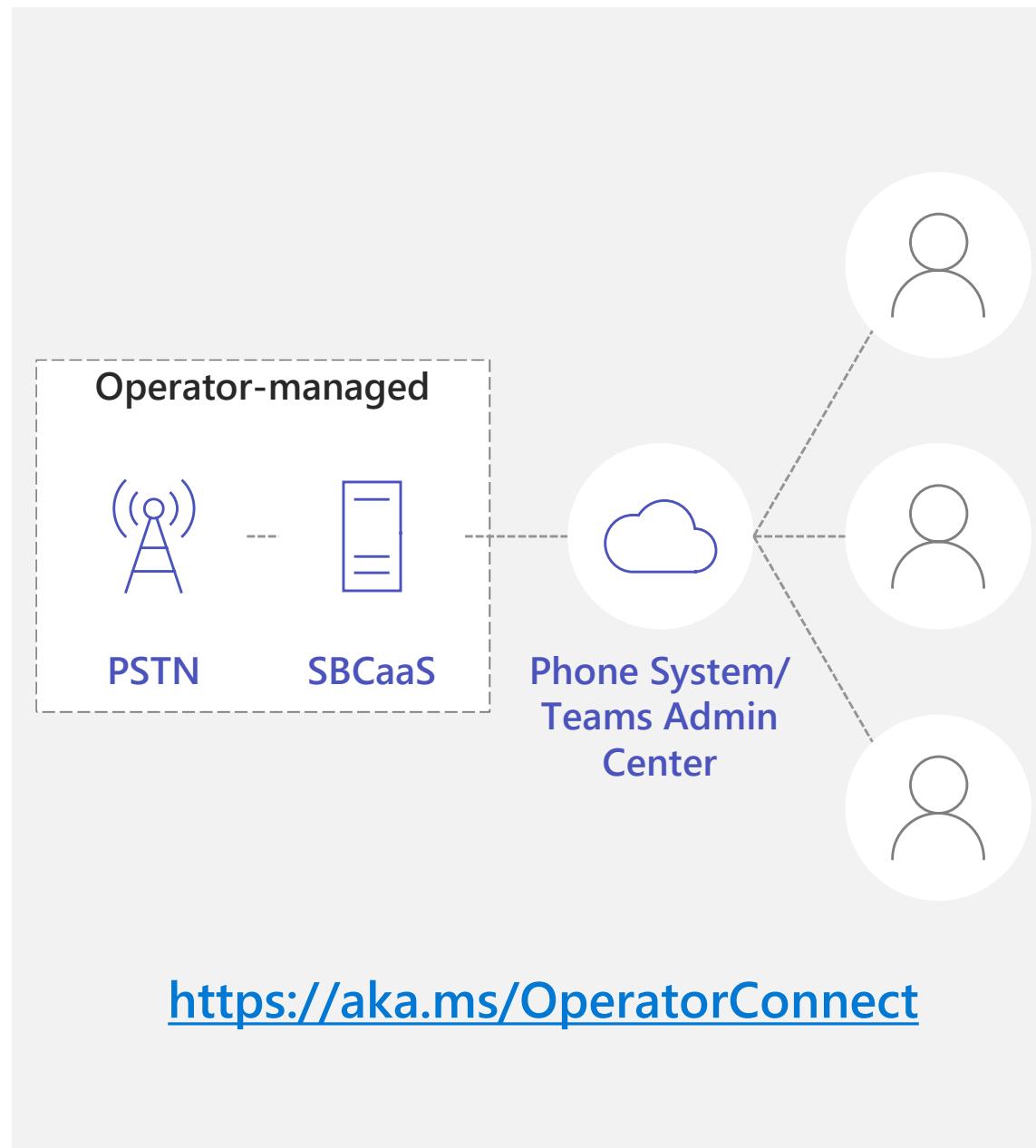
Establish the connection to your operator, provision users, and assign phone numbers from the Teams Admin Center

## Save on infrastructure purchase and management

Manage call control in the cloud with Phone System, eliminating need to purchase and maintain equipment

## Feel confident with enterprise-grade reliability & support

Operators provide technical support and service level agreements, and direct peering powered by Azure creates a 1:1 network connection to enhance resilience



# Operator Connect Conferencing

Add telecom operator dial-in numbers to a Microsoft Audio Conferencing bridge

## Bring your own operator for conferencing

Maintain your preferred telecom operator contracts and relationships as you migrate to the cloud

## Variety of telecom operators available at your fingertips

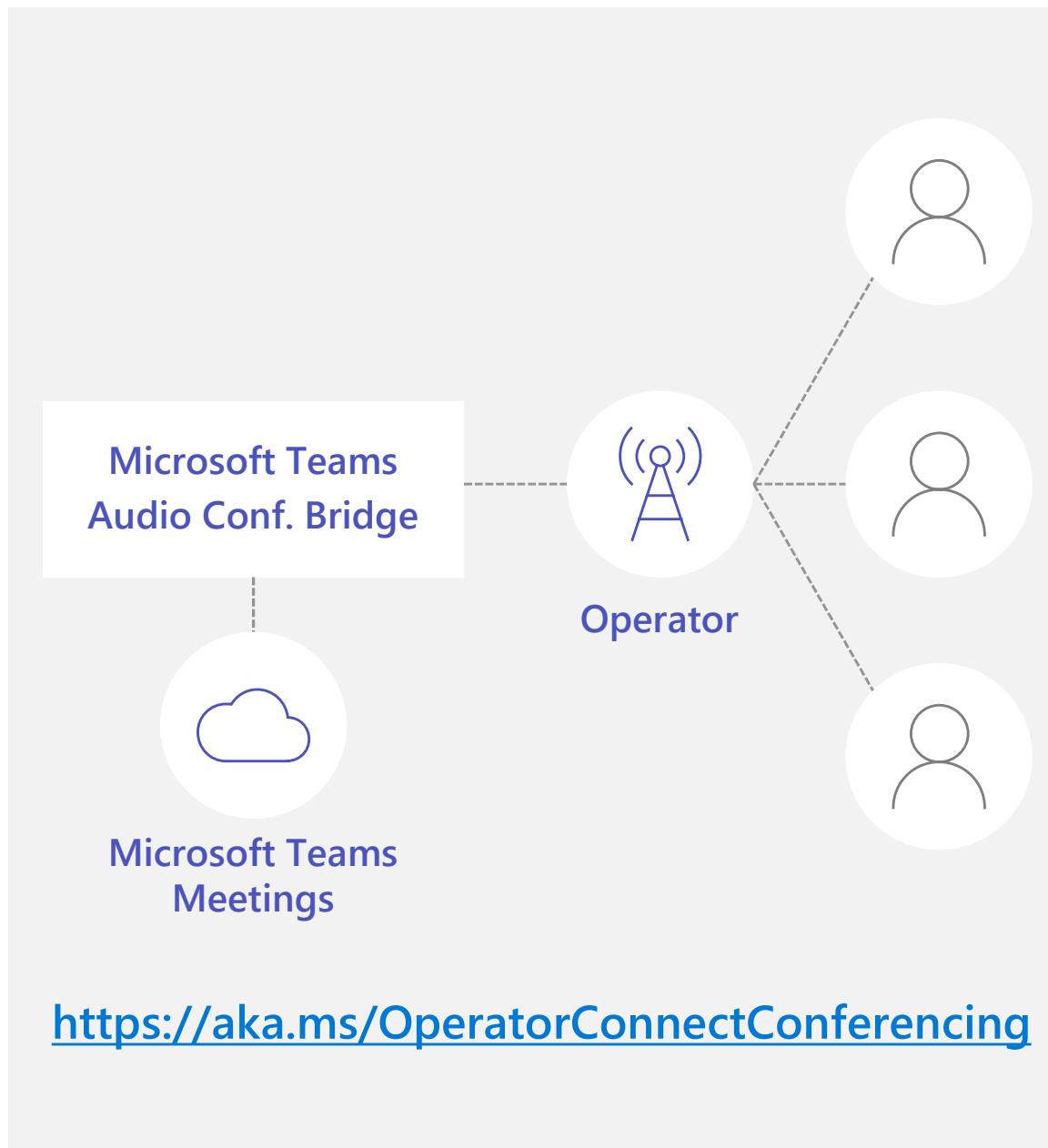
Diversify your PSTN infrastructure to include multiple telecom operators

## Expanded geographic dial-in coverage

Additional dial-in locations available to support your multi-national needs

## Feel confident with enterprise-grade reliability & support

The tight partnership with operator partners provides enhanced technical support and service level agreements to address reliability



# Enhanced integration of the Operator voice services into Microsoft 365

Partner to build high quality, differentiated offerings

Operator Connect is a framework that aims to enhance and scale the integration that we have with **qualified Operators**.

This will enable us to build on the goal of providing a **simplified customer experience** through Operators that has parity with our first party offerings, backed by **service level agreements** and a **support model** that provide **quality** and **business continuity** to our customers.

It will also allow us to integrate deeply with our operator partners, including networking, provisioning, management and reporting API's and Teams portal integration.

More to come from joint innovation with operators....

Audio conferencing

Phone numbers – Calling (user, auto attendant, call queues)



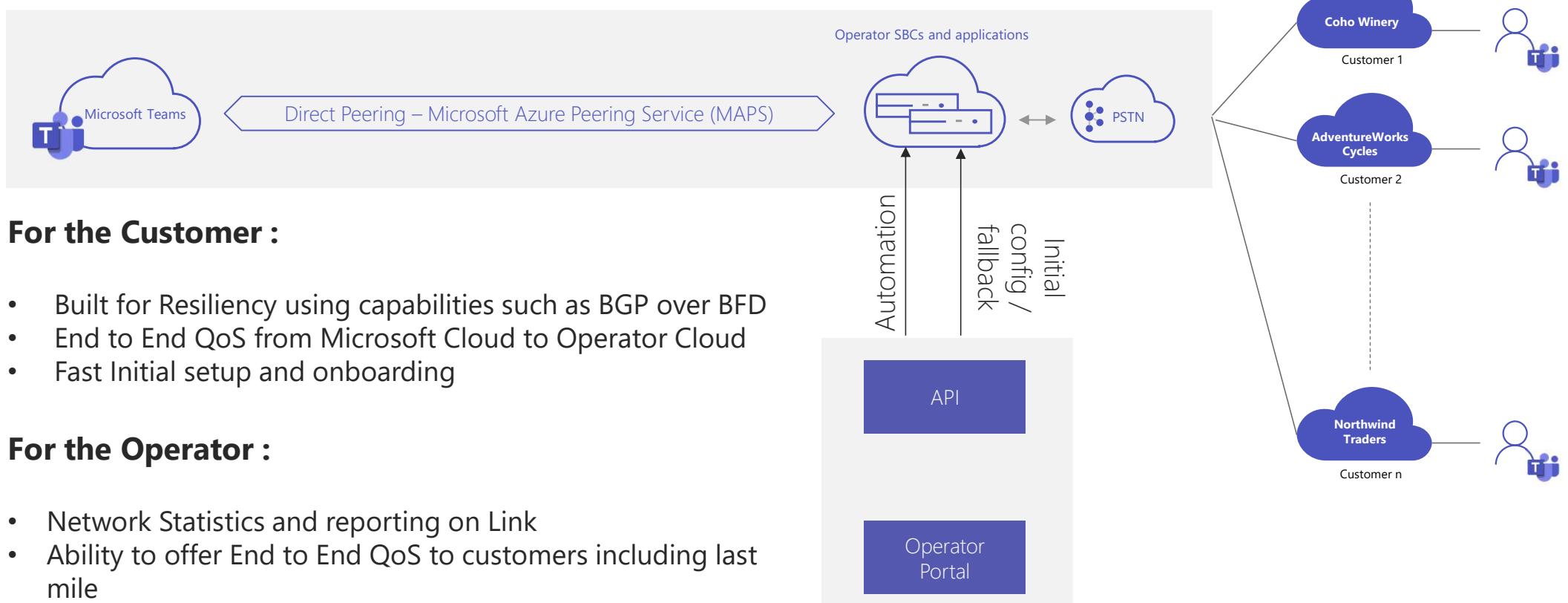
# Operator Connect – Enhancements

Interconnection	<ul style="list-style-type: none"><li>▪ Direct peering through Microsoft Azure Peering Service (MAPS)</li><li>▪ Provisioning APIs and an Operator Portal for setting up trunk to Microsoft Teams</li></ul>
Number Provisioning	<ul style="list-style-type: none"><li>▪ Upload (using API or Portal) Phone Numbers/DID's to the Teams Admin Center</li><li>▪ Display and assign phone numbers/DID's to tenants in the Teams Admin Center</li></ul>
Management	<ul style="list-style-type: none"><li>▪ Seamless Customer provided access (by Geography) to Operator for Management of Voice tenant</li><li>▪ Operator management portal for Customer Tenants</li></ul>
Reporting	<ul style="list-style-type: none"><li>▪ API's and reporting for sharing CDR, QoE, Telephone numbers and SLA</li><li>▪ Joint customer Admin reporting (CQD / CDR)</li></ul>
GTM	<ul style="list-style-type: none"><li>▪ Operator Presence in Teams Admin Center, by Geography and Service</li><li>▪ Assignment/Management experience for Operator numbers and plans embedded in the portal</li></ul>
Operations & Communications	<ul style="list-style-type: none"><li>▪ Regular Communications for Service Interface changes and product updates</li><li>▪ Regular Communications around Network SLA and Call Quality</li></ul>
Support	<ul style="list-style-type: none"><li>▪ Joint back to back support model. Support-to-Support and Engineering-to-Engineering</li><li>▪ Proactive diagnostic/alerts for trunk setup and health</li></ul>

# Operator Connect - Interconnection

## Interconnection

- Direct peering through Microsoft Azure Peering Service (MAPS) for Voice
- Provisioning APIs and an Operator Portal for setting up trunk to Microsoft Teams



# Operator Connect - Numbers

## Number Provisioning

- Upload (using API or Portal) Phone Numbers/DID's to the Teams Admin Center
- Display and assign phone numbers/DID's to tenants in the Teams Admin Center

## For the Customer :

- Self Management of Phone numbers through Teams Admin Portal
- Ease of DID inventory and users/service assignment

## For the Operator :

- Numbers show up in the Teams admin portal, similar to Calling plans
- Simple MACD changes are easy through portal
- No need for separate portal to manage numbers for the customer

The screenshot shows the Microsoft Teams Admin Center interface. The left sidebar has a dark theme with white icons and text. The 'Phone Numbers' option under the 'Operators' section is highlighted with a purple background. The main content area has a light gray header with the title 'Phone numbers'. Below the header is a brief description: 'To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. Learn more.' There are two tabs at the top of the list: 'Numbers' (which is selected and highlighted in blue) and 'Order history'. Below the tabs is a table with the following data:

	Phone number	Number Provider	Location	Number type	Status
1	+1 425 555 0001	Contoso Telecom	Seattle, United States	Users	Assigned to user
2	+1 425 555 0002	Contoso Telecom	Madrid, Spain	Users	Assigned to user
3	+1 425 555 0003	Contoso Telecom	Barcelona/Bartzelona, Spain	Users	Assigned to user

# Operator Connect - Management

## Management

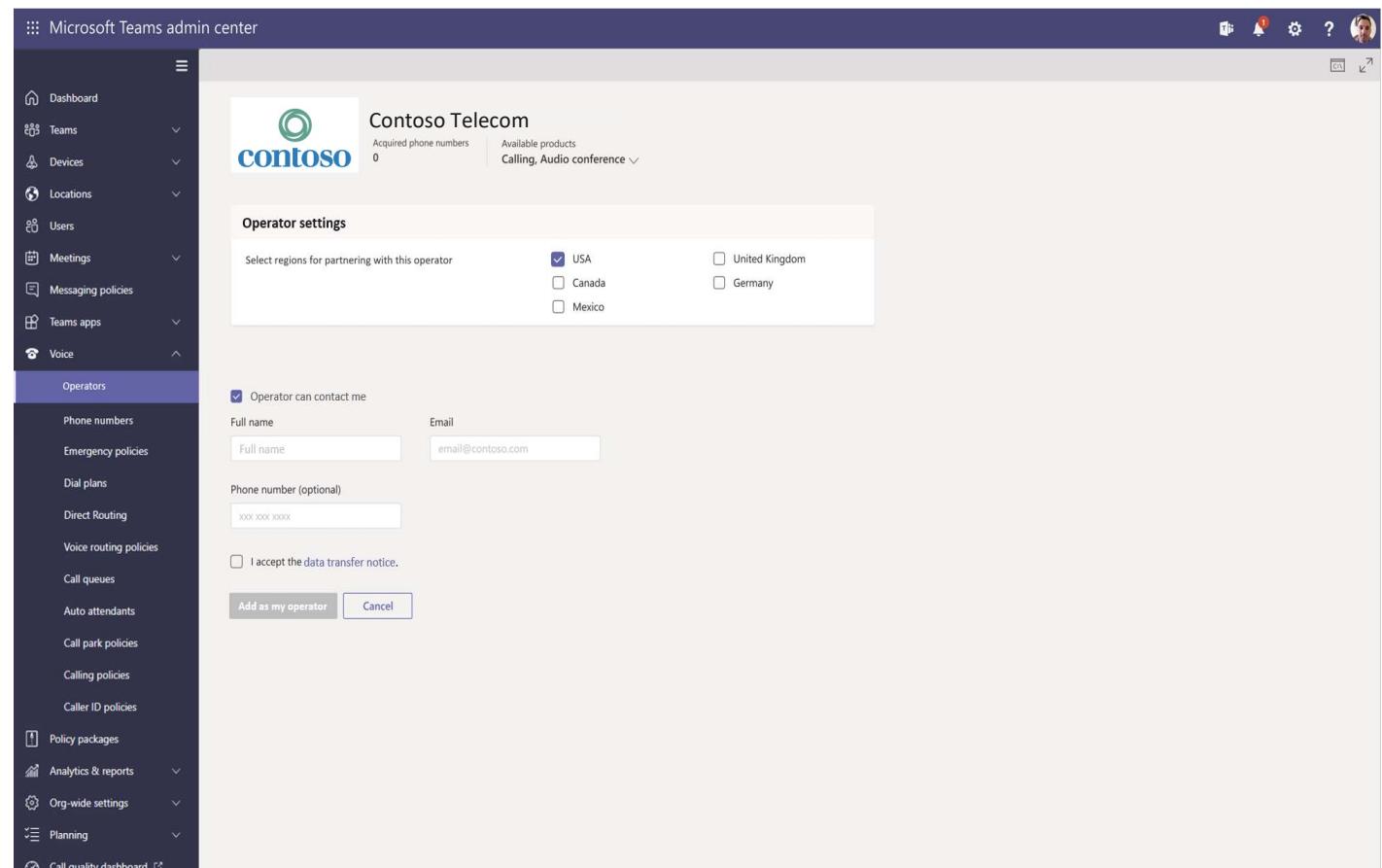
- Seamless Customer provided access (by Geography) to Operator for Management of Voice tenant
- Operator management portal for Customer Tenants

## For the Customer :

- Easy to grant access to Operator for management of Calling
- Can Segregate access by Region/Geography/Calling areas per operator

## For the Operator :

- No need to get additional special permissions such as delegated admin to manage Calling
- Single point of contact information for the customer for updates, maintenance notices etc.



# Operator Connect – Go-To-Market

GTM

- Operator Presence in Teams Admin Center, by Geography and Service
- Management/Assignment experience for Operator numbers and plans embedded in the portal
- Enhanced Acquisition Experience through Operators

## For the Customer :

- Find Operators easily by Geography and Capability
- Simplified Setup Journey through Teams Admin portal
- Confidence in Solution and capabilities due to Operator Connect program

## For the Operator :

- Visibility to Existing and new customers through the Teams Admin portal
- Reduced time to enable customers for Teams Calling

The screenshot shows the Microsoft Teams Admin Center interface. On the left, there's a dark sidebar with various administrative links like Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, and Voice. Under the Voice section, the 'Operators' link is highlighted. The main content area has a light background and features a header 'Operators' with a sub-instruction: 'Here you can manage partnerships with phone number providers. You can only acquire phone numbers from providers you have established partnership with.' Below this, there's a summary box showing '3 My Operators' and '7 All Operators'. A tab bar below the summary box allows switching between 'All Operators' and 'My Operators', with 'All Operators' currently selected. Further down, there are filters for 'All regions' and 'Calling, Audio conferencing'. The main area displays cards for several operators, each with a logo, name, available products, served regions, and a 'Offer details' button. The operators listed are Contoso Telecom, TelePacific, ODA Corp., Touch Global, ViviTech Comm, ATP, and SunTech.

Operator	Available products	Served regions	Action
Contoso Telecom	✓ Calling, ✓ Audio conference	USA, Canada, +3 more	Offer details
TelePacific	✓ Calling	Albania	Offer details
ODA Corp.	✓ Calling	France, +2 more	Offer details
Touch Global	✓ Calling, ✓ Audio conference	USA, Canada, +101 more	Offer details
ViviTech Comm	✓ Calling, ✓ Audio conference	Italy, Germany, + 2 more	Offer details
ATP	✓ Audio conference	Albania	Offer details
SunTech	✓ Calling, ✓ Audio conference	Belgium	Offer details

# Currently Available Operators

[Link to up-to-date operator directory](#)

 Microsoft

Transform | Microsoft 365 & Security for Partners Products Practices Workshops Readiness More

Search

## Microsoft 365 Operator Directory

Microsoft 365 operators are a primary destination for customers' connectivity and telephony needs and they have unique strengths in fixed and mobile networks.

Microsoft's unique partnerships with operators enable us to jointly deliver superior products and services that help our customers reduce complexity, provide them more flexibility when it comes to choosing their connectivity services, and create confidence in their Teams Calling deployment and management. This page provides a directory of operators with whom Microsoft delivers joint services that provide deeper integration into the Teams platform.



All partners

Country	Offer	Sort by
All	All	Company name

BT • Operator Connect [View offer >](#)	Deutsche Telekom • Operator Connect [View offer >](#)	Intrado • Operator Connect [View offer >](#)
NuWave • Operator Connect [View offer >](#)	Orange Business Services • Operator Connect [View offer >](#)	Pure IP Just voice. • Operator Connect [View offer >](#)
Swisscom • Operator Connect [View offer >](#)	Tata Communications • Operator Connect [View offer >](#)	Telenor • Operator Connect [View offer >](#)
		NTT • Operator Connect [View offer >](#)
		Rogers • Operator Connect [View offer >](#)
		Verizon • Operator Connect [View offer >](#)

# Operator Connect vs. Direct Routing

	Operator Connect	Direct Routing
Program Type	<ul style="list-style-type: none"> <li>Programmatic Approach to Operator Provided Calling</li> </ul>	<ul style="list-style-type: none"> <li>Not a Program. Core Functionality.</li> </ul>
Interconnection	<ul style="list-style-type: none"> <li>Microsoft Azure Peering Service (MAPS) for Voice</li> <li>Dedicated Portal/APIs for Trunk Setup and validation</li> </ul>	<ul style="list-style-type: none"> <li>TLS/SRTP over Internet</li> <li>Carrier Tenant for setting up super trunk</li> <li>Some Customer configuration required or delegated specifically</li> </ul>
Number Provisioning	<ul style="list-style-type: none"> <li>Provisioning through API's to facilitate automation</li> </ul>	<ul style="list-style-type: none"> <li>None, need customer account or "admin on behalf" for executing PowerShell commands</li> </ul>
Teams Admin Center	<ul style="list-style-type: none"> <li>Presence in the portal, customer can select the Operator for number provisioning / management, or assignment</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>
Customer Experience	<ul style="list-style-type: none"> <li>Number visualized in the portal as Operator numbers</li> <li>IT Admin can assign numbers to users directly from the portal</li> </ul>	<ul style="list-style-type: none"> <li>IT Admin or Operator needs to assign number through PowerShell</li> <li>IT Admin or Operator needs to create/assign Voice Policies</li> </ul>
Data sharing	<ul style="list-style-type: none"> <li>CDR/CQD (QoS)/SLA data provided to Operators through API's</li> <li>Joint CDR for customers reporting</li> </ul>	<ul style="list-style-type: none"> <li>CDR/CQD data can be retrieved tenant by tenant using delegated access</li> </ul>
Support / SLA	<ul style="list-style-type: none"> <li>Operator Tier 1 Support; Operator-Microsoft Model in place</li> <li>Product Change Management and updates channel</li> <li>Back to back SLA in place between Microsoft and Operator</li> </ul>	<ul style="list-style-type: none"> <li>Operator Tier 1 Support</li> <li>Escalations through M365 Support or Premier Support</li> <li>No SLA in place</li> </ul>
Management	<ul style="list-style-type: none"> <li>Dedicated Management capabilities in Operator Portal/API (at GA)</li> </ul>	<ul style="list-style-type: none"> <li>Delegated Admin or Teams RBAC Access required from Customer</li> </ul>
Total Cost of Ownership	<ul style="list-style-type: none"> <li>"As a service" model delivered by the Operator</li> </ul>	<ul style="list-style-type: none"> <li>SBC owned and operated by the Customer or Hosted/Managed by Operator</li> </ul>

# Key reasons why each option is used

Microsoft Calling Plans	Operator Connect	Direct Routing
<ul style="list-style-type: none"><li>Getting started quickly is a priority</li><li>Simplicity that comes with all-in-one solution is important</li><li>No existing on premises PSTN infrastructure (SBC or voice trunks)</li><li>Easy to set up a rapid proof of concept</li><li>Location in a calling plan market</li></ul>	<ul style="list-style-type: none"><li>Cloud-only fully managed solution (no hardware footprint) OR</li><li>Existing PSTN infrastructure (voice trunks) will continue to be used</li><li>Existing service provider agreements are in place</li><li>Integrated End to End Number management experience in Teams Admin Center</li><li>Multi-national company with locations outside Microsoft calling plan markets</li><li>Can Support 3<sup>rd</sup> party Interop with PBX's for Migration using downstream SBC's</li></ul>	<ul style="list-style-type: none"><li>Existing PSTN infrastructure (SBC or voice trunks) will continue to be used</li><li>Required for PBX co-existence<ul style="list-style-type: none"><li>Migration from legacy telephony systems</li><li>Integration for analog devices (elevator phones, overhead paging etc.)</li></ul></li><li>Multi-national company with locations outside Microsoft Calling Plan markets</li><li>Existing service provider agreements are in place</li><li>Regulatory requirements around telephony in their region (examples include India, China, Australia)</li><li>Local PSTN survivability needs (hospitals, oil refineries, airports, etc.)</li><li>Customers can use a combination of Direct Routing and Microsoft Calling Plans</li></ul>

## Overall guidance

- Base the decision on your needs, current calling environment and contracts with Operators.
- 3<sup>rd</sup> Party Calling plans via Operator Connect or Direct Routing are the hero approach to Teams Calling.
- Microsoft Calling Plans are a viable option if you need a simple all-in-one solution or need to get started quickly (in available markets).
- You can use a hybrid model of Direct Routing, Operator Connect and Microsoft Calling Plans in the same tenant.

# New and coming features

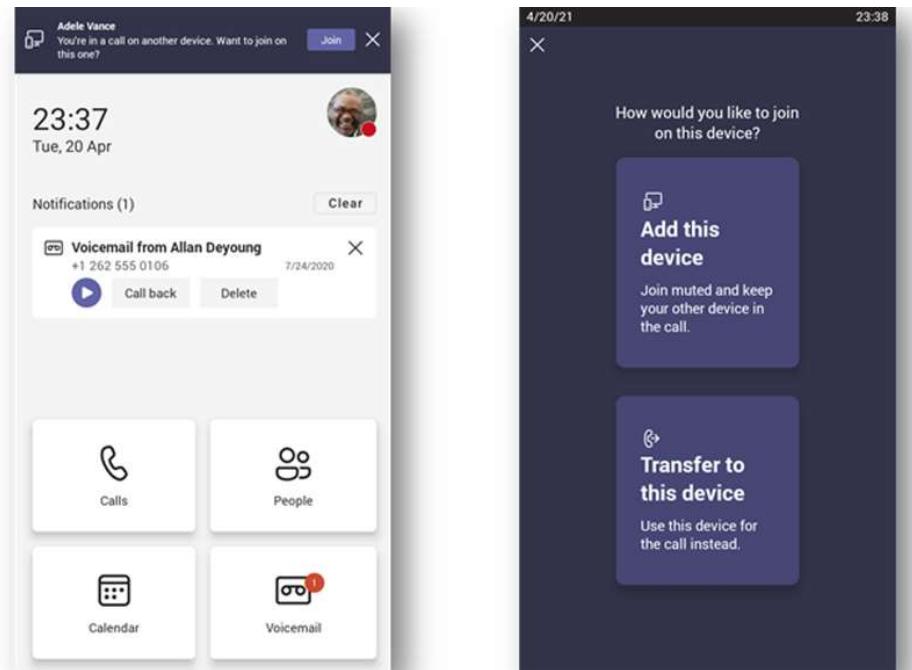
## Add or Transfer Calls to Device

Take a call anywhere and easily move it from your desktop to your mobile device and vice versa

Easily switch between devices while on the same c

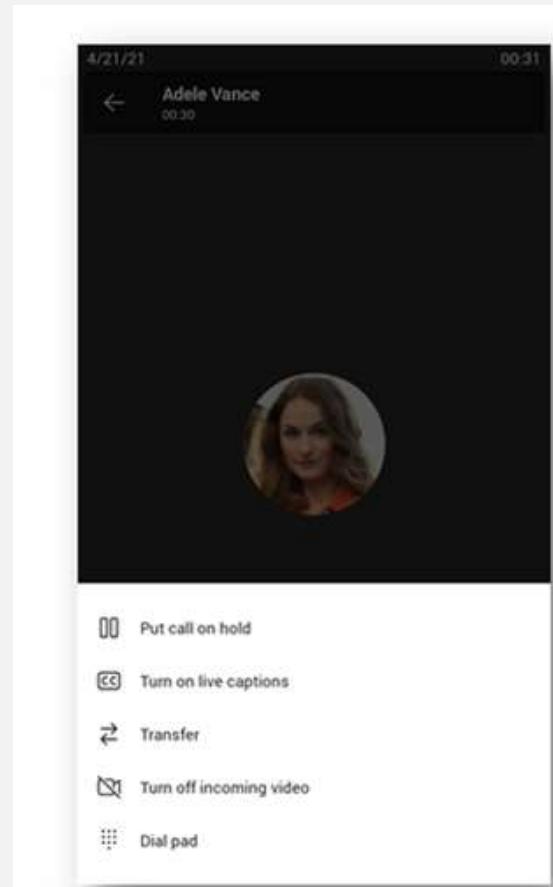
Quickly add another device to an existing call. Use for sharing and viewing content from the second device and audio on primary device

Handoff support for all types of calls:  
1:1 calls, group calls, meetings



## Live captions are now available for calls

This feature is super exciting for people who prefer visual queues when engaging with their stakeholders. Teams is now able to detect what is being said during a 1:1 call and present the text on the screen in real time. Please note that this functionality is only available in English at the time and is not available for phones within the government cloud.



# Voice Enabled Channels

Enable teams to integrate call queues into a specific channel, allowing for collaboration and information sharing before, during, and after the call

Shared call queue log and voicemail allows agents and managers to examine history

Right canvas shows agent status and allow these agents to mark themselves as available

The screenshot displays the Microsoft Teams application interface. On the left, a sidebar shows pinned channels like 'Marketing' and 'Northwind Traders', and a list of other teams including 'General', 'Overview', 'Support', 'Reporting', 'Marketing', 'Telemetry', 'Northwind Traiders', 'Tailspin Traders', 'Account Team', 'General', 'Accounting', 'Finance', 'FY 17 Planning', and '6 hidden channels'. The main area is titled 'Support' and shows a 'History' section with a table of recent calls. The table includes columns for the caller's profile picture, name, phone number, location, recipient's profile picture, recipient's name, and call duration (e.g., 07:52 9:20 PM). Below the table, there is a list of 'Agents' with their names, availability status (e.g., Available, On call), and contact details. A large right-hand panel is titled 'Call for Northwind Traders, Support' with a phone number '+1 (509) 670-0594' and features for video, audio, and hang up.

Agent	Status	Contact Info
Daniela Mandera	Available	On call
Cassandra Dunn	On call	
Keiko Tanaka	On call	
Will Little	On call	
Sarah Roach	Available	
Bryan Wright	Available	
Bruno Zhao	Available	

## Survivable Branch Appliance

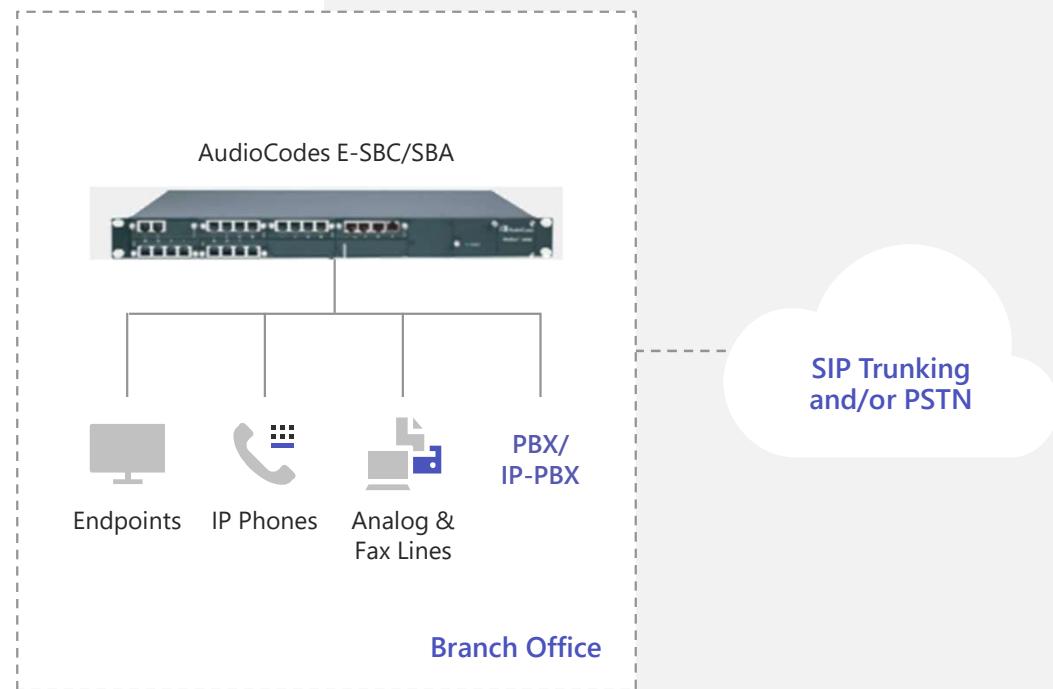
Support call activity even when connections are down

Works with Teams Offline Mode

Virtual Machine runs Microsoft software on partner Session Border Controllers

WAN outage is survivable – calls can be made and received

Future – enable P2P calling so Teams users at affected site can make VoIP calls to each other



# Questions?

## Take-Home Message

### Operator Connect fills the Gap between Calling Plans & Direct Routing

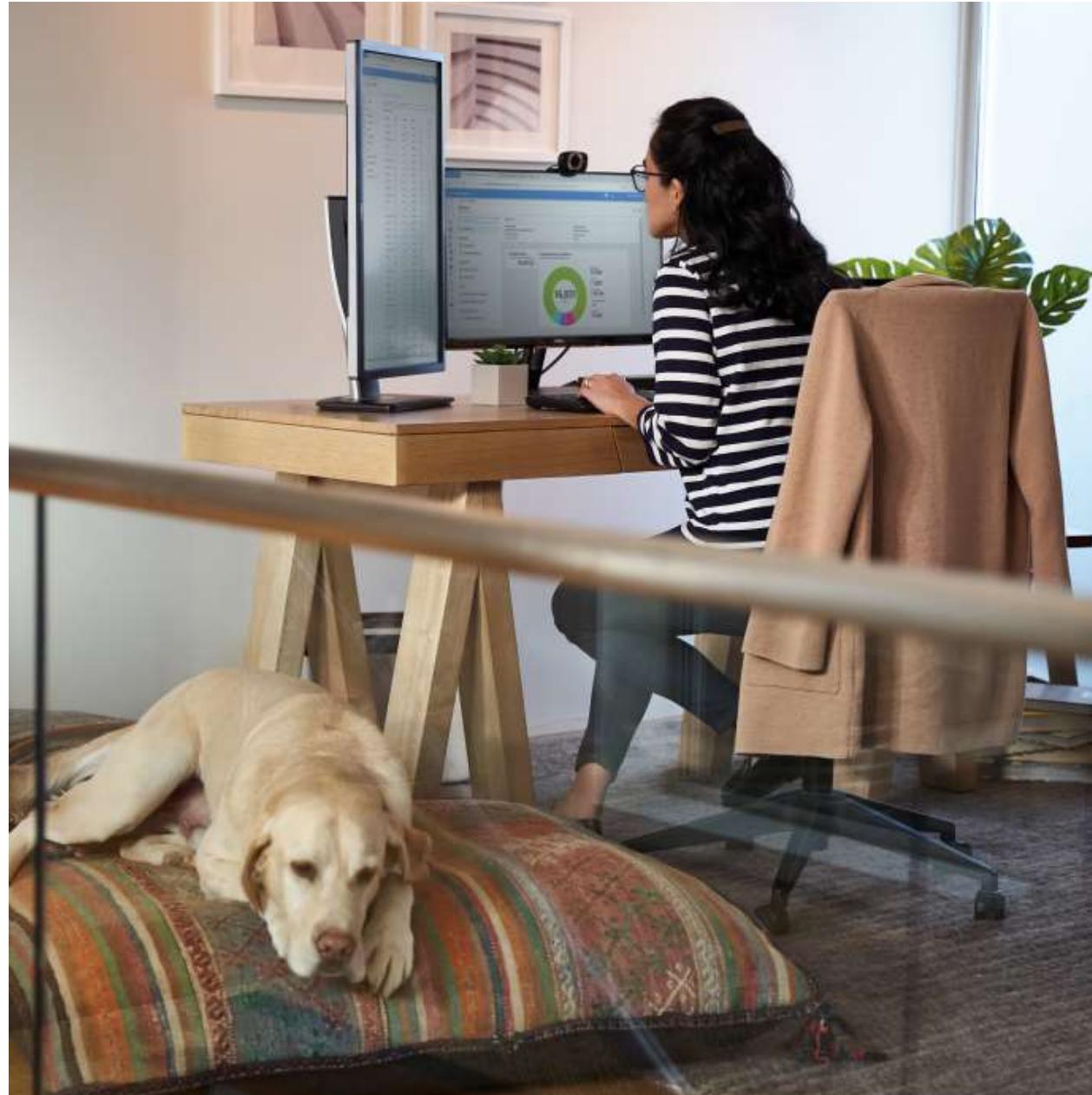
A quick and easy way to get started with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of direct routing.

### From Zero to Hero

Operator Connect and Direct Routing can cover your complex requirements, while Microsoft Calling Plans offer a simple and quick all-in-one solution in available markets

### Pick'n Mix

You can use a hybrid model of Direct Routing, Operator Connect and Microsoft Calling Plans in the same tenant.





# Thank you.

**Susanne Quiel**  
Technical Specialist Microsoft Teams

Contact:  
[Susanne.Quiel@Microsoft.com](mailto:Susanne.Quiel@Microsoft.com)  
Or connect on [LinkedIn](#)



# Appendix

# Microsoft Phone System

Provide modern and legacy PBX capabilities with the cloud

## Unify your legacy PBX systems in Microsoft 365

Provide a complete voice solution in the cloud.\*  
Reduce reliance on-premises hardware and eliminate points of failure

## Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams Admin Center

## Scale globally

Connect your phone system to the Microsoft worldwide network, and get the power and reliability of the Microsoft cloud wherever your business goes

\*A complete voice solution is possible with a combination of Phone System and Calling Plans or Direct Routing

Busy on Busy	Full Delegation Support
Call Escalation	Group Call Pick-up
Call Park	Location-Based Routing
Call Quality Dashboard	Media Bypass (Direct Routing)
Caller ID Masking	Microsoft Calling Plans
Calling Transfers and Handling	Number Porting for Calling Plans
Click to Call	Out of Office Support
Cloud Auto Attendants	Routing Rules
Cloud Call Queues	Screen Sharing from chat
Cloud Voicemail with Transcription	Secure Calling between Tenants
Custom Contact Groups	Shared Line Appearance
Custom Ring Tones	Simultaneous Ringing
Dial Plans	Speed Dial
Direct Routing	Teams Admin Center
Direct Routing dashboard	Teams and SfB Calling
Do not Disturb and Breakthrough	Three-way PSTN Calls
Dynamic Emergency Calling	TTY Support
Extension Dialing	<b>...and more</b>

# Microsoft Calling Plans

Let Microsoft be your carrier

## Rapid provisioning

Procure and assign phone numbers to users in minutes, with no on-premises equipment

## Number porting and dynamic emergency calling

Use your existing phone numbers with Microsoft Calling Plans, and meet E911 and other legal obligations

## Local, long distance, and international calling

Reach the people important to your business, with a choice of calling plans

## Ensure you always have enough minutes

Use Communication Credits to add minutes & international capabilities to Calling Plans and Audio Conferencing

## Geographies where Calling Plans are available:

Australia\*, Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Japan\*, Luxembourg, Netherlands, New Zealand, Norway, Poland, Portugal, Puerto Rico, Romania, Spain, Sweden, Switzerland, U.K., U.S.A.



\* Provided by partners – Australia (Telstra), and Japan (Softbank)

## Communication Credits ensure you always have minutes available

### Adds the following for Calling Plans...

Dial any international phone number even when you have a Domestic Calling Plan.

Dial out and pay per minute once you have exhausted your monthly minute allotment.

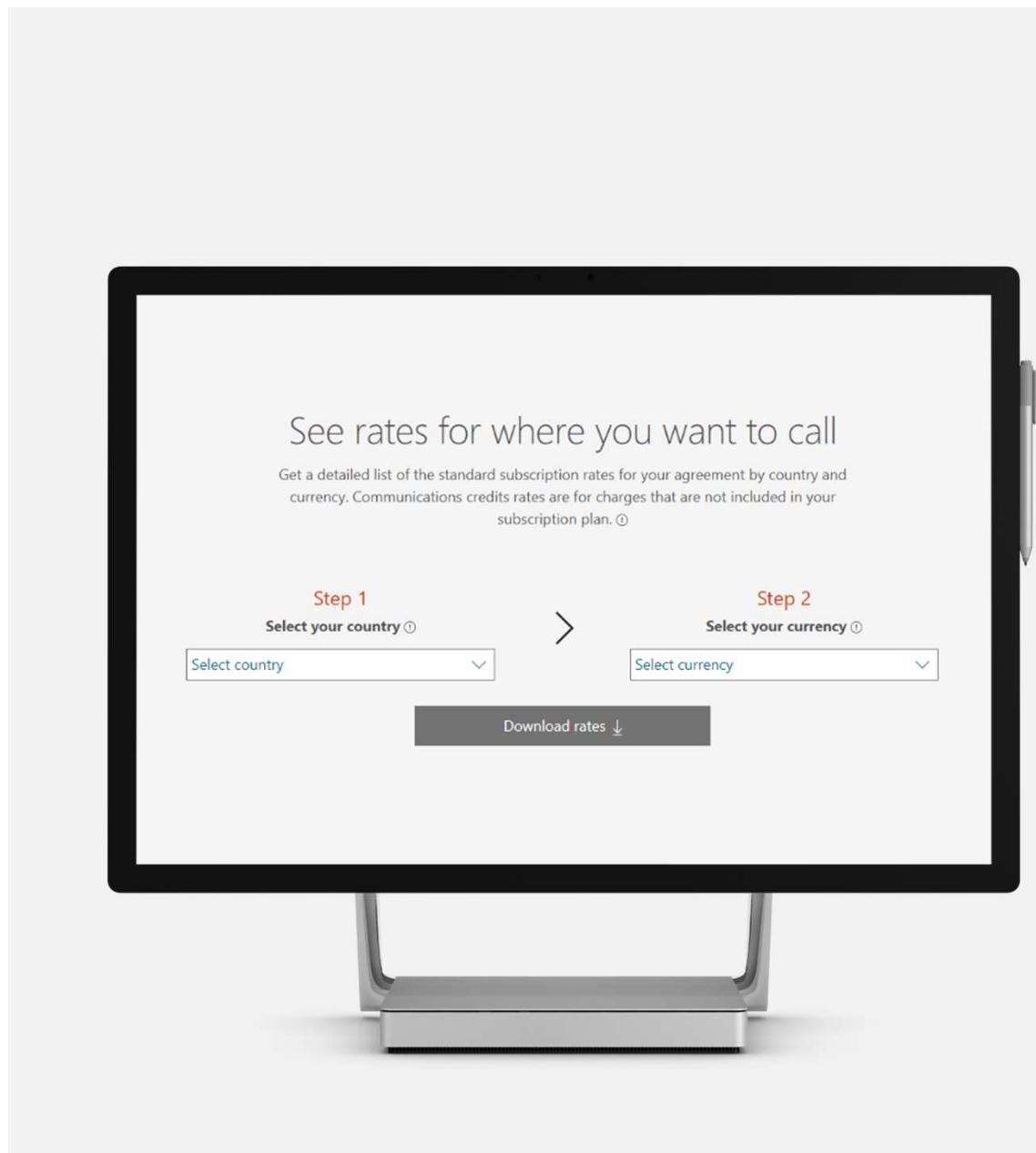
### Adds the following for Audio Conferencing...

Dial in to Audio Conferencing meetings using toll-free dial-in phone numbers.

Dial out from an Audio Conferencing meeting to add someone else from anywhere in the world.

Dial out from an Audio Conferencing meeting to your mobile phone with Microsoft Teams app installed.

Learn more about Communication Credits rates [here](#).



## Direct Routing

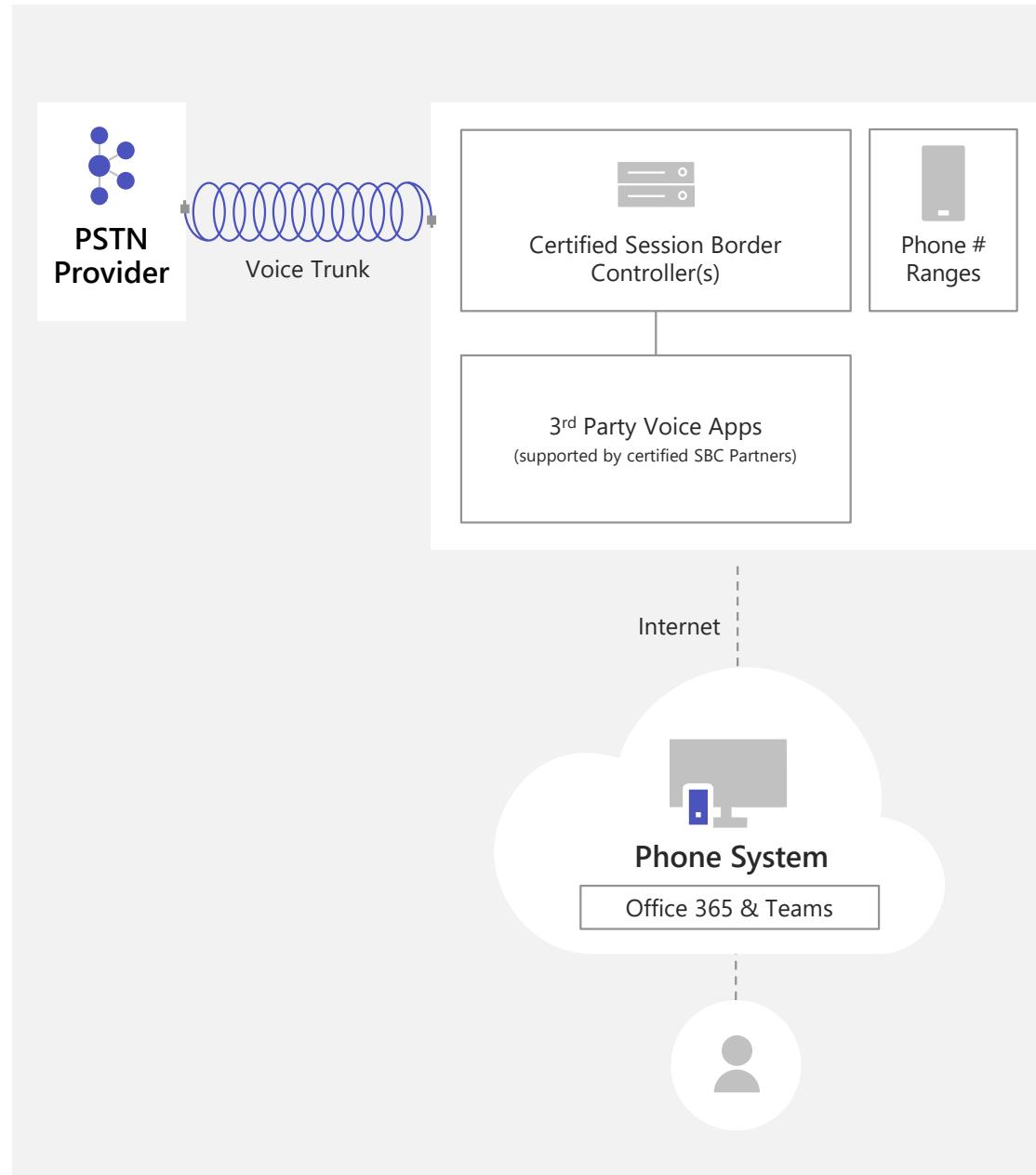
Bring your own carrier and infrastructure

### Directly route dial tone to Teams users

Connect SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – keep your numbers

### Interoperability with 3rd party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.



Browse full selection at Devices Showcase [office.com/teamsdevices](https://office.com/teamsdevices)

# Microsoft Teams personal space devices

NEW CATEGORY



Microsoft Teams peripherals



SENNHEISER



EPOS



logitech



BOSE



Jabra



Yealink



Microsoft Teams phones



poly



CRESTRON



Yealink



audiocodes



Microsoft Teams displays



Lenovo



Yealink

# Device as a Service option for all Teams devices

New monthly financing options make getting started with Teams Devices simple and convenient\*

## Flexible payments

Flexible [monthly payment plan](#) options based on customer preference

## Easy to purchase

Buy when you need directly from the [Teams devices marketplace](#)

## Full device portfolio

Choose from phones, peripherals, room systems, and accessories to [create custom bundles](#)

## Up-to-date solutions

At the end of your contract, renew or refresh your devices so you [always have the latest](#) technology



Headsets



Speakerphones



Web cameras



Desk phones &  
Teams displays



Teams Rooms



Room  
accessories

\*US only

\*UK, Ireland, Australia early 2021

# Session Border Controllers certified for Direct Routing



**Atos**

**audiocodes**

**AVAYA**



**cataleya**

The Cisco logo, consisting of a series of vertical bars of increasing height followed by the word 'cisco' in a lowercase, sans-serif font.

**ERICSSON**

The ITALTEL logo, featuring a blue stylized knot or triangle icon next to the word 'ITALTEL' in a lowercase, sans-serif font.

**metaswitch**

**NOKIA**

**ORACLE®**

The ribbon logo, featuring a circular pattern of colored dots in shades of pink, purple, and grey, followed by the word 'ribbon' in a lowercase, sans-serif font.

The sansay logo, featuring a stylized orange and red 'S' icon followed by the word 'sansay' in a lowercase, sans-serif font.

***ThinkTel***  
A division of Distributel

The ULTATEL logo, featuring a blue hexagonal icon with a white 'U' shape inside, followed by the word 'ULTATEL' in a lowercase, sans-serif font.

## Integrate robust capabilities with Contact Center partners

Keep your existing contact center provider and integrate with the all-in-one voice channel for Customer Service to gain faster time to value



Simplify your solution



Leverage AI to resolve issues faster



Streamline self-service capabilities



Get instant visibility into trends across all channels



Intelligent routing for voice



Create true omnichannel experiences

\*Available features vary by partner

CONTACT CENTER CERTIFIED

Anywhere365



talk  
computer

8x8

Enghouse  
Interactive

COMPLIANCE RECORDING CERTIFIED

dubber™

ASC

NICE®

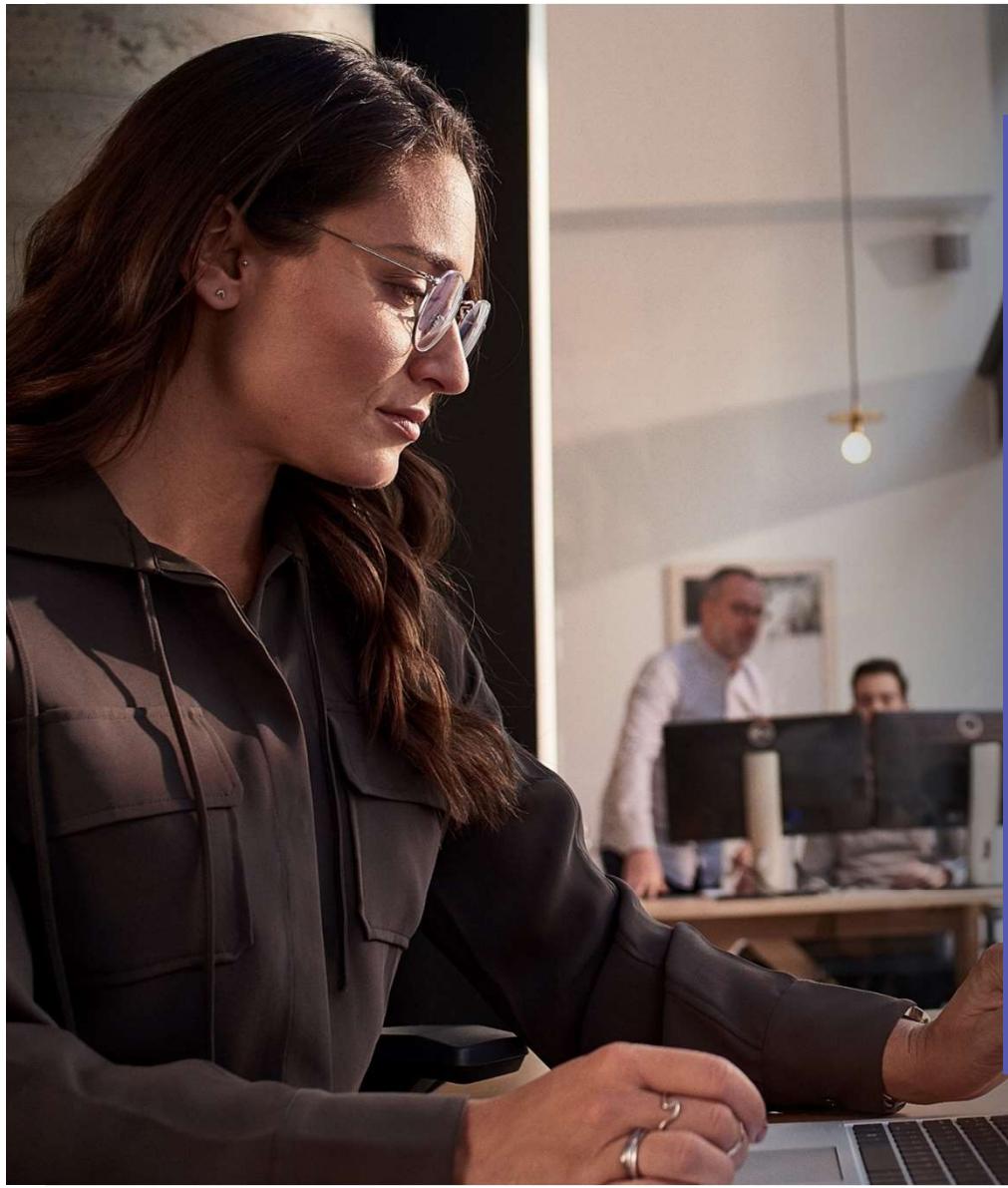
audiocodes

VERINT

NUMONIX  
YOUR RECORDING YOUR WAY

Solution certified for  
Microsoft Teams





## Getting started



Learn more about Teams Calling  
<https://aka.ms/MicrosoftTeamsCalling>

Try Teams Calling free

- [>300 users](https://aka.ms/e5trial)
- [<300 users](https://aka.ms/BusinessVoiceTrial)

Get FastTrack guidance and support  
<https://aka.ms/FastTrackVoice>

Check out Calling customer stories  
<https://aka.ms/TeamsCallingCustomers>