



EBOOK

# Wavenet Direct Routing for Microsoft Teams

Make and receive external calls directly from Microsoft Teams.



# Introduction

Microsoft Teams is very well established as a Unified Communications solution, enabling users to collaborate on content, exchange messages, call each other and engage in user to user and large scale video calls. With the shift to flexible and remote working, many organisations now require PSTN connectivity to be added to Teams, to enable external calling and dial-in audio conferencing.

Wavenet Direct Routing for Microsoft Teams is a cloud managed service that provides the PSTN integration that is required for Microsoft Teams to enable you to make and receive calls with external landlines and mobiles.

## Wavenet Direct Routing Features and Benefits

The service is delivered from Wavenet data centres using resilient Session Border Controllers (SBCs) with direct links to Gamma for SIP.

Wavenet host a resilient pair of AudioCodes Session Border Controllers (SBCs). These are firewall protected and have direct links to Gamma for SIP and then, over the Internet, to Microsoft and the Microsoft Teams environment. This means that you don't need to have your own dedicated SBCs.

### Features

**Dual Wavenet Data Centres:** Resilient data centre provision at the core of the Wavenet network

**High Availability SBCs:** Redundant AudioCodes Session Border Controllers

**Two pairs of firewalls:** The platform is secured with high availability (HA) firewalls

**Resilient connectivity to SIP:** Gamma SIP trunks in high availability HA mode delivered to two Wavenet data centres

**Two managed service options:** Standard and Enhanced options based on the level of reporting available

### Benefits

- Licensed on a per-user per month basis with two service options
- You don't need advanced in-house IT skills
- Inclusive UK national and mobile calls (subject to fair usage)
- A self-service portal for that reduces ongoing setup and administration effort
- Real-time and historic reporting on key metrics such as call quality and network performance.
- Integration with other telephony solutions that might need to be retained in your organisation
- Wavenet's experience and assistance with Microsoft and number porting



# Service Options

There are two Wavenet Direct Routing service options:

| Service                                                                                                                       | Standard | Enhanced |
|-------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| Microsoft Teams Direct Routing through resilient SBCs                                                                         | Y        | Y        |
| Quality of experience reporting from the SBCs                                                                                 | Y        | Y        |
| Inclusive UK national and mobile call minutes. Unlimited, subject to fair usage.                                              | Y        | Y        |
| Self-service management tool                                                                                                  | Y        | Y        |
| Flexible scripting for automation of additional configurations on SBC                                                         | Y        | Y        |
| Self-service tool for Teams User Lifecycle Management (User changes, calling policies, phone number inventory and assignment) | -        | Y        |
| Hosted IP-PBX (Phone system users co-existing with Teams users)                                                               | -        | Y        |
| Online end-to-end call analytics reporting, including Teams call quality                                                      | -        | Y        |
| Advanced reporting (customized and scheduled reports)                                                                         | -        | Y        |

## Microsoft Teams Voice features include:

- Person-to-person calling
- Dial plan configuration
- Geographic dial plans
- Group Routing and Pickup
- Call routing options
- IVR and Text to speech for IVR call selection
- Integration with calendars for out of office and holiday responses
- Search for users by name or by group when dialling in
- Integration with presence

## Wavenet Additional Related Services:

- Network readiness assessment
- Number ordering and porting
- Dial plan configuration
- Integration with legacy analogue systems
- Call groups, queue design, IVR design and implementation

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