



Microsoft Teams Direct Routing from FourNet

Seamlessly add the ability to make and receive external calls to your MS Teams environment





The Relentless Rise of Teams

COVID-19 driving adoption

COVID-19 and the resulting rise of remote working has driven the exponential adoption of MS Teams, making it one of the fastest growing apps of the pandemic. MS Teams has proved invaluable to enable employees to connect with other internal users, communicating easily via instant messages, video conferencing and click-to-call functionality, not to mention the collaboration capabilities of document storage and sharing.

This simplicity and ease of use has caused businesses to move away from the traditional method of connecting to the UK's public telephone network routed via PBX hardware installed at the business' premises.

The internal and external disconnect

Whilst MS Teams has enabled better communication and collaboration internally within an organisation, connecting with people and making calls outside of the organisation in the same way hasn't been possible as Teams doesn't have the capability to make and receive PSTN calls. This can be frustrating for the user, as colleagues must switch between a headset plugged into their laptop or computer, to a mobile phone or desk phone for taking or making calls outside the organisation. Furthermore, many existing headsets don't have the two adapters needed to work on both USB and on mobile phone headset ports.

Now with Teams Direct routing from FourNet, you can enable full voice capability, including call recording*, natively into MS Teams, as a feature rich and cost-effective alternative to Microsoft Calling Plans, essentially directly connecting your Session Initiation Protocol (SIP) trunks to Microsoft Teams.

*This is dependent on the type of connectivity and equipment used.



145 million daily users

MS Teams had **145 million** daily active users in April 2021, almost doubling in the past year from **75 million users** in April 2020



60 million Mobile daily users

Almost **60 million** daily active users are using Teams on mobile alone



500,000

The number of organisations using Teams increased from **50,000 in 2017** to **500,000 in 2020**



300%

Weekly Microsoft Teams mobile users increased by more than **300%** from February 2020 to March 31st, 2020



Benefits of Direct Routing



Retain existing investment and development

Retain your existing desk phones and equipment rather than potentially needing to invest in new Microsoft approved handsets. Plus, retain all the development of your telephony over the years e.g. dialing rules, short codes, automatic forwarding rules, hunt groups etc, as well as your existing call recording equipment.*



Streamline the user experience and increase productivity

With direct routing, users can make and receive all calls seamlessly from the same device, preventing the need to waste time switching between multiple devices to make and receive calls outside the organisation and your Teams platform becomes a true unified communications tool.



Improved customer experience

The improved user experience for your colleagues will benefit your customers too, as employees can respond to customer enquiries more efficiently by being able to make and take external calls anywhere, and verify their content, quickly and easily. If customers or other stakeholders and partners are interacting through Teams in other ways (chat, filesharing, etc), adding the calling function makes the experience even more seamless.



Work anywhere with one number, working seamlessly across devices

Enable remote working on site, from home or out in the field as users don't need to be tied to an on-site PBX or have a company mobile phone. With just one direct dial number, all calls can be routed into Teams and be made or answered via a laptop. Routed calls can also continue to be recorded too*, if required. With the Teams app also on a mobile phone, employees can switch seamlessly to making or taking calls via the app when they are away from their desk.

*This is dependent on the type of connectivity and equipment used.



Cost Savings

Microsoft domestic and international calling plans can become prohibitively expensive when rolled out across all your employees. FourNet Teams Direct Routing offers dramatic cost savings compared to Microsoft and other direct routing alternatives.



Rich Functionality

Switching to Microsoft Business Voice means some standard and advanced functionality of your PBX will be lost. Direct routing means you keep all your current telephony system functionality and add the additional functionality of Teams.



Handling out of hours calls

With the Teams app installed on your employees' mobile phone, all calls can be routed to out of hours services or direct to voicemail, enabling your colleagues to switch off from work at the end of their working day.



Why choose FourNet as your Teams Direct Routing provider

The roll-out of direct routing for Teams is seamless with minimal call on your limited internal resources as our expert project team will take care of everything from planning, implementation through to maintenance of the entire project. With our managed service we can provide direct routing to you, however complex the transition. We'll handle deployment of the solution, hosting and PSTN access, as well as ongoing support, monitoring and billing.



Up and running in days

An initial 10-day sprint within Four Net's project implementation will handle number porting to ensure all employees keep their existing numbers. Our Intelligent Managed Services team will then take over the running of your environment; providing you with a single port of call for all your MS Team's needs. Our proactive monitoring tools avoid issues before they become problems and our 24:7 round the clock rapid response resolves any issues should they occur.



Call Analytics

MS Teams has limited call analytics capability. With our Direct Routing solution, we can incorporate additional analytic tools to log and monitor calls providing you a detailed understanding of your unified communications usage.



Communications expertise

Unlike other Microsoft partners, FourNet engineers bring decades of voice experience. Coming from a Microsoft background they understand the complexities of voice and the requirements of a telecoms system.



Compliant Multimedia Recording

We can provide call recording of all external calls into our Teams Direct Routing solutions which are encrypted and fully complaint with GDPR. Our application provides a range of call retention and archiving options, and we use dual data centres to ensure resilience of call recording. We also provide full descoping solutions to assure PCI compliance.



High availability and reliability

We know downtime in your Calling plan can seriously impact day-to-day operations. FourNet offers that assurance of high availability and reliability to support the most critical conversations in the event of an outage.



Speed to deploy

With no infrastructure required; direct routing to integrate all telephony into Teams can be delivered within 10 working days.

Legend: FourNet & Customer Responsibilities

FourNet only task

Customer only task

FourNet and Customer task

Delivers a SIP service layer to a customer's existing MS Teams via Direct Routing in 10 working Days.

10 Working Days Build Teams Voice and SIP

Requirements Workshop



Design Documentation Gathering user and configuration requirements & technical requirements from the customer, then documenting this information for sign off by all parties

Build & Configure SIP Services & Test Numbers

MS Teams
Phone System
Configuration

SIP Trunk Build

Build and Configure
Ribbon SBC

Develop agreed
test plan



Build & Configuration
of the Ribbon SBC



Executing UAT and Sign off



Training

Project Management A 3 days PM effort is spread across the 10-day Sprint to facilitate Daily Stand-Up Calls, SoW and IRCAL documentation and day to day management



Additional MS Teams solutions from FourNet

Integrate Microsoft Teams into the Contact Centre

Incorporate the communication and collaboration capabilities of Teams into the contact centre and seamlessly enable your back-office support for your front-line agents. Our Team's contact centre integrations intelligently manage all contact interaction types – phone calls, voice messages, email, SMS, web chat, social media – in a single, fully integrated solution. For your customers it means quicker response times, and lower operational costs and exceptional efficiency gains for your organisation.

MS Teams Analytics – measure productivity in the 'new normal'

All the activity on MS Teams is generating huge amounts of data. Reveal patterns in technology use, measure productivity and engagement, and help teams work more effectively with the Microsoft Teams analytics module. Monitor every interaction on MS Teams, across voice and video calling, instant messaging and multiple other apps to provide insights on:

- Which teams, where, are using MS Teams
- What devices they're using it on
- How long conversations and collaborations last
- Peaks and troughs in usage throughout a week or day
- Whether interactions are internal or external

Combine virtual and face to face meetings with a Teams Meeting Room

While most people have been working remotely, MS Teams collaboration calls have worked well, however when some attendees are together in a meeting room, the audio and video quality can be compromised.

Teams Meeting Rooms offer a new way to have collaborative experiences no matter where you are working. With Teams Meeting Rooms you can combine virtual and face to face meetings to create a rich, collaborative experience for everyone.

Meet compliance and training needs with our Teams Call Recording solution

Call recording can still be achieved within a Microsoft Teams environment, to help meet compliance, verification and training needs, with the help of the CARiNA Teams Call Recording Solution. CARiNA Teams recording offers the ability to record all participant calls, with the peace of mind, that only authorised users can playback and listen to the recorded calls, based on their user access levels and hierarchical status.

Visit our FourNet Microsoft Teams page to find out more
<https://fournet.co.uk/solutions-and-services/microsoft-teams>



Get in touch to find out how FourNet can help

fournet.co.uk



Contact Adriaan de Ruiter for more information

0161 509 6253
aderuiter@fournet.co.uk