Simplifying Microsoft Teams Hybrid Telephony

Callroute

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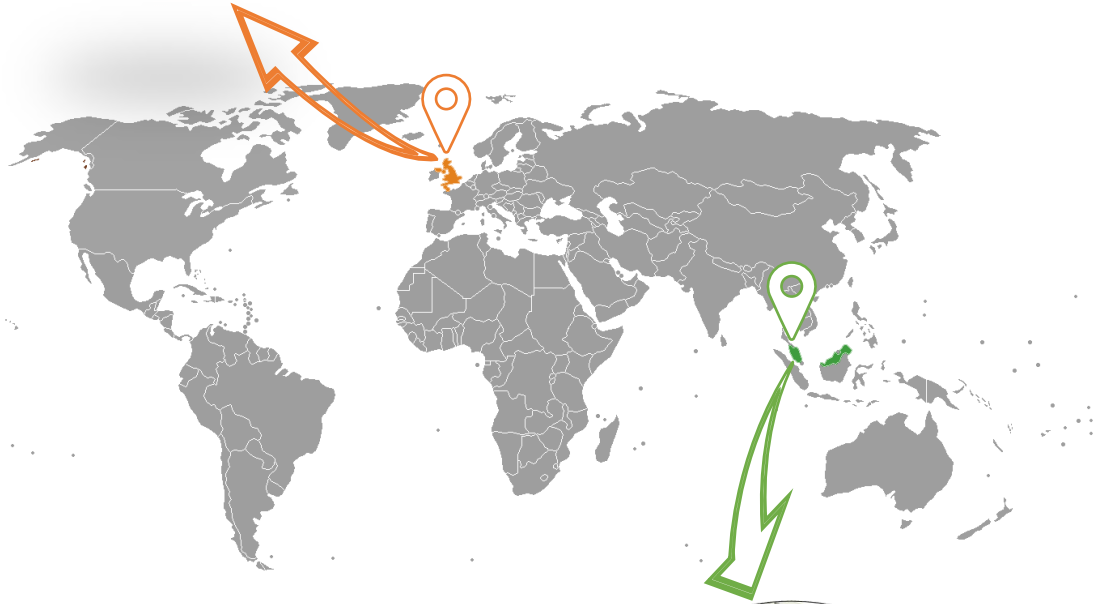

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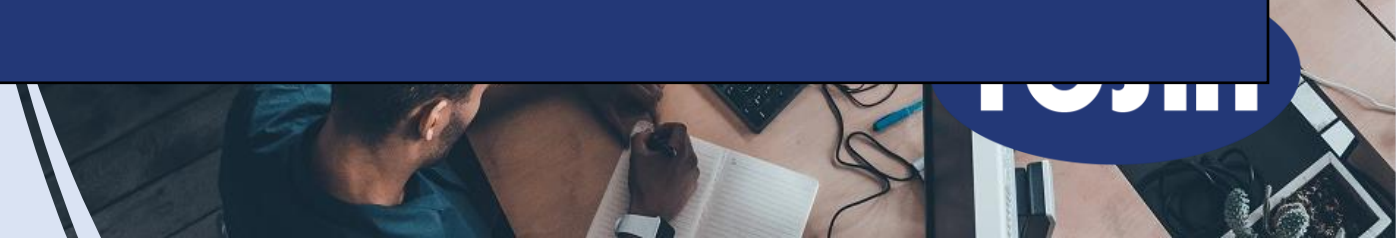

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Why **service providers** & **system integrators** need to prepare for Microsoft Teams integration?

280 million

monthly active users in the quarter

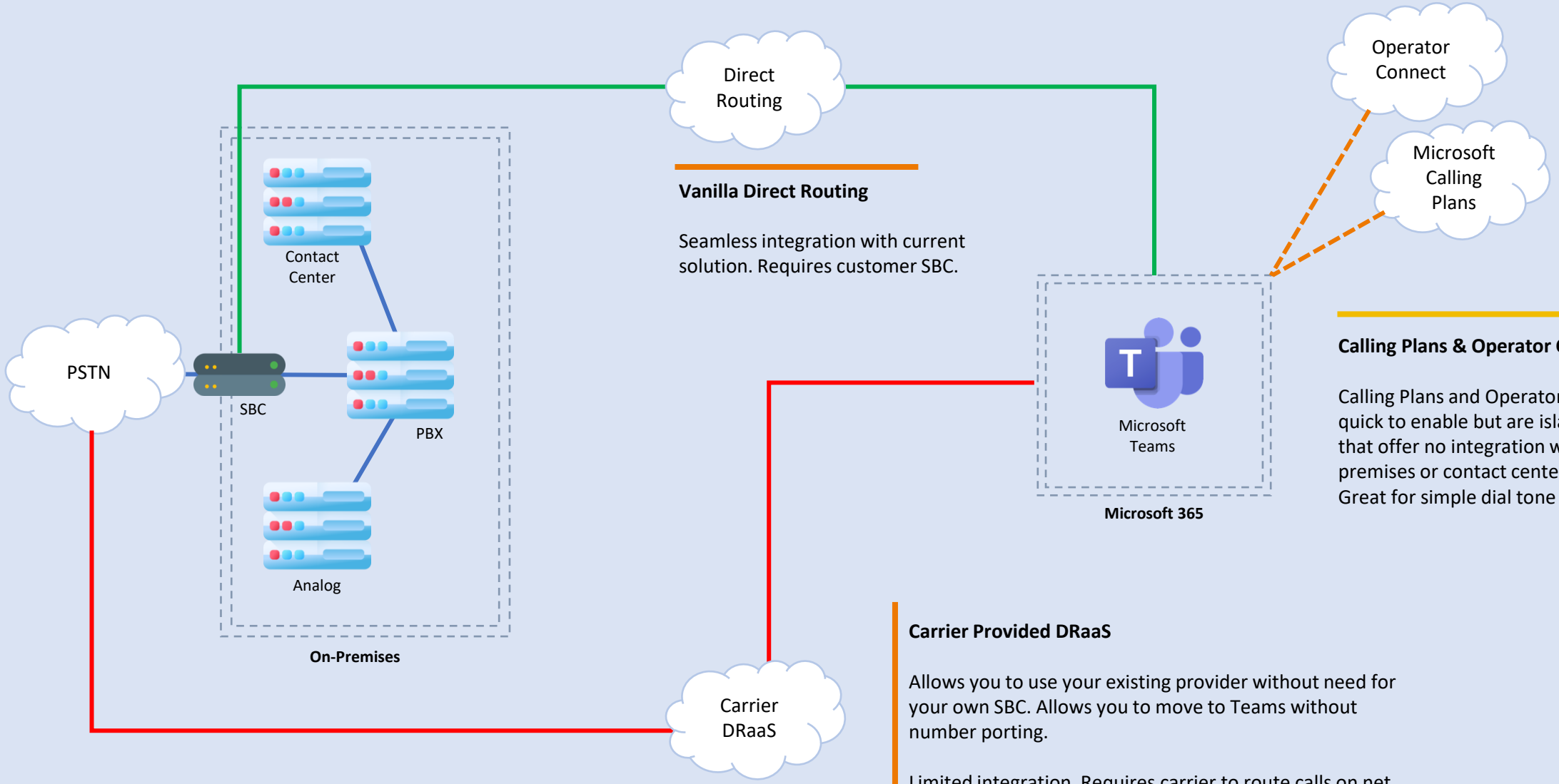
5 million PSTN seats

were added to Teams Phone over the last 12 months

Moving to the cloud is easy.

Or so they say…

The Enterprise Telephony Options



Vanilla Direct Routing

Seamless integration with current solution. Requires customer SBC.

Calling Plans & Operator Connect

Calling Plans and Operator Connect are quick to enable but are island solutions that offer no integration with on-premises or contact center systems. Great for simple dial tone requirements

Carrier Provided DRaaS

Allows you to use your existing provider without need for your own SBC. Allows you to move to Teams without number porting.

Limited integration. Requires carrier to route calls on net, almost always requires DDIs

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Challenges in Enterprise Communication Transformation

Problems enterprises face

Number Mgmt

Microsoft Teams

Local PSTN

In Country Compliance

Overhead Paging

Desktop Phones

On-Prem PBX

Analog Phones

Wireless Phones

Existing Contracts

Number Porting

Working from Home

Budget

Contact Center

Interconnectivity

Operations

Migration

Call Recording

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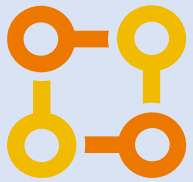
What if there was a cloud solution that can connect everything together?

And let’s you transform asynchronously. In your own time



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What we do

Simplifying the complicated

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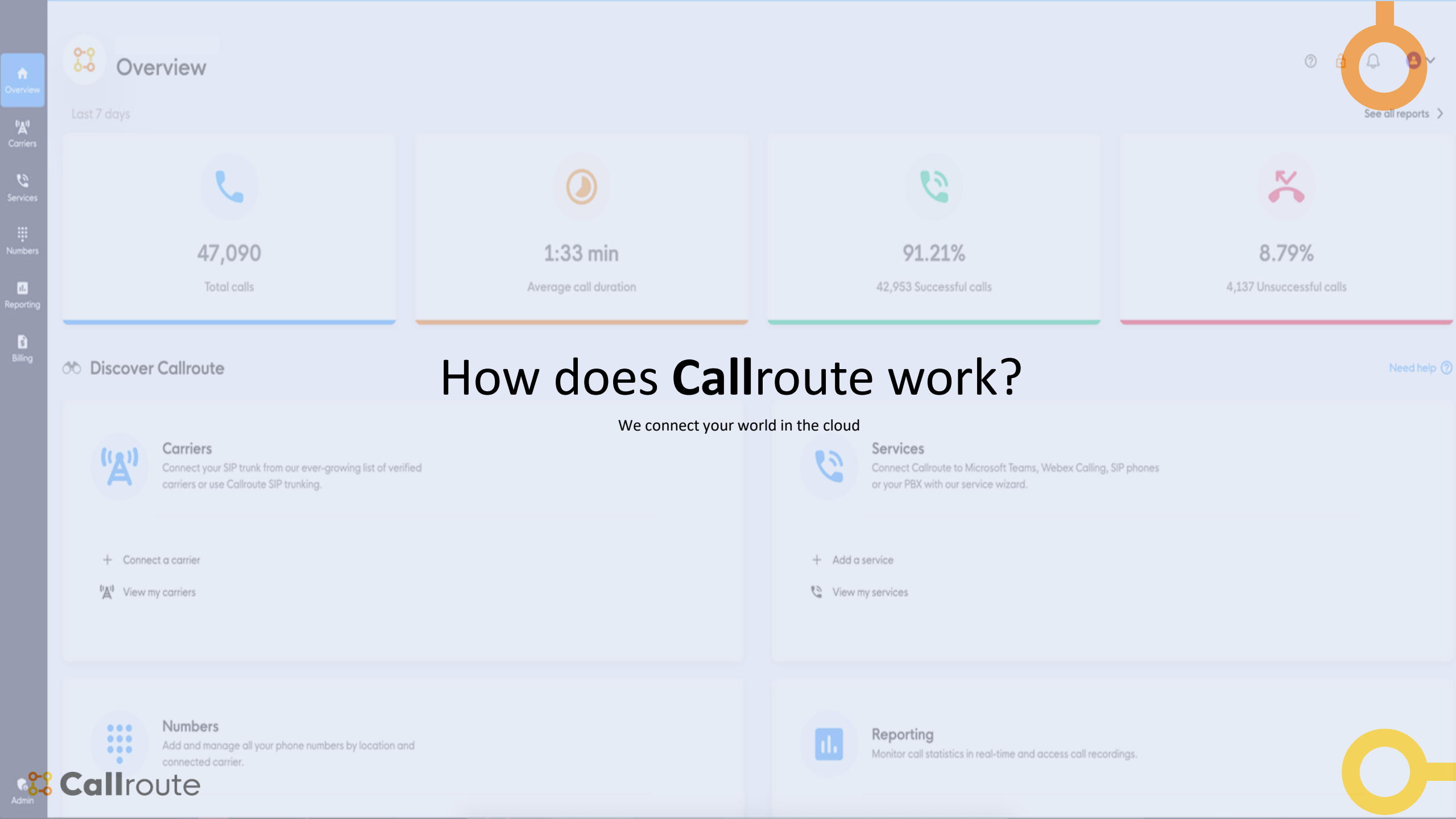
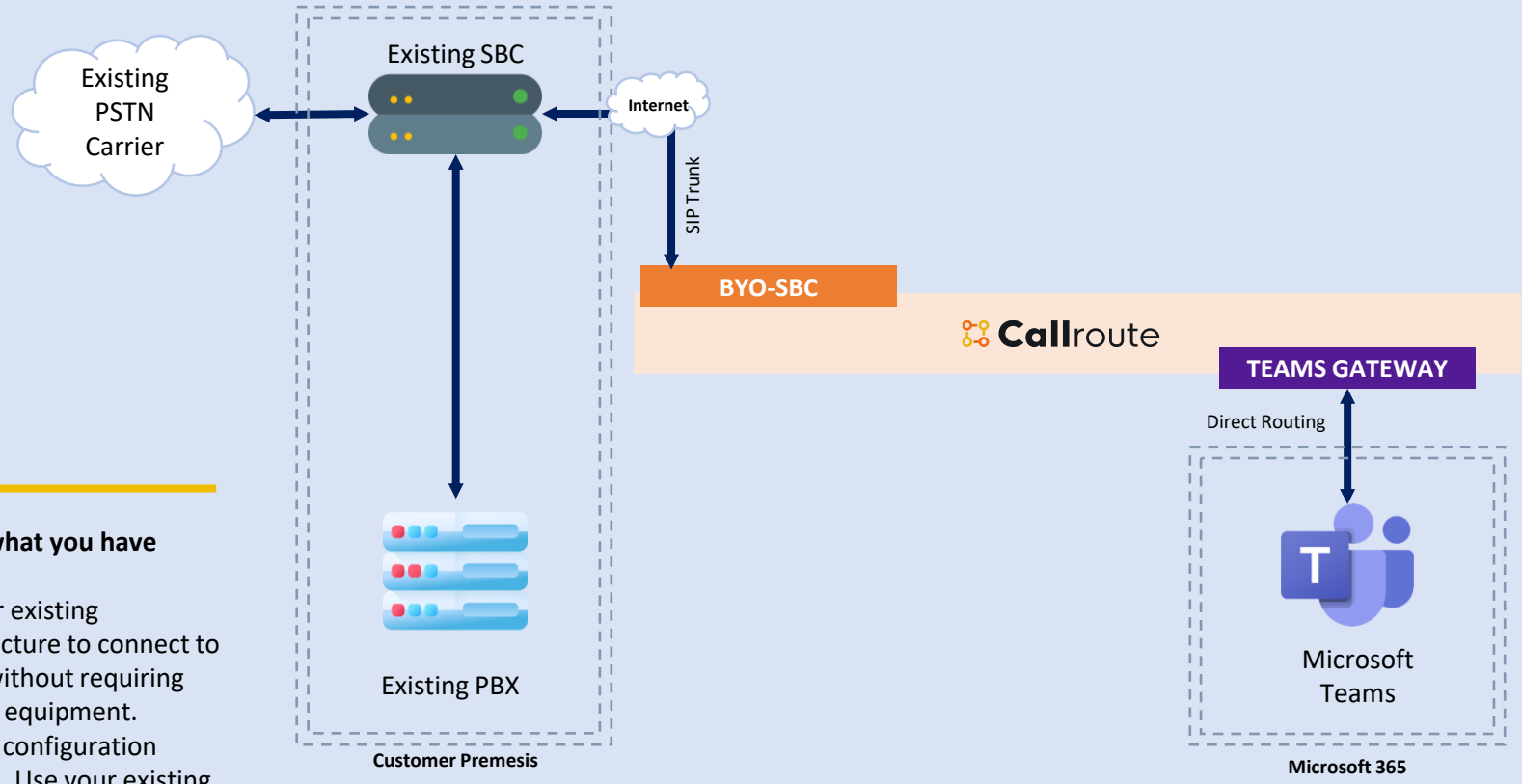
* Planned in future



How does **Call**route work?

We connect your world in the cloud

Build your own voice



Utilize what you have

Use your existing infrastructure to connect to Teams without requiring certified equipment. Minimal configuration required. Use your existing carrier and number ranges.

Stage 1: Proof of concept stage

You are undecided if Teams is your end state for telephony, but want to trial it without great expense, complexity or commitment. You have existing on-prem telephony and PSTN services, but your SBC is not certified for Teams.

Manage Teams Calling within Callroute

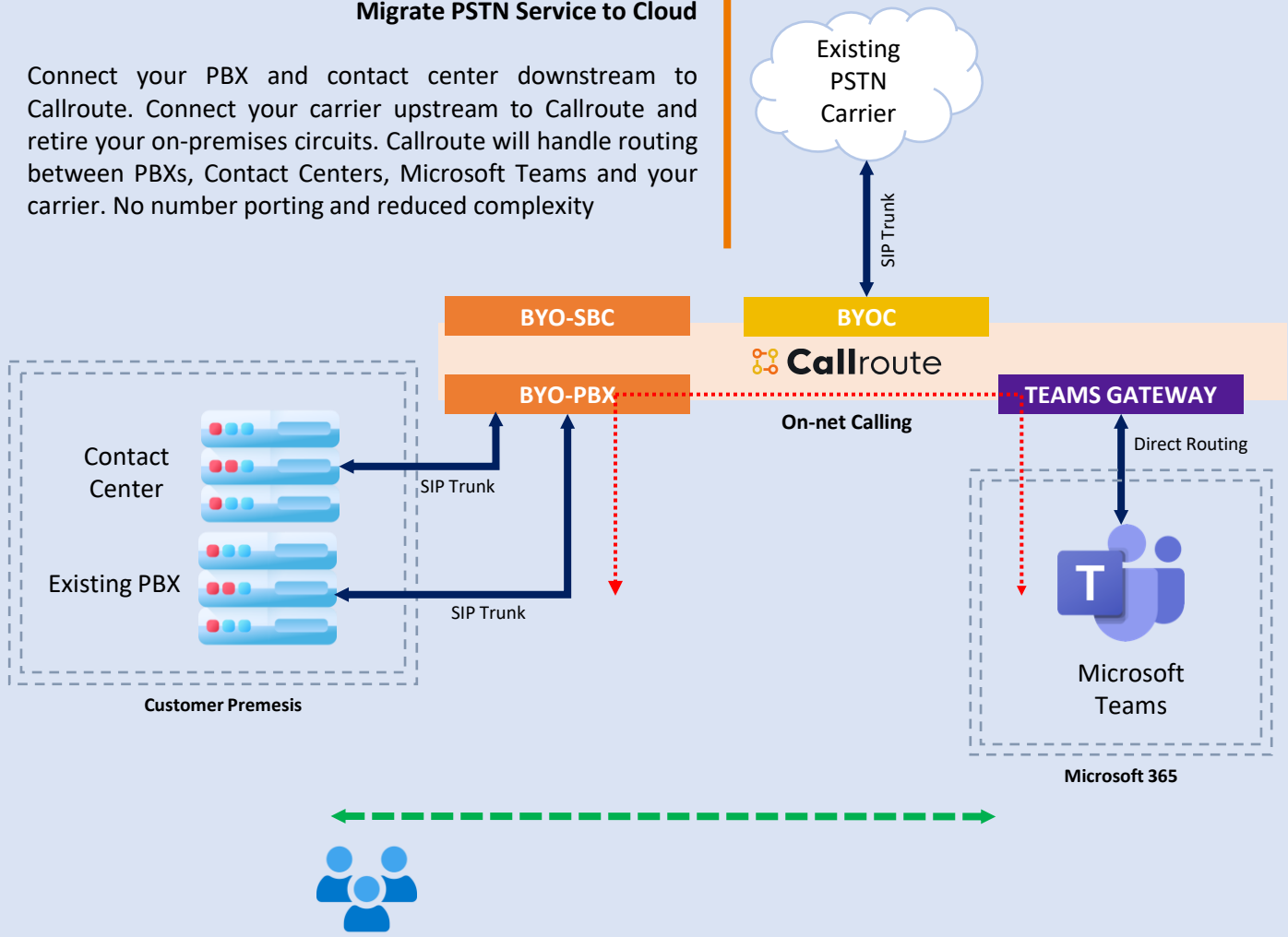
Use Callroute to connect to Teams Direct Routing and have calling enabled within minutes. Hands off, automated deployment combined with user assignment and number management. Callroute's cloud engine will handle routing of calls between Teams and your existing on-premises infrastructure.

Callroute

Build your own voice

Migrate PSTN Service to Cloud

Connect your PBX and contact center downstream to Callroute. Connect your carrier upstream to Callroute and retire your on-premises circuits. Callroute will handle routing between PBXs, Contact Centers, Microsoft Teams and your carrier. No number porting and reduced complexity



Stage 2: Pilot & Migration

You're set on Teams for your back-office telephony and want to migrate from your existing PBX and reduce reliance on on-premises infrastructure. However, obstacles need to be overcome to support contact center and users where Teams may not be fit for purpose.

Keep control of your telephony

With your converged PSTN connection with your carrier and on-net calling between Microsoft Teams and your heritage estate, move users between systems instantly within the Callroute portal.

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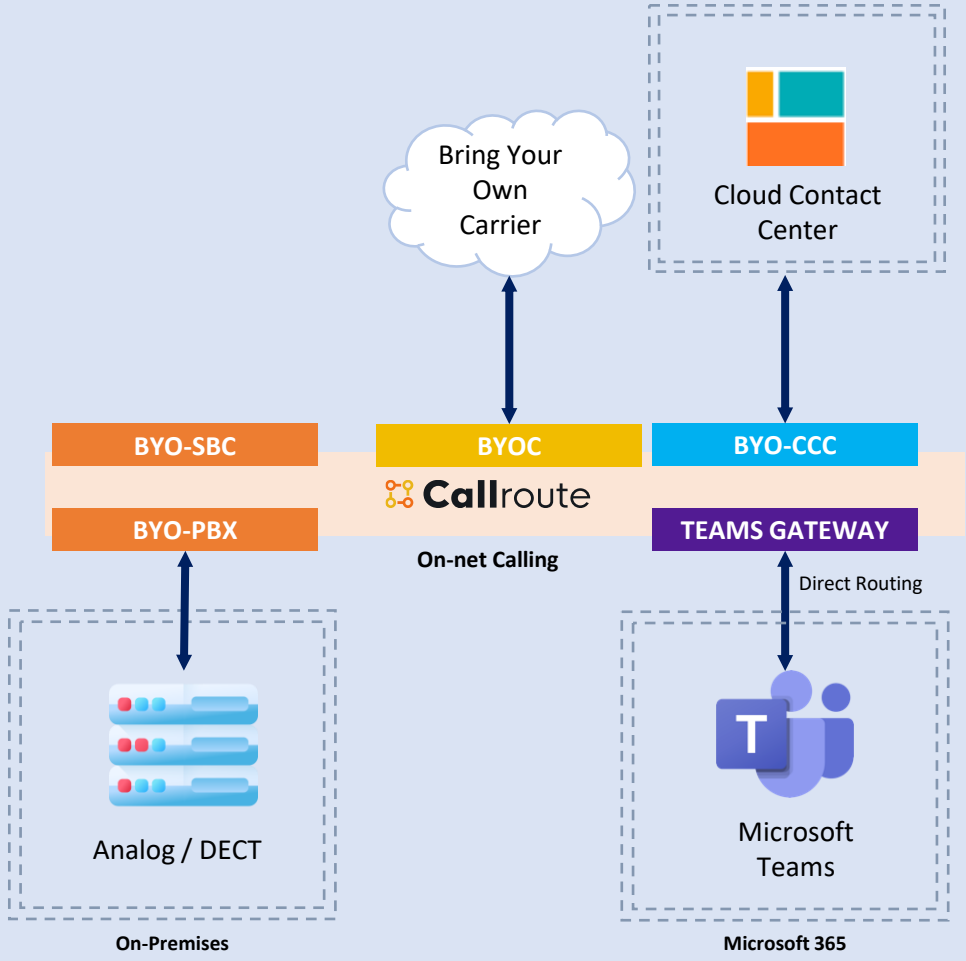
Build your own voice



Stage 3: Optimization

You've completed your migration from your PBX. You decommission it and want to modernize your contact center to a cloud service of your choice. You maintain small on-premises telephony solutions in common areas or where Teams doesn't fit the use case.

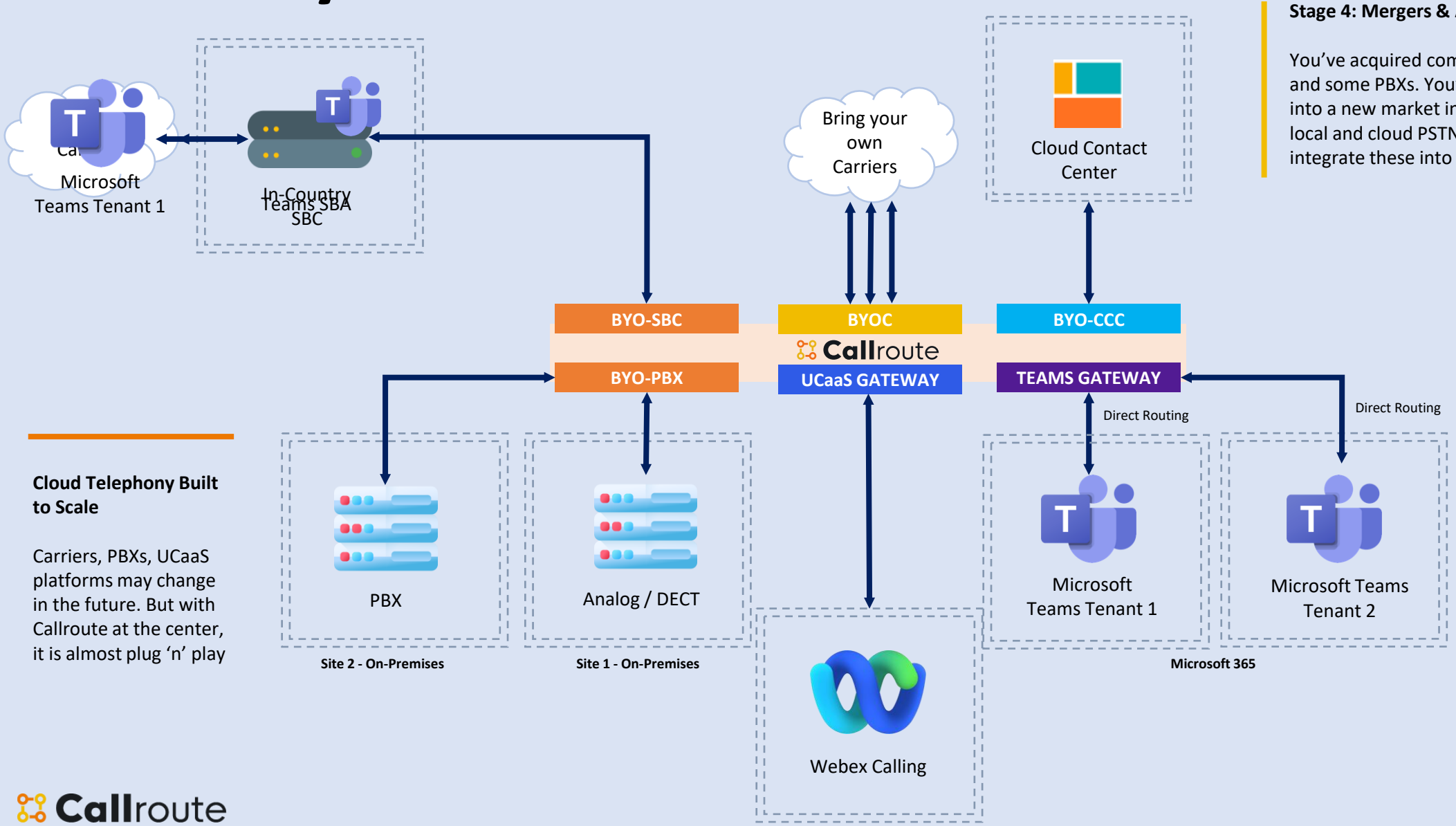
Automate the provisioning of Teams users

Callroute synchronizes your Teams policies so that you can create Teams user profiles and assign them to users within the Callroute portal.

Build automated logic flows that uses a user's AzureAD parameters to determine which profile to assign.

Automatically assign numbers and inform users of activation making JML tasks zero-touch.

Build your own voice



Stage 4: Mergers & Acquisition or Expansion

You've acquired companies also using Teams, Webex and some PBXs. You've also expanded your business into a new market in other countries and require local and cloud PSTN connectivity. Now you need to integrate these into your cloud voice engine.

Cloud Telephony Built to Scale

Carriers, PBXs, UCaaS platforms may change in the future. But with Callroute at the center, it is almost plug 'n' play

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Infrastructure Locations

- Current Locations
- Planned 1st Half 2023

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Enough Talk. Time for a demo

Questions?

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