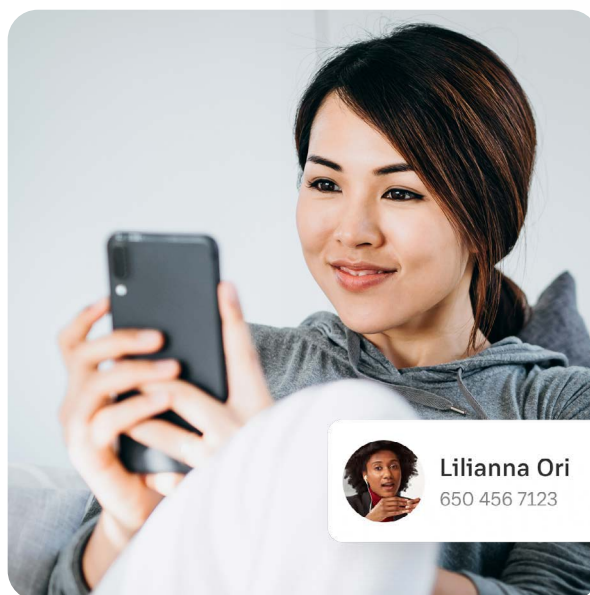


# Cloud PBX for Microsoft Teams: Direct Routing

Elevate your investment in Microsoft Teams with the world-class reliability of RingCentral's cloud network for your voice traffic.

When it comes to your communications stack, it's important that you have the flexibility to build it according to your exact business needs. Whether you prefer to have a single vendor or multiple vendors for communications, RingCentral provides you with the flexibility and options you need to be successful—no matter which tools you choose. If your organization uses Microsoft Teams as a messaging platform but requires enterprise-grade voice capabilities, RingCentral Cloud PBX for Microsoft Teams enables companies to do so through Direct Routing.



## What is Direct Routing?

Direct Routing lets you use your own telephony carrier and PBX services to connect to a PSTN (public switched telephone network). When choosing RingCentral for Direct Routing, you can use RingCentral for voice needs, such as lines, phone numbers, and minutes, while retaining

Microsoft Teams as your messaging application provider. All incoming and outgoing calls are routed through the RingCentral cloud network using the Microsoft Teams application—everything is seamlessly tied together with a native experience within the Teams interface.

## Key benefits of choosing RingCentral Cloud PBX for Microsoft Teams

Customers gain more than just a phone service when choosing RingCentral's Direct Routing solution.

### Global calling

Upgrade your capabilities from 26 countries that Microsoft offers to 40+ countries with RingCentral. RingCentral also offers toll-free numbers in 110+ countries.

### Integration of third-party apps

Leverage 240+ out-of-the-box integrations and open APIs to customize all your workflows. Enable your users to work directly from apps they already use (Salesforce, Zendesk, ServiceNow, and more).

### Reporting

RingCentral's analytics portal provides complete visibility into all your voice communications in Teams so you can identify key trends, set automated alerts, access quality of service, and more.

### Security and reliability

Immediately gain access to a network that offers 99.999% uptime and is FINRA, HIPAA, SOC 2, SOC 3, and HITRUST compliant.

### Drive adoption

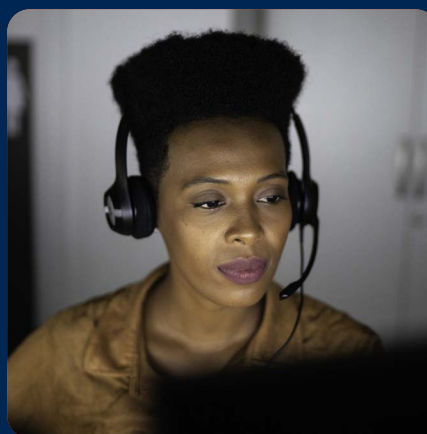
Customers can choose which employees can migrate to the RingCentral cloud first and build phases, which allows for increased adoption.

### No Direct Routing fee

Unlike other competitors, RingCentral does not charge its customers a Direct Routing fee for Microsoft Teams, which can run up to \$5 per month per user.

### Flexibility

Organizations can choose their communications stack based on their needs. This option also gives them the ability to try RingCentral's phone network and features before adding on RingCentral's Message and Video products, if they so desire, at a later time.

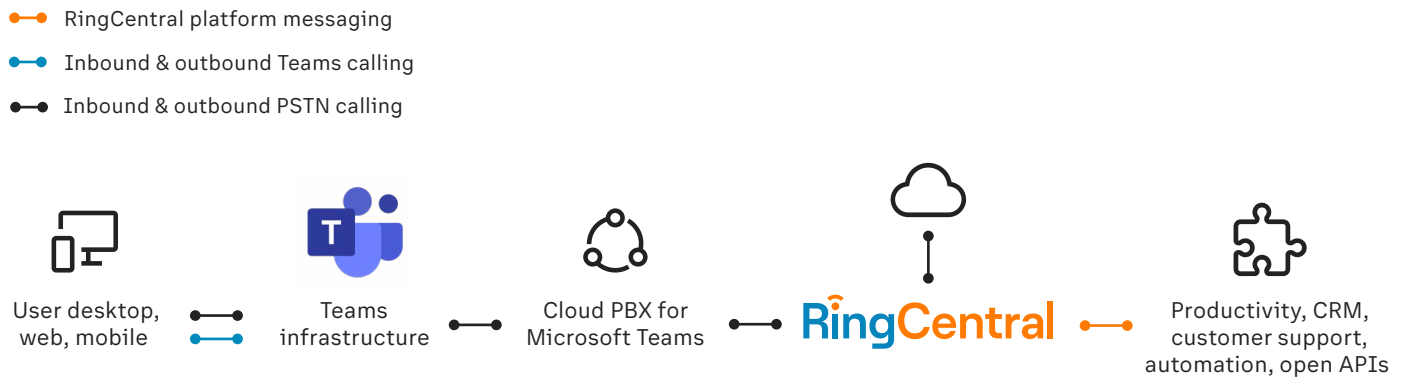


## The Professional Services difference

With a RingCentral implementation of Direct Routing for your Microsoft Teams infrastructure, you get a complete solution from the RingCentral Professional Services team that includes:

- Guidance and assurance that you have appropriate Microsoft licenses for Microsoft 365, phone, and audio conferencing
- Configuring users on RingCentral Cloud PBX for Microsoft Teams
- Configuration of voice routes and policies, including voicemails, in Microsoft Teams
- User acceptance testing for both dial-in and dial-out scenarios
- Three hours of “Cloud PBX for Teams UI” admin training, which will include MAC, reporting, call flow management and configuration, and syncing of the Cloud PBX account with Microsoft Teams

## RingCentral Cloud PBX for Microsoft Teams architecture



For more information, please contact a sales representative. Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



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