

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. Cloud technology has enabled companies to work more efficiently and effectively by providing tools to manage workloads, collaborate with colleagues and partners worldwide and seamlessly work from anywhere. As the availability of cloud tools has proliferated in the message, video and phone space, enterprises must ask how do they protect the investment they already made in their infrastructure? If your organisation 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 is an integration that allows users to adopt a cloud-based UCaaS provider like RingCentral for their voice needs, such as lines, phone numbers and minutes, while retaining Microsoft Teams as the messaging application provider.

This connection is enabled between the organisation, Microsoft and RingCentral networks. Direct Routing enables incoming and outgoing calls to be routed through the RingCentral cloud network using the Microsoft Teams client application with an embedded dialling experience.

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 16 countries that Microsoft offers to 40+ countries with RingCentral. RingCentral also offers freephone numbers in 100+ countries.



Integration of third-party apps

Use 200+ out-of-the-box integrations and open APIs to customise all your workflows. Enable your users to work directly from apps they already use (Salesforce, Zendesk, ServiceNow and more).



Security and reliability

Immediately gain access to a network that offers 99.999% uptime and is FINRA, HIPAA, SOC 2, SOC 3, ISO 27001, 27017 and 27018 compliant.



Reduced traffic routed via Microsoft Data Centre

Since the voice traffic traverses on RingCentral's cloud network, the traffic going to Microsoft data centre is reduced, thus allowing for better voice quality.



Flexibility

Organisations 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 at a later time.



Drive adoption

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



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.



No Direct Routing fee

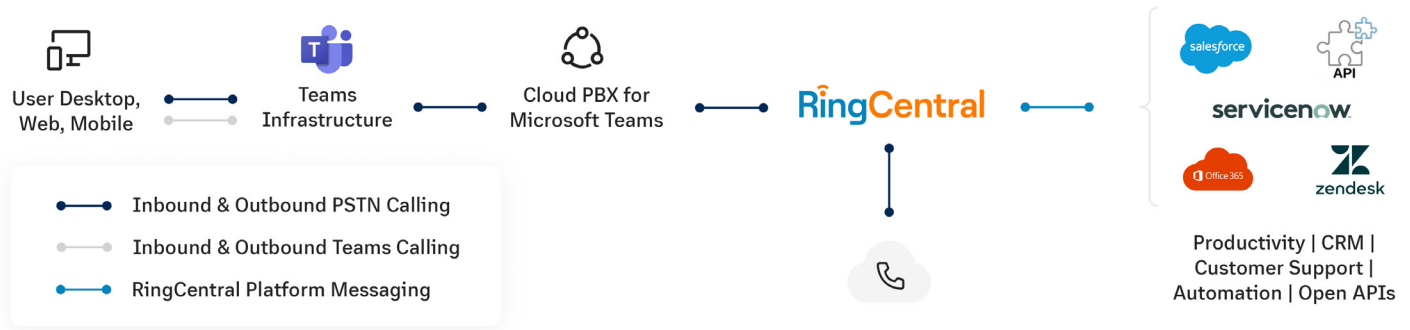
Unlike other competitors, RingCentral does not charge its customers a Direct Routing fee for Microsoft Teams, which can run up to £5 per month per user.

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 licences for Microsoft Office, 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



To learn more about how RingCentral can help you with Direct Routing, please contact your account executive and schedule a demo today.

For more information, please contact one of our solution experts. Visit ringcentral.co.uk or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP™ combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre™ gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.



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