Unlock the Potential of Microsoft Teams Calling

UniVoIP Direct Route for MS Teams enables users to make, receive, and transfer calls to and from landlines and mobile phones all natively from within the Teams app. The users' calling experience remains the same whether calling an internal Teams user or any outside destination over the Public Switched Telephone Network (PSTN). UniVoIP Direct Route core calling technology enables Enterprises to leverage the benefits of Teams with a calling plan at a significantly lower cost.

Fully Virtualized Cloud-Native Calling Platform

UniVoIP Direct Route for MS Teams is delivered from a fully virtualized, cloud-native calling platform that is geographically redundant, resilient, and scalable. The solution has no single point of failure and can automatically recover or self-heal in case of a disruptive event. The virtualized multi-stack architecture extends limitless capacity. What's more, there is no need to deploy a premises-based Session Border Controller. The solution is centralized, and service is delivered from the cloud.

Including:

Fully managed migration process to ensure uninterrupted switch over from existing legacy premises-based or hosted platform with full project management, number porting and a flexible calling plan.

A single point of access approach allowing partners full control and visibility into their customers' activities. This Single Sign environment includes but not limited to Service Control, Operations Support System, Billing system.

A fully automated provisioning process for direct and indirect channels

A self-served portal including needed tools and allowing the indirect channel to sell this solution product with very little interaction with UniVoIP

Users will also have the flexibility of using the Teams client as a standalone soft phone or in combination with desktop phones.

BENEFITS

Maximize your Microsoft investment

Increased Productivity

Reduced Costs

Deployment Made Easy

24/7/365 Expert Support

Maximum Reliability

100% Customer Satisfaction

Include and standardize Communications within your Teams collaboration environment: one interface for everything

Utilize Teams Calling using apps. on existing devices and project Management Tools

KEY FEATURES

Cloud SBC model doesn't require any on-premises equipment

Complete PBX feature-set options such as Analog integration, Extension, Dialing, aging and Faxing

Phased migration from legacy PBX to MS Teams Calling

Porting of existing Numbers or new DID or Toll Free numbers

Single Point of Access and single Sign-on for administration.

ADVANCED FEATURES

Ability to add advanced features, customizations and integration to back office or front office API-enabled application

Overlay Call Recording

Overlay Microsoft Dynamics 365 CRM or Salesforce integration

Overlay IVR services with AI

Overlay Call or Contact Center services