



# THE UNIVOIP DIRECT ROUTE FOR MICROSOFT TEAMS DIFFERENCE

## WHO IS UNIVOIP?

UniVoIP is an award-winning cloud communications provider with decades of experience and a guaranteed customer success rate.



Our engineer-focused team is celebrated as a pioneer in global communications innovation. Our customers can trust the performance and reliability of our infrastructure – and feel the UniVoIP difference in their everyday business operations.

- ✔ An industry-high customer retention rate of greater than **99% guarantees total customer success.**
- ✔ Customers take delight in our automated provisioning via **customer-centric Service Control portal.**
- ✔ We're the only cloud communications provider that provides a white-glove customer experience at every interaction
- ✔ You won't find this U.S.-based, 24/7/365 support from any other provider.

## VOICE AS A FEATURE™

**Onboard 100+ Direct Route for Microsoft Teams users in 15 minutes or less.**

Our Microsoft Teams Direct Routing service offers calling plans delivered from our cloud-native network platform, enabling users to make, receive and transfer calls to and from landlines for a consistent user experience across every device.

- ✔ A purpose-built-for-Teams platform – no additional costs, equipment, or third-party plugins and their associated points of failure.
- ✔ A superior cloud communications environment that **allows for faxing, analog, paging, and hybrid UCaaS and contact center.**
- ✔ **Native Teams calling via any device – unlocking the full potential of Microsoft Teams.**
- ✔ Geographic redundancy, resiliency, and scalability.
- ✔ Unparalleled security.

**"UNIVOIP OFFERS GREAT SUPPORT AND FAMILIARITY – AND THEY DELIVER ON THEIR PROMISE"**

– Perry Chrisler, Founder of TCO Technology

# UNIVOIP'S AUTOMATED ONBOARDING WORKFLOW FOR DIRECT ROUTE FOR MICROSOFT TEAMS



Activate Teams Direct Routing voice paths



Select and add new telephone numbers to Teams in real-time



Initiate porting requests for existing numbers



Associate telephone numbers to MS Teams users with an appropriate Microsoft 365 user license



Verify services by automatically tracking outbound and inbound calls of activated MS Teams users in real-time

## WHERE SHOULD YOU GO FROM HERE?

UniVoIP customers enjoy an unbeatable Direct Route for MS Teams experience. Schedule a demo today.

