



# Maximize

## your Microsoft Teams

Empower your team with direct, reliable voice communication within Microsoft Teams.



Microsoft Teams is driving the shift to remote work, evolving from a collaboration tool to a full service with UCaaS, CRM, CCaaS, and productivity features. To maximize its potential, an effective telephony strategy is essential. Microsoft offers three connection options: Calling Plan, Direct Routing, and Operator Connect, with both Direct Routing and Operator Connect offering flexibility for organizations using their own voice provider.



### Global Coverage

Unlike Microsoft Calling Plans, Direct Routing and Operator Connect enable global connectivity for seamless cross-region communication.



### 24/7 Support

OneCloud's Voice Solutions for Teams offer 24/7 U.S.-based support to keep your system running smoothly.



### Cost Efficiency

Businesses with high PSTN call volumes can save up to 40%\* with Direct Routing (most savings) or cost-effective, bundled billing through Operator Connect.



### High-Quality Calls

Both solutions offer clear, reliable long-distance calls with features like transfer, recording, and voicemail, plus HD voice for enhanced clarity.

## Understanding the Differences

### Direct Routing

Direct Routing lets businesses connect to Microsoft Phone System using their own SIP trunks or managed services with contact center features. Cloud-based SBCs route calls to the PSTN, offering greater global reach and routing flexibility than Microsoft Calling Plans.

### Operator Connect

Operator Connect allows companies to select a certified Teams PSTN provider via the Office 365 Admin Portal. Providers like OneCloud offer features such as number retention, paging, and CRM integration, while IT teams can manage numbers through the Teams admin dashboard, simplifying setup without telephony expertise.

# Choosing Between Direct Routing & Operator Connect

For Teams UCaaS, Direct Routing offers flexibility, advanced integrations, and a wider range of telephony solutions and routing options than Microsoft Calling Plans. Operator Connect simplifies integration, allowing easy provider selection through the Teams admin dashboard, operator-managed SBCs, quick deployment, and 24/7 support.

Both solutions provide flexibility, but Operator Connect offers a seamless, app-store-like experience for selecting providers, managing numbers, and simplifying deployment with APIs.







## The differences between Operator Connect and Direct Routing as a service





Both Direct Routing and Operator Connect offer unique benefits in Teams, with the choice depending on needs. Key factors include DID management, contact center integration, CRM support, device compatibility, E911, international reach, and support options.

| Features                                     | OneCloud Direct Routing For Microsoft Teams | Operator Connect | Microsoft Calling Plans |
|--|---|------------------|-------------------------|
| Simple per-user subscription                 | ✓   | ✓                | ✓                       |
| No number porting required                   | ✓   | ✓                |                         |
| Direct support from carrier                  | ✓   | ✓                |                         |
| No hardware or software required             | ✓   | ✓                |                         |
| Keep PBX call flows and groups               | ✓   |                  | ✓                       |
| Keep Call Center functionality               | ✓   | ✓                |                         |
| No complex PBX configuration required        |   | ✓                | ✓                       |
| Keep existing desk phones and devices        | ✓   | ✓                |                         |
| Available in all countries                   | ✓   | ✓                |                         |
| No special training or knowledge             | ✓   | ✓                |                         |
| Cost-effective pricing                       | ✓   | ✓                |                         |
| Mix Teams and standard VOIP phones for users | ✓   |                  |                         |
| Keep your current phone provider             | ✓   | ✓                |                         |
| 99.999% SLA                                  | ✓   | ✓                | ✓                       |
| Contact Center Integrations                  | ✓   | ✓                |                         |
| CRM Integrations                             | \$  | \$               |                         |
| Business SMS                                 | ✓   | ✓                |                         |
| Advanced Voice Routing Options               | ✓   |                  |                         |
| Call Recording                               | ✓   | \$               |                         |





# Key Benefits of OneCloud Voice for Teams

-  **Global Connectivity:** Enables businesses to connect with customers and team members across international locations, overcoming geographical restrictions of Microsoft Calling Plans.
-  **Cost-Effective Options:** Provides significant savings compared to Microsoft Calling Plans, especially for businesses with high PSTN call volumes.
-  **Scalability and Flexibility:** Adapts to the needs of organizations of all sizes, supporting growth and changing requirements without significant disruptions.
-  **High-Quality Communication:** Leverages HD voice codecs to deliver clear, natural-sounding conversations, enhancing the overall call experience.

## Core Calling Features

-  **Direct Calling**  
Instantly make and receive calls directly from the Teams interface without the need for additional software.
-  **Advanced Call Management:**  
Supports essential features like call forwarding, hold, transfer, and team-based call handling to streamline communication.
-  **PBX Call Flows**  
Retain familiar PBX call flows and group setups, providing continuity and flexibility in call management.
-  **Voicemail with Transcription**  
Voicemails are accessible within Teams, with transcription for easier message review.

## Technical Features

-  **Cloud-Based Infrastructure**  
Operates on a reliable, cloud-native platform, eliminating the need for on-premises hardware.
-  **Security and Compliance**  
Built with industry-standard safeguards to protect communication channels and meet regulatory requirements.
-  **PSTN Integration**  
Uses the PSTN for dependable, long-distance communication, supporting advanced call features like recording and transfer.
-  **HD Voice Codecs**  
Supports high-definition audio, capturing a broader frequency range for clearer, more natural calls.

## User Experience and Support

-  **Seamless Teams Integration**  
OneCloud Voice is fully integrated within the Teams admin portal, allowing easy number assignment and management through a familiar interface.
-  **Operator-Managed Support**  
Offers 24/7 support for troubleshooting and technical assistance, ensuring reliable service and minimizing downtime.
-  **Simplified Onboarding**  
A streamlined setup process, with options like calling bundles, makes it easy to deploy and manage with minimal training required for end-users.
-  **Customizable Plans & Bundles**  
Provides flexibility to choose from a range of calling plans and add-ons, tailored to meet the specific needs of different business setups.