OneCloud®

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.

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

OneCloud provides two pathways for companies to incorporate their current PSTN service provider: Operator Connect and Direct Routing.

Integrating voice services into Teams enhances management efficiency, simplifies IT onboarding and offboarding procedures, boosts resilience, and unlocks advanced features such as direct inward dialing.

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, and support options.

Features	OneCloud Direct Routing	OneCloud Operator Connect
Simple per-user subscription	✓	✓
No special training or knowledge	✓	✓
Direct support from OneCloud	✓	✓
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	✓	
Call Recording	✓	✓
Advanced Voice Routing Options	✓	✓
Cost-effective pricing	✓	✓
Mix Teams and standard VOIP phones for users	✓	
Business SMS	$	$
99.999% SLA	✓	✓
Contact Center Integrations	✓	✓
CRM Integrations	$	$

Key Benefits of OneCloud Voice for Teams

High-Quality Communication: Leverages HD voice codecs to deliver clear, natural-sounding conversations, enhancing the overall call experience.

Scalability and Flexibility: Adapts to the needs of organizations of all sizes, supporting growth and changing requirements without significant disruptions.

Customized Experience: All customers get a key contact person to guide them through the design and installation process from start to finish.

Technical Support: You will receive access to a human expert eager to guide you and consult with you. We set up hardware and handle programming, so you get a hassle-free system right out-of-the-box.

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.