

Microsoft Teams Direct Routing

Add calling to your Teams platform, without compromising on features or cost

Whether your vision is to have Microsoft Teams as your office phone system or simply enable users to work more productively on the platform, adding external calling makes sense.

An alternative to Microsoft Calling Plans

Microsoft Teams Direct Routing, based on our SIPLink technology, enables you to easily make and receive external calls within your Teams environment.

Whether you've purchased Microsoft Teams licences from us or another provider, we can provide Direct Routing to you as a managed service. This offers a feature-rich and cost-effective alternative to the Microsoft Calling Plans.

How Microsoft Teams Direct Routing works

Direct Routing links the PSTN to Teams through two key elements: Session Border Controllers (SBCs) and SIPLink, our SIP Trunk service:

- Our Microsoft-accredited SBCs provide the interface between your Teams tenant on Microsoft's cloud service and N4Engage's network. They provide security and interoperability between the two networks and allow calling functionality.
- Our SIPLink service is the essential component for connecting you to the PSTN. It is fully hosted and managed by N4Engage and provides the interface between the Microsoft Teams SBCs and external telephony users. We can provide the full range of SIPLink features to Microsoft Teams users, including national and international inbound numbering, advanced call routing and bespoke integration to other telephony systems connected to SIPLink.

Key Benefits

✓	Cost-effective Competitively priced Calling Plans, charged on a per user per month basis, with minutes pooled across users.
✓	Reliable In-house solution, which means we provide hosting, deployment, support, monitoring, PSTN access, billing, etc.
✓	High availability Minimal risk of downtime and its impact on your business, thanks to our secure and resilient SIPLink platform.
✓	Tailored Add international numbers, IN carrier services and network-based services not available on Teams Phone System.
✓	Seamless Interoperability with existing services, plus number porting, makes migration seamless for staff and customers.
✓	Flexible Enable staff to make and receive calls to anyone, on any device, working from the office, at home or in the field.

For more information on Microsoft Teams Direct Routing or other products and services we offer please call our team today on 0115 748 8000 or email us at hello@n4engage.co.uk.

Our calling plans

To utilise our Direct Routing solution, a Microsoft Teams Phone System licence is required. This is included in some Microsoft bundles, or can be added to others at additional cost.

Once the Phone System licence has been activated, you can deploy our Direct Routing solution for the calling service.

This turns Teams into a fully-fledged PBX, providing you with phone numbers and the method to make and receive calls.

We'll make it a seamless transition, whether you're migrating from an onsite PBX, Skype for Business or simply want a fully functional Microsoft Teams to sit alongside your business phone system.

Why N4Engage?

Microsoft Certified Partner

We are a Microsoft Tier 1 Cloud Solutions Provider and are able to provide the Microsoft 365 or Office 365 licences, as well as our Direct Routing service utilising Microsoft certified technology.

100% control of our solution

We're not bolting together services and software with other providers – everything is hosted and managed by us. It's our solution, in our buildings, on our cloud, delivered across our network.

Secure and resilient SIP platform

Direct Routing is built on our SIPLink platform, housed in multiple locations in our state-of-the-art data centres, providing a high level of security, resiliency and reliability.

1 Start Here

Microsoft Teams licence is included in your Office 365 Service Plan

Internal Collaboration

Great for office based teams



- ✓ Microsoft Teams
- ✓ Instant Messaging
- ✓ Presence
- ✓ Collaborate with Cloud Storage
- ✓ Full HD Voice/Video Calling
- ✓ Screen Sharing
- ✓ Create Online Meetings
- ✓ Record Meetings
- ✓ Real-time Transcription
- ✓ Runs on Desktop, Mobile & Web
- ✓ Enterprise Integration
- ✓ Single Sign-on
- ✓ Internal Company Directory
- ✓ External Federation

2 Add Audio Options

Add conferencing or full phone system features



Audio Conferencing*

- ✓ Dial-in Audio Conferencing for Teams Meetings



*Audio Conferencing Licence is included in Office 365 Enterprise E5 and Microsoft 365 E5 Plans



Phone System*

- ✓ Cloud Based Phone System
- ✓ Make and Receive PSTN Calls
- ✓ Direct Dial Phone Number
- ✓ Voicemail
- ✓ Hunt Groups
- ✓ IVR and Simple Call Flow
- ✓ Management



*Phone System Licence is included in Office 365 Enterprise E5 and Microsoft 365 E5 Plans

3 Add Calling Plans

Add minutes for each user



Bronze

750 Minutes UK National & Mobile



Silver

1500 Minutes UK National & Mobile



Gold

Unlimited Minutes UK National & Mobile
100 Minutes International

4 Choose your Support

There when you need us, full support for your business communications



Bronze

0700 – 1900, Monday to Friday (excluding bank holidays)



Gold

24 hours a day, 7 days a week

