



E1 Teams Direct Routing for COVID-19: PSTN Telephony for “At Home” Agents

Microsoft E1 Free Trial Supporting “At Home” Workers affected by COVID-19

New in March 2020, a free 6-month Office 365 E1 Trial, including Microsoft Teams, is now available. Microsoft is making this special E1 Trial license available in response to the increased need for employees to work from home (WFH) in response to the COVID-19 (coronavirus) outbreak.

For more details on this offer, please visit:

<https://docs.microsoft.com/en-us/microsoftteams/e1-trial-license>

Immediate Microsoft Teams Voice Enablement for your Remote Workforce

In combination with the COVID-19 E1 Trial from Microsoft. SOFTTEL are offering Immediate Microsoft Teams Enablement Packages which enable at-home workers to connect to and via your business using Microsoft Teams across existing telephony carrier lines (PSTN).

This service is offered on a pre-packaged basis, depending on the needs of your business – and your current remote workforce.

With packages to support basic, intermediate and complex needs, SOFTTEL’s Immediate Microsoft Teams Enablement Packages for COVID-19 are ready to deploy now, in response to the rapidly changing working environment.

At-a-glance:

Customer: Affected COVID-19 Enterprises

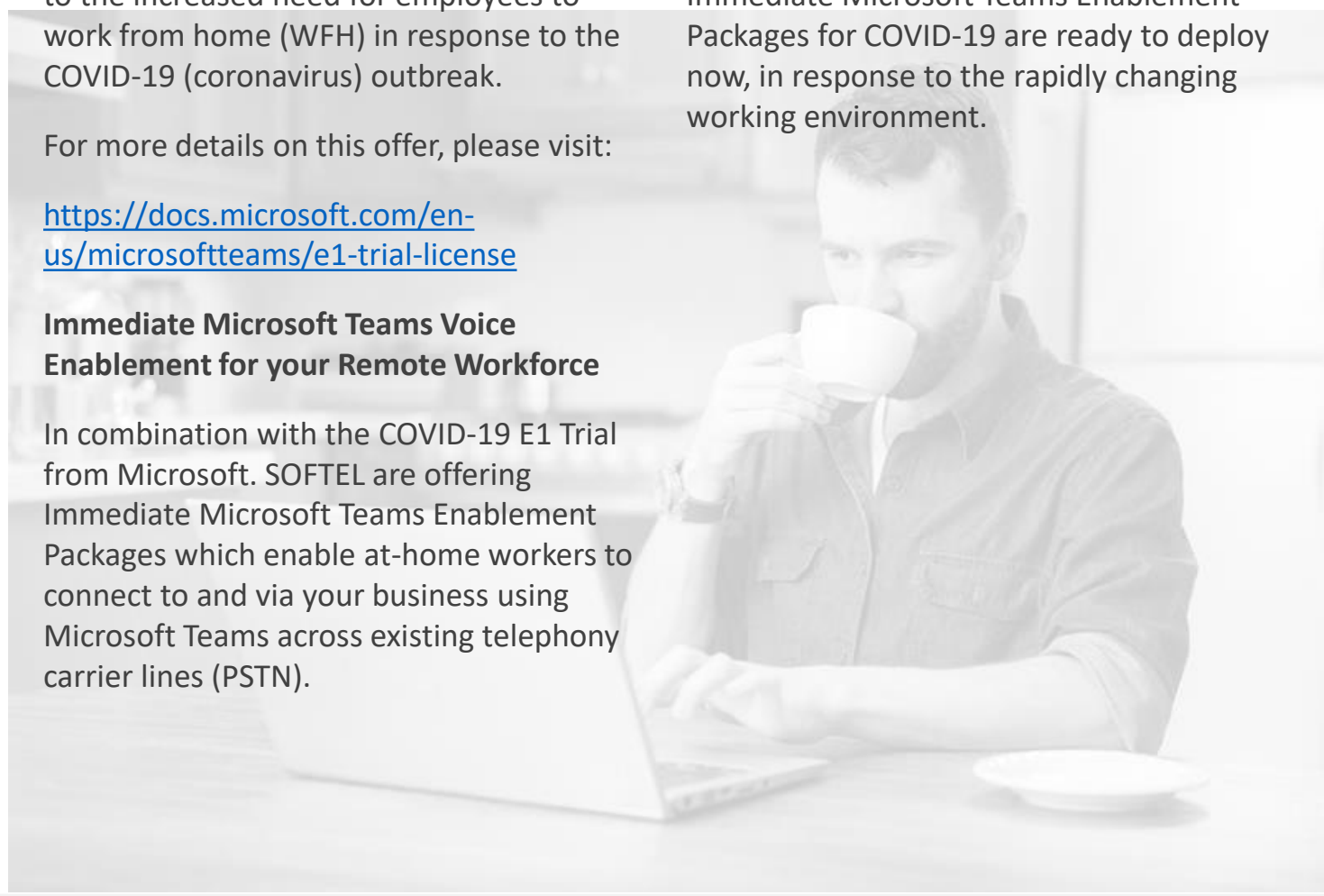
Website: (Global Businesses)

Customer Size: (Global Businesses)

Country: United States | Global

Industry: All Sectors

Products and Services: Microsoft Teams | Direct Routing





Teams Direct Routing for COVID-19: Telephony for “At Home” Agents

Customer challenges

With the proliferation of the COVID-19 global pandemic, many members of a workforce are being forced to stay at home. As part of the effort to continue to maintain a working status, that workforce need enhanced voice communications – not just to stay in touch with the rest of their colleagues – but also to maintain contact with suppliers, vendors, customers and other external parties. Microsoft Teams under E1 licensing allows internal voice communications – but does not cater for those vital, external communications.

Partner Solutions

SOFTTEL provide various packages for Direct Routing for Microsoft Teams, as a capability that allows customers to use a carrier to connect their Office 365 environment to the Public Switched Telephone Network (PSTN), including;

- Bronze Package:
 - MS Teams Direct Routing Implementation
 - User Licensing and Enablement
 - SBC Provisions, Management and Monitoring
- Silver/Gold Package Additions
 - Advanced Network Assessment
 - IR for end-to-end call quality and network monitoring and device management

Customer Benefits

These packages enable the use of E1 Microsoft Teams via Public Carrier lines, enabling you – and them – to work together through the current COVID-19 crisis, from the Microsoft Cloud.



Reduces the need to invest in new hardware in order to unify their communication and collaboration capabilities



Provides access to all communication and collaboration tools through a single pane of glass



Utilizes Microsoft Teams as a platform to scale and add additional software services.

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Learn More

<http://www.SOFTTEL.com>

