

Teams Voice. 360 Collaboration Achieved!



WHAT XCONTENT OFFER



XContent offers a fully hosted telephony system solution. Some of the services includes plan and design services, network assessments, device strategy, migration planning, meeting room assessment, quality and usage monitoring and reporting, SBC management. The Regions we will be able to implement the solutions will be South Africa and selected regions in Africa upon request.



Direct routing leverage existing PSTN services, media optimization, deployment flexibility, pure cloud or managed, Interoperability with third-part systems



Media quality influencing factors includes environmental with acoustical noise and visual noise. Devices for capturing audio and video. Devices for playing back audio.



Direct routing extends calling to support critical internal, collaboration and advanced routing enterprise workflows. Teams enables calls to be professionally handled while keeping business moving quickly and efficiently. Makes calling more efficient and productive by blending calling with collaboration.

WHAT OUR CUSTOMERS ARE SAYING

"Working remotely has never been easier with Teams. From file sharing to voice, this is the best way we have found to stay in contact with the team when we have to be away from the office."

– Bruce, MD, Auric

LEARN MORE

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XCONTENT[®]

Direct Routing with Teams

Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full business calling experience for Office 365 users in Teams on a global scale.

Microsoft Teams included in all Office 365 suites
Audio Conferencing and Phone System sold as add-ons to Office 365 E1 / E3 plans or as part of the Office 365 E5 suite

Interoperability with third-party systems

Mix two systems (for example, provide the option to connect analog devices)

KEY USE CASES



INTELLIGENT COMMUNICATION

Communication devices that enhance the way you work and collaborate. All your calls and meetings, built for the modern office



CLOUD

Teams integrates with Microsoft's cloud-based call queues and IVR capabilities to ensure every call is routed to the right recipient.



CALL HANDLING

Add participants to existing call
Escalate call from 1:1 to meeting experience
Forward calls to voicemail, new number, contact or call group



DEVICE SWITCHING

Change Audio & Video Device
Global Settings: preference
Before joining a call
During a call

WHY MICROSOFT DIRECT ROUTING

Rapid provisioning

Procure and assign phone numbers in minutes, everywhere Microsoft offers service, with no on-premises equipment

Number Porting and Enhanced 911

Use your existing phone numbers with Microsoft calling plans, and meet E-911 and other legal obligations

Local, long distance and international calling

Reach the people important to your business, with a choice of calling plans

Best user experience

Make and receive calls in Teams, while at home, or on the road from Android and iOS, and easily add video and sharing

PSTN calling available

With Calling Plans and/or Direct Routing, ensure every user can make and receive calls – a true cloud voice solution

Collaboration and voice together

Teams surfaces the ability to call when where your users need – encouraging working together

Call Reliability

Calls get established as expected. Calls do not drop midway through

Media Quality

Users are able to hear and see everything they need to in their calls

Learn more: [Direct Routing](#)

Gold
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