



Gold Security  
Gold Cloud Productivity  
Gold Application Development  
Gold Collaboration and Content  
Gold Enterprise Mobility Management



## Microsoft Teams Direct Routing

Alfa Connections offers a choice of implementing Microsoft Teams Direct Routing with a physical on-premises Session Border Controller (SBC) or a virtual SBC hosted in Azure cloud.

This service is also applicable to customers who want to replace their existing PABX and transfer their DDI numbers to Microsoft Team Phone System.

The typical scope of works consists of:

- Establish project team, objectives, requirements, and schedule
- Subscribe SIP trunk from telco and install SIP termination on-premises
- Install, configure, and register Session Border Controller
- Setup and configure Microsoft Teams Voice
  - Voice routing policies
  - Calling policies
  - Call Park policies
  - Caller ID policies
  - Dial plans
  - Auto Attendant
  - Call queues
- Assign user with Microsoft 365 Phone System and phone number
- Conduct training and change management for end-users

The implementation services exclude the costs for Microsoft 365 Phone System licenses, SBC component license and maintenance support. The implementation duration depends on delivery of physical SBC, telco response time and number of phone numbers or users.