

# SOFTTEL MS TEAMS DIRECT ROUTING FOR RETAIL



PARTNER WITH MICROSOFT + SOFTTEL AND EXPERIENCE WHY GARTNER & FORRESTER NAMED MICROSOFT TEAMS A 2020 UCAAS LEADER.



**Take Calls Anywhere** – Make and receive calls from any device including phones, PCs, Macs and Microsoft Teams Rooms



**Get Call Reporting** – Detailed usage reports to review active users, sessions, client device information and types of activities being completed across your organization.



**Easily Connect your Devices** – Connect existing legacy hardware such as 3<sup>rd</sup> party PBX to Teams

## In this Offer

- Teams Direct Routing Implementation
- Integration with analogue workflows
- User Licensing and Enablement
- SBC Management and Monitoring
- Advanced Network Assessment
- Call Quality and Network Monitoring
- User Adoption & Device Management

## INCLUDED IN MS TEAMS DIRECT ROUTING IMPLEMENTATION:

- Implementation of User Personas
- QoS Strategy and Policies
- Failover Call Routing
- Microsoft Teams Phone System
- Test Account Enabling
- Analysis of Network Connectivity with Deployment of Two Probes (Wireless & Wired)
- Resource Utilization and traffic simulations

## WHAT IS MS TEAMS DIRECT ROUTING?

SOFTTEL works closely with your business to cover all aspects of an integrated contact center and UC strategy. We seamlessly configure your existing voice lines to work with Direct Routing so you can make and receive calls in Teams. With over 20+ years of experience working with some of the largest U.S government agencies you can rest assured that your telephony system will be integrated to work seamlessly with MS Teams.

### RELIABLE & EFFICIENT

- 99.9% SLA
- Built-in redundancy and active load balancing
- Seamless integration with other software tools

**Call, IM, and share docs with co-workers in MS Teams**

### COST-EFFECTIVE

- Eliminate on-premise infrastructure costs
- Support provided by SOFTTEL
- Configure shared numbers with multiple lines for multiple calls

**Cloud telephony effectively eliminates overhead costs**

### COLLABORATION & PRODUCTIVITY

- Chat, share files and make calls all in one place
- Group call pick up
- Transfer calls to your cell for on-the-go moments

**Seamless integration of disparate systems in one place**

## ABOUT SOFTTEL

SOFTTEL recommends, implements and supports solutions and platforms for business productivity, voice channels, collaboration and contact center solutions. Our international team of consultants and technologists help organizations innovate their services, regardless of platform. Our clients are many of the world's leading companies, who we have helped thrive through generations of communication technology disruptions. With over twenty years of experience we not only understand the technology and the platforms, we understand the business challenges our clients face and how to practically and efficiently meet those challenges.