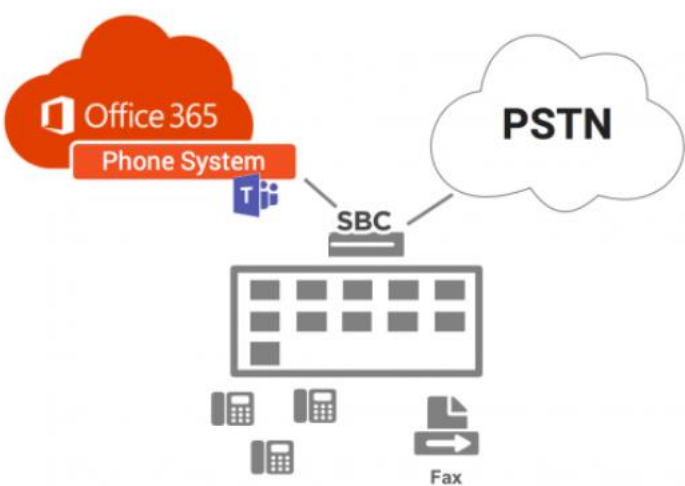


Voice and video calling with Microsoft Teams

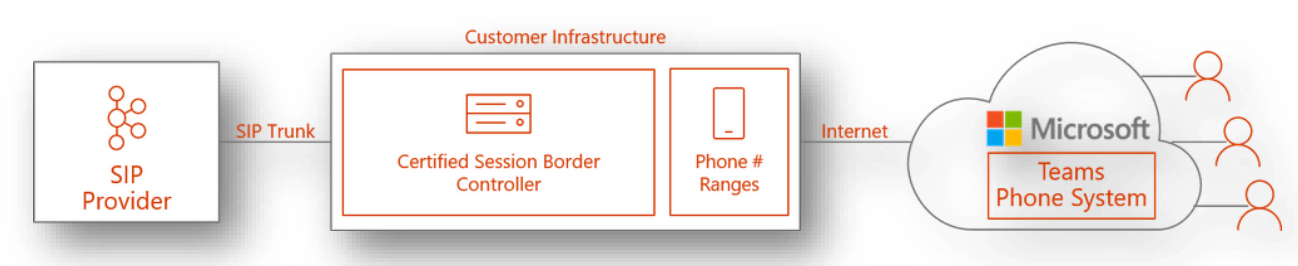
Calling in Teams starts with Microsoft Phone System. It provides the calling features every organization needs. Pair it with Direct Routing or Calling Plans so people can make and receive calls

Direct Routing offers the choice of staying with your existing telephony provider when using the calling capabilities of Microsoft Teams. You can connect existing analog, digital or VoIP lines using a Microsoft-certified session border controller (SBC). SBCs connect legacy systems and endpoints to the Microsoft Phone System.



What is Direct Routing?

Direct Routing is a capability of Phone System in Office 365 to help customers connect their SIP trunks to Microsoft Teams. In the simplest deployment model, customers start with SIP trunks from their telecommunications provider. Next, customers will use and configure a supported Session Border Controller (SBC) from one of our certified partners. Finally, they will connect their SBC to Microsoft Teams and Phone System.



Besides the primary Direct Routing scenario, we anticipate customers will want to use this capability to integrate with other 3rd party voice applications. There are several additional scenarios:

Easy Transition to Calling in Teams. By integrating with an existing PBX, pilot users can be moved to Calling in Teams while users remain on their legacy PBX. Eventually all users can be easily transitioned to Calling in Teams. The call traffic between these users during the transition stay within the organization.

Telephony System Inter/Op. While users are being transitioned to Calling in Teams, Call Center agents can continue to use their application. Direct Routing enables both use cases to coexist. The call traffic between call center agents and Teams users stay within the organization.

Support for Analog Devices. If an organization decides to move to Calling in Teams but has analog devices such as elevator phones or overhead pagers, these devices can be connected to Teams and Phone System via Direct Routing. Call traffic between analog devices and Teams users stay within the organization.

GBG will certify select SBC vendors to insure they are compatible with our Direct Routing guidelines. Our plan is to continue to evaluate SBC vendors and certify as needed.