Voice

CxC Teams
with Direct Routing

Why would you want it?

Convergia has built a solid Direct Routing architecture to enable full voice capability natively into Microsoft Teams; CxC Teams

Convergia's Direct Routing capability provides connectivity to your Microsoft Teams tenant, enabling full PSTN breakout on the public telephone network

Make and receive calls with a Teams compatible desk phone or using the Microsoft Teams software on desktop, laptop, or mobile phone. This provides **full telephony functionality** such as making and receiving calls, voicemail, transferring calls and other features. This functionality is available for all users with Microsoft voice licenses in the company.

How does it Work?

Connections from Microsoft Teams to Convergia's network occur via an IP connection and is delivered as an end-to-end **service with high availability.**

Any company using Microsoft Teams as their unified communications tool can choose to implement Convergia as their preferred provider for voice and benefit from cost savings, increased functionality, and support for migration.

What is required to enable Teams Direct Routing?

- Microsoft 365 or Office 365 license including Teams
- Microsoft Phone System add-on
- An internet connection

Give Microsoft Teams a Voice throughout Pan-America with Convergia

Many businesses utilizing Microsoft Teams for internal collaboration can now benefit from the ability to make and receive calls, by enabling Teams as a **full cloud-based Unified Communication solution**, with enterprise-grade telephony and **Pan-American coverage.**

Convergia's CxC Teams is available in USA, Canada, Mexico, Peru, Argentina, Chile, Uruguay, Colombia, and Brazil.

Why Direct Routing with Convergia's CxC Teams?

Highly reliable and resilient architecture with Direct Routing from Convergia SIP Trunking, with simple provisioning, enhanced call control features and carrier-grade infrastructure. All are provided at a competitive price as a complete cloud solution

Utilizes Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility, increased functionality, and support for migration, all as a cloud-based service.

Provides connectivity to your Microsoft Teams tenant, enabling full PSTN breakout on the public telephone network.

Enables full voice capability natively into Microsoft Teams without the need for on-premises hardware.

BENEFITS

Cost-saving
Significant cost saving per user when compared to others Microsoft calling plans.

Agile working
Allows for flexible and remote working and enables a collaborative approach.

Number porting
With number porting in most Pan-American countries, users can keep the same geographical number wherever they are.

Never miss a call
Built-in business continuity with network and number level resilience to keep your business working.

Trusted provider
Operational and voice network excellence from one of the leading SIP trunking providers in Pan-America.

Cloud-based solution with no CAPEX
No expensive investment as there is no need for traditional hardware.

Access to advanced call statistics
Online access to comprehensive call statistics enables informed business decisions. Gain access to advanced management information relating to call handling efficiencies, productivity, call patterns and caller behavior. This data includes time to answer, call waiting time, call outcome and caller details statistics

Connectivity by Convergia

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