

Use Microsoft Teams as your phone system

By using Infinitel's SIP Trunks to route your calls over the internet, Direct Routing provides phone system capabilities for Microsoft Teams and Office 365. A phone system in the cloud that provides all the features you expect from a traditional phone system; saving you the time and money you would spend to install and maintain and on-premises phone system.

If your business is using Microsoft Teams, or if you are looking to replace your existing phone system, Direct Routing could be the ideal communications solution.



Simplicity

Manage one unified and consolidated audio, video, and web conferencing solution rather than several products from multiple providers.

Global SIP network

We connect your business to the world with our SIP trunks and Microsoft-Certified Session Border Controllers (SBCs). We guarantee the highest quality calls and global coverage with full PSTN replacement in 40+ countries and number coverage in 100+ countries.

Stress Free Migration

Whether you are already using Microsoft teams or completely replacing your existing phone system, we ensure a smooth and seamless migration to Microsoft Teams Phone System with Direct Routing.

Easy Admin

Reduce the complexity of integrating existing voice systems with Microsoft Teams.

Fully Managed

Completely managed service with a true 99.999% uptime SLA. 24/7 support from our team of experienced engineers.

Cost Effective

Reduce spend with our simple calling plans. Only pay for the maximum number of concurrent calls you need with per channel pricing which is far more cost effective than paying per user.

Choose Your Own Telephone Provider

Route your calls over the internet with Infinitel's SIP Trunks. Connect Infinitel's SIP Trunks to Microsoft Teams via Microsoft-certified Session Border Controllers (SBCs).

Number Porting

Seamlessly port your existing phone numbers to Infinitel. Easily provision new numbers in minutes.

Fully Certified by Microsoft

Fully Certified by My Microsoft for Direct Routing using Ribbon SBCs.

Number porting and provisioning

Enjoy seamless porting of your existing phone numbers to Infinitel. Easily provision new numbers for your business with numbers available in 100+ countries.

Contact Centres

We have partnered with Mida to offer a complete call centre solution for Microsoft Teams.

Call Recording

MiFID II, PCI-DSS and GDPR Compliant call recording for Microsoft Teams.

Microsoft Teams Enabled Devices

Get the most out of your Microsoft Teams experience with Yealink's range of SIP-based business phones.

- ➔ Yealink's broad range of audio and video device solutions cover everything from personal and team collaboration to huddle rooms and large conference rooms.
- ➔ Voice and video devices from entry to premium level, flexible enough to fit any budget. Meets the needs of various business users and scenarios.
- ➔ Flexible device compatibility with both Skype for Business and Teams secures your future investment during migration.
- ➔ Teams can be embedded with the SFB/Teams application for a consistent user interface and workflow.
- ➔ Plug-and-play. Users get their phones, plug them into the network and are ready to start working.

Select the right device for each work environment: a speaker-phone in the conference room, an attendant console for the receptionist or a video-enabled display phone for an executive.



Call Recording

Infinitel has developed a compliant call recording solution for Microsoft Teams Phone System.

Our call recording solution helps your organization comply with the PCI-DSS, GDPR and MIFID II regulations.

- ➔ Selective Recording - Record all calls or configure the system to only record certain users or departments.
- ➔ Powerful Search - Easily search for, retrieve and playback calls, saving you valuable time and effort.
- ➔ Long Term Storage - Long Term Storage options from 3 - 7 years, or longer if needed.



Call Centres

Infinitel has teamed up with Mida to offer a complete call centre solution for Microsoft Teams Phone System.

Mida LiteCallCenter (LCC) is a, cost-effective, and yet complete solution providing all advanced functionalities required by call centres. Amongst all standard functionalities, like call queueing, basic call routing and others, Mida LCC provides:

- ➔ Skill-based routing, to rapidly address call to the most competent people.
- ➔ Configurable working hours, to easily set open and OOS time for each queue.
- ➔ Multi-queue management, allowing admin and supervisors to manage multiple queues at a time.
- ➔ Call recording, providing advanced regulation compliancy, AES file encryption (up to 256 bit), file compression (to save storage and optimize costs), included playback station and call scenario reconstruction in case of post-incident analysis.

For more information on Direct Routing for Microsoft Teams or any of our services, please call us today on **0333 996 0029** or email us at info@infinitelcomms.co.uk and one of our specialists will be in touch shortly.

