

Ooma Direct Routing for Microsoft Teams

Give Teams a stronger voice.



With nearly 300 million monthly users, Microsoft Teams has become a popular platform companies use to drive collaboration wherever employees are located – in the office, at home, on the road or around the globe.

Microsoft introduced Teams with a focus on employee collaboration with features like employee directories, chat, presence, file sharing, meetings, and more. However, telephony options and features are lacking.









Teams telephony challenges that organizations experience include limited carrier and calling plan options, cumbersome admin tools and the inability to support advanced telephony requirements such as advanced call flows, ring groups, virtual receptionists and more.

Ooma Direct Routing for Microsoft Teams enables organizations to seamlessly transition from a collaboration platform to an enterprise UCaaS solution with advanced telephony capabilities.

The solution? Ooma Direct Routing for Teams.

It enables organizations to transform Teams into an enterprise phone system that connects to the Public Switched Telephone Network (PSTN). Once connected, all incoming and outgoing calls are routed through the Ooma Enterprise cloud network enabling users to make, receive and transfer calls without ever leaving the Microsoft Teams application.

Why Organizations Choose Ooma Direct Routing for Microsoft Teams

-  **Cost Savings with Flexibility**
Choose your carrier along with bundled or unbundled pricing with unlimited, crystal-clear calling in the U.S., Canada, Mexico and Puerto Rico. Low international bundled rates available.
-  **Collaboration Capabilities**
Keep using all Microsoft Team collaboration capabilities like chat, presence, calendar and file sharing that employees use every workday.
-  **Microsoft and non-Microsoft End Points**
Keep using Microsoft and non-Microsoft Teams end points like door phones and overhead paging systems.
-  **Advanced Telephony**
Unlock advanced telephony features including custom call routing, ring groups, multi-level virtual receptionists, simultaneous ringing, call recording and more.
-  **Easy Administration**
Manage users with Ooma's secure cloud portal, eliminating the need to learn or use PowerShell. Procure and assign phone numbers and easily add, modify or delete users in minutes.
-  **Industry-leading System Availability**
Enjoy 99.999% system availability with backup redundancy when Teams or the Internet is down. With multiple layers of redundancy, and the ability to create secondary Microsoft Teams call paths, organizations receive the highest levels of reliability for their end-to-end voice solution.
-  **Automatic Call Redirection**
Automatically redirect calls to mobile devices or alternate phone numbers whenever Teams or the Internet is unavailable.
-  **Expert Project Management**
We deliver the discovery, deployment, onboarding, and support experience that helps your organization achieve your unique employee and customer experience objectives.