

What options are there for Microsoft Teams Phone?

There are four key solutions for enabling voice within Microsoft Teams.

Operator Connect, Direct Routing (managed and unmanaged) and Calling Plans.

	Operator Connect	Direct Routing - Managed	Direct Routing - Unmanaged	Microsoft Teams Calling Plans
Customer Value	A quick and easy way to enable calling while maintaining existing service provider agreements.	Flexible service that allows customers to maintain existing service provider agreements.	Highly customisable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware.	A basic way to setup calling with limited voice capabilities and call configuration. Does not require a session border controller (SBC) or 'voice trunk'.
Why choose this option?	<ul style="list-style-type: none"> • Ease of administration via Teams Admin Center • Collaboration – make and receive calls directly from the Teams App • Secure – end-to-end encryption and industry compliance • A pure cloud (no hardware needed), fully managed solution • Existing PSTN infrastructure (voice trunks) will continue to be used • Existing service provider agreements are in place • More cost effective than Calling Plans • Guaranteed Quality of Service – 99.99% Shared SLA between Gamma and Microsoft • Removes dependency on Powershell – with no need for expertise in these areas 	<ul style="list-style-type: none"> • Platform run within a Gamma-owned network • Provisioning can be automated through the Gamma Voice App for increased speed and ease of deployment without the need for Powershell experience • Integrated end-to-end number management experience within the Gamma Voice App • Utilises Microsoft certified Session Border Controllers (SBCs) to deliver better value, greater flexibility and increased functionality • More cost effective than Calling Plans • 99.99% Gamma SLA with 100% uptime since launch 	<ul style="list-style-type: none"> • Existing PSTN infrastructure (SBC or voice trunks) will continue to be used • Required for PBX co-existence • Migration from legacy telephony systems • Integration for analogue devices (elevator phones overhead paging etc.) • Existing service provider agreements are in place • Local PSTN survivability needs • More cost effective than Calling Plans • 99.99% Gamma SLA with 100% uptime since launch 	<ul style="list-style-type: none"> • Getting started quickly is a priority • Basic call configuration and requirements • Simplicity that comes with all-in-one solution is important • Easy to set up a rapid proof of concept
	• ——— Defined Service ——— •	• ——— Flexible Service ——— •	• ——— Customised ——— •	• ——— Basic Configuration ——— •
	• ——— Gamma ——— •			• ——— Microsoft ——— •

Which solution is right for your business?

The main difference between the four solutions is the level of control and customisation they offer.

Operator Connect and Direct Routing both enable businesses to make and receive PSTN calls within Microsoft Teams. Operator Connect guarantees Quality of Service through direct interconnects into the Microsoft Azure Peering Service (MAPS) and all number management is done in one place within the

Teams Admin Center. Direct Routing (both managed and unmanaged) allows for more flexibility and control over voice traffic.

Calling Plans are a simple way for businesses to purchase phone numbers and minutes for use with Teams, without the need to connect their own telephone systems, however these can be more expensive than the other options.

What do you need to get started with Microsoft Teams Phone?

- Microsoft 365 or Office 365 licence, including Teams
- Microsoft Phone System add-on (included in the E5 licence)
- An internet connection

