SelectVoice & Microsoft Teams Direct Routing

Direct Routing is a capability of Phone System in Office 365 to help customers make calls outside of the Teams Network by connecting to their preferred choice of SIP trunks through a SIP based telephony solution. The SelectVoice solution avoids the need to install and manage the complex Microsoft Teams Phone System and Call Plan credits. SelectVoice offers busier Users and Departments the features expected from a fully featured PBX with the flexibility of the Teams Client for remote Users or Infrequent Telephony Users. A further enhancement is the capability of the SelectVoice Vision Business Management reporting suite for Reports and Call Record. Add to this your highly attractive SIP trunk call plans then Direct Routing is clearly the way forward.

SelectVoice Deployment
The SelectVoice Direct Routing solution is supported within the SelectVoice Cloud, On Premise or Hybrid PBX configuration ensuring all customer deployment types are met. We utilise only certified Microsoft Gateways, which are deployed in our high availability Data Centres.

Cloud Deployment Example

Direct Routing Licence Requirements
Users wishing to utilise their Teams client for dial tone working require their O365 licence plus a Phone System Licence per User. *Subject to telephony features required on the SelectVoice platform you will may require a SelectVoice Standard or Virtual User licence.

Teams User – Call Set Up

A Teams User can make a call via Teams from either their Yealink Teams Phone, PC or Smartphone Client. Utilising the Teams dial pad or Contacts you can enter or click on the required external number.

For internal calling to a SelectVoice User or Department simply enter the SelectVoice internal number.

In Call Control
Call from either SelectVoice or Teams devices allow the User to hold, consult and transfer using the features as offered in their chosen device/interface.

*Call Forward to Teams
By applying SelectVoice call forward features an incoming call to a SelectVoice User can also be presented to the Teams Client. This can be applied to both personal calls and hunt group calls.

*Using Teams Client as Your Mobile Device
Calls to either a Standard or Virtual Select Voice User can be presented to the Team Mobile client by applying the SV Users Call Forward rules.

Teams Outbound CLI
When a Teams user with an SV profile makes a call, the SV CLI will be displayed ensuring one ID irrespective of device type.

*Vision Call Management Report & Live Wallboards
Vision Call Management reports will include Teams Users in user reports and Vision Live wallboards statistics.

The Vision Capacity Planning Reports allows the system Admin to monitor the call concurrency between the SV system and Microsoft Azure platform ensuring optimal performance and cost savings are achieved.

*Vision Call Record
When Vision Call Record is enabled all inbound and outbound calls against the User are recorded irrespective of device type.

*SelectVoice Departmental & Hunt Group Routing
Teams Users can form part of SV inbound Department and hunt group routing. Calls will follow the call routing parameters as specified within the SV routing, to include:

- Time of Day Routing
- Auto Attendant
- Call Flow with timers
- Announcement/In Queue Messaging
- Out Off Hours Routing
- Departmental Voice Mail

Analogue Interface/Devices
SV with its high capacity, LAN based Analogue gateways may be required to provide analogue phone deployment in association with a Teams Voice solution. This would be highly desirable in situations such as Education/University campus, Listed buildings, Hospitality Room phone support, distributed environments with legacy access control or external command and control environment e.g. Airports.

Note: A SelectVoice Virtual User allows calls to be passed to Teams when hunt groups, call reporting and recording is required, they are not able to login to an SV desk phone/device.