Collaboration has become business critical, and enterprises have embraced Microsoft Teams as the primary tool to shape the modern workplace. Now, it’s time to enhance experiences further and deliver seamless, cost-effective communication across channels.

Direct Routing enables you to use a voice calling plan from your preferred provider within Microsoft Teams. So your employees can connect over voice with colleagues and users outside the Microsoft Teams environment, from any device and all from one place.

Why Direct Routing?

- Enables businesses to connect over voice with colleagues and users outside the Microsoft Teams environment.
- Maximizes the benefits of Microsoft Teams while leveraging existing voice infrastructure.
- Provides high-availability Session Border Controllers (SBCs) hosted across six data centers, ensuring seamless calling for unbridled collaboration.

How Direct Routing Works

1. Microsoft Teams integrates with a preferred voice service provider, allowing calls to be placed and received.
2. Calls are seamlessly transferred between users,依托于云原生的呼叫能力，支持企业级的冗余性。
3. Telephony providers’ global communication capabilities make international calling more flexible and cost-effective.

Your Direct Routing partner checklist

- Certifications: Ensure the provider’s solutions can work with Microsoft Teams and the wider Microsoft ecosystem.
- Reliability: Assess network reliability, performance guarantees, and the provider’s ability to support high-quality connectivity.
- Reach: Choose a partner who can provide both local numbers in your current and future markets and virtual phone numbers to extend reach.
- Cost: Select a provider that can leverage existing spend and deliver maximum efficiencies.

Seamless calling from a global partner...

Partner with Lumen to leverage Public-Switched Telephone Network (PSTN) connectivity for your Microsoft Teams environments—and maximize the potential of enterprise collaboration.

- Our fully managed service covers design, project management, delivery, and ongoing support to ensure seamless integration into Microsoft Teams. With legal mobility issuance provided by the Public-Switched Telephone Network (PSTN), voice quality is maintained.
- With one point of contact, you can integrate seamless voice calling for a seamless collaboration experience.

A single platform for differentiated experiences

Meet your collaboration needs through one platform, from one powerful provider.

Control costs with Direct Routing

Direct Routing enables you to maximize the benefits of Microsoft Teams, while leveraging existing voice infrastructure and your preferred provider's calling plan for...

- Optimize spend by using an existing voice calling plan.
- Migrate quickly to Direct Routing and maintain your current voice infrastructure.
- Go global with a provider that can handle international calling seamlessly.

So why can’t I just use Microsoft calling plans?

Your Direct Routing provider checklist

- Seamless calling from a global partner...
- Control costs with Direct Routing

For organizations still under contract with an existing telephony provider, switching plans can come with significant financial penalties. It would also mean porting existing telephone numbers into Microsoft Teams’ phone system—slowing you down and increasing cost.

Direct Routing enables you to maximize the benefits of Microsoft Teams, while leveraging existing voice infrastructure and your preferred provider’s calling plan for...

8x more organizations are using Direct Routing to enable calls within Microsoft Teams1

4x of organizations adopting Microsoft Teams are using their own SIP trunking services2

90% of calls placed by Microsoft Teams users in October 2020 alone—up elevenfold from March1

650 million so why can’t I just use Microsoft calling plans?

Your Direct Routing partner checklist

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- Reliability: Look at network reliability, performance guarantees, and the provider’s ability to support high-quality connectivity.
- Reach: Choose a partner who can provide both local numbers in your current and future markets, as well as virtual phone numbers to extend reach.
- Cost: Select a provider that can leverage existing spend and deliver maximum efficiencies.

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- Careful planning around call routing and price structure for call usage

Call routing depends on factors such as...