Lumen Solutions for Microsoft Teams

What can Direct Routing do for you

Direct Routing enables customers to use Public Switched Telephone Network (PSTN) connectivity for Microsoft Teams environments. It gives customers the choice to keep their current voice calling plan or to explore a new Lumen calling plan for a high-quality and streamlined, single-vendor experience. Lumen's cloud-based voice calling capabilities route through one of the most connected, highly secure, and deeply peered global adaptive networks in the world which carries approximately 11 billion enterprise voice minutes on average per month.[2]

Cost savings

- Use Lumen® SIP trunks for cost savings over traditional per user calling plans

- Leverage current voice environments and investments with our Direct Routing services for a cost-effective journey to the cloud

Expert service

- Dedicated Lumen UC&C experts will navigate the complexity and time-consuming project and infrastructure setup and ongoing management

- Leverage Lumen tenant management services and hand over service desk responsibilities and allow customer IT teams to focus on strategic growth initiatives

- Lumen® Enablement Services connects you with our UC&C experts who can assist with adoption services, infrastructure consulting, managed cloud services and more

Flexibility

- Connect customer premise equipment to the platform (e.g., ATAs, door entries, paging systems)

- Interconnect customer 3rd party premise or cloud call control platforms to the Direct Routing service

- Support integrations such as AI analytics and reporting, call centers and more

70.4% of Teams Phone System users are using Direct Routing, driven by cost savings.

— Metrigy [1]
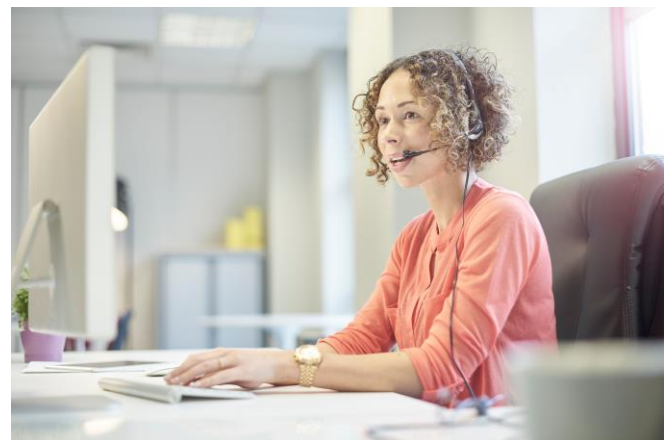
[1] Metrigy Workplace Collaboration: 2021-22, Irwin Lazar and Robin Gareiss

[2] Enterprise minutes that traverse the Lumen global voice network, 3- month average from average taken between Dec 2022 – Feb 2023

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Common Use Cases

- Organizations who want to migrate to a cloud phone system environment to make and receive calls through Teams. They can keep their PSTN provider or benefit from a single provider experience and choose Lumen voice services.
- Customers who need additional assistance standing up Teams and need help with the ongoing management of their Teams Direct Routing.
- Organizations who want to use Teams for their PSTN and have complex requirements including network, the customer premises equipment, and cloud resiliency or a need to integrate with calling platforms.

Technical capabilities and features

Self-managed SBC (Session Border Controller)

A portal led, automated provisioning of the Microsoft Teams Direct Routing service which allows SIP connectivity via Voice Complete or BYOC (bring your own carrier) where applicable.

- Customer self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment)
- Customer owns delivery of service and co-ordinates their own go-live and site migrations
- Service available for 1+ users and trials

Co-managed SBC

A portal led, automated provisioning of the Microsoft Teams Direct Routing service which allows SIP connectivity via Voice Complete or BYOC plus the add-on of configuration of the customer tenant.

- Customer self-serve provisioning via portal for self-managing users (Voice Routing, DID assignment)
- Managed Onboarding of base configuration, policies and users
- Co-ordination with the activation of the customer site/sites
- Service available for 100+ users

Pro-managed SBC

A managed, project led provisioning of the Microsoft Teams Direct Routing service which allows SIP connectivity via Voice Complete or BYOC.

- A fully Managed Onboarding & Project Manager led deployment
- Provide UAT test scenarios
- Coordination with the activation of the customer site/sites
- Service available for 250+ users
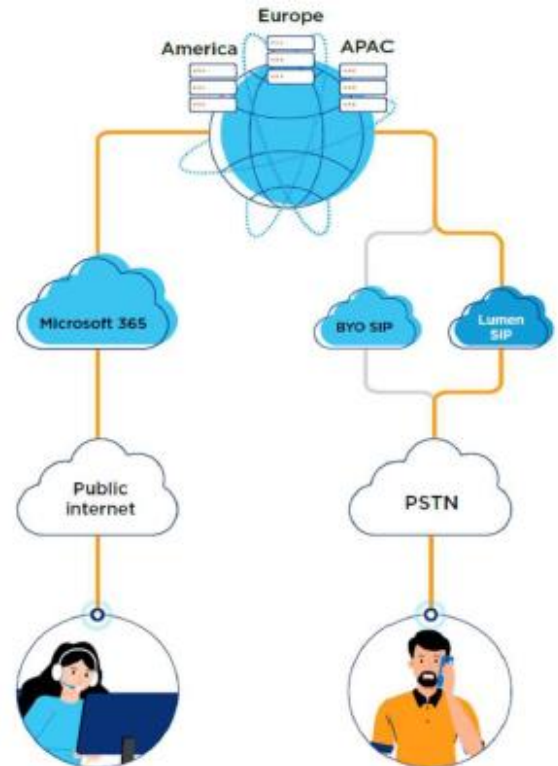
Why Lumen?

Businesses need a simple, cost-effective UC&C solution that is easy to manage. Lumen Direct Routing allows businesses the ability to migrate to a cloud calling service over one of the most connected, highly secure global networks. Lumen will migrate, configure and maintain customers virtual and existing telephony while offering enhanced reporting and analytics – supporting customers every step of the way with a service wrapper of choices from adoption and consulting services to reporting and connectivity options.

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