



Microsoft Teams Direct Routing FAQs

Answers to frequently asked questions about Microsoft 365 and Microsoft Teams

Can I port my existing numbers?

Yes - geographic and non-geographic numbers can be ported from your existing provider to M247 Microsoft Teams Direct Routing. This is a regulated process that can take 7 to 25 working days to process, depending on the quantity of numbers and incumbent provider.

How long does it take to deploy Microsoft Teams?

It only takes a few minutes to complete the deployment of Microsoft Teams Direct Routing onto the M247 infrastructure. There are several steps you or your customer will need to complete on the Microsoft 365 tenancy which could take up to an hour.

Can I add more users as their business grows?

Yes - Microsoft Teams is scalable with business needs. Additional licences can be purchased at any time.

How can I configure the service?

Depending on the product you have implemented, the initial setup is required to be completed by you. This entails several PowerShell commands to be undertaken, M247 will provide a clear step by step guidance on how to deploy the trunk and polices. The user, queue and auto-attendant configurations are made through the Teams admin portal.

How does the service connect to my Microsoft 365 tenancy?

The service uses the "direct routing" capability that is provided by Microsoft. Calls are delivered from the PSTN by M247 using AudioCodes Microsoft Certified infrastructure.

What will happen to my calls if there is an Microsoft 365 issue or outage?

In the scenario of an outage on Office 365, M247 can offer diverts to allow calls to be routed to other destinations, independent from Microsoft platforms, offering resilience for your business calls.

Which Microsoft licences do I require?

There are several licenses you can choose from. Each end user will need to choose a licence configuration from the options below:

- Business Essentials + Business Voice
- Business Premium + Business Voice
- E1/A1 + Phone System
- E3/A3 + Phone System
- E5/A5 (Phone System included)
- Plus, M247 Direct Routing

Do M247 have to provide Microsoft 365 licences?

No - M247 can provide the service to an Microsoft 365 tenancy that isn't supplied directly by us (so could be a direct connection or through another supplier). Microsoft 365 can be provided at competitive rates, speak to your account manager for further details.

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Can I make international calls?

Yes - all international destinations can be reached. M247 provide controls to lock down international dialling to prevent misuse and fraud as standard.

Do all users in a tenancy need to use M247 Microsoft Teams Direct Routing?

No - not all users in a tenancy need to use the service. Users without the relevant M247 & Microsoft licence will not be able to make/receive calls to the PSTN.

Can I set an outbound number for clients?

Yes - outbound Caller ID can currently be configured in two ways within Microsoft 365:

- **Each user can present own number outbound**
- **Outbound calls can be anonymised**

M247 provide an additional option – to present one over-riding telephony number for the whole tenancy.

Does each user need a Direct Dial In (DDI)?

Yes - each user needs a DDI.

Can the system be configured before the live date?

Yes – M247 recommend configuring the service prior to the live date. We can also supply temporary numbers to allow customers to divert existing numbers to the new service whilst waiting for their existing numbers to port to the new system. This can be done in a seamless manner to ensure there are no disruptions during the transition.

What is the minimum contract term?

M247 offer 12, 24 and 36 months contract options.

Can I integrate with my existing telephony services?

Yes – the solution can be integrated with legacy technologies and platforms to provide a hybrid experience. Our technical teams can help further with this.

What hardware can I use?

M247 can supply a range of “Teams certified” models. These include desk phones and a range of audio and video conferencing units.

Can I get international numbering?

Numbering can be provided in 78 countries.

Do minutes get pooled across all users?

Yes - minutes are shared across all users from each customer that consumes the service. They are not shared between customers.

Can I get call recording on the service?

Yes - call recording can be provided as an optional extra for users if required.

Does the service use direct routing?

Yes - the service uses the direct routing capability.

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What additional features do you get with the intelligent direct routing license?

Chat Features

- Persistent individual and group chat
- Transition from a chat to a call
- Share files & pictures (on/offline participants)
- Send emoji's, GIFs and memes
- Priority messaging & alerts
- Like and acknowledge messages and tag people in chats
- Search for files, content, and people in previous conversations

File Features

- Dynamically work on documents, files or others at the same time (OneDrive/Sharepoint)

Meetings Features

- Schedule meetings in application and integrated Outlook calendar
- Share screen & video on 1-2-1 and group meetings
- Blur background on video
- Live captions
- Access to all chat features and files whilst in a meeting
- Record and share meetings via Stream with auto-transcription

Calls Features

- Make, forward, transfer telephone calls

Mobile Features

- Make calls, chat, share/edit files and meet from mobile device
- Set quiet hours on notifications

Presence and Location Features

- Share your presence details and location point

Application and BOTs Automation Features

- Extensible with Tabs and Channels
- BOTs (Who, Polly, T-Bot, etc)

Why choose M247 over Microsoft Calling Plans?

- Independent divert capability from Microsoft platforms
- Call recording
- Enables internal and external phone calls through Microsoft Teams
- Latest cloud-based telephony
- User based licensing
- Flexible and competitive call bundles to suit different user types
- Pence per minute rates available
- UK and International calling
- Scales with your business needs
- Enables and supports multi-national business growth
- UK support and deployment team
- No upfront expenditure costs
- Keep your existing numbers
- Choice of international telephone numbers
- Choice of numbers (Standard, Silver, Gold)
- Works over multiple devices including desktop, mobile and tablets*
- Toll-fraud detection
- 99.95% SLA with 4-hour fix
- Hybrid integrations with legacy systems and platforms
- Secure SIP & RTP as standard



*With compatible OS

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