



Bring in the power of **Microsoft** direct routing to your **Teams** environment

With the adoption of Microsoft Teams growing within organisations, phone services are still used as a separate unified communications medium – until now.

Omega's range of Microsoft Direct Routing solutions enables your organisation to connect your on-premises telephony infrastructure to Microsoft Teams, combining all of your internal and external communications into one tightly-knit system.



Solutions include:

- Gateway setup and commissioning
- Teams handsets
- Inbound/Outbound PSTN calling
- Extension mobility
- Voice quality reporting
- Network readiness assessments
- Hosted SBC's (Session Border Controllers)

KEY FEATURES AND BENEFITS:



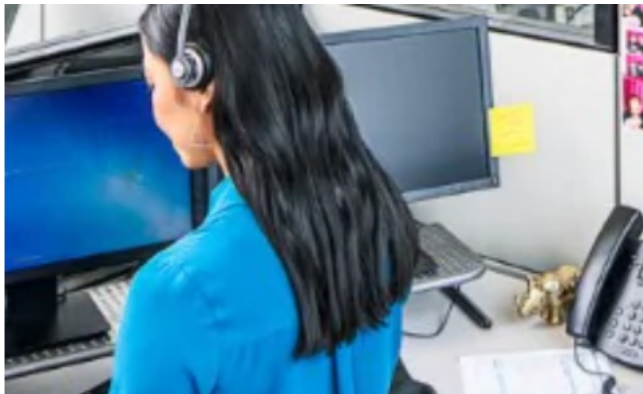
ENTERPRISE CLOUD CALLING

Give people the calling features they need to get business done. Get consultative transfers, music on hold, call park, and cloud voicemail in Teams.



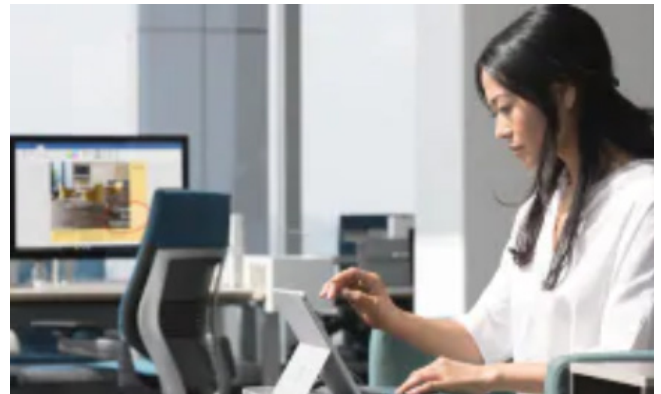
COLLABORATIVE CALLING EXPERIENCES

Deliver great collaborative experiences in Microsoft Teams with features such as group call pickup, delegation, file sharing, live transcription, recording and more...



CUSTOMER SUPPORT EXPERIENCES

Help ensure every customer is answered and routed to the right queue with cloud auto attendants and call queues in Teams.



GLOBAL ADMINISTRATIVE EXPERIENCES

Administer and monitor your calling in Microsoft 365 with the Teams admin centre and call quality dashboard. Save time for your IT professionals with a centralised experience.

Additional features include:

- Traditional phone services such as PSTN can be used in the comfort of Microsoft Teams
- No switching between applications or handsets to make or receive a phone call
- No additional licensing required - E3 or above
- Microsoft certified technology that integrates with existing voice gateways
- PBX-like features integrated to Microsoft Teams such as forwarding, hunt lines and transfers

Contact us on **011 258 5496** or email us at info@omegadigital.co.za to learn more about Omega Microsoft Teams Calling Solutions.