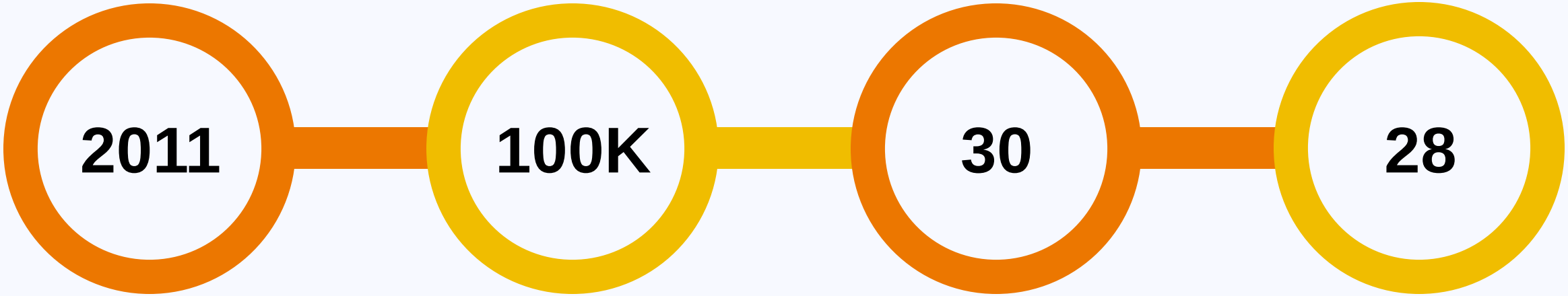
Callroute

Microsoft Teams Automation & Calling

Who Are Callroute?

Microsoft Partner



We have 12 years experience in providing customers with communication solutions

Over 100,000 Microsoft Teams users are managed using the Callroute platform to date

Trusted by 30 partners globally to provide innovative Teams automation and calling solutions

Over 28 different integrations with Carriers, UCaaS, CCaaS and VoIP platforms

Callroute

Callroute

Microsoft Teams Calling Solutions

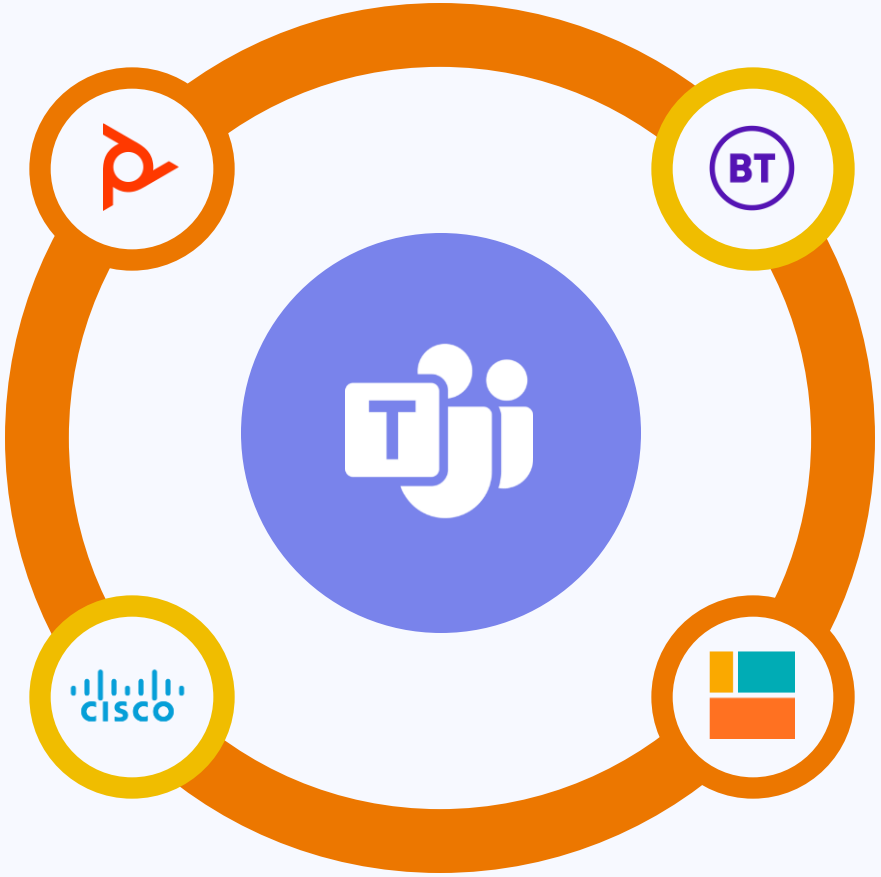
We enable Microsoft Teams calling for organizations across the world

Carriers
VoIP
AVAYA
3CX
BT
Five9
CCaaS
UCaaS

Callroute For Microsoft Teams Calling

Continue to use your old 3-PIP SIP Phones with Teams

Connect your on-premises phone systems to Teams



Connect all your existing PSTN carriers to Teams

Connect your contact center to your existing carriers and Teams

Callroute allows you to connect all your phone services to Microsoft Teams

Callroute

Our Global Calling Network

Bring your own carrier to Callroute in any country. No infrastructure needed

Europe

Americas

Asia Pacific

Callroute

Supported Connected Phone Systems

You can connect all your phone systems together and to Microsoft Teams in one place

Callroute

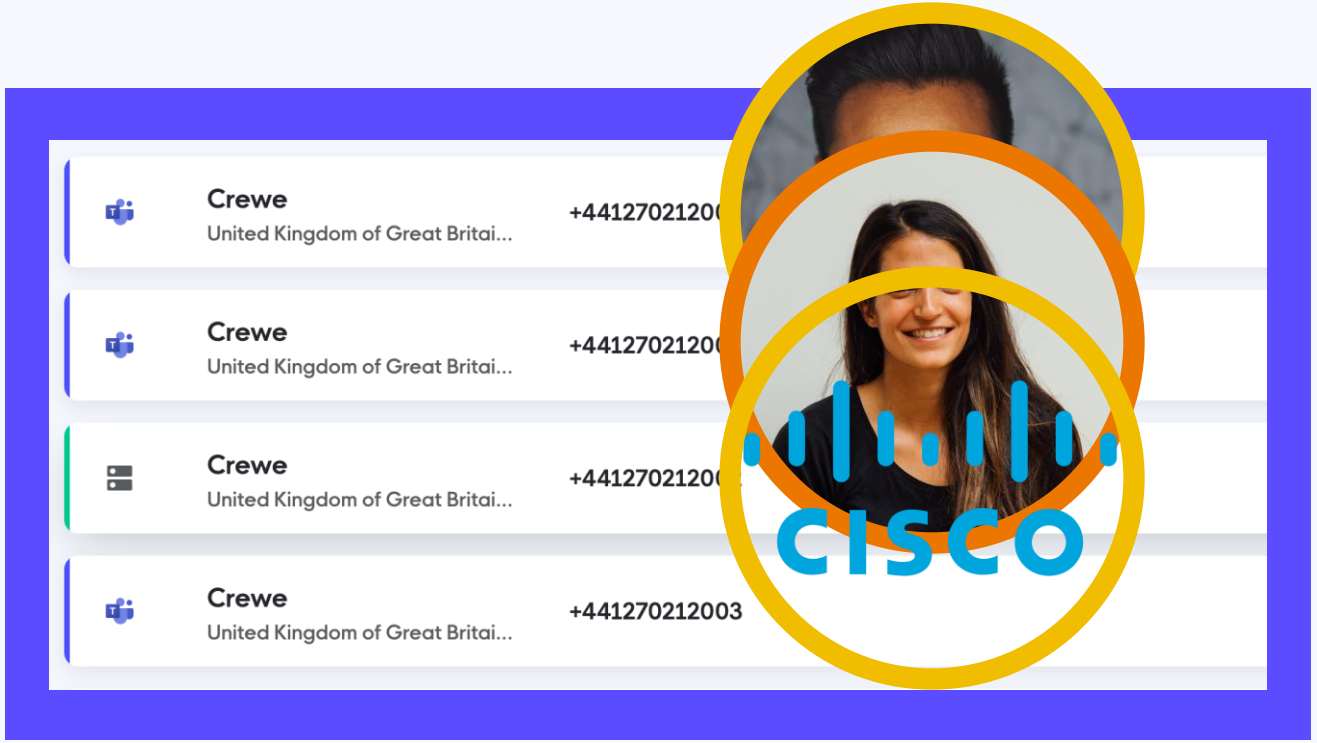
Powerful Number Routing Options

Route calls from multiple numbers to the same Teams user and set failover destinations in case of an outage

Callroute

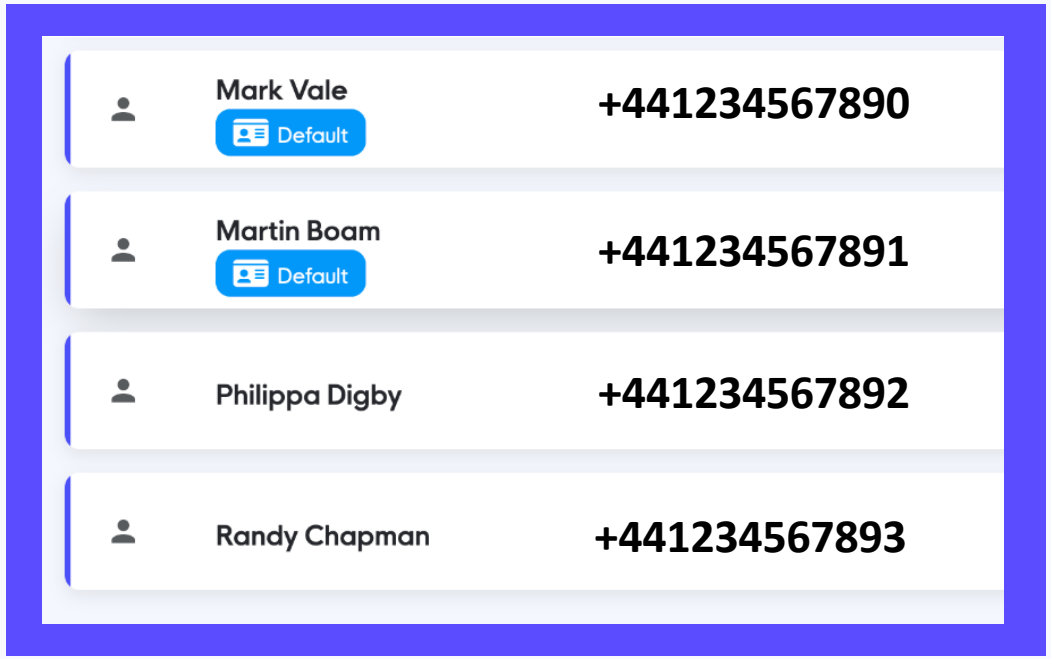
Cross Platform Number Routing Options

Route customer calls to the right phone system, **whether that's Microsoft Teams, Contact Center, or your VoIP platform,** by range or per number



Callroute

Manage Teams Users



Assign calling features to Teams users **including phone numbers** directly from the Callroute portal

Callroute

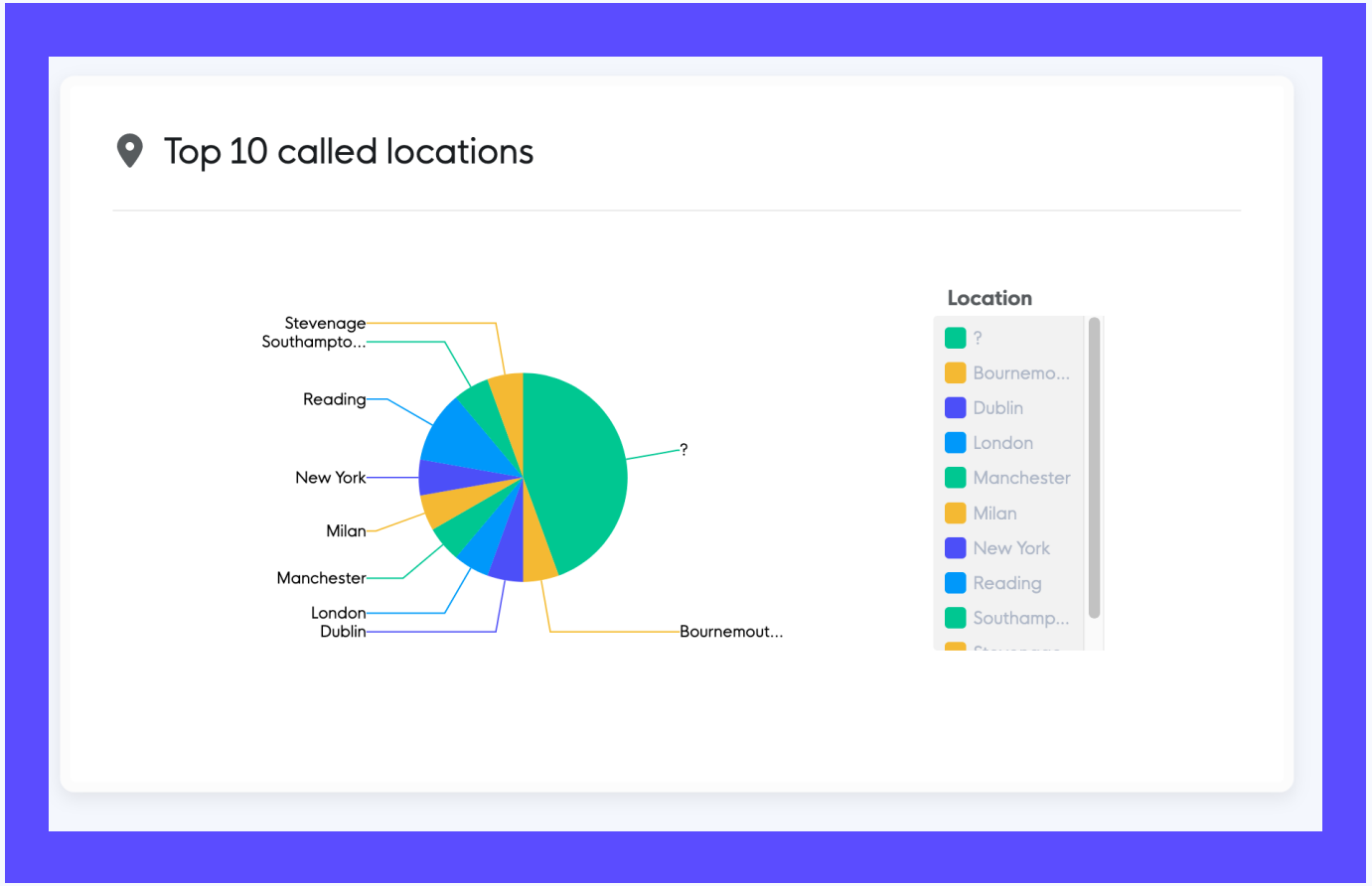
PSTN Call Recording

Record PSTN calls with AI assisted sentiment analysis & transcription to improve customer service and agent training

Callroute

Call Reporting

Keep track of your calling costs with detailed reporting on usage across all your connected carriers and phone systems



Callroute

The Callroute Platform

The only turnkey Microsoft Teams calling & user provisioning solution

Integrations

Over 28 different integrations with SIP, UCaaS, CCaaS and Carrier platforms enable you to create your global interconnected voice cloud

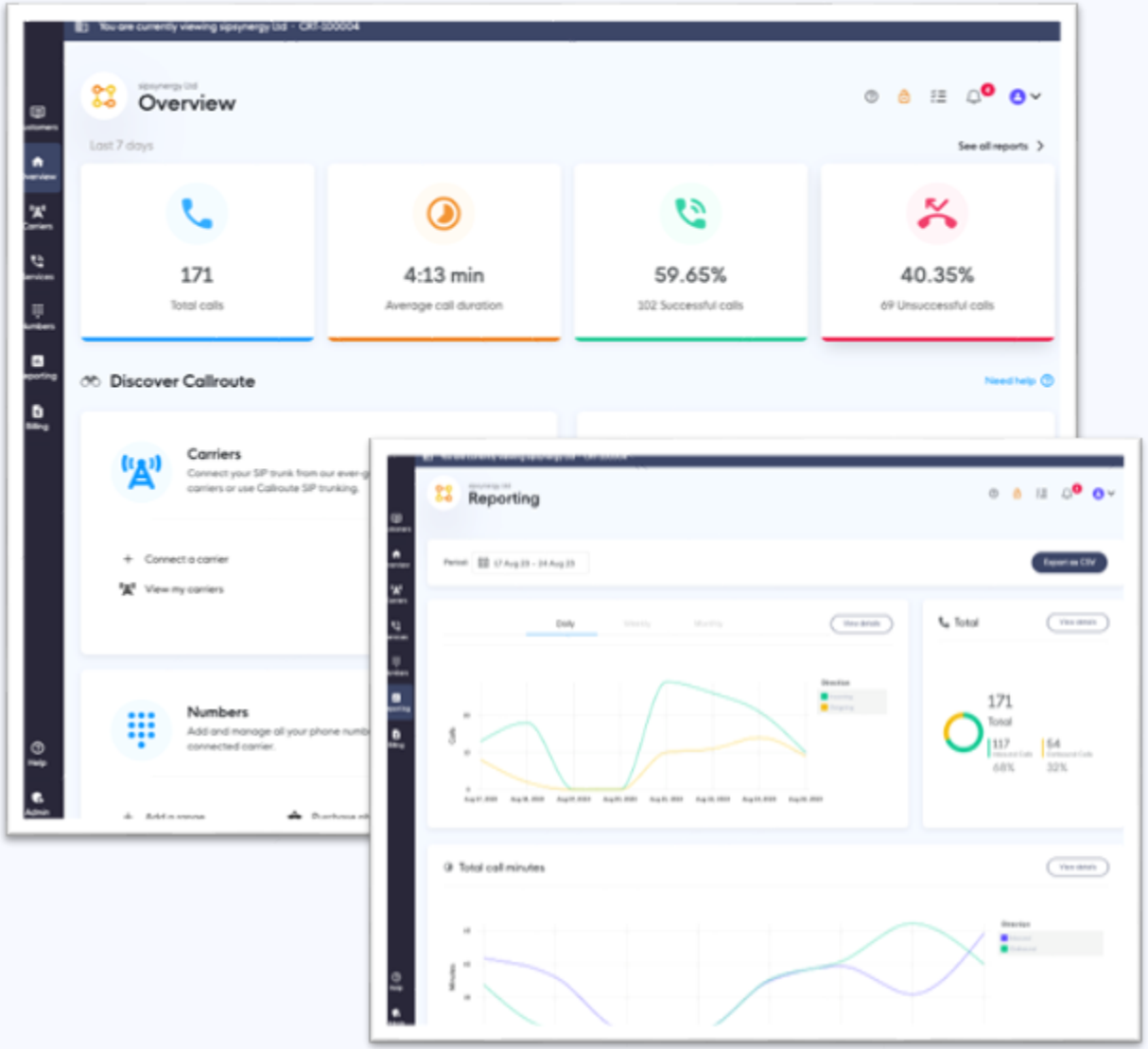
Multi-Tenant Microsoft Teams

Connect multiple Teams tenants to Callroute, share Carriers, phone numbers, and contact center resources across them all

- Mergers & Acquisitions
- Hosted Managed Services
- Conglomerates & Consortiums

Callroute.io

- Simple and easy to use
- Very little training required
- Everything you need for voice and non-voice users in one place



Callroute

Secure & Resilient

Availability & Resilience

- Built on highly reliable cloud infrastructure with 99.99% uptime SLA
- Multi-level redundancy built-in with no single point of failure
- Regional media termination for carriers and phone systems

Connectivity

- Public peering with Microsoft Teams
- Public & direct peering with carriers is available (1 & 10 Gbps)
- Internet connectivity available globally with regional points of presence

Security

- Roles based access control
- Multi-factor authentication
- Training and professional services required

Callroute

Why Choose Callroute?

Simple user platform reduces complexity & offers automation, whether for voice or non-voice users.

Why Choose Callroute?

Deployable in minutes

Keep your numbers

Any PBX & any carrier

Automated failover

Simple and central platform

Intelligent call routing

Support

- 24 x 7 x 365 Support Desk With Global Ticketing System
- 4-hour Fix Service Level Agreement on P1 Critical Incidents
- Migration Services

Callroute

Choose From 3 Platform Options

Calling & Provisioning

Allow customers to connect their carriers, VoIP, and Teams together combined with the power of automated provisioning

Calling & Connectivity

Connect your carriers, VoIP, and Teams together to share aggregate services and on-net calling

Teams User Provisioning

Empower customers with Teams user and number management combined with automation & self-service access

Callroute

Licensing

Microsoft Teams Calling
Flexible per user per month. Manage non-voice users for free

Microsoft Teams Provisioning
Single annual subscription based on overall business size

Microsoft Teams Number Management
Single annual subscription based on amount of numbers

PBX & CCaaS Integrations
Per SIP channel per month

Number management is included with Teams calling or Teams Provisioning licenses

Callroute Has Been Deployed Across a Range of Businesses

Callroute

www.callroute.com

Name
Job Title
Email
020 4517 8000

Supporting Slides

API Integration For External Approvals

Use our provisioning API combined with your approval system to create self-service and automated provisioning of Teams user experiences

servicenow

Dynamics 365

Microsoft Power Platform

```
/user-provision/create


{
   username: “john.doe@contoso.com”,
   country: “USA”,
   city: “New York”,
   department: “Marketing”,
   jobtitle: “Marketing Assistant”
},
{
   username: “jennifer.jones@contoso.com”,
   rule: “Sales”,
   phone_number: “+441234567890”
},
{
   users: [{“henry@contoso.com”,”mary@contoso.com”}],
   rule: “Finance”
}
```

OCT 2023

Callroute

Global Datacenter Locations

Callroute