

Enhance your Collaboration by Voice Enabling Teams the Easy Way – TeamsDirect.Online

Formation offers a bespoke Teams Direct Routing architecture built in Azure that will enable full voice capabilities in Microsoft Teams. Our approach removes the requirement for a big bang transition from your legacy phone system to Teams. Instead we are able to seamlessly migrate away from your old system, even leaving some parts of the business in place on the legacy system should you have more complex requirements like Contact Centre services that Teams can't deliver. All this, while benefitting from the collaboration and productivity voice enabling Teams will bring.

Have it your way

Because of our unique approach and expertise in Azure , Formation are able to deliver our services either from your Azure Tenant or our own TeamsDirect.Online platform based in Azure. So if you have the expertise in-house and just need a guiding hand or need a fully-managed solution, Formation can deliver.

Plans for every Business

Just need to voice enable Teams? That's okay we have that covered. Need some of traditional voice services like Call Recording, Reporting, simple DDI management. We've got that covered too.

Features

- Direct Routing Setup by Formation. No expertise from you required.
- Fully Managed Session Border Controller to give you the flexibility required
- Staff Training and Onboarding
- Setup of Azure tenant
- Service Desk support

Optional

- Advanced Historic Reporting
- Presence Dashboards
- DDI Management
- VIP Device Alerts
- Call Quality Reporting
- Legacy PBX integration
- Normal and Compliant Call Recording
- Silent Listen
- Pause/ Resume