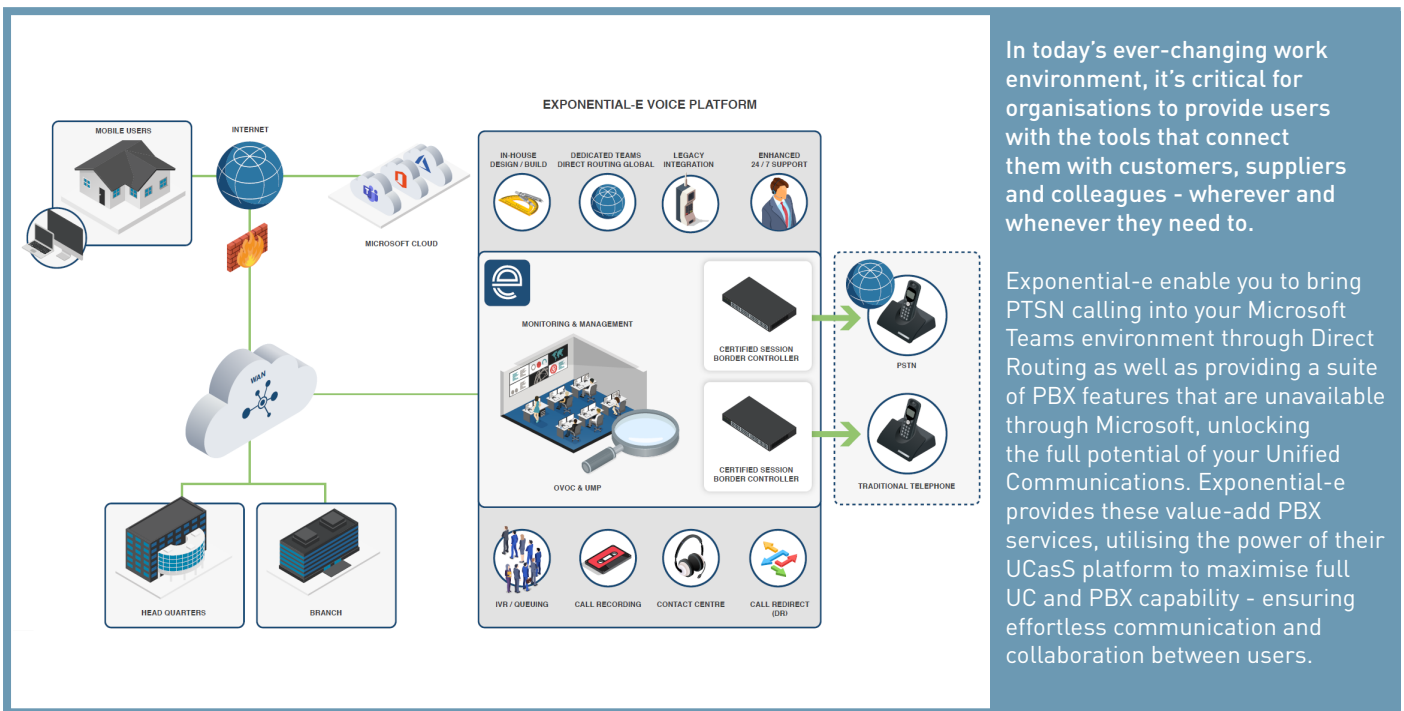




## DIRECT ROUTING WITH MICROSOFT TEAMS

Connect and collaborate from anywhere around the world



In today's ever-changing work environment, it's critical for organisations to provide users with the tools that connect them with customers, suppliers and colleagues - wherever and whenever they need to.

Exponential-e enable you to bring PTSN calling into your Microsoft Teams environment through Direct Routing as well as providing a suite of PBX features that are unavailable through Microsoft, unlocking the full potential of your Unified Communications. Exponential-e provides these value-add PBX services, utilising the power of their UCaaS platform to maximise full UC and PBX capability - ensuring effortless communication and collaboration between users.

### Why choose Direct Routing with Microsoft from Exponential-e?

Exponential-e has an extensive track record of delivering highgrade Unified Communication solutions. They operate their own Voice and UC platforms, which are delivered over their business only Network. As a result, Exponential-e have 100% control of the services and call quality they

provide. Exponential-e specialise in bespoke solutions that unlock full potential, with deep expertise in Network, Security and Cloud services, providing full end-to end service capability, supported by a fully managed service and robust SLAs.

Want to find out more?

Bechtle UK  
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Email: [sales.direct-uk@bechtle.com](mailto:sales.direct-uk@bechtle.com)

Village Green, Methuen Park, Chippenham, Wiltshire SN14 0GF  
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The Bechtle & Exponential-e partnership

Innovation is at the core of Exponential-e, with a wholly owned super-fast network, and a fusion of complementary technologies, Exponential-e can deliver enterprise applications at wire speed for a superior end-user experience. Exponential-e deliver scalable, dynamic and bespoke solutions.



### Unlock the full potential of Microsoft Teams

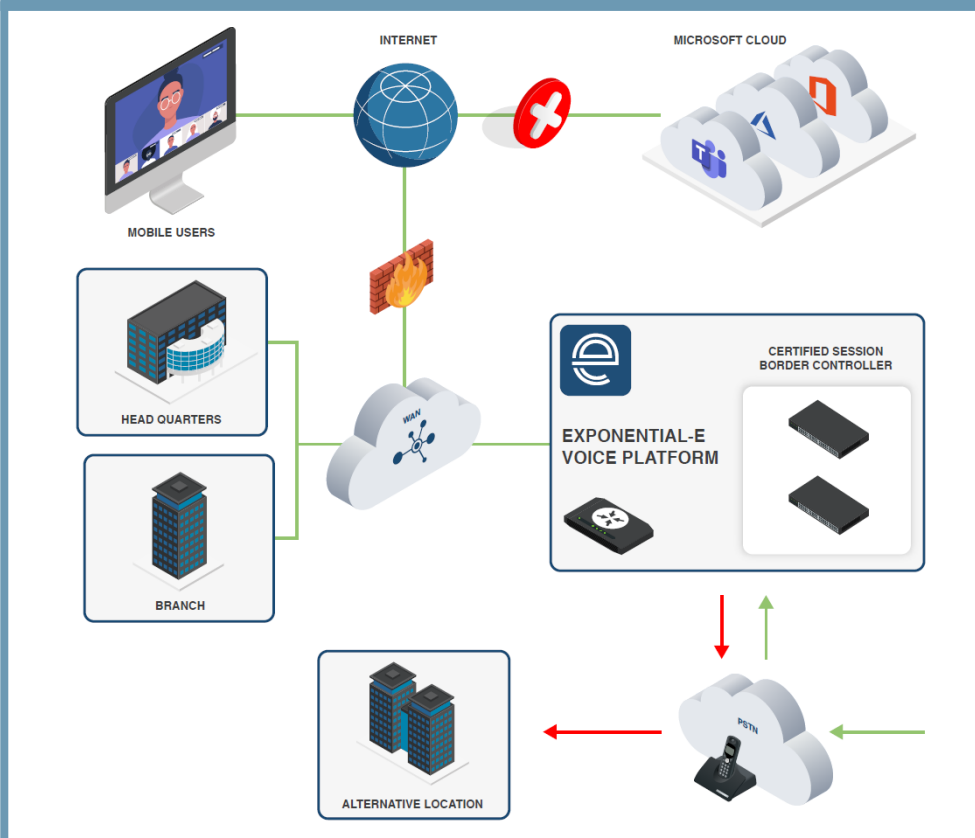
The Microsoft Teams Direct Routing, powered by Exponential-e, offers a range of intelligent features and services that build upon your existing capabilities, leading to business continuity solutions and added-value services to better serve your business.

You can also take advantage of significantly cheaper call rates, additional flexibility and comprehensive 24 / 7 UK support. If you are looking to expand and require global reach, we can help. We have helped customers at all levels maximise their flexibility and autonomy by integrating Microsoft Office 365 Microsoft Teams with global calling plans.

### Exponential-e's Microsoft Teams Direct Routing includes:

- ◇ Re-routing of phone numbers when Microsoft has an outage.
- ◇ Seamless number porting from any provider.
- ◇ Enterprise-level security and compliance.
- ◇ Legacy PBX integration support.
- ◇ Multiple Managed Service options.
- ◇ 24 / 7 x 365 enhanced Microsoft support.

### Disaster Recovery Plan: Call Re-direct



We know that unexpected events occur from time to time, affecting how you deliver services to your customers.

To ensure you are always prepared for the worst, Exponential-e will deliver a disaster recovery service to Microsoft Teams utilising the resilient UCaaS platform.

- ◇ Calls automatically redirected via the PSTN to alternative locations/ telephone numbers.
- ◇ The DR plan can be preconfigured and only activated when an incident occurs.
- ◇ All calls can be redirected to a single location/telephone number or each Teams user can be individually redirected to specific numbers.

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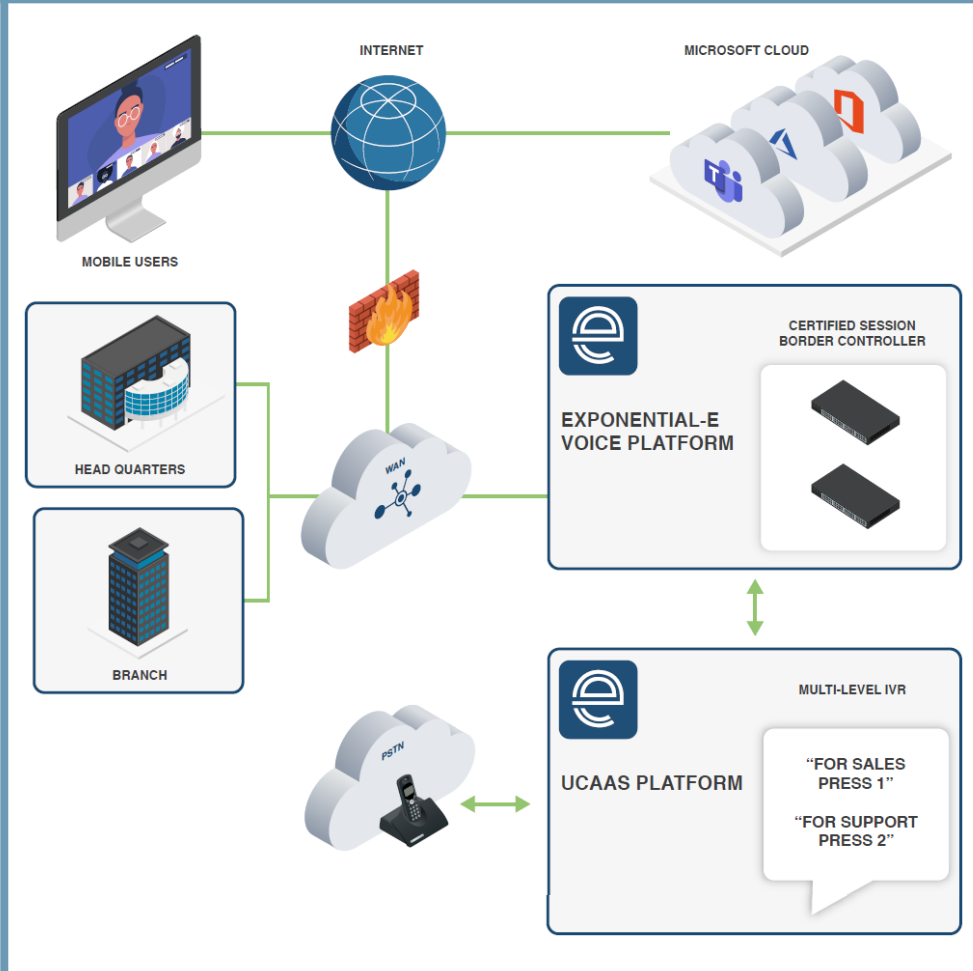


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## IVR / Call Queuing Plans



As your business grows, so must your capacity to manage the increasing influx of calls. In partnership with Exponential-e, we can build a sophisticated architecture through Auto Attendant / IVR delivered through our UCaaS platform.

This includes:

- ◇ A multi-layered IVR, providing detailed menu options for call routing.
- ◇ IVR configured via Exponential-e's intuitive UC portal.
- ◇ Hunt groups and basic queues can be configured behind the IVR as menu options.

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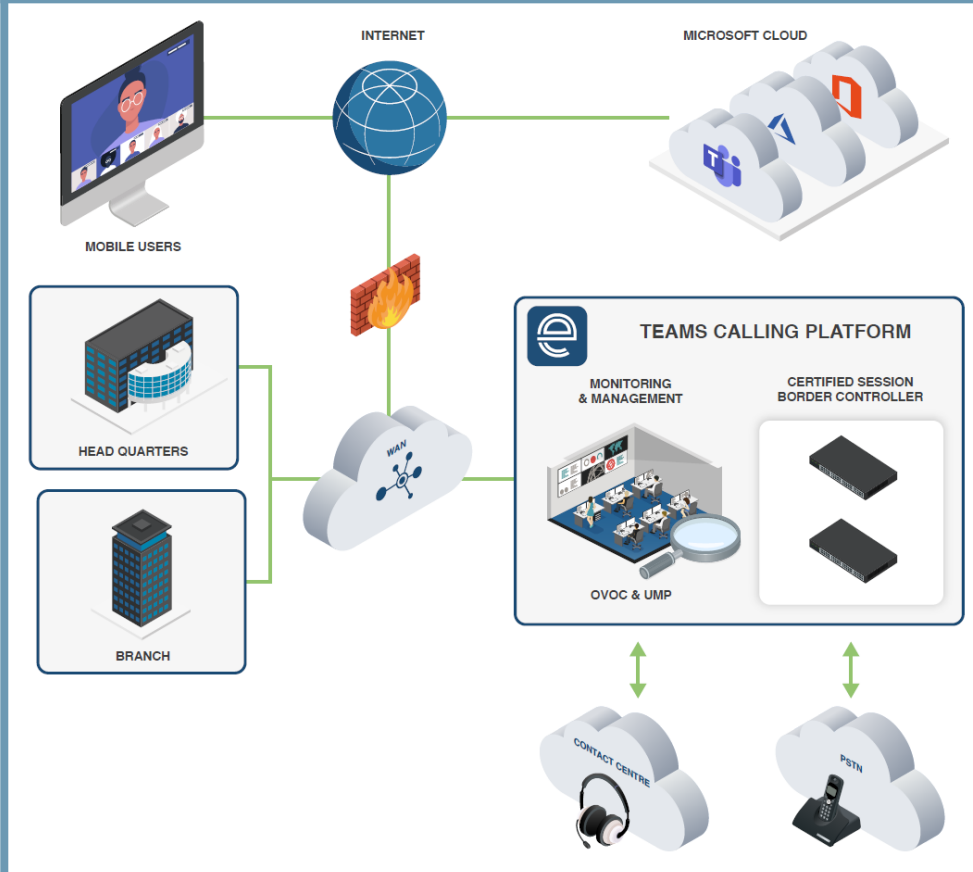


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### Contact Centre as-a-Service IVR / Call Queuing Plans



If you require a secure and reliable Cloud-based Contact Centre, Exponential-e can deliver this into Microsoft Teams using their sophisticated Contact Centre capability.

Benefit from:

- ◇ A unique customer experience.
- ◇ Full visibility and control of interactions across multiple channels.
- ◇ Optimal scalability, aligned to business requirements.

#### Project Design and Deployment made easy

We have extensive experience in supporting customers migrate to Microsoft Office 365 environments. As a Microsoft Gold Partner and in partnership with Exponential-e, we can provide seamless migration and full support through dedicated UCC practice with UC specialists, delivery experts and a 24 x 7 UK support desk.

Exponential-e remove the complexity from migrating away from legacy voice systems and multiple UCC suppliers, while supporting you towards your digital transformation goals.

#### Enterprise Voice Features

Call Answering / Initiating, Integrated Dial Pad, Call Holding and Retrieving, Call Forwarding, Call Queuing, Consultative Transfers, Simultaneous Ringing, Call History, Do Not Disturb, Cloud Voicemail, Auto Attendant, Emergency Calling, Call Handling, Transfer Calls, Voicemail to Email, Inbound Identifier, Music On Hold, Directory Services, Time Profiles

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