



# BCN Cloud Voice Direct Routing to Microsoft Teams

## Deliver a True Unified Communications Experience Integrating Microsoft Teams & BCN Cloud Voice

A BCN UCaaS solution with Direct Routing to Microsoft Teams allows the standardization of communication throughout the organization. With BCN's Direct Routing to Microsoft Teams, businesses can leverage a single telephony solution to streamline compliance, centralize IT support, and simplify employee training because the same user experience can be replicated in all locations.

Combine Microsoft Teams and a BCN Cloud Voice Hosted solution into one system for a simple, easy to use platform that along with external/internal phone calls, delivers high-definition audio and video experiences that allow users to interact and collaborate easily, regardless of their device or network. For example, Microsoft Teams Rooms provides virtual meeting spaces accessible with one touch join, and a rich set of artificial intelligence-enabled capabilities. As a result, the work environment is more productive and can integrate smoothly with other business applications.

## Affordability and Flexibility

Direct Routing to Microsoft Teams from BCN provides a more cost-effective option than a Microsoft calling plan, allowing businesses to adapt services to meet their needs.

Adding Direct Routing to Microsoft Teams to a BCN UCaaS solution builds on the features inherent in the platform, including advanced auto attendants, routing, queues, and voicemail functionality.

## Continuity of Experience

Existing BCN Cloud Voice customers adding Direct Routing to Microsoft Teams can do so while keeping all existing phone numbers and add new numbers as needed. For those moving from a traditional phone system or from another hosted voice provider, rest assured numbers can remain the same.

## Platform Level Direct Routing

The BCN solution is a native integration between the Microsoft Cloud, and BCN's Cloud Voice platform, providing a completely unified collaboration & voice experience for users on any device, without bots, browser extensions, or 3rd party software. With Direct Routing to Microsoft Teams, advanced cloud voice features are readily available and at a lower cost to the business.

## Features

- Native Microsoft Teams experience (including mobile)
- Full voice functionality from any Microsoft Teams instance
- Available Call features:
  - Hold
  - Blind Transfer
  - Warm Transfer
  - Conference/Meeting with internal Microsoft Teams Users or Extensions/TNs
  - Show Live Captions
- Supports Web and installed client, no additional software needed
- Make calls from any device
- Seamlessly transfer calls between devices
- Track call activity across devices
- Utilize Hosted PBX services for non-Microsoft Teams use cases

## IP Handsets

Leverage new, existing SIP handsets or deploy Teams enabled devices. BCN offers Polycom and Yealink IP Handsets.

## Dialpad added on the Microsoft Teams App

Dialpad is added to the Microsoft Teams application to make external calls but can also receive inbound calls when the new or ported 10-digit number is dialed. Users can call internal users via extensions as well.

## Safety Built-In

Microsoft Teams leverages dynamic E911 capabilities which provide public safety with user location that is determined at the time of the emergency call. With Microsoft Teams, organizations can also specify more granular location information such as a floor, suite, quadrant, or room (as well as civic address) to public safety, setting the stage for faster, more reliable emergency outcomes.

## Requirements

To take advantage of BCN's Direct Routing to Microsoft Teams, organizations must secure the required Microsoft User licenses to allow each user to integrate BCN's Cloud Voice with Microsoft Teams. A BCN Cloud Voice Hosted Seat license will be required to provide voice functionality.

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