

NetX Direct Routing

Cost effective and feature rich Microsoft Teams
Call Routing



Our NetX Direct Routing solution has been designed to give businesses greater flexibility and control over their Microsoft Teams call routing environment and hybrid environments. Unifying the call routing management across Microsoft Teams, telephone systems, unified communication platforms and contact centre environments.

We provide businesses with a seamless and efficient communications experience that enhances telephone number and call routing management, business continuity and delivers good value for money.

What is Direct Routing?

Direct Routing is a method of delivering digital calls through Microsoft Teams, without the need for more costly Microsoft Calling packages, or additional equipment. Britannic's NetX service provides the connection to inbound and outbound business grade calling through large scale, resilient cloud SBC (session border controller) technology, which ensures automatic continuation of service should a problem occur, underpinning our market leading 99.999% uptime guarantees.

Customers benefit from advanced features, data and call routing management. Calls are routed through centralised SIP trunks which are much more efficient, cost effective, scalable and resilient connection type than PSTN (Analogue) or ISDN lines. It enables users to make and receive calls on any device using MS Teams, whether physical telephones connected to Teams as a telephony platform, or the Teams software client.

This feature facilitates a more streamlined and efficient communication system with users managing their calls using their existing phone numbers, which can be ported into the service along with adding new ones, as required. NetX offers advanced call features, such as dynamic call routing and advanced analytics, which can further enhance business productivity and efficiency. It is an ideal solution for the ISDN switch off.

More insights and control

Britannic's market leading NetX, a carrier grade SIP exchange platform, has been created from the ground up, with the vision to empower customers with self-serve.

It stands out from the other solutions available in the market due to its powerful, easy to use portal, which provides advanced analytical capabilities, customisable dashboards and configurable widgets, role-based access, queries and report scheduling, flexible call routing to support Business Continuity Planning and feature management. We use the latest security methodologies to ensure that all calls are fully encrypted.

Whether you need to extract key call metrics to present to your department, configure new routing plans, or blacklist a number, you are in control. The portal will provide your business with more flexibility and transparency into your call services than ever before.



Connect your existing UCaaS & CCaaS Solutions

Integrate MS Teams with your phone system



With the help of our Direct Routing service, you can smoothly incorporate your existing telephone system with MS Teams, allowing for seamless communication between the two platforms.

Connect MS Teams with your Contact Centre (CC)



By utilising our Direct Routing Service, we can deliver the connectivity between your Contact Centre environment and that of MS Teams.

Connect MS Teams with your phone system and CC



Our Direct Routing service connects MS Teams with Cloud Contact Centre solutions in collaboration with your telephone system, ensuring smooth communication between the three platforms.

Integrate MS Teams with your CC using 3rd Party SIP



Through our Direct Routing service, we can establish connectivity between your Contact Centre environment and MS Teams. If needed, our interconnect service can deliver calls directly into both the MS Teams and the Contact Centre solution itself, using a 3rd party SIP provider.

Connect MS Teams with any of your communication solutions

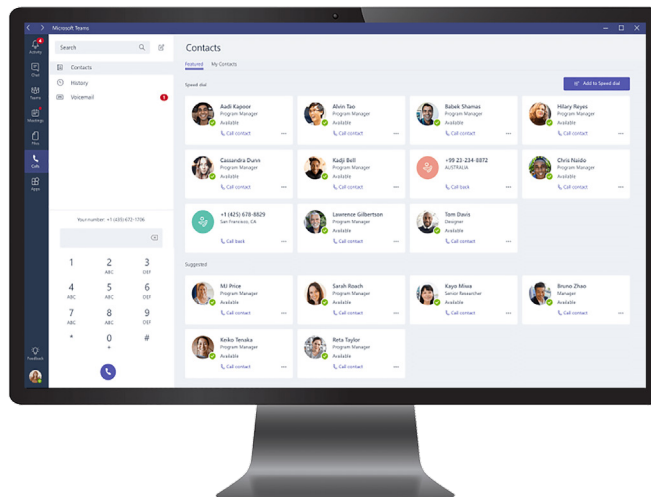


Through Direct Routing we connect MS Teams application seamlessly with any of your communication environments. Mobiles, phone system, contact centre, call recording, network and internet data, ensuring smooth communication between all of them.

Direct Routing through Britannic NetX



Our Direct Routing service enables us to provide you with NetX (SIP), allowing you to use your Teams application without the need for costly Microsoft Calling plans. If you already use MS Teams solution as your primary phone system, the necessary phone system license should already be available.



Why Direct Routing?

Revolutionise your business communications with Direct Routing

Reliability

With 99.999% reliability you can have confidence that your calls will get through.

Cost-effective

Use your existing phone systems with MS Teams, eliminating the need for costly calling plans and hardware. Improving the overall productivity of agents, and minimising customer wait times.

Increase flexibility

With Direct Routing, users can make and receive external phone calls from within the MS Teams environment regardless of their location.

Improved collaboration

Experience a more streamlined and efficient communication process, leading to enhanced collaboration and productivity.

Enhanced scalability

Scale your communication solutions as per your evolving needs, making it an ideal solution if you are growing and expanding.

Seamless integration

Easily integrate with existing phone systems or contact centre, allowing you to continue using your preferred communication tools while benefiting from enhanced features and capabilities.

Seamless customer service

Direct Routing enables businesses to provide a better customer experience by allowing users to quickly and easily initiate and manage calls.

Advanced analytics

Easily and quickly uncover trends and patterns with our state-of-the-art technology. Gain valuable insights for keywords, phrases and sentiments that can help you make informed decisions and stay ahead of the competition.

“Britannic, our esteemed supplier, has truly exemplified brilliance in their approach to enhancing unified communications. By seamlessly integrating Microsoft Teams with our Mitel PBX system through NetX Direct Routing, they have orchestrated a symphony of connectivity. This innovative partnership has not only streamlined communication across Peabody’s organization but has also ushered in a new era of flexibility and efficiency, enabling us to harness the full potential of modern collaboration tools while reaping the benefits of enhanced productivity and unified teamwork.”

**Chris Hartley, Infrastructure Manager
Peabody Housing Association**

Talk to the solutions people.

Britannic are award-winning specialists in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach have helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, and Video Interaction Management, to increase efficiencies, personalise interactions, introduce automation and reduce costs.

Book a demo with a member of our team today!

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