



SEAMLESS COMMUNICATION

Net X Direct Routing

Integrate MS Teams with Five9 Contact Centre



Integration of MS Teams with Five9 Contact Centre through our NetX Direct Routing solution is seamless, enabling you to make and receive calls on any device, all while enjoying high-quality call connections. By combining robust collaboration features with seamless call experiences, this integration solution ensures that you never have to compromise on communication quality or productivity.

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.

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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.

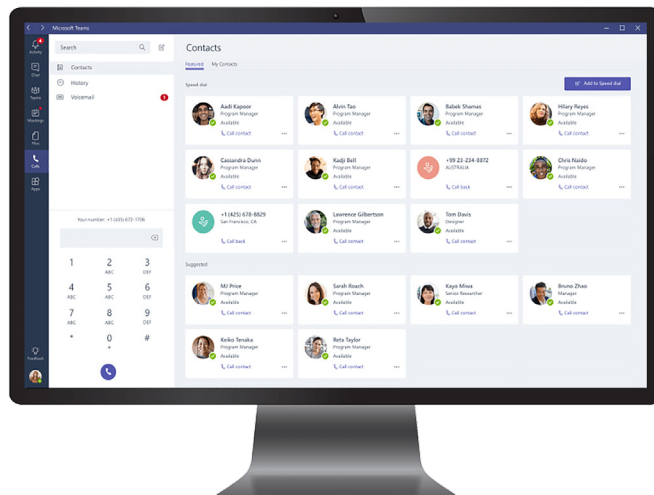
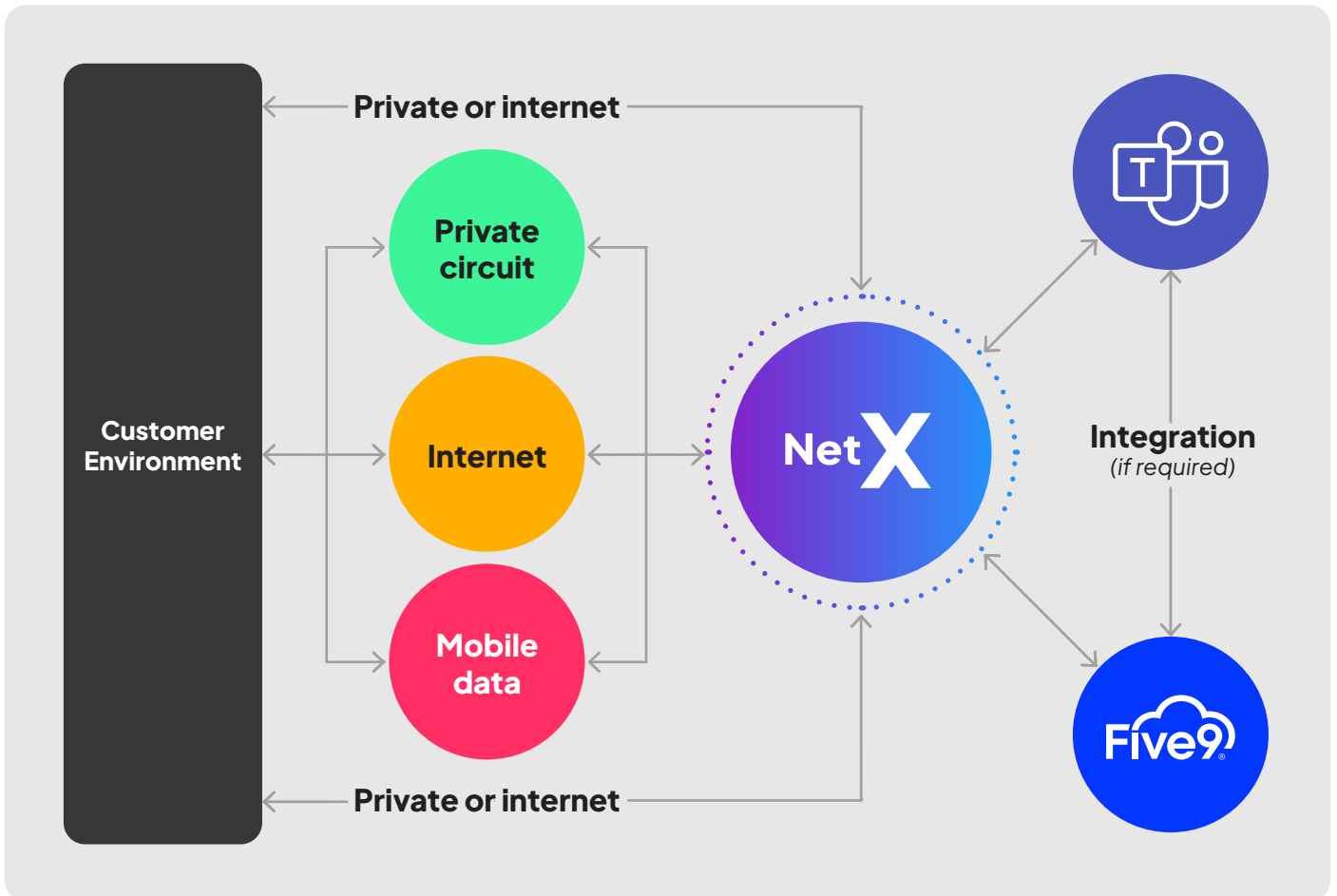
It stands out from the other solutions available in the market due to its powerful, easy to use portal, which provides advanced analytical capabilities, customisable dashboards and configurable widgets, role-based access, queries and report scheduling, flexible call routing to support Business Continuity 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 MS Teams through SIP with Five9's Contact Centre

By utilising our NetX Direct Routing Service, we can deliver connectivity between MS Teams and your Five9 Intelligent Contact Centre environment. If required, our connecting service can deliver calls, via NetX SIP or other 3rd party SIP, directly into your MS Teams tenant and into the Five9 solution itself.



Improve your business communications

Enhance Customer Experience

Customers can connect with the right agent who has the skills and knowledge to address their queries or concerns, resulting in a more satisfying customer experience. With 99.999% reliability you can have confidence that your calls will get through.

Increase Productivity

Help agents manage their workload effectively by prioritising incoming calls, allowing them to handle more calls in less time.

Flexibility

Have more flexibility when it comes to routing calls based on specific criteria, such as time of day or language preference, ensuring that customers are always connected with the right agent.

Cost-effective

Reduce the cost of handling calls by optimising the routing of calls, improving the overall productivity of agents, and minimising customer wait times.

Enterprise grade solution

Built for resilience and high availability, distributed across multiple data centres.

Improve Efficiency

Streamline communication by connecting callers directly to the appropriate agent, reducing wait times and increasing efficiency.

Advanced analytics

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

Prevention of financial losses

Our toll fraud prevention software helps detect and prevent unauthorised and fraudulent use of communication services.

“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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