



SEAMLESS COMMUNICATION

# NetX Direct Routing

Integrate MS Teams with Mitel Telephony



Transform your Teams environment with enterprise-level telephony capabilities. Integrating MS Teams with Mitel Telephony has made our NetX Direct Routing solution more convenient than ever before. With just a few clicks, you can now make and receive calls on any device, all while experiencing the highest quality call connections. By seamlessly merging powerful collaboration features with unmatched call experiences, this integration solution ensures that you can communicate with confidence, without sacrificing productivity or quality.

## 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.

01483 242 526 | [hello@btlnet.co.uk](mailto:hello@btlnet.co.uk) | [www.btlnet.co.uk](http://www.btlnet.co.uk) | [@BritannicTech](https://twitter.com/BritannicTech)

# 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.

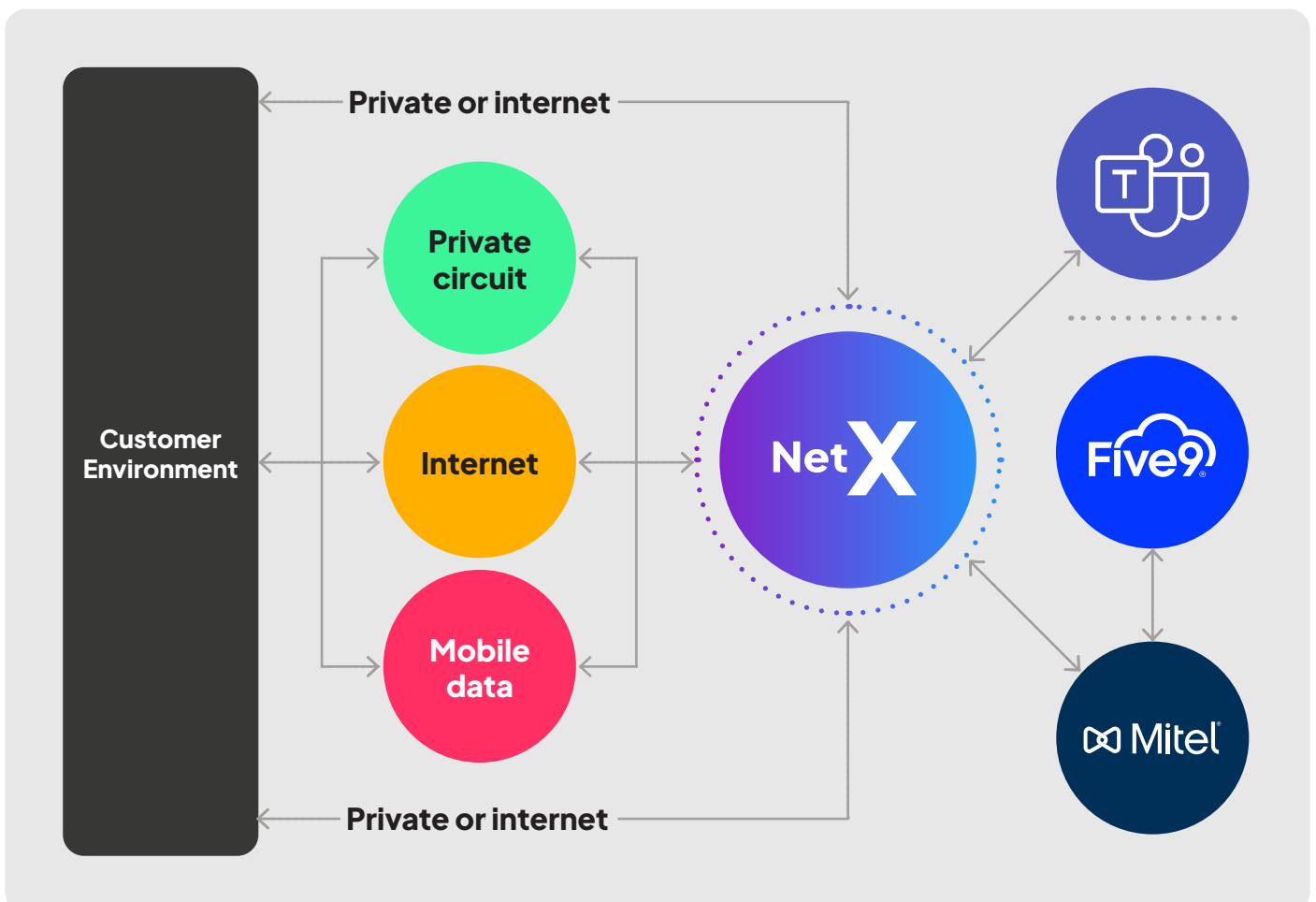
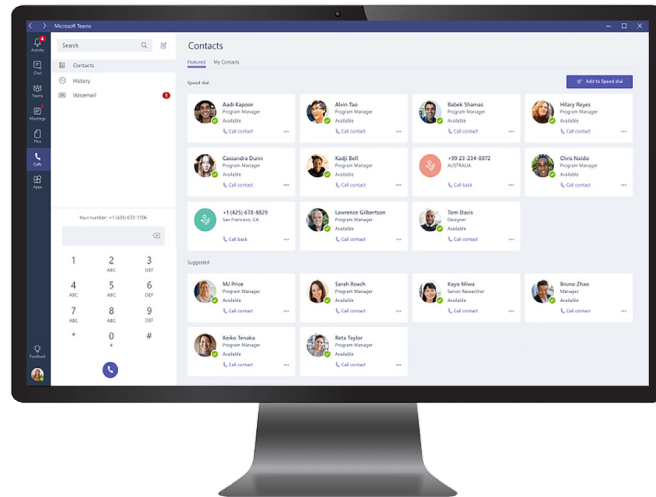
It stands out from the other solutions available in the market due to its powerful, easy to use portal, which provides advanced analytical capabilities, customisable dashboards and configurable widgets, role-based access, queries and report scheduling, flexible call routing to support Business Continuity 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.



# Harness the full potential of MS Teams

With the help of our NetX Direct Routing service, you can smoothly incorporate your MS Teams application as a telephony endpoint alongside your Mitel phone system, allowing for seamless communication between the two platforms. If you have Mitel telephony as well as Five9 Contact Centre, we can connect all three. We understand the licensing requirements for this solution and can help you ensure that all the necessary licences are in place for MS Teams, Mitel, and Five9 solutions.



# Get the most out of your Direct Routing environment

## Your same voice services

With our solution, you don't have to change your service provider, phone numbers, or call bundle, which makes it a cost-effective and seamless option for businesses. Allowing you to maintain business continuity and avoid any disruptions to your operations, as well as keeping your costs low.

## 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.

## Enterprise grade solution

Built for resilience and high availability, our enterprise-grade solution has been designed to ensure that your communications are always up and running, giving your business peace of mind and confidence. With 99.999% reliability you can have confidence that your calls will get through.

## Seamless customer service

Our Direct Routing solution enables businesses to provide a seamless customer service experience by allowing users to quickly and easily initiate and manage calls. With Direct Routing, businesses can connect their Mitel telephony with their customer relationship management (CRM) system or other business applications, making it easy for agents to access customer information and provide personalised service.

## Prevention of financial losses

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

## Enhanced productivity

By integrating voice calling with collaboration and messaging features, our solution helps teams work more efficiently and effectively, regardless of their physical location. In turn, helping businesses boost their productivity and stay ahead of the competition.

## 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.



## PLATINUM PARTNER

As a long-standing **Mitel Platinum Reseller Partner**, Britannic understands the importance of maintaining a reliable and efficient communication system for businesses. That's why we offer a comprehensive Mitel maintenance and support service tailored to meet the specific needs of each organisation. Our team of experts are dedicated to providing quick and efficient responses to any issue, and we are proud to have response times that exceed industry standards. To ensure the highest level of customer service, our response times are regularly monitored by BSI. With Britannic as your Mitel support partner, you can have peace of mind knowing that your communication system is in capable hands.

**“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!**

01483 242 526 | [hello@btlnet.co.uk](mailto:hello@btlnet.co.uk) | [www.btlnet.co.uk](http://www.btlnet.co.uk) | [@BritannicTech](https://twitter.com/BritannicTech)