



MICROSOFT TEAMS

Direct Routing Hybrid

Overview

In 2018 Microsoft announced that Teams will replace Skype for Business as its Office 365 hub for workgroups and voice calls by 2021. Businesses looking to commit to an MS Team's environment have often found that feature parity between Microsoft Teams and traditional Hosted or On-Prem PBX's is still lacking, and that a more blended solution benefitting from Teams and their existing PBX or Vendor platform could provide both cost savings and prove most efficient and effective for their needs.

The Solution!

Zapappi Hybrid Gateway builds on the introduction of Zapappi Direct Routing to provide a PSTN (Dial Tone) solution for the Microsoft Teams Phone System, combined with on-site or hosted PBX functionality. Enabling our Partners to pass traffic to 3rd party PBX or Vendor Platforms, and deliver a bespoke solution to meet their customer's needs.

Features

- Wholesale Model
- Secure SIP Trunk connectivity
- Automated Provisioning of Direct Routing through the Zapappi Portal and API
- Compatible with all SIP Registration based platforms
- Flexible per seat cost model (30 days or 12 months)

Benefits

- Microsoft approved Direct Routing solution.
- Provides bespoke or complete solution utilising an existing PBX or Vendor Platform
- Cost-effective calling solution for Microsoft Teams Phone System.
- Scalable from a small number of sessions to thousands
- Facilitates a single unified communications platform

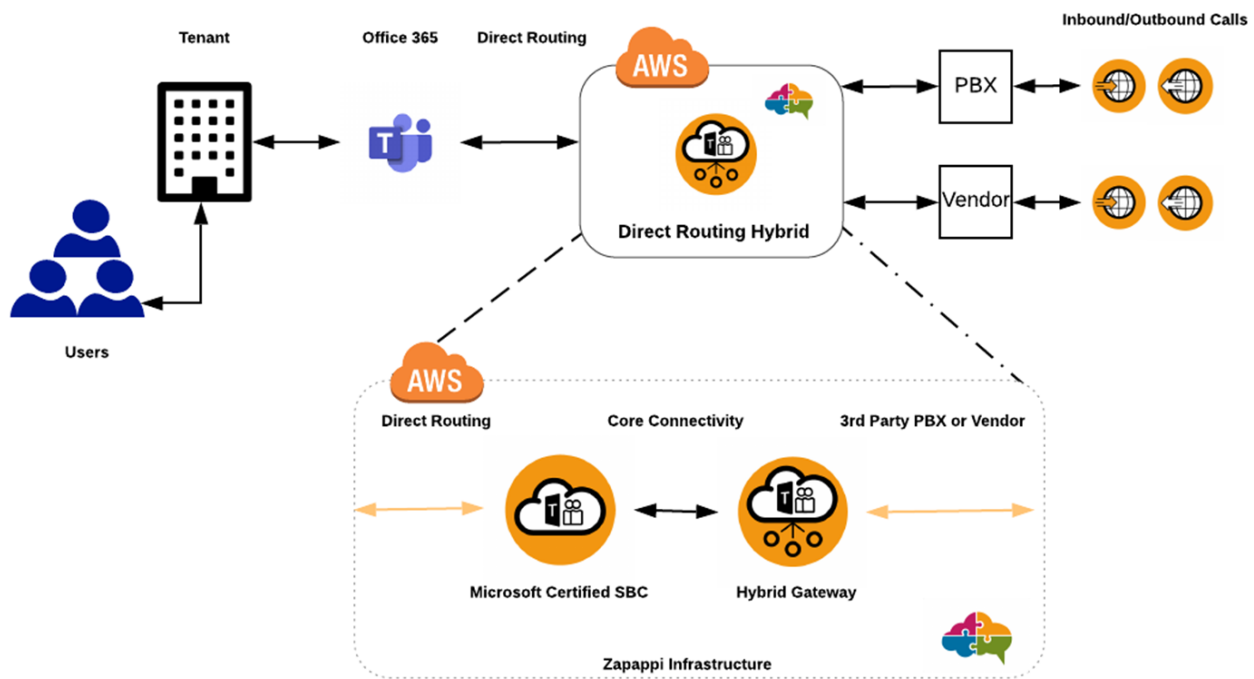
Who are Zapappi? We are the Wholesale SIP Provider, with a difference!

Zapappi provide a suite of telephony products and services that allow customers to build their own unique communications portfolio. SIP Trunking, SMS, Numbering and Voice Applications allow customers to deliver unique experiences that are built on their brand values and not that of a carrier.

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How does it work?



Zapappi Hybrid Gateway builds on our Direct Routing products. By connecting into the PBX or Vendor platform via the gateway, we enable the benefits of both Microsoft Teams, and the functionality offered by the PBX.

Using Hybrid Gateway, partners can offer customer a blended solution of both Microsoft Teams, and PBX functionality, while maintaining control of the user experience in their existing PBX user interface. Functionality that can be maintained in Hybrid, includes:

- Extension based dialling
- Single point of call auditing and recording
- Existing hunt groups and call queues
- Voicemail and other forwarding mechanisms