

Direct Routing for Microsoft Teams

Why choose Gamma?



Microsoft Teams Direct Routing Why would you want it?



Cost saving

Significant cost saving per user when compared to Microsoft's calling plans (allows you to maximise existing 365 license cost).



Complete Cloud Solution

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.



Never miss a call

Tailored business continuity with network and number level resilience to keep your business working



Agile working

Allows for flexible and remote working and enables a collaborative approach.



Number porting

Keep the same geographical number wherever you are.



Access to advanced call statistics

Online access to comprehensive call statistics enables informed business decisions. Advanced management information relating to call handling efficiencies, productivity, call patterns and caller behaviour. Data includes time to answer, call waiting time, call outcome and caller details statistics.



01, 02, 03 and 08* number termination

01, 02, 03 and 08* termination with no number translation.

*Natively terminates on the endpoint but termination charges would still apply for 08 numbers only.



Access to Education Community

Using our "Janet Connected" accreditation means that we can provide IP voice services to the education community in a direct manner.

Why choose Gamma?

As a UK national IP network who understands the importance of a strong and robust network, we feel we are best placed to route your calls via our MS Teams Direct Routing service.

- We are a renowned national IP network and tier 1 voice carrier who are experts in our field and understand the complexities of voice delivery, such as call quality (QoS) and number management.
- We run and operate our own network so are in complete control.
- We are an award winning network, with both green credentials and all of the relevant ISO accreditations, including Business Continuity.
- We have purpose built our architecture to provide you with high availability and carrier grade SBCs in a resilient loadshare build, ensuring you have confidence in the network routing your calls to MS Teams.
- We are the UK's largest SIP provider with over 1 million SIP channels in the market place.
- We have a robust SLA (99.99%), consistently hitting 100%
- We have a dedicated support team who are available to take your calls 24x7x365 and understand how VOIP works. Our support teams are industry leading.
- You will have access to our tier 1 and tier 3 engineers should you need them. We have a very flat support structure which is all in-house.
- Our porting team understand the complications involved when porting numbers and aim to deliver trouble free porting for our customers. Our wealth of knowledge around number porting is unrivalled.
- As a national IP network. Gamma is a number management house and has access to all UK numbers should you need additional new numbers including a specific area code.
- Our solution will allow you to terminate Non-Geographic Numbers (NGNs) to MS Teams at a network level.
- Our optional Call Guard service provides enhanced fraud protection by minimising your exposure to unusual business telephone usage. It helps you to avoid unwanted expensive bills by enabling you to decide your level of protection through setting a daily and weekly call spend threshold. It is quick and easy to apply or remove this service, however it is included in our offering as standard.
- Outbound calls to 01/02/03 and UK mobile numbers is included in our rental, allowing you to control your fixed costs on a monthly basis.
- Remain flexible with the ability to add and remove users to MS Teams as requirements change.
- Working with the network directly puts you in control

SIP Trunk Call Manager

Sip Trunk Call Manager is our Business Continuity tool that provides all the benefits of a standard SIP service, but enhanced with all the benefits of Inbound call routing.

It is an intelligent call routing platform that provides customers with direct access to and control over their numbers and routing plans. It is provisioned directly onto a Gamma SIP Trunk End Point and all the SIP DDI's.

Key Features

- Automatically divert calls on no answer or NU tone
- Network level performance statistics with near real-time data
- Online access to comprehensive call statistics enables informed business decisions.
- Instant Business Continuity functionality providing disaster recovery capability to redirect calls should there be a failure within Teams e.g. during a software update, an issue locally or a network failure
- Hunt Groups (not available in Teams)
- Threshold limits can be placed on the number of calls directed to a specific number to protect capacity and maintain customer service levels
- Ability to deflect calls away from Teams to outsourced providers e.g. customer service, payments
- Time of day and day of week calling
- IVR and caller announcement functionality
- Voicemail to email