



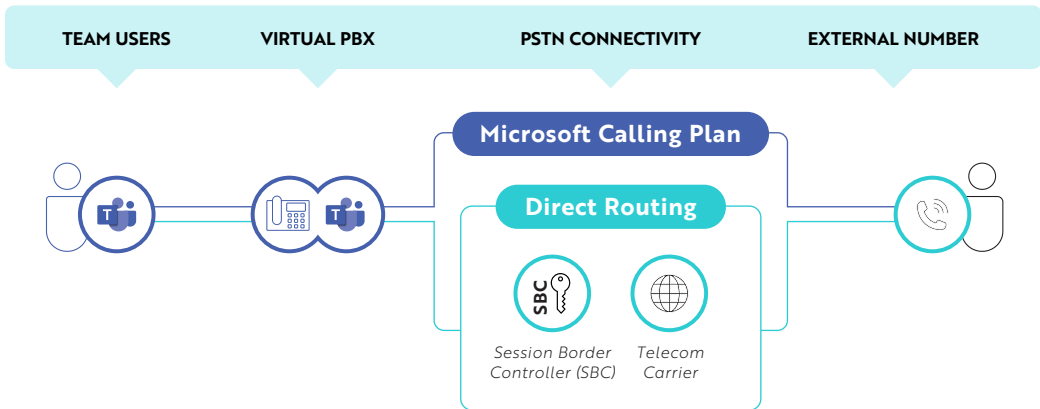
# Teams Voice Services

## Ditch Legacy On-prem Phone Systems & Standardize Communications With Microsoft

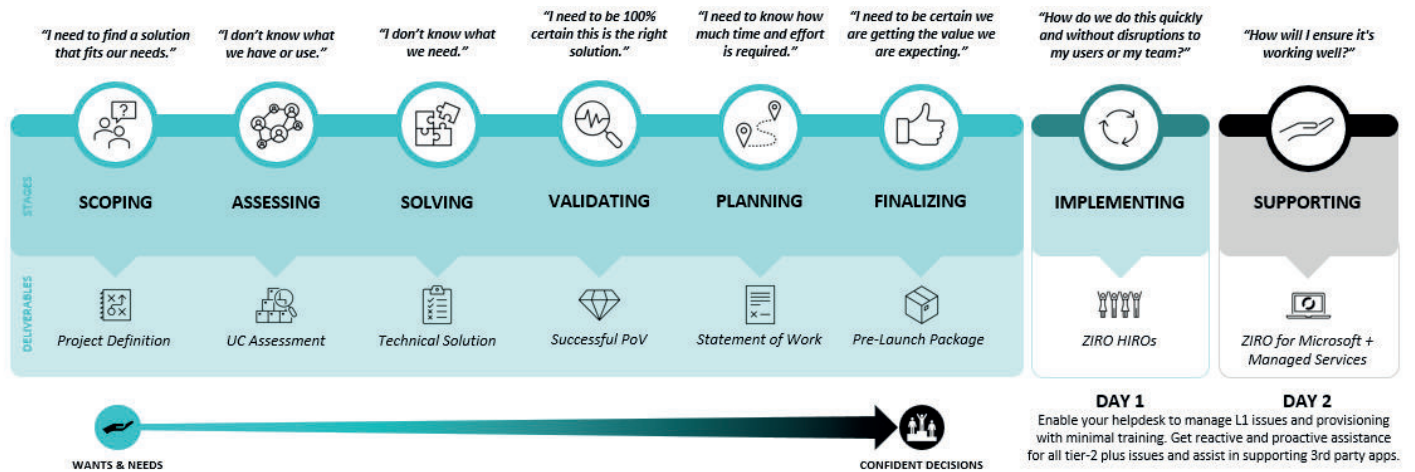
Why have one platform for voice calling and another for all other communications? **It's time to ditch on-premises legacy systems and consolidate all communications on the Microsoft stack.**

### ZIRO for Microsoft Teams Calling

<p><b>Direct Routing</b> Securely connect Microsoft Team's users to the PSTN to enable them to make and receive calls.</p>	<p><b>Integrations</b> Add contact centers, recording, receptionists, and SMS to Team's calling, and integrate legacy PBXs.</p>	<p><b>ZPM</b> Enable your helpdesk to easily handle your daily MACDs and less complex issues.</p>	<p><b>Managed Services</b> Microsoft phone system support, consulting and monitoring, including contact centers and 3rd parties (i.e., endpoints, telcos, etc.)</p>
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# ZIRO Microsoft Teams Calling Blueprint



## ZIRO Microsoft Teams Services

### Direct Routing & SBC

- Secure, geo-redundant services
- SLA uptime guarantee of 99.9%
- Metered calling for all users
- Expert high touch support
- Includes Ziro Platform for Microsoft

### ZIRO Platform for Microsoft (ZPM)

- 360 degree view of users
- Edit end user devices and services in seconds
- Dial plan management
- Full audit trail
- Instant feedback on mis-configurations

### Integrations

- Modularity to meet more complex needs like:
  - Contact Center
  - Compliance Recording
  - Receptionist Consoles
  - SMS
- On-Premise PBX integrations

### Managed Services

- Access to a team of UC and Teams experts
- Dedicated customer success manager
- System and performance monitoring
- One provider with global accountability
- Optional 3rd party hardware and app support