

OPERATOR CONNECT VS. DIRECT ROUTING:

WHAT'S RIGHT FOR YOUR BUSINESS?

Want to voice-enable MS Teams the easy way? Microsoft launched the Operator Connect program for Teams Voice PSTN connectivity in 2021 – and UniVoIP is one of the few certified Operator Connect partners with a direct connection to Microsoft.



What this means for your business:

With Operator Connect, you get Microsoft's financially backed SLA for Teams Voice, no third-party providers required.

MS Teams Voice via Operator Connect

- ✓ Private, voice-optimized direct connection to Microsoft
- ✓ Pre-integrated with Teams, so it requires minimal configuration
- ✓ Guaranteed support from Microsoft and its partners

Have existing telephony infrastructure or specific carrier preferences?

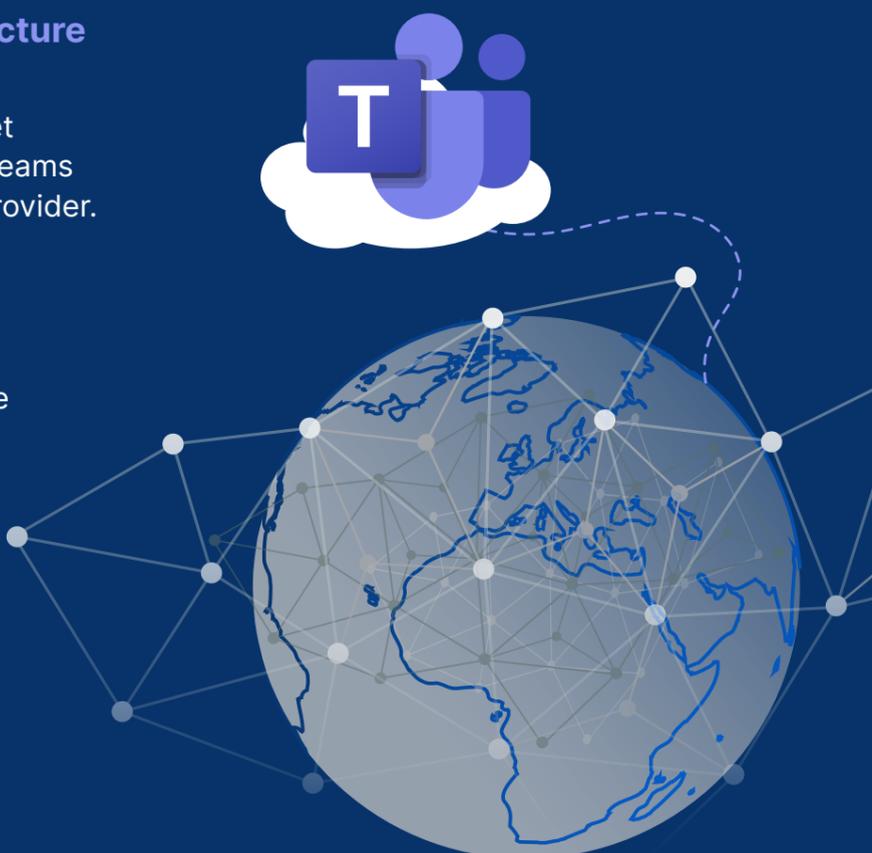
Microsoft introduced Direct Routing to let businesses connect their own SBCs to Teams for integration with virtually any PSTN provider.

What this means for your business:

Direct Routing offers more Teams Voice flexibility but requires technical expertise and infrastructure management.

MS Teams Voice via Direct Routing

- ✓ Highly customizable setup to meet specific business needs
- ✓ Flexibility to choose or continue with an existing telecom provider
- ✓ Complete control over your voice infrastructure



WHY UNIVOIP FOR TEAMS VOICE?

Whether you opt for Operator Connect or Direct Routing, UniVoIP offers a consistent user experience for each. Here's why businesses trust us:

We meet Microsoft's **stringent requirements** to be a certified Operator Connect partner, and we're a proud Microsoft Solutions Partner for Modern Work.

We're synced with Microsoft Entra ID, which lets us provide a **management layer with real-time visibility** – so you can manage users in the Microsoft Admin Center or our Service Control panel.

We guarantee the **same outcome for your end-users**, no matter which solution you choose.

Still not sure which option is right for your organization?

Reach out to UniVoIP, and we'll help you decide if Operator Connect or Direct Routing fits your needs best.