

# INTRODUCING MICROSOFT TEAMS DIRECT ROUTING BY GAMMA

## WEBINAR FAQs



### Who are Gamma?

We are an award-winning and leading provider of Unified Communications as a Service (UCaaS). They offer a range of Unified Communications, Mobile and Connectivity services, providing robust and secure end-to-end business communication and collaboration solutions that enable businesses to easily collaborate internally whilst also providing a better customer experience.

### What is Direct Routing by Gamma?

Microsoft Teams Direct Routing is the flexible, accessible and cost-effective alternative to Microsoft Calling Plans allowing you to make and receive calls external to your business from Microsoft Teams.

Gamma has built a bespoke Direct Routing architecture to enable full voice capability natively into Microsoft Teams.

Any company using Office 365 and Microsoft Teams as their unified communications tool can implement Direct Routing for Microsoft Teams from Gamma as their preferred provider for voice and benefit from cost savings, increased functionality and support for migration.

### What minutes bundle is available with Direct Routing?

Unlimited 01, 02, 03 and UK mobile calls.

### Is it possible to increase and decrease the number of users during the contract term?

Yes, the product is inherently flexible to adapt to the changing business environment.

### Is there an international minutes bundle available for Direct Routing customers?

You can make international calls and be charged per minute based on rate card. Alternatively, you can purchase the international calls bundle. We're working with Gamma to offer a "bundled" international offering in Q1 2021.

### Does every MS Teams user still require a Microsoft Business Voice licence with Gamma Direct Routing?

Not all M365 licences need to be aligned to a MS Business Voice Licence, but Yes, every user who requires voice enablement will require a MS Business Voice licence. As an example, a customer tenant may include 1000 users, but you could choose only to enable a subset of those users for PSTN voice, say 800.

### Is £3.25 the price for resellers or end users?

£3.25 is the price for resellers to purchase from Giacom.

### Is the minutes bundle pooled across the Gamma Direct Routing end point?

Yes, the available minutes are aggregated across all users.

### Is there a new setup best practices guide?

There will be a guide available within our Knowledgebase in cloud.market.

### Is call recording available?

Not currently. This is a consideration for the roadmap, but currently the market is well served by at least 8 API enabled Specialist Providers.

### Do you have the option to use a handset with the service?

Yes - this is the same as using Microsoft Teams.

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/across-devices/devices/category?devicetype=34>

### Can we demo the system?

We host bi-weekly demo sessions with Gamma, that you can attend if you want to see a demo of the SIP Trunk Call Manager. Please reach out to us on 0333 332 0888 to organise this.

### Is it possible to block premium/international calls?

Yes. If you put in a request to [customer.success@giacom.com](mailto:customer.success@giacom.com) once you have placed the order we can then put a block on premium and international calls.

### Most customers have multiple lines feeding into one overall number, how is this handled in SIP?

Numbers can be assigned to Resource Accounts. However, all services are user related and all users will be required to have both MS and Gamma licences to be voice enabled.

### Is there a way to override a Caller ID for outbound calls? E.g. sales want to display different number than switchboard.

Currently we have an option to override to provide a single Gamma number as the presentation number for all users within a tenant. It accounts for use case of a single business number, although full CLI Flex is needed through Microsoft to support anything further.

### What are the International tariffs?

International tariffs are competitive and below Microsoft calling plan. These can be found in the order journey of cloud.market.

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### **What are the prices for per user?**

Per user will require a Microsoft licence that includes teams, they will then need a Microsoft Business Voice (without calling plan) licence @ £6.38 and the Gamma direct routing licence @ £3.25. Please note, at the moment there's a Microsoft Business Voice promotion, so the without calling plan licence would be £4.27 instead of £6.38.

### **Do customer's existing VoIP numbers need to be ported away from their current provider and into Gamma to enable Teams calling?**

Yes. If Gamma isn't the current underlying Carrier.

### **Does every Phone enabled user on Teams have to have a Giacom SIP account as well?**

Yes.

### **If you port the numbers to Gamma, do you need to replace clients standard SIP desk to support connecting to Teams instead? E.g. if there are 10 staff with teams, and 5 without teams, can the systems be split.**

Potentially. It depends if the devices are support by Microsoft Teams (we are device agnostic).

### **Is there an NFR?**

There is not an NFR available for this product.

### **Can you cover all UK exchange numbers?**

Yes

### **Does the Microsoft licence need to be purchased via Giacom to purchase Gamma via Giacom?**

No. As long as the user has a valid Microsoft licence with a Microsoft business voice (without calling plan) licence then you can purchase Gamma through us. However, it makes a lot more sense to have both with us so that it's all in one place.

### **Does each new user get a new DDI as part of the purchased service?**

Yes. Each user will get a new DDI. E.g. 10 licences = 10 DDIs.

### **Can I buy SIP trunks via Giacom from Gamma?**

Not currently.

### **Is TAPI available using this solution?**

No.