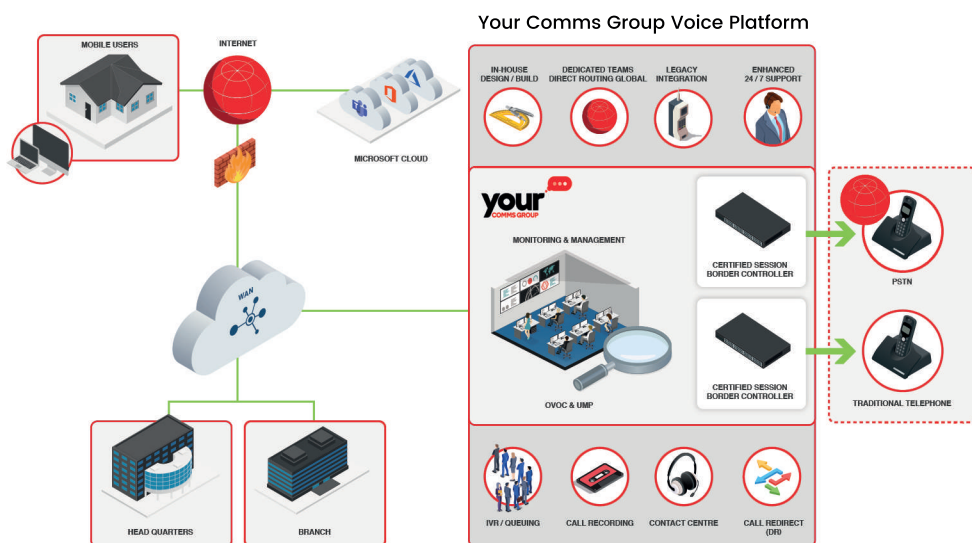


Direct Routing With Your Comms Group

Connect and collaborate from anywhere around the world.



In today's ever-changing work environment, it's critical for organisations to provide users with the tools that connect them with customers, suppliers and colleagues – wherever and whenever they need to.

At Your Comms Group, we enable you to bring PSTN calling into your Microsoft Teams environment through Direct Routing as well as providing a suite of PBX features that are unavailable through Microsoft, unlocking the full potential of your Unified Communications. Your Comms Group provides these value-add PBX services, utilising the power of our UCaaS platform to maximise full UC and PBX capability – ensuring effortless communication and collaboration between your users.

Why Choose Direct Routing With Microsoft From Your Comms Group

Your Comms Group has an extensive track record of delivering high-grade Unified Communication solutions. We operate our own Voice and UC platforms, which are delivered over our business-only Network. As a result, we have 100% control of the services

and call quality we provide. We specialise in bespoke solutions that unlock your full potential, with deep expertise in Network, Security and Cloud services, providing full end-to-end service capability, supported by a fully managed service and robust SLAs.

Unlock the Full Potential of Microsoft Teams

The Microsoft Teams Direct Routing, powered by Your Comms Group, offers a range of intelligent features and services that build upon your existing capabilities, leading to business continuity solutions and added-value services to better serve your customers. You can also take advantage of significantly cheaper call rates, additional flexibility and comprehensive 24 / 7 UK support. If your business is looking to expand and requires global reach, we can help. We have helped customers at all levels maximise their flexibility and autonomy by integrating Microsoft Office 365 Microsoft Teams with global calling plans

Your Comms Group Microsoft Teams Direct Routing includes:

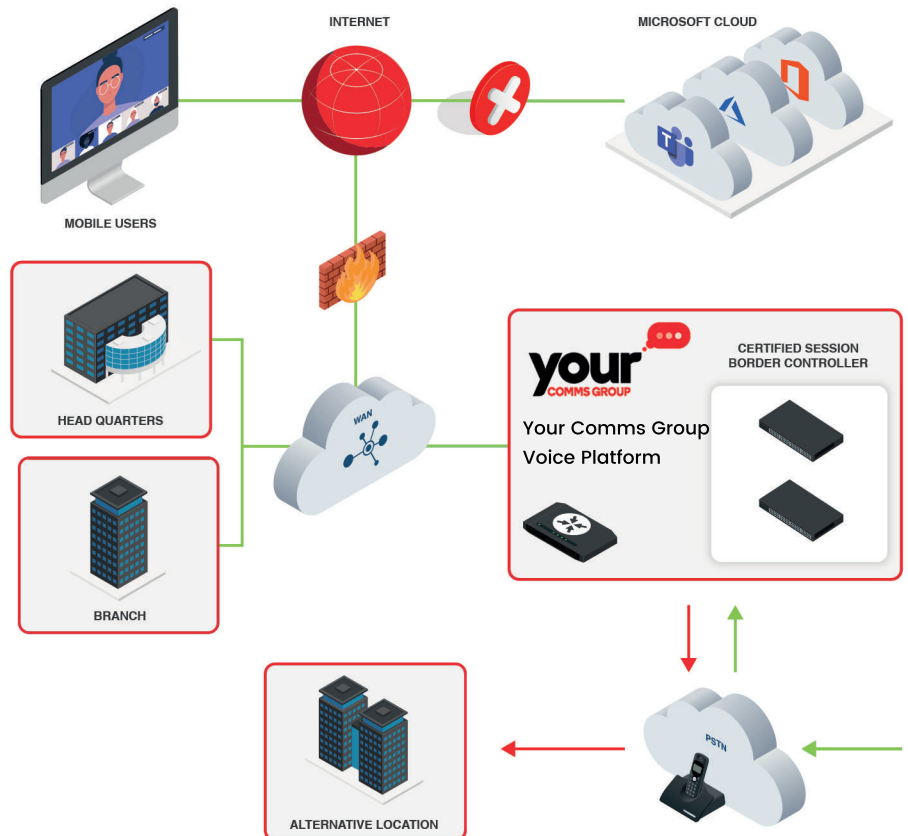
- Re-routing of phone numbers when Microsoft has an outage.
- Seamless number porting from any provider.
- Enterprise-level security and compliance.
- Legacy PBX integration support.
- Multiple Managed Service options.
- 24 / 7 x 365 enhanced Microsoft support.

Disaster Recovery Plan: Call Re-direct

We know that unexpected events occur from time to time, affecting how you deliver your services to your customers.

To ensure you are always prepared for the worst, Your Comms Group will deliver a disaster recovery service to Microsoft Teams utilising our resilient UCaaS platform.

- Calls automatically redirected via the PSTN to alternative locations/ telephone numbers.
- The DR plan can be pre-configured and only activated when an incident occurs.
- All calls can be redirected to a single location/telephone number or each Teams user can be individually redirected to specific numbers.



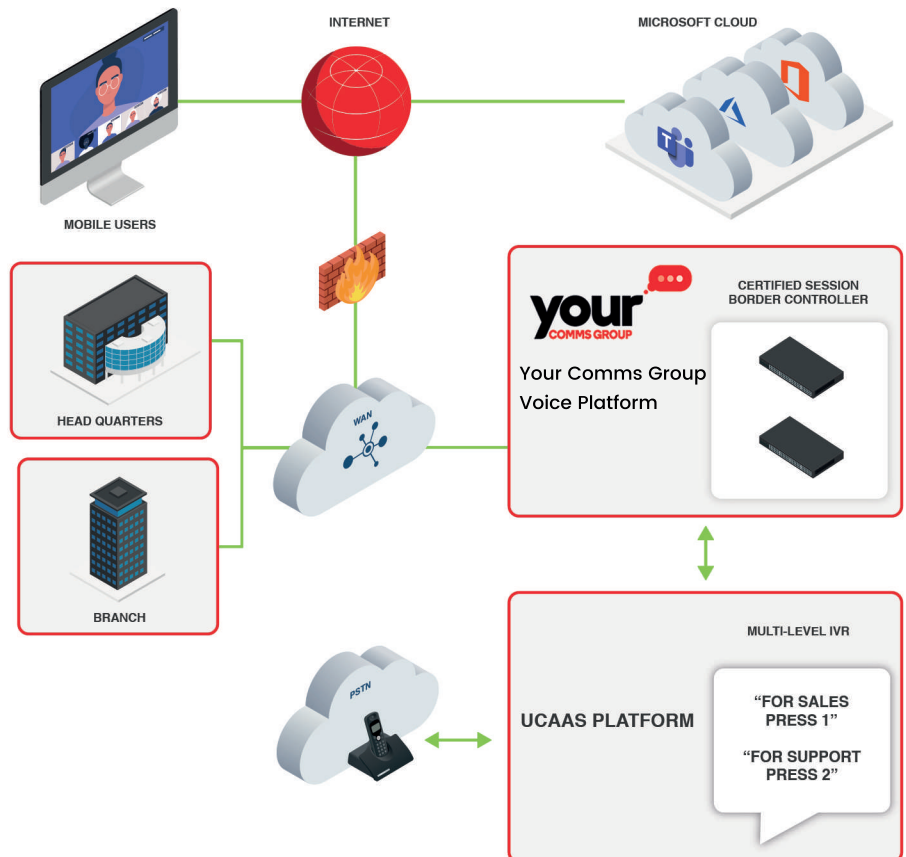
IVR/ Call Queueing Plans

As your business grows, so must your capacity to manage the increasing influx of calls.

Your Comms Group can build a sophisticated architecture through Auto Attendant / IVR delivered through our UCaaS platform.

This includes:

- A multi-layered IVR, providing detailed menu options for call routing.
- IVR configured via Exponential-e's intuitive UC portal.
- Hunt groups and basic queues can be configured behind the IVR as menu options.



The Charter
Building,
Uxbridge UB8



Telephone
020 330 114 60



Visit our website
yourcommsgroup.com



Email
sales@yourcommsgroup.com



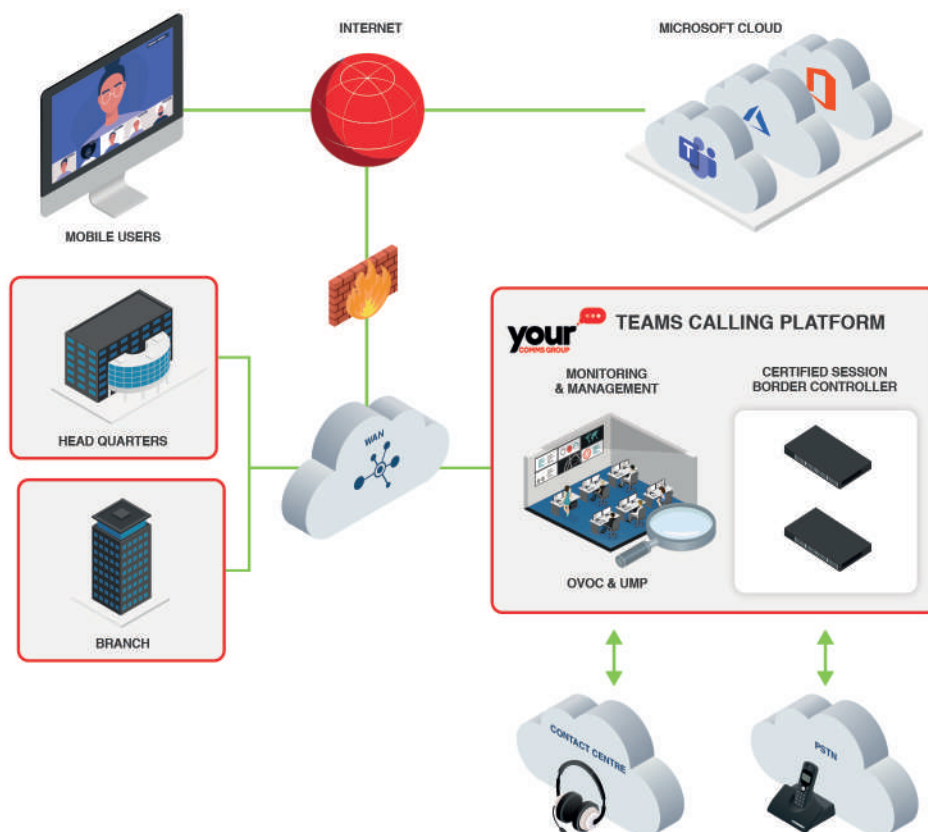
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Contact Centre as-a-service

If you require a secure and reliable Cloud-based Contact Centre, Your Comms Group can deliver this into Microsoft Teams using our sophisticated Contact Centre capability.

Benefit from:

- A unique customer experience.
- Full visibility and control of interactions across multiple channels.
- Optimal scalability, aligned to business requirements.



Project Design and Deployment made easy

Your Comms Group has extensive experience in supporting customers migrate to Microsoft Office 365 environments. As a Microsoft Gold Partner, we provide seamless migration and full support through our dedicated UCC practice with UC specialists, delivery experts and a 24 x 7 UK support desk.

We remove the complexity from migrating away from legacy voice systems and multiple UCC suppliers, while supporting you towards your digital transformation goals.

About Your Comms Group

Your Comms Group is a Cloud, Connectivity and Communications pioneer with a difference. Your Comms Group has experience with serving thousands of UK companies including everyone from your local Home Care providers to the largest UK unions.

We believe every business should be looked after in the same way, offering the most comprehensive product portfolio, unbeatable prices, unrivaled personal service, and expertise in a variety of industries.

Enterprise voice features

Call Answering / Initiating, Integrated Dial Pad, Call Holding and Retrieving, Call Forwarding, Call Queuing, Consultative Transfers, Simultaneous Ringing, Call History, Do Not Disturb, Cloud Voicemail, Auto Attendant, Emergency Calling, Call Handling, Transfer Calls, Voicemail to Email, Inbound Identifier, Music On Hold, Directory Services, Time Profiles

Our commitment to innovation has resulted in us being recognised as one of the fastest-growing private companies in the UK.

Whether its for a single service or transformative solution, we deliver Peace of Mind as-a-Service to over 3,000 customers; that's why we have a 96% reference-ability and an industry leading Net Promoter Score.

Find out more:
yourcommsgroup.com



The Charter Building,
Uxbridge UB8



Telephone
020 330 114 60



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sales@yourcommsgroup.com



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