



# Microsoft Teams Operator Connect: The Ultimate Guide for Businesses | Cloud Trusted Advisor

Pros of Microsoft Operator Connect: 1. Simplified setup: Microsoft Operator Connect offers a more streamlined and simplified setup process than Direct Routing, making it easier for businesses to deploy and manage their phone systems. 2. Integration with Teams: Microsoft Operator Connect seamlessly integrates with Microsoft Teams, providing a unified communication platform for businesses to collaborate and communicate effectively.

UCaaS Matrix: Microsoft Teams

Operator Connect: Yes	✓ US	✓ US	✓ US	✓ US	✓ US	✓ US
Provider	CallCentric	TeleCloud	VeriGen	UCGlobal	VeriGen	VeriGen
Microsoft Teams Storage	Direct Routing - Microsoft PaaS (requires PSTN to connect PSTN to Teams) or Direct Routing - Microsoft PaaS (requires PSTN to connect PSTN to Teams) or Direct Routing - Microsoft PaaS (requires PSTN to connect PSTN to Teams) or Direct Routing - Microsoft PaaS (requires PSTN to connect PSTN to Teams)	Direct Routing - Microsoft PaaS	Direct Routing - Microsoft PaaS	Direct Routing - Microsoft PaaS	Direct Routing - Microsoft PaaS	Direct Routing - Microsoft PaaS
Operator Connect	Yes	Yes	Yes	Yes	Yes	Yes
International (Full PSTN) Replacement	22 Countries	21 Countries	US/Canada	22 Countries	US/Canada	22 Countries
Microsoft CSP	Canwell CSP Billing	Yes	Yes	Yes	Yes	Yes
Supported Microsoft Licensing	Commercial, Education, Government (S, E3, E5)	Commercial (S, Education (S), Government (S, E3, E5))	Commercial (S, Education (S), Government (S, E3, E5))	Commercial (S, Education (S), Government (S, E3, E5))	Commercial (S, Education (S), Government (S, E3, E5))	Commercial (S, Education (S), Government (S, E3, E5))
Other Onsite Gateway	Microsoft Teams / Teams Phone / Teams Meeting	Self / Bare / Managed	Self / Bare / Managed	Self / Bare / Managed	Self / Bare / Managed	Self / Bare / Managed
Team Certified/Standard	Ability to work / operations / support	Self / Provision / Support	Self / Provision / Support	Self / Provision / Support	Self / Provision / Support	Self / Provision / Support
Follows During Teams Outage	Microsoft Teams / Teams Phone / Teams Meeting	Resilient PaaS / Resilient Call Forward	Resilient PaaS / Resilient Call Forward	Resilient PaaS / Resilient Call Forward	Resilient PaaS / Resilient Call Forward	Resilient PaaS / Resilient Call Forward
Network Connected to MPST Cloud	Microsoft Teams / Teams Phone / Teams Meeting	Express Route to Azure	Express Route to Azure	Express Route to Azure	Express Route to Azure	Express Route to Azure
Adding Onsite Support	Ability to incorporate on-site support, including Microsoft Teams / Teams Phone / Teams Meeting	Yes	Yes	Yes	Yes	Yes
Support/Service Center	24/7 support available, including Microsoft Teams / Teams Phone / Teams Meeting	Yes (24/7) / Yes (24/7) / Yes (24/7)	Yes (24/7) / Yes (24/7) / Yes (24/7)	Yes (24/7) / Yes (24/7) / Yes (24/7)	Yes (24/7) / Yes (24/7) / Yes (24/7)	Yes (24/7) / Yes (24/7) / Yes (24/7)