MS Teams Direct Routing user provisioning using MS Teams Admin Portal

Requirements:

• MS Teams Administrator Access

Step1:

• Login to MS Teams admin portal (https://admin.teams.microsoft.com/)

Step2:

- Go to Users > Manage Users > Search and select the MS Teams user that requires direct routing service
- On the user profile window > Click "edit" next to general information.

NOTE: If you don't see the "EDIT" button, please make sure the end user has the correct direct routing license. You may refer to this MS link for more license details: <u>https://learn.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/microsoft-teams-add-on-licensing</u>

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Account	Teams	Voice	Voicemail	Meetings & calls
General info	ormation	C Edit		

Step2:

- Choose "Direct Routing" under phone number type
- Assigned phone number (Use 1+10digit DID format. Ex: 19999999999)

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- Phone number extension is optional
- Scroll to the bottom window and click "Apply"

Assign phone number

Phone number type

Direct Routing

Assigned phone number

199999999999

Phone number extension

Emergency location

Select a location within the country or region where emergency services must arrive when a call comes from this phone number.

If your organization has more than one physical location, it's likely that you'll need more than one emergency location. Add a new emergency location.

Search by city



Step3:

 Assign voice routing policy. On the same user window profile > click "Poilcies" tab > Click "Edit" next to Assigned Policies

Account	Teams	Voice	Voicemail	Meetings & calls	Teams C Poli	cies Usage
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Step4:

 Scroll down to Voice Routing Policy and select "US Only" Note: If you don't see "US Only", select the other option besides the default "Global Org-wide default"

Edit user policies	
Meeting policy	
Global (Org-wide default)	~
Messaging policy	
Global (Org-wide default)	\sim
Live events policy	
Global (Org-wide default)	\sim
App permission policy	
Global (Org-wide default)	~
App setup policy	
Global (Org-wide default)	\sim
Call park policy	
Global (Org-wide default)	\sim
Calling policy	
Global (Org-wide default)	\sim
Caller ID policy	
Global (Org-wide default)	~
Teams policy	
Global (Org-wide default)	\sim
Update policy	
Global (Org-wide default)	\sim
Emergency calling policy	
Test	\sim
Emergency call routing policy	
Global (Org-wide default)	\sim
Dial plan	
Global (Org-wide default)	\sim
Voice routing policy	1
US Only	
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