

OPERATOR CONNECT

Feature Comparison*

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*Operator Connect is currently in public preview. Features were correct at time of publication, but are subject to change.

Faster. Smarter. More

Pure IP
Just voice.

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USER SETTINGS

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|--|-------------------|---------------------|-----------------|
| User | See inbound calling number | Yes | Yes | Yes |
| User | DDI per user | Yes | Yes | Yes |
| User | Extension per user (instead of full DDI) | Yes | No | No |
| User | No DDI or EXT assigned - calls are masked | Yes | No | No |
| User | Voicemail per user | Yes | Yes | Yes |

AUDIO CONFERENCING & BLOCK NUMBERS

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|------------------------------------|-------------------|---------------------|-----------------|
| Audio Conferencing | Route Meeting PSTN over DR | Yes | No | No |
| Block Numbers | Teams global Phone System level | Yes | Yes | Yes |
| Block Numbers | Teams user level | Yes | Yes | Yes |

CALLING SETTINGS

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|---|-------------------|---------------------|-----------------|
| Calling | Call Waiting | Yes | Yes | Yes |
| Calling | Busy on Busy | Yes | Yes | Yes |
| Calling | Voicemail on Busy | Yes | Yes | Yes |
| Calling | Call Forwarding | Yes | Yes | Yes |
| Calling | Call Sharing (user call groups/pickup) | Yes | Yes | Yes |
| Calling | Call Delegation/Line Sharing | Yes | Yes | Yes |
| Calling | Web client calling | Yes | Yes | Yes |
| Calling | Call Transfers | Yes | Yes | Yes |
| Calling | Transfer Music on Hold (not consultative) | Yes | Yes | Yes |
| Calling | Hold Music | Yes | Yes | Yes |
| Calling | Transition to Multiparty Conference | Yes | Yes | Yes |
| Calling | DTMF options on calls | Yes | Yes | Yes |

QUEUEING & DIALPLANS

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|---|-------------------|---------------------|-----------------|
| Queueing | Auto Attendant (Business Hours routing, Greetings etc) and Call Queue | Yes | Yes | Yes |
| Queueing | Shared Voicemail delivery from queue | Yes | Yes | Yes |
| Dial Plan | Normalize/format dialled numbers | Yes | Yes | Yes |
| Dial Plan | Expand numbers from short code to full E.164 | Yes | Yes | Yes |
| Dial Plan | External number prefix (9 for outside line) | Yes | Yes | Yes |
| Dial Plan | Trunk translation patterns | Yes | No | No |
| Call Park | Global shared park slots and code retrieval | Yes | Yes | Yes |

DYNAMIC EMERGENCY CALLING

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|---------------------------------|---|-------------------|---------------------|-----------------|
| Dynamic Emergency calling | Controllable routing | Yes | Yes | Yes |
| Dynamic Emergency calling | Notifications to specific users or groups | Yes | Yes | Yes |
| Dynamic Emergency calling | Networks and Topologies (building the sites) | Yes | Yes | Yes |
| Dynamic Emergency calling | PIDF/LO | Yes | Yes | Yes |

REPORTING

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|--------------------------|-------------------|---------------------|-----------------|
| Reporting | Via Power BI platform | Yes | Yes | Yes |
| Reporting | Call Qualities Dashboard | Yes | Yes | Yes |
| Reporting | Teams basic reports | Yes | Yes | Yes |

VOICE ROUTING & CALLER ID

| POLICIES/ SETTINGS | FEATURE | DIRECT ROUTING | OPERATOR CONNECT | CALLING PLAN |
|-----------------------|---|-------------------|---------------------|-----------------|
| Voice Routing | Control/Restrict dialling | Yes | Yes | Yes |
| Voice Routing | Media Bypass | Yes | No | No |
| Voice Routing | Local Optimisation | Yes | No | No |
| Voice Routing | Location Based Routing (India etc) | Yes | No | No |
| Voice Routing | PAI Header | Yes | Yes | Yes |
| Voice Routing | Forward call history (in hair pinned calls does 'A party' passthrough or 'B party' passthrough) | Yes | Yes | Yes |
| Caller ID | Send users DDI out | Yes | Yes | Yes |
| Caller ID | Withheld Caller ID | Yes | Yes | Yes |
| Caller ID | Mask as Microsoft Service Number | Yes | Yes | Yes |
| Caller ID | Mask as Call Queue Number (Resource number) | Yes | Yes | Yes |