



## Send-to by Bandwidth

# How to add messaging to Microsoft Teams Direct Routing

More and more enterprises are switching to cloud-based communications like Microsoft Teams and are using Direct Routing to power Voice and Emergency Calling. But your customers and employees are used to communicating over text, and until now, most Direct Routing solutions don't offer texting.

With Send-to by Bandwidth, a messaging app designed for Duet® for Teams customers, your workforce can text customers and partners across any channel using their work numbers—all without switching to different tools or sharing personal contact information.

### Text customers and partners directly from Microsoft Teams

Duet® for Microsoft Teams is the only comprehensive Direct Routing solution that offers Voice, Microsoft Certified Dynamic e911, and SMS. With a turnkey messaging app, your employees can use SMS and MMS messaging on Bandwidth numbers for both desktop and mobile Teams clients.

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To learn more about Send-to by Bandwidth, visit [www.bandwidth.com/teams](http://www.bandwidth.com/teams)

## WITH SEND-TO BY BANDWIDTH, YOUR WORKFORCE CAN:



### Easily text with internal and external contacts

Whether you're planning a meeting with prospects or need to update clients, you can send texts to different phone numbers from different teams or channels—all without leaving Microsoft Teams and saving money on corporate phones.



### Improve efficiency with channel-wide visibility

Give your team visibility into conversations and empower collaboration by tracking the stream of conversations in one channel, no matter whether a message was sent between Teams members or externally via SMS.



### Keep work and personal numbers separate

Share messages, photos, files, and gifs with customers and partners from Teams channels to deliver delightful experiences, when they matter the most. And with a unique Bandwidth phone number for each channel, your employees can keep work and personal environments separate, on the same device.



### Meet your customers where they are

Deliver a seamless experience: Your customers expect to communicate using their preferred channels, and now you can add SMS and MMS to the mix. Add a phone number to a channel, and start texting customers today.

## One-click deployment

You can easily deploy the messaging app with a one-click upload and without any development work. Simply configure the solution to your needs, and you're done. You'll also be supported by our 24/7/365 white-glove support and a fool-proof step-by-step configuration guide, for any extra support you may need.

## A comprehensive solution for Direct Routing and Dynamic E911 for Teams: E911 + SIP + Messaging

Solve regulatory challenges and simplify telecom migrations with a single provider. Duet® for Microsoft Teams is the only complete solution for Direct Routing and E911 available direct from a carrier. Using software-driven SIP, DUET enables enterprises to migrate their telecom to Teams with less hassle. And, with dynamic E911 location routing, enterprises are able to comply with new and evolving regulatory requirements—all while saving money and resources by pooling usage across users.

## NEXT STEPS

To learn more about Send-to by Bandwidth, visit [www.bandwidth.com/teams](http://www.bandwidth.com/teams)

