

Configure Direct Routing Calling Plans

Summary

This article provides brief detail to manage CSP service i.e. how to configure direct routing calling plans under CSP tenant.

Applies To

This article applies to MachPanel build v6.2.10 and above.

Configure Direct Routing Calling Plans:

First of all make sure that you have assigned **direct routing** resources in CSP service plan and **Manage Tenant using panel** is enabled as shown below:

Home > Service Plans > Microsoft CSP Products > Set as Home Page

Edit Product

Basic Info | **Resources** | Offers | Payment Cycles | Price Group | Commercial SaaS Products | Associate Add-on

Number of Users allowed:	100	(Number of Users allowed to be enabled for direct routing)
Number of resource user:	5	(Number of Resources allowed to be enabled for direct routing) → Provide resources for Direct Routing
Number of resource user with voice policy:	5	(Number of Resources allowed to enable voice policy.)
Linked with local organization:	<input type="checkbox"/>	
Handle DNS:	<input type="checkbox"/>	
Manage tenant using panel:	<input checked="" type="checkbox"/>	

Cancel Previous Next Finish

Now, Navigate to the following path: **Home » Service Director » Microsoft CSP Management » Accounts**. From **Options** column select **Manage**. Select **Direct Routing** tab.

You can configure following under **Direct Routing** tab as shown below:

1. Configuration
2. Assignments
3. Audio Conferencing

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4. Phone Numbers
5. Service Phone Numbers
6. Dial Plan
7. Resources

Configuration: First of all configure direct routing for domain.

- **Domain:** Select domain to configure direct routing. Click **Verify Domain**
- **Activate Direct Routing:** Click assign License.

Click **Finish** when completed.

Home > Service Director > Microsoft CSP Management > Tenant detail

General Settings Account Information Domains Users Shared Mailboxes Resource Mailboxes Mail Contacts

Groups SharePoint **Direct Routing** Policies Group Actions Teams

Configuration Assignments Audio Conferencing Phone Numbers Service Phone Numbers Dial Plans Resources

Configure Direct Routing

* Domain: portal6331test .customers.machcloud.com [Verify](#)

Activate Direct Routing: DirectRouting@portal6331test.customers.n Office 365 Enterprise E3 [Assign License](#)

Please select a proper license for creating the direct routing user. This user is mandatory to enable the direct routing feature in teams. Make sure that at least one license (including Teams) is assigned and that there is one free license available.

[Configure and Activate Direct Routing](#)

✔ Completed

[Finish](#)

Home > Service Director > Microsoft CSP Management > Tenant detail

General Settings Account Information Domains Users Shared Mailboxes Resource Mailboxes Mail Contacts Groups SharePoint **Direct Routing** Group Actions Log Teams

Configuration

Configure Direct Routing

*Domain: portallonline365985 .justfordemo.com [Verify](#)

[Reset](#) → If needed to reverify direct routing, reset and verify again

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Assignments:

1. Under **Assignments** section you can **Assign Direct Routing** to Users/Resources. You can also use excel to assign direct routing in bulk.
2. **Sync Users and Resources** which already have assigned direct routing / phone numbers at backend CSP

The screenshot shows the Microsoft CSP Management interface for a tenant. The breadcrumb trail is Home > Service Director > Microsoft CSP Management > Tenant detail. The 'Direct Routing' menu item is circled in red. Below the navigation tabs, the 'Assignments' tab is selected, and the 'Assign Direct Routing' button is highlighted with a red arrow. The 'Direct Routing Users' table is visible below.

<input type="checkbox"/>	User	Phone Number	Policy	Dial Plan	Hosted Voice	Enterprise Voice	Options
<input type="checkbox"/>	XXXXXXXXXXXXXXXXXXXX@xxxxxxxxxxxxx.com	XXXXXXXXXXXX	XXXXXXXXXXXX	N/A	No	Yes	Edit Remove

The screenshot shows the 'Assign Direct Routing' form in the Microsoft CSP Management interface. The breadcrumb trail is Home > Service Director > Microsoft CSP Management > Tenant detail. The 'Direct Routing' menu item is circled in red. The form fields are as follows:

- Users/Resources: 10-@portaf6331test.onmicrosoft.com
- Voice Routing Policy: XXXXXXXXXXXXXXX
- Enterprise Voice Enabled:
- Hosted Voice Mail Enabled:
- Phone Number: 14151231234

Buttons: Save, Cancel

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Audio Conferencing: Under **Audio conferencing** section you can assign and select phone numbers for audio conferencing.

The screenshot shows the 'Direct Routing' configuration page, specifically the 'Audio Conferencing' section. The 'Direct Routing' menu item is circled in red. Below the navigation tabs, a warning message states: "Audio Conferencing with Direct Routing Management Only applies to 'GCC High Tenant license for your organization and Audio Conferencing - GCC High licenses for your users' OR 'DoD Tenant license for your organization and Audio Conferencing - DoD licenses for your users.'" The main configuration area is titled "Assign Phone Number to Audio Conferencing Bridge". It includes a dropdown for "*Select Bridge:" set to "Conference Bridge" and a text input for "*Select Phone Number:" with a placeholder "Select Phone numbers for Audio Conferencing". Below this is a search field "Type to search". A list management interface shows two columns: "Selectable" and "Selected", with four arrow buttons between them. A "Save" button is located at the bottom left.

Phone Numbers: You can **Add Phone numbers**, Search and remove under **Phone Numbers** section:

The screenshot shows the 'Direct Routing' configuration page, specifically the 'Phone Numbers' section. The 'Direct Routing' menu item is circled in red. Below the navigation tabs, the 'Phone Numbers' section is active. It features an "Add Phone Number" button with a red arrow pointing to it. Below this is a search section with input fields for "Phone Number" and "Assigned to", and a "Search" button. At the bottom, there is a table with the following data:

<input type="checkbox"/>	Phone Number	Assigned to	Options
<input type="checkbox"/>	6666666666		Remove
<input type="checkbox"/>	4444444444	DaviddfadfaGower@gapanelpk.onmicrosoft.com	Remove

Dial Plans: You can add **Rules & Dial Plans** under Direct Routing.

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Click **Add Rule** to add a new normalization rule.

1. **Name:** Provide name of rule.
2. **Description:** Provide description. **Note:** Must include description with slash like 'Global/InternationalRule1'
3. **Pattern:** Provide pattern. **Note:** A regular expression that the dialed number must match in order for this rule to be applied.

Default: `^\d{11}$` (Any set of numbers up to 11 digits.)

4. **Translation:** Provide translation. **Note:** The regular expression that will be applied to the number to convert it to E.164 format. **Default:** `+$1` (Prefixes the number with a plus sign [+].)
5. **Default Rule:** Select check box to set as default.

Click **Save** when done.

The screenshot shows the Microsoft CSP Management console interface. The breadcrumb navigation is: Home > Service Director > Microsoft CSP Management > Tenant detail. A 'Set as Home Page' button is in the top right. The main navigation includes: General Settings, Account Information, Domains, Users, Shared Mailboxes, Resource Mailboxes, Mail Contacts, Groups, SharePoint, Direct Routing (selected), Policies, Group Actions, and Teams. The sub-navigation for Direct Routing includes: Configuration, Assignments, Audio Conferencing, Phone Numbers, Service Phone Numbers, Dial Plans (selected), and Resources. The 'Normalization Rule' configuration form is displayed with the following fields and values:

*Name:	Rule1	
*Description:	Demo	Note: Must include description with slash like 'Global/InternationalRule1'
*Pattern:	<code>^\d{11}\$</code>	Note: A regular expression that the dialed number must match in order for this rule to be applied. Default: <code>^\d{11}\$</code> (Any set of numbers up to 11 digits.)
*Translation:	<code>+\$1</code>	Note: The regular expression that will be applied to the number to convert it to E.164 format. Default: <code>+\$1</code> (Prefixes the number with a plus sign [+].)
Default Rule:	<input checked="" type="checkbox"/>	

At the bottom of the form are 'Save' and 'Cancel' buttons.

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Click **Add Dial Plan** and provide following:

1. **Name:** Provide friendly name for dial plan.
2. **Normalization rule:** Select normalization rule

Click **Save** when done.

The screenshot shows the 'Dial Plan' configuration page in the Microsoft Teams Admin Center. The navigation menu at the top includes 'General Settings', 'Account Information', 'Domains', 'Users', 'Shared Mailboxes', 'Resource Mailboxes', 'Mail Contacts', 'Groups', and 'SharePoint'. The 'Direct Routing' section is active, with sub-tabs for 'Configuration', 'Assignments', 'Audio Conferencing', 'Phone Numbers', 'Service Phone Numbers', 'Dial Plans', and 'Resources'. The 'Dial Plan' tab is selected, showing a form with the following fields:

- Name:** A text input field containing 'Dial Plan'.
- Normalization Rules:** A search box with the placeholder text 'Type and press enter to search'.
- Selectable:** A list box containing 'Test2'.
- Selected:** A list box containing 'Test Rule'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom left.

Resources:

Select **Resources**. Click **Add Resources** and provide the required resources.

The screenshot shows the 'Resources' page in the Microsoft Teams Admin Center. The navigation menu at the top includes 'General Settings', 'Account Information', 'Domains', 'Users', 'Shared Mailboxes', 'Resource Mailboxes', 'Mail Contacts', 'Groups', and 'SharePoint'. The 'Direct Routing' section is active, with sub-tabs for 'Configuration', 'Assignments', 'Audio Conferencing', 'Phone Numbers', 'Service Phone Numbers', 'Dial Plans', and 'Resources'. The 'Resources' tab is selected, showing a form with the following fields:

- Operation:** A section containing an 'Add Resource' button, which is highlighted with a red arrow.
- Search:** A search box with the placeholder text 'Display Name' and 'UPN', and a 'Search' button.
- Resources:** A section for listing resources.

Configure Direct Routing Calling Plans

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55707/Configure-Direct-Routing-Calling...>