

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: ☐

Handle DNS: ☐

Manage tenant using panel: ☒

[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

Configure Direct Routing Calling Plans

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](#)

[Configure and Activate Direct Routing](#)

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.

✓ 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

Configure Direct Routing Calling Plans

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 'Tenant detail' page in the Microsoft CSP Management interface. The 'Direct Routing' tab is selected and circled in red. Below the navigation bar, the 'Assignments' sub-tab is active. The 'Operation' section contains three buttons: 'Assign Direct Routing' (highlighted with a red arrow), 'Direct Routing via Excel', and 'Sync Users and Resources'. Below this is a search bar and a table titled 'Direct Routing Users'.

<input type="checkbox"/>	User	Phone Number	Policy	Dial Plan	Hosted Voice	Enterprise Voice	Options
<input type="checkbox"/>	test@portalf331test.onmicrosoft.com	14151231234	testpolicy	N/A	No	Yes	<button>Edit</button> <button>Remove</button>

The screenshot shows the 'Assign Direct Routing' form. The 'Direct Routing' tab is selected and circled in red. The form includes the following fields:

- Users/Resources: test@portalf331test.onmicrosoft.com
- Voice Routing Policy: testpolicy
- Enterprise Voice Enabled: ☒
- Hosted Voice Mail Enabled: ☒
- Phone Number: 14151231234

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

Configure Direct Routing Calling Plans

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

The screenshot shows the 'Direct Routing' configuration page with the 'Audio Conferencing' tab selected. The page title is 'Assign Phone Number to Audio Conferencing Bridge'. Below this, there are two dropdown menus: '*Select Bridge:' with 'Conference Bridge' selected, and '*Select Phone Number:' with a button 'Select Phone numbers for Audio Conferencing'. Below these is a search bar 'Type to search'. The main area is divided into two columns: 'Selectable' and 'Selected', each with a list box. Between the list boxes are four buttons: '>|', '<|', '>', and '<'. At the bottom left is a 'Save' button.

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

The screenshot shows the 'Direct Routing' configuration page with the 'Phone Numbers' tab selected. The page title is 'Operation'. Below this is a button 'Add Phone Number' with a red arrow pointing to it. Below the button is a search bar 'Search' with a minus sign. Below the search bar are two input fields: 'Phone Number' and 'Assigned to', followed by a 'Search' button. Below the search bar is a table with the following data:

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

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

Configure Direct Routing Calling Plans

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.

Home > Service Director > Microsoft CSP Management > Tenant detail Set as Home Page

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

Normalization Rule

*Name: Rule1

*Description: Demo Note: Must include description with slash like 'Global/InternationalRule1'

*Pattern: `^\d{11}$` Note: A regular expression that the dialed number must match in order for this rule to be applied.
Default: `^\d{11}$` (Any set of numbers up to 11 digits.)

*Translation: `+$1` 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 [+].)

Default Rule: ☒

Save Cancel

Configure Direct Routing Calling Plans

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. At the top, there is a navigation bar with tabs: General Settings, Account Information, Domains, Users, Shared Mailboxes, Resource Mailboxes, Mail Contacts, Groups, and SharePoint. Below this is a sub-navigation bar with tabs: Direct Routing, Policies, Group Actions, and Teams. The 'Direct Routing' tab is active, and within it, the 'Dial Plans' sub-tab is selected. The main content area is titled 'Dial Plan' and contains a form with the following fields: '*Name:' with the value 'Dial Plan', and 'Normalization Rules:' with a search bar. Below the search bar, there are two lists: 'Selectable' and 'Selected'. The 'Selectable' list contains 'Test2'. The 'Selected' list contains 'Test Rule'. Between the two lists are four buttons: '>|', '<|', '>', and '<'. At the bottom left of the form are 'Save' and 'Cancel' buttons.

Resources:

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

The screenshot shows the 'Resources' page in the Microsoft CSP Management console. At the top, there is a navigation bar with tabs: General Settings, Account Information, Domains, Users, Shared Mailboxes, Resource Mailboxes, Mail Contacts, Groups, and SharePoint. Below this is a sub-navigation bar with tabs: Direct Routing, Policies, Group Actions, and Teams. The 'Direct Routing' tab is active, and within it, the 'Resources' sub-tab is selected. The main content area is titled 'Resources' and contains a form with the following fields: 'Add Resource' button, 'Search' bar, and 'Resources' list. A red arrow points to the 'Add Resource' button.

Configure Direct Routing Calling Plans

MachPanel Knowledgebase

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