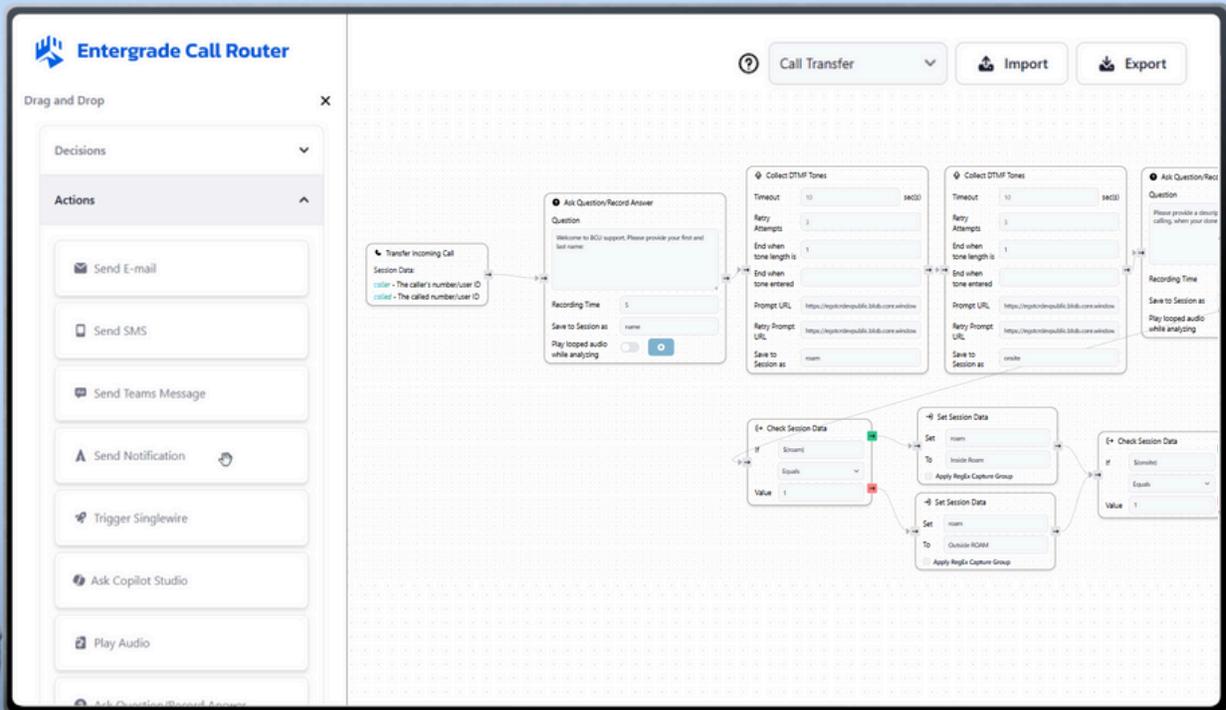# Enhanced Call Router

One flexible platform for all your Microsoft Teams routing needs.

When Microsoft Teams Phone doesn't meet call routing needs out of the box, many organizations turn to a full contact center just to add more routing logic. Enhanced Call Router fills that gap with modules tailored to your organization's needs.

Extend Teams Phone routing

Unlock advanced call flows including area-code logic, extension-based routing, agent rollover, external phone number–based agents, and built-in handling for irate callers and spam or robocalls.

Support agent–based workflows & AI enablement

Enable inbound interception, agent call pop-ups, shared calling scenarios, hotline or ringdown workflows, and integrate with Copilot Agents to support human agents.

Built for Microsoft Teams

Purpose-built for Teams Phone by experts who have earned Microsoft's Advanced Calling for Microsoft Teams Specialization.
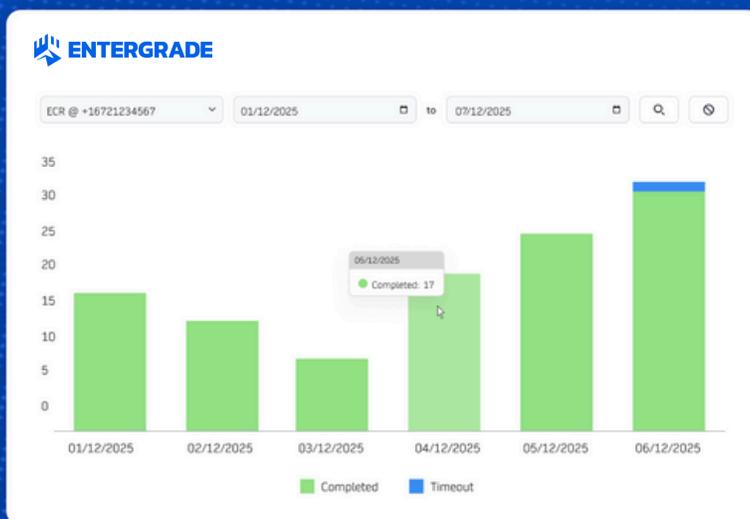
Enhanced Call Router

One flexible platform for all your
Microsoft Teams routing needs.

Built for real-world call flows

Enhanced Call Router offers flexible call handling for Teams Phone, eliminating inefficient workarounds and expensive contact center platforms.

✓ Area code and destination-based routing

✓ Block and allow caller lists

✓ Extension routing and shared calling scenarios

✓ Emergency call validation

✓ Agent inbound interception and rollover

✓ Phone number-based agents

✓ Agent call pop-ups and notifications

✓ Hotline, ringdown, turret, and barge workflows

✓ Skills-based and presence-based routing

✓ Multi-channel notifications using Teams chat, SMS, email, and webhooks

All in a simple and secure, SSO-enabled web portal.

How it works

1 Rules

Define routing logic based on source number, destination number, DTMF input, lists, skills, presence, and API-based conditions, along with chat, email and SMS.

2 Route

Send calls to Teams users, PSTN destinations, voicemail, announcements, or controlled disconnects.

3 Notify

Trigger real-time notifications through Microsoft Teams chat, SMS, email, or webhooks.

Expert support & enterprise-grade security

Our Microsoft Teams specialists guide you through setup and configuration, helping you deploy Enhanced Call Router quickly and efficiently. Entergrade is proud to be SOC 2 Type II and ISO/IEC 27001:2022 certified.

A flexible, modular alternative to a Teams-connected contact center

Capability	Enhanced Call Router by Entergrade	Teams-Connected Contact Center*
Native extension of Microsoft Teams Phone	✓	
Advanced rule-based call routing	✓	✓
Area code and number-based routing	✓	✓
Block and allow caller lists	✓	✓
Extension and shared calling support	✓	
Agent interception and rollover	✓	✓
Agent call pop-ups and notification	✓	✓
Hotline and ringdown workflows	✓	
Secure web portal for IT administration	✓	✓
Advanced contact center analytics	✓	✓
Queue management and skill-based routing	✓	✓
Lightweight deployment	✓	
No per-agent licensing required	✓	

Pay only for the modules you need

Unlock advanced Teams Phone routing without costly per-agent licensing. Talk to our team to see how Enhanced Call Router could help Microsoft Teams Phone better meet your needs.

Microsoft
Solutions Partner

Modern Work

*This comparison is illustrative and reflects a generalized category of traditional contact center solutions integrated with Microsoft Teams. It is not intended to represent any specific vendor's full product offering.

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