



# Key customers and their challenges

Discover how Teams Phone Mobile will benefit EE customers and how they will integrate Microsoft Teams into their roles.

## Teams VAS | Teams Phone Mobile

Empower your hybrid workforce with Teams Phone Mobile on the UK's best mobile network

Teams Phone Mobile allows seamless integration of your customers' EE mobile identity with Microsoft Teams — enabling flexible calling and collaboration.

### What gap / need does it fill?



### Customer benefits



### Features and capabilities



### How it's better than the competition

Customer has two numbers for the two different devices meaning one employee can receive two calls simultaneously

Customer has a single number for their mobile phone and Teams calls, meaning only one call can come through at a time

Single number reach

BT and EE is the only operator that can prevent interrupted calls by using the mobile voice network for mobile and Teams calls

A field worker might be on a call using a mobile device but those at a desk are unaware or able to see this

No more interrupted phone calls. User's presence is updated on Teams, whether they use the mobile dialler or Teams dialler

Presence integration

Without Teams Phone Mobile, the Teams app can only see and display your presence and availability when you use the app

Hybrid workers need an additional Teams calling plan

A single calling plan covers both EE mobile and Teams services. Plus, hardware costs are reduced with bring your own device for mobile users

Simplify administration and costs

BT and EE customers get everything on one plan and they manage their services via one simple portal

Customer calls are missed or they don't get through to the right person

Users can choose the phone number displayed, meaning their customers reach the right people at the right time

Outbound CLI presentation

More transparency and less missed calls mean happier customers

### Frontline workers

- Simplified communication between frontline and back-office staff
- Improved workflow and better UX

### Field workers

- Greater reach and availability
- Secure devices and communication tools meaning deeper and more effective collaboration

### Contractors

- Administrators can quickly and easily add new users
- A clear view of usage through analytics
- Secure devices and communication

### Mobile-centric hybrid workers

- Simultaneous ringing on mobile device and Teams desktop app and seamless switching between the two without dropping the call
- Uplift of mobile voice calls to Teams for video and screen sharing

## Find out more about Teams Phone Mobile

To explore the solutions more get your account manager to set up a session with a specialist.