Microsoft

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Microsoft Teams

Calling with Teams Phone

Microsoft Teams Phone overview

Replace your traditional PBX with Microsoft Teams Phone

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.* Reduce reliance on on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

Scale globally

Connect your phone system to the Microsoft worldwide network and get the power of the Microsoft cloud wherever your business goes.

*A complete voice solution is possible with a combination of Teams Phone, Calling Plans, Operator Connect and/or Direct Routing.

Microsoft Teams Phone

Provide modern and legacy PBX capabilities with the cloud

Unify your legacy PBX system in Microsoft 365

Provide a complete voice solution in the cloud.* Reduce reliance on-premises hardware and eliminate points of failure.

Simplify IT

Increase agility and consolidate voice management with rapid provisioning, reporting, and diagnostics in the Teams admin center.

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- Busy on busy
- Call escalation
- Call park
- Call quality dashboard
- Caller ID masking
- Calling transfers and handling
- Click to call
- Cloud auto attendants
- Cloud call queues
- Cloud voicemail with transcription
- Custom contact groups
- Custom ring tones
- Dial plans
- Direct Routing
- Direct Routing dashboard
- Do not disturb and breakthrough
- Dynamic emergency calling
- Extension dialing
- Full delegation support
- Group call pick-up
- Location-based routing
- Media bypass (Direct Routing)
- Microsoft Calling Plans
- Number porting for Calling Plans
- Out of office support
- Routing rules
- Screen sharing from chat
- Secure calling between tenants
- Shared line appearance
- Simultaneous ringing
- Speed dial
- Teams admin center
- Teams and SfB calling
- Three-way PSTN calls
- TTY support

...and more

Getting started with Microsoft Teams Phone

Calling for everyone

Microsoft Teams Phone makes it easier to make calls with the Calling app

Simple call experience built on a single pane

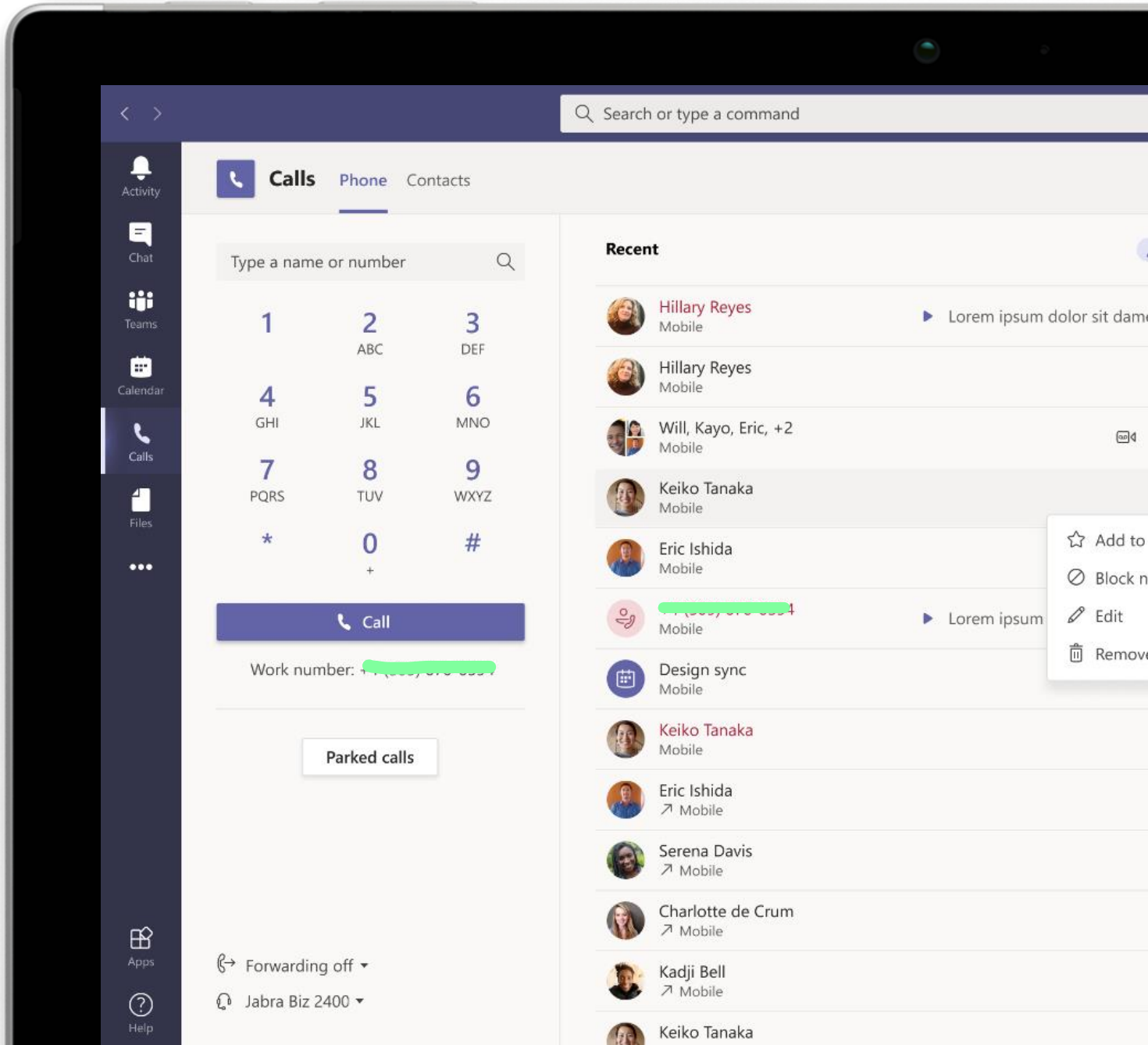
Dial by name or number

Calling history with filters – see the info you want

Start a VoIP audio/video 1:1 or group call

View Contacts list for quick dial

At-a-glance important call settings for items such as device connected and forwarding status



Microsoft Teams as your phone

Access your contacts

Make a call with a phone number or name

Menu in client for calling functionality

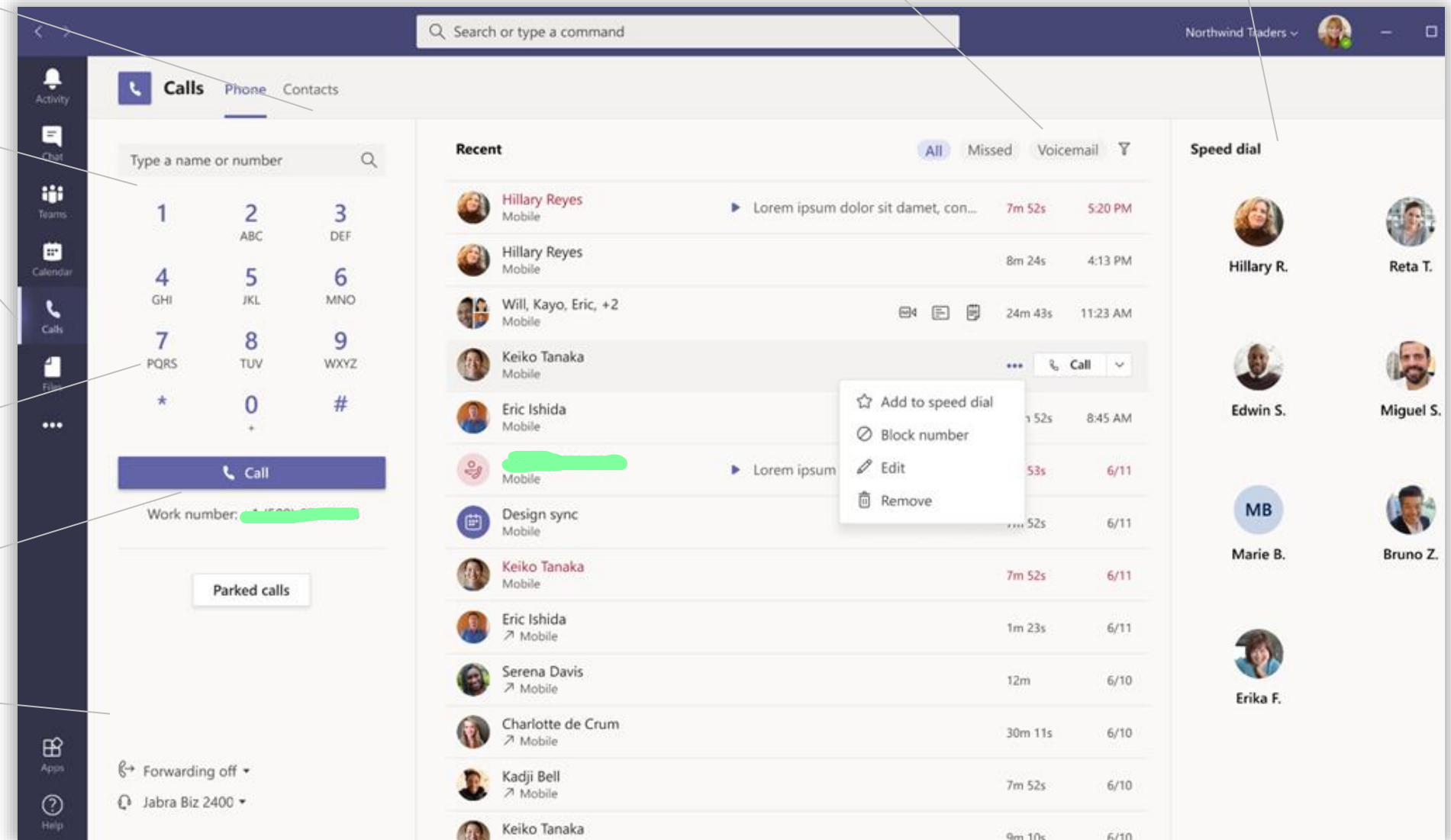
Dial pad to dial phone numbers

Your phone number displayed here

Manage call and device settings

Access and filter your call history and voicemail

Access your speed dial, contacts, and voicemail summaries in one place



Basic calling features

Place, receive and hold calls

Initiate by name or number

Call answer

Call hold / retrieve

DID numbers

Direct inward dialing phone numbers

Device switching

Change active device

Distinctive ringing

Different ring tones based on call type

Federated calling

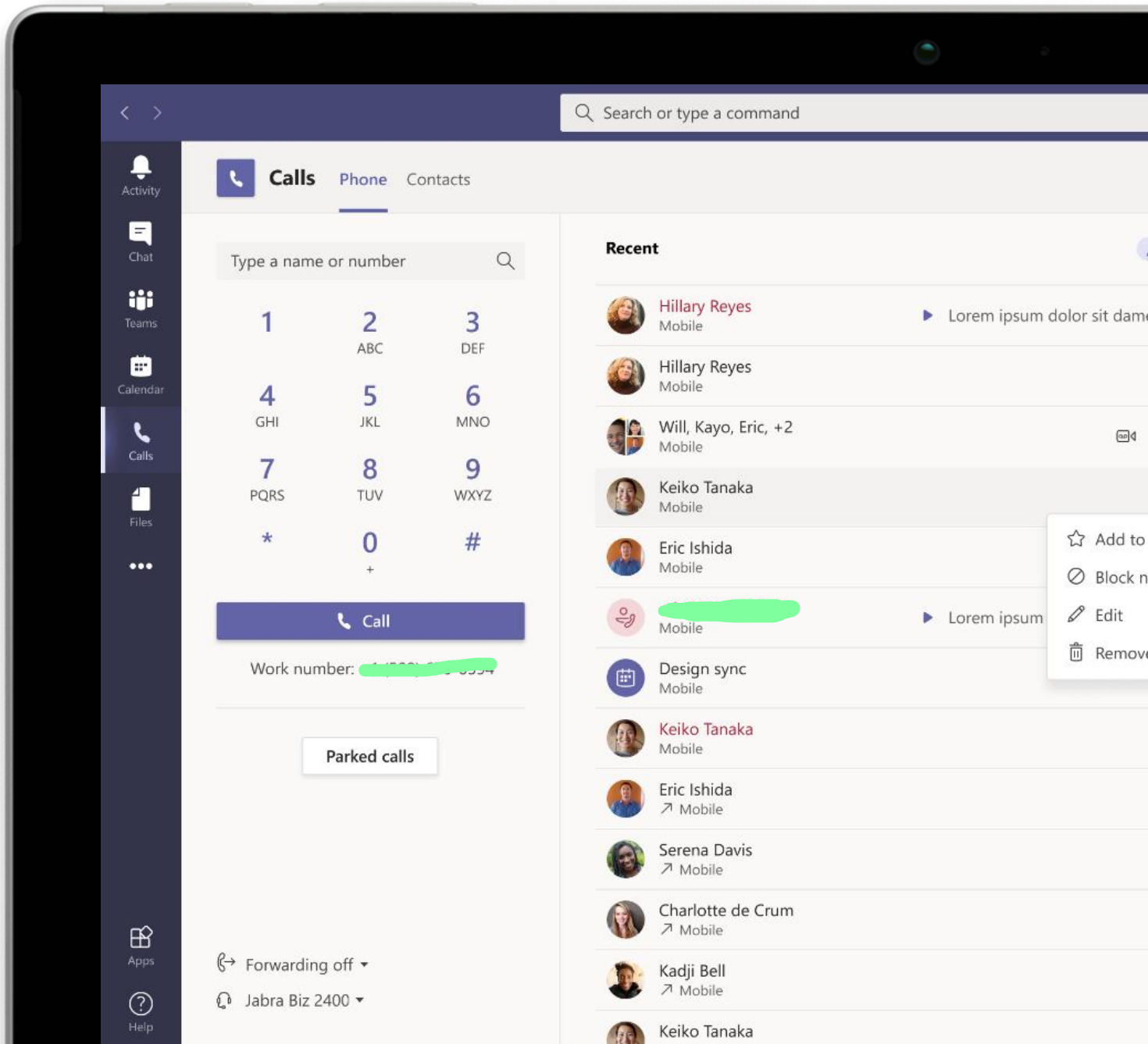
Call other companies on Teams

Call history

User-facing call history

Call detail records – administrator reports: who, when, how long

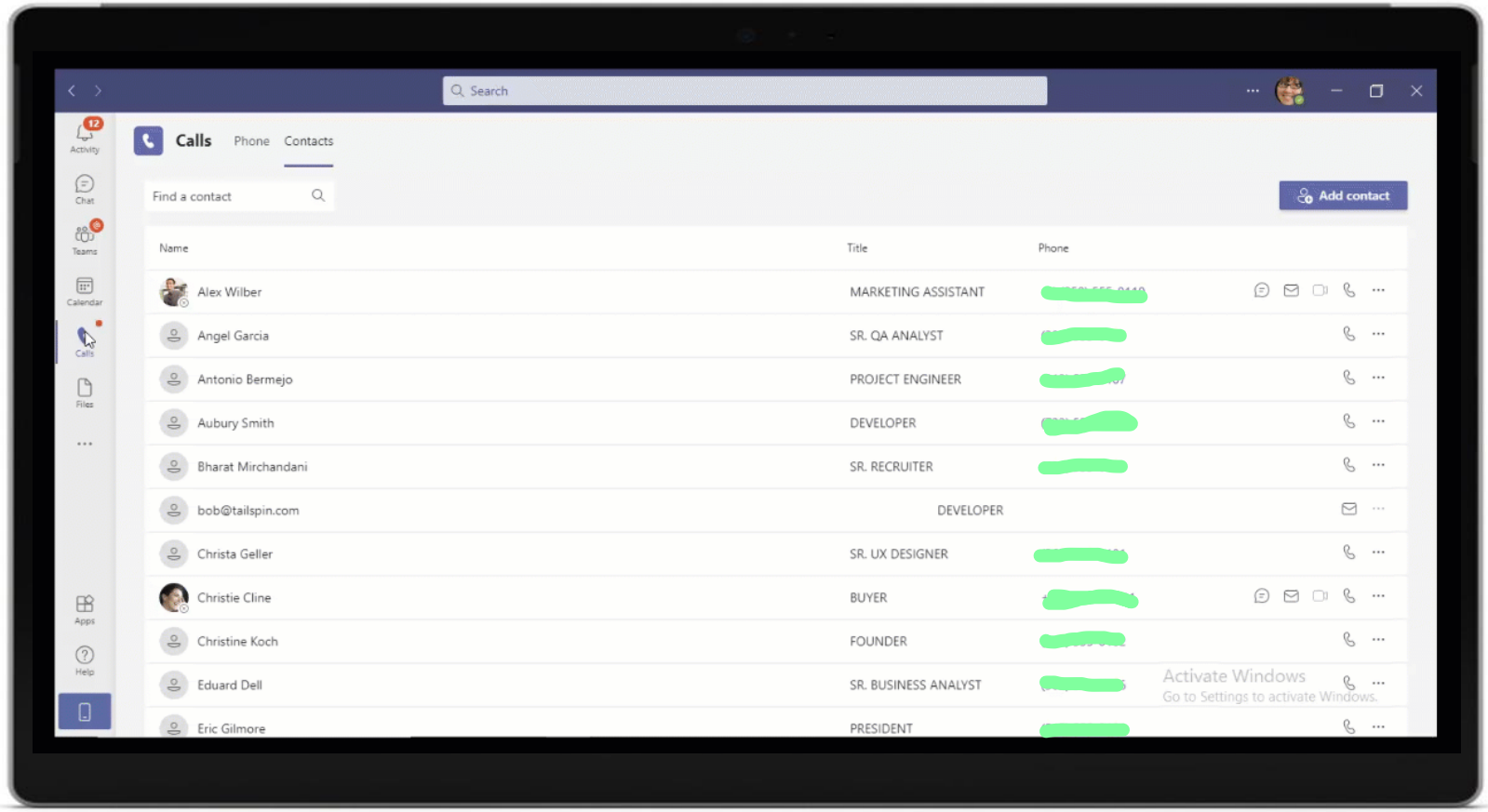
Add additional participants to 1:1 calls



Microsoft Teams calling by name using a contact card

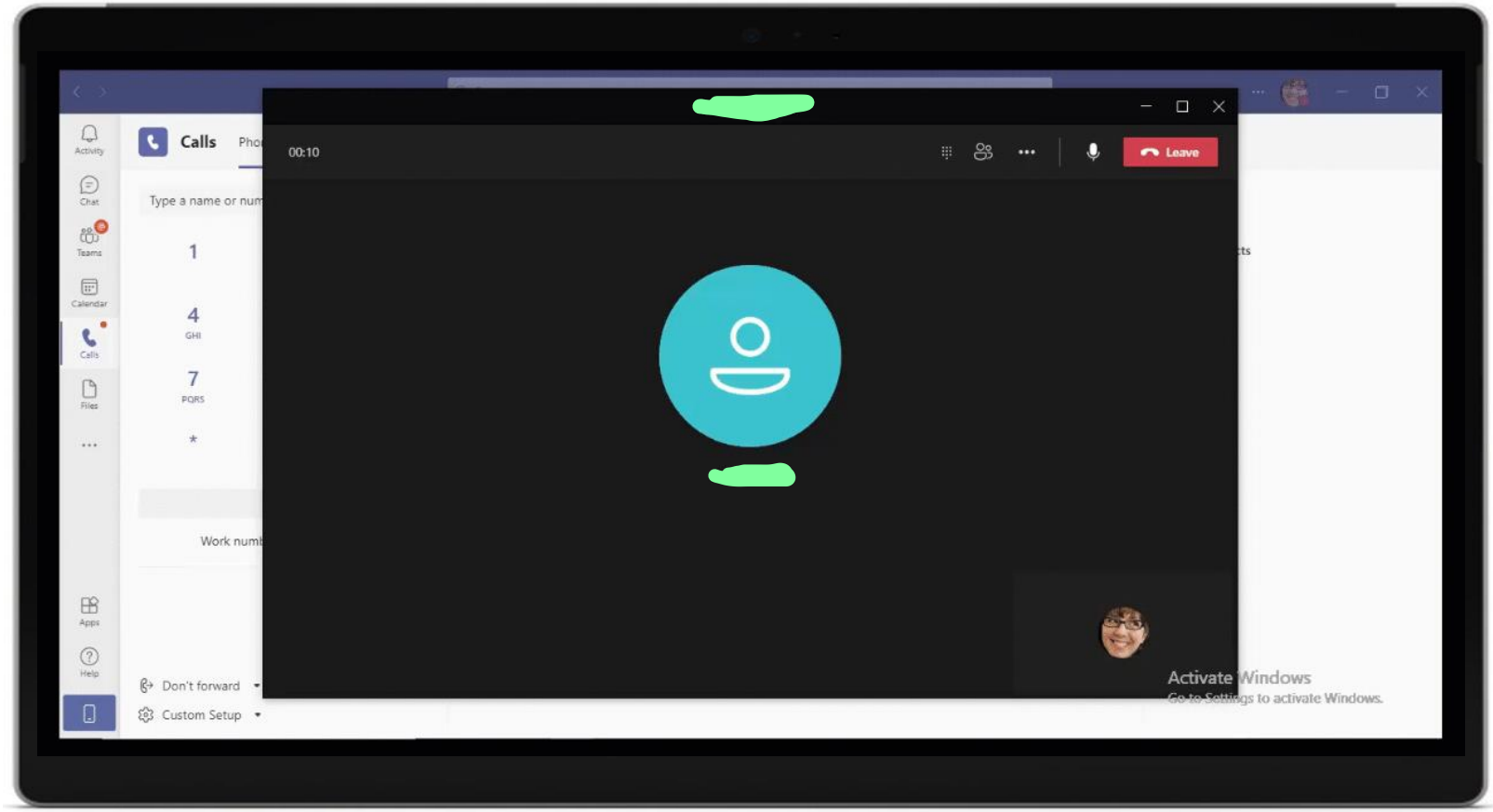
Scenario

When Alex wants to call someone using Teams, he can simply select the phone icon from their contact card. This phone icon can be found in several places in the Teams client.



Microsoft Teams calling - putting a call on hold

Alex can put a call on hold by selecting the ellipsis (three dots) and selecting the hold feature



Microsoft Teams calling voicemail

Voicemail for all Microsoft Teams Phone users

Delivers voicemail to Exchange mailbox

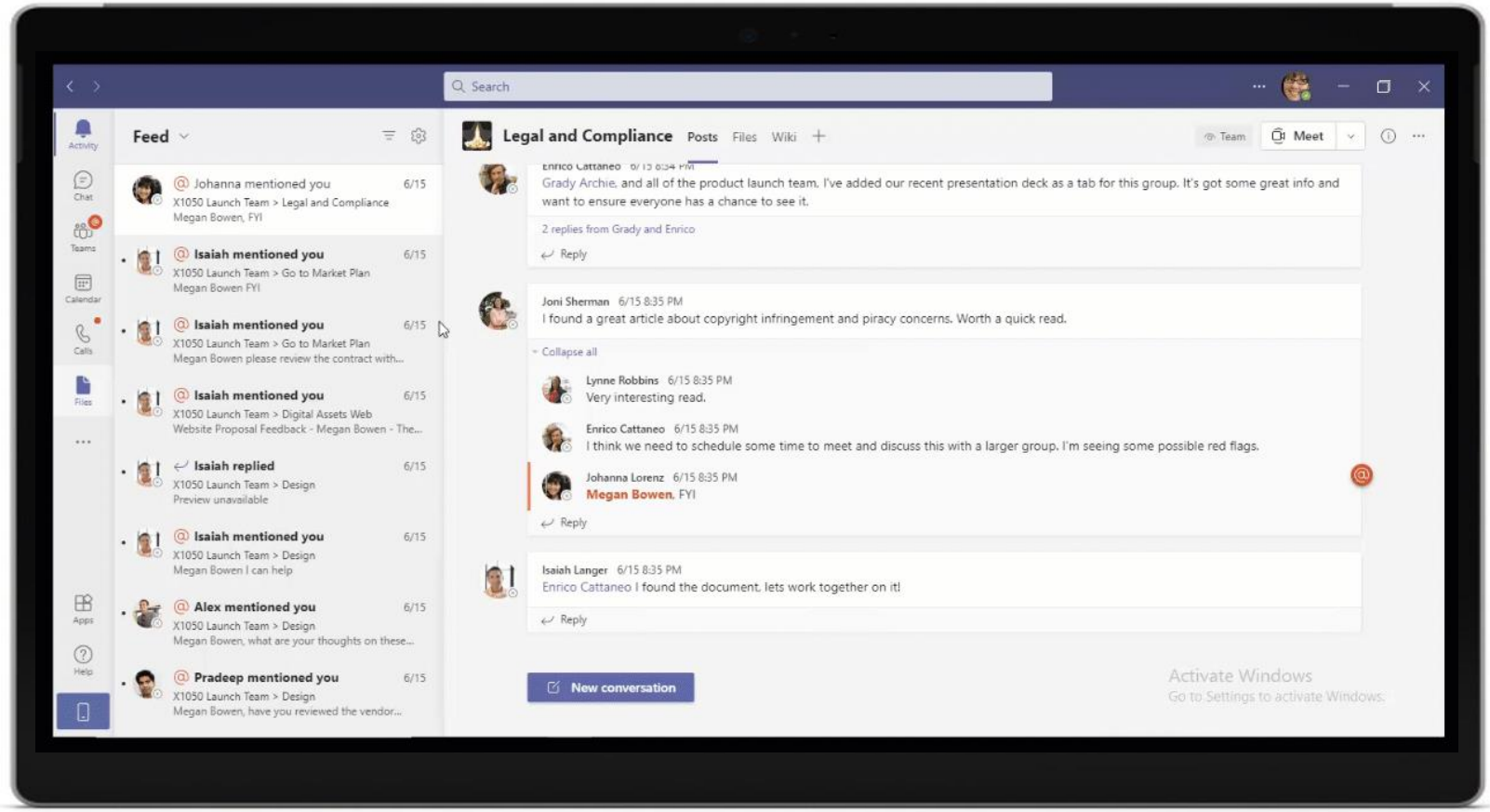
Transcript created for voicemail (can be disabled) including optional profanity masking

Voicemail can be played from Outlook or Teams

Exchange for deposit, compliance and archiving

Only users with Exchange Online mailbox will see voicemail in Teams client

For Exchange on-premises Exchange Server 2016 CU3 or higher required



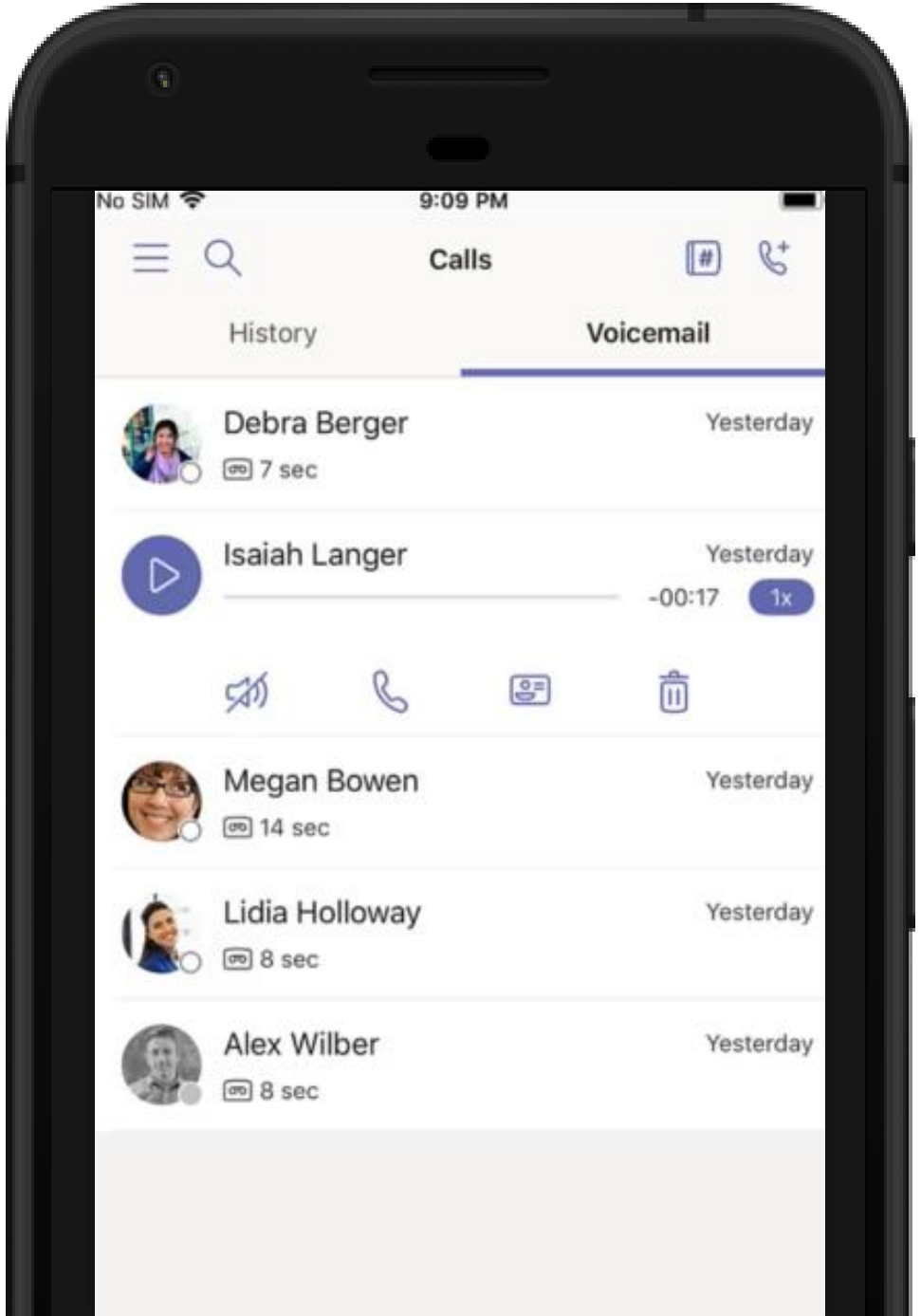
Additional telephony features

Transfer calls
Blind, consult, and mobile transfers

Caller ID
Reverse number lookup will show you contact information if available

Otherwise phone number will be shown

Call history
Have all incoming and outgoing calls documented in Teams



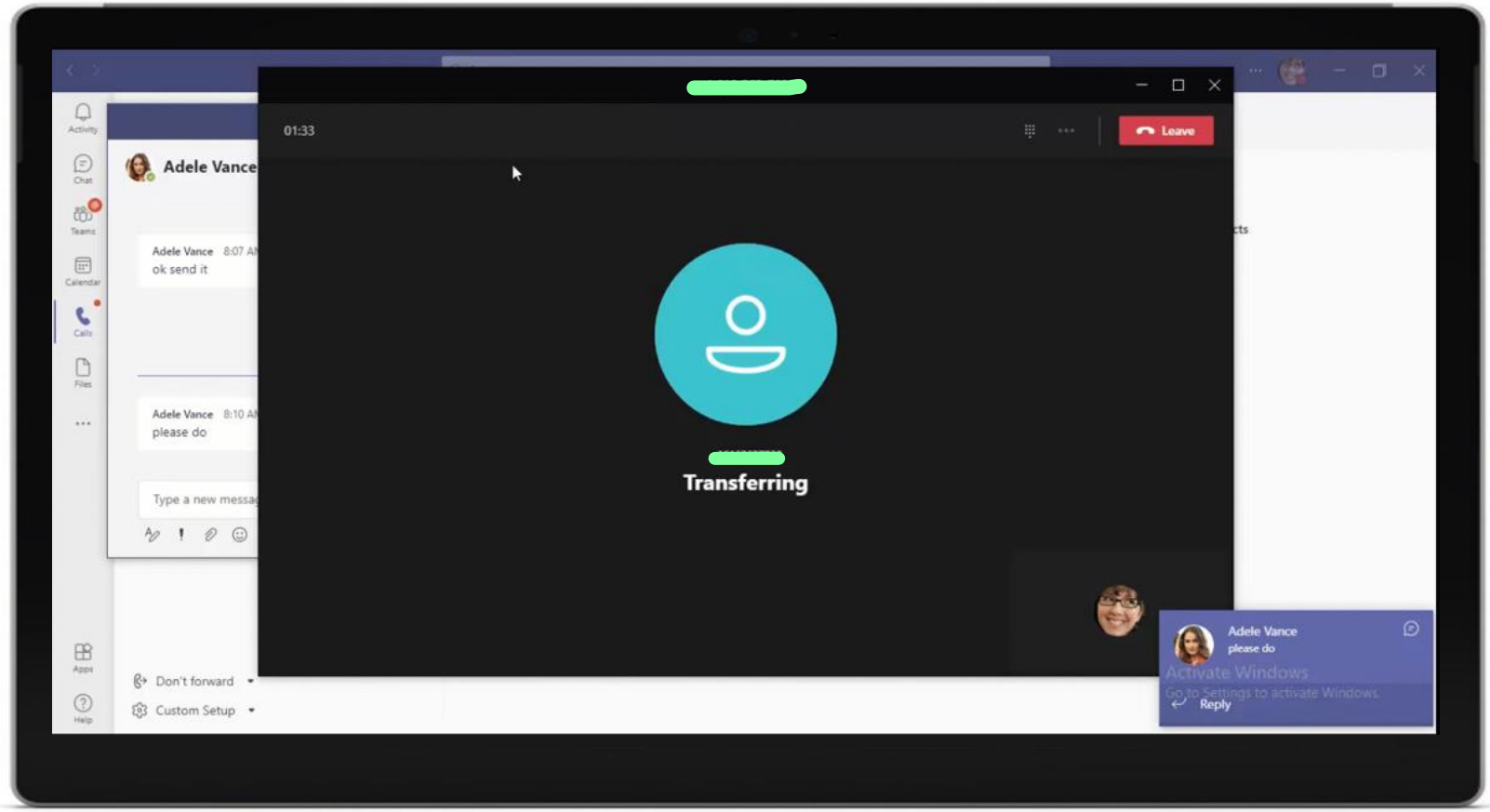
Call transfer

Sends a call to another user

Two main types of transfer

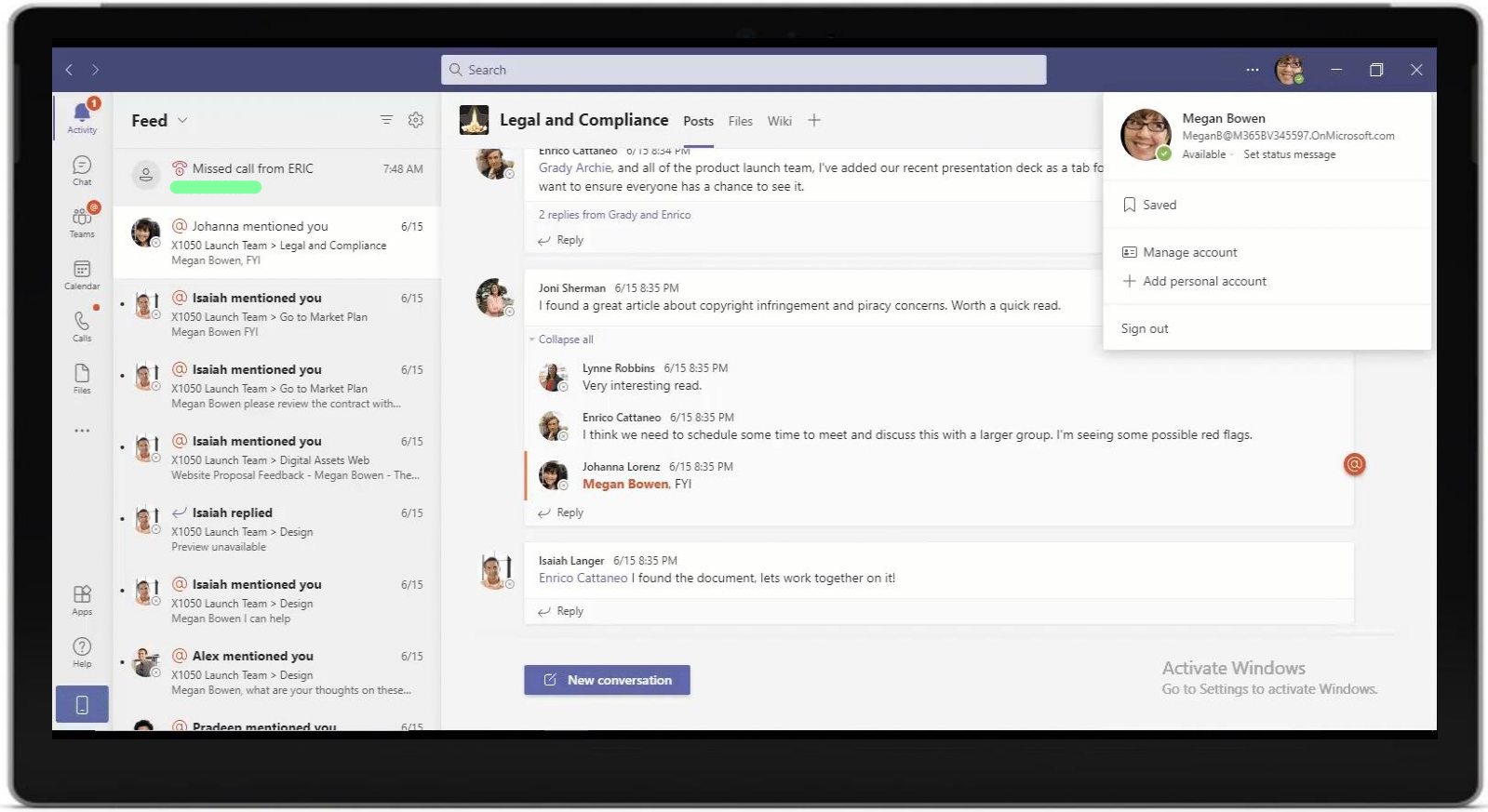
Blind transfer simply sends the call directly

Consultative transfer sends a message to the user before sending. Allowing the transfer to be cancelled.



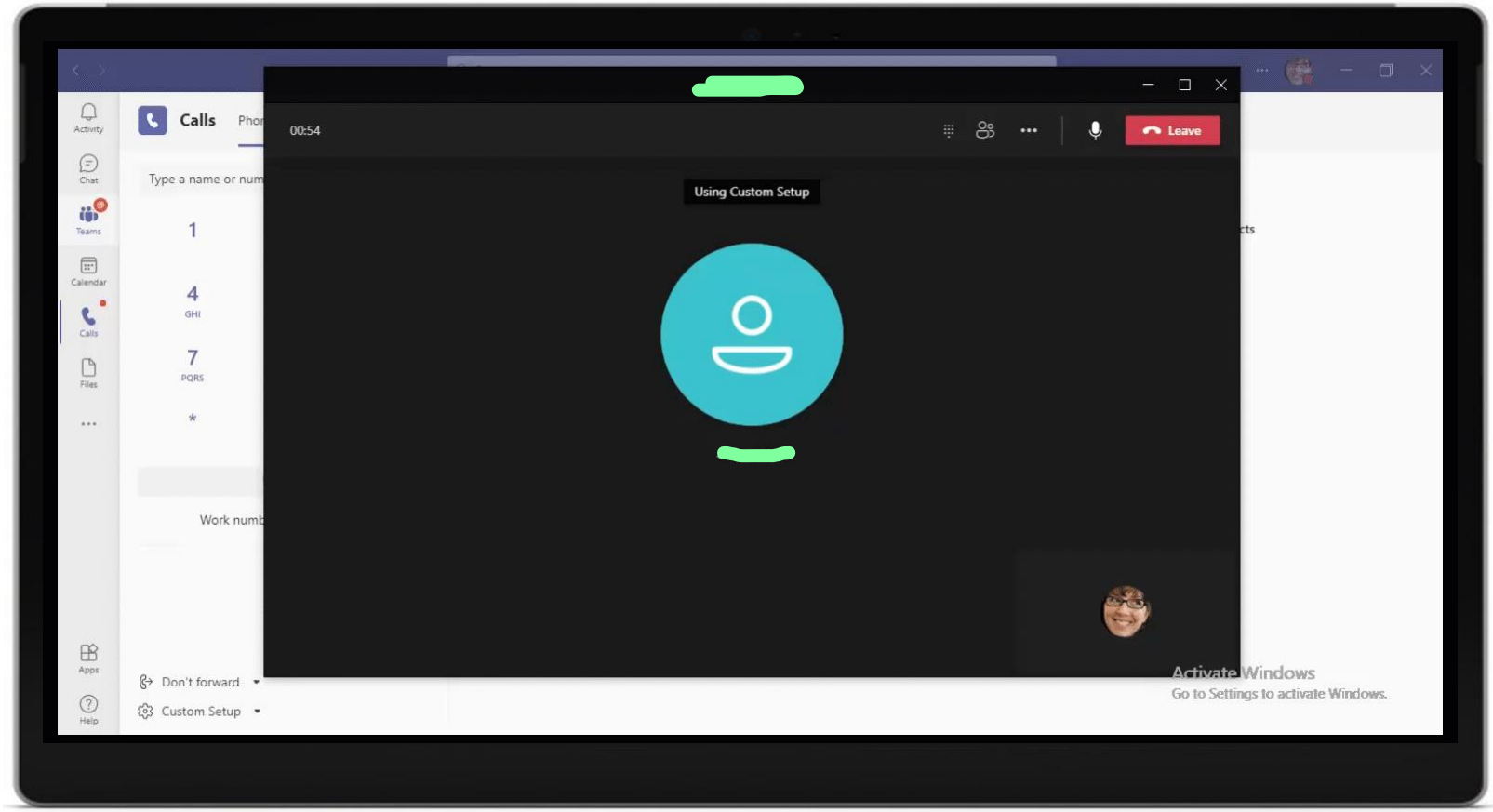
Transferring a call using Microsoft Teams Blind transfer

When Alex wants to send a call to another person, he can transfer it directly to them. By selecting the ellipsis and clicking Transfer, he can either send it directly to the person (blind) or reach out to them first (consultative)



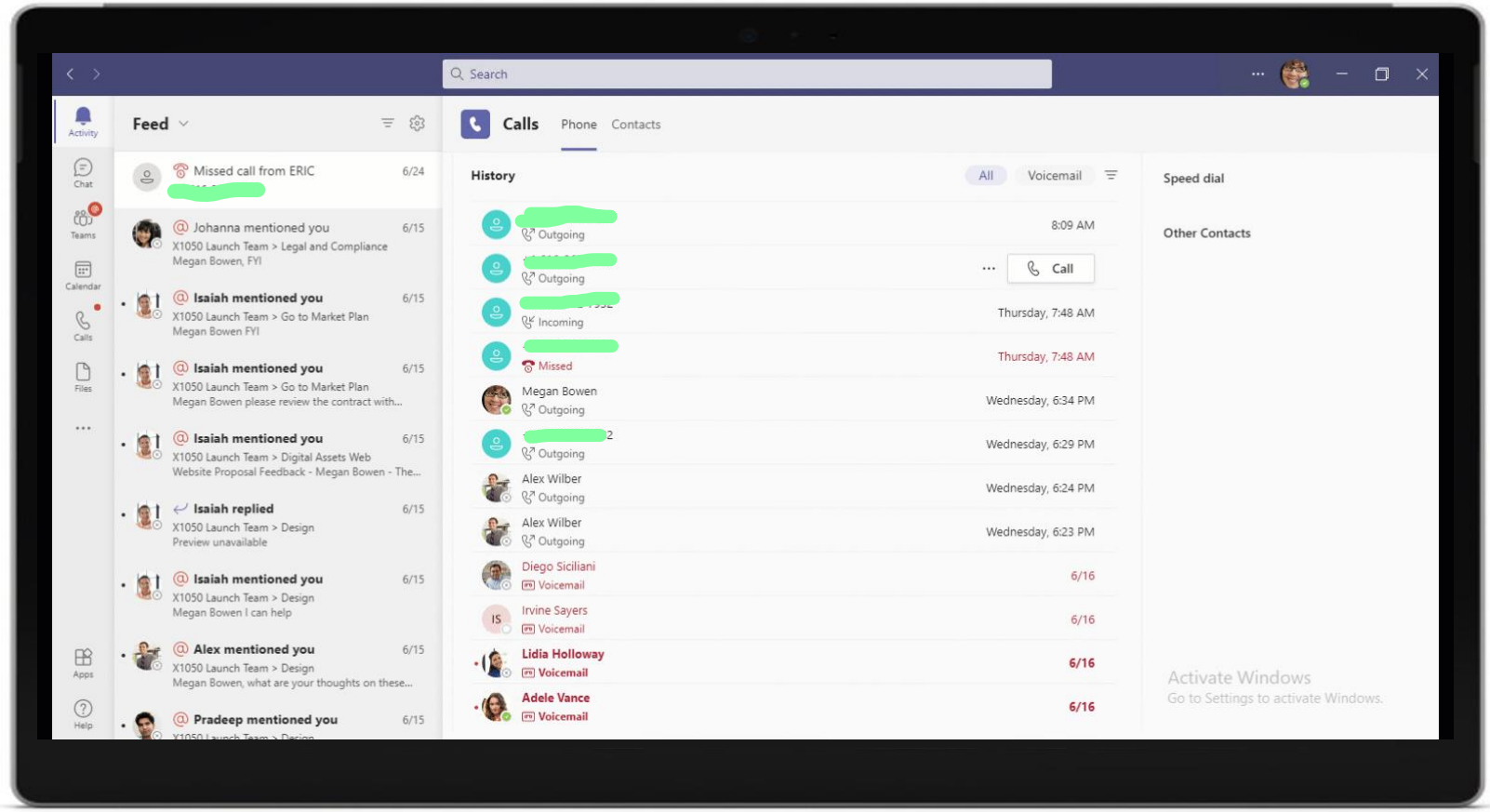
Transferring a call using Microsoft Teams Consultative transfer

Alternatively, to a blind transfer, Alex can inform the other person that he would like to send them a call. This is known as a consultative transfer.



Microsoft Teams call history

From the Calls app we can select History to see recent calls. We can reply via chat or calls directly here.

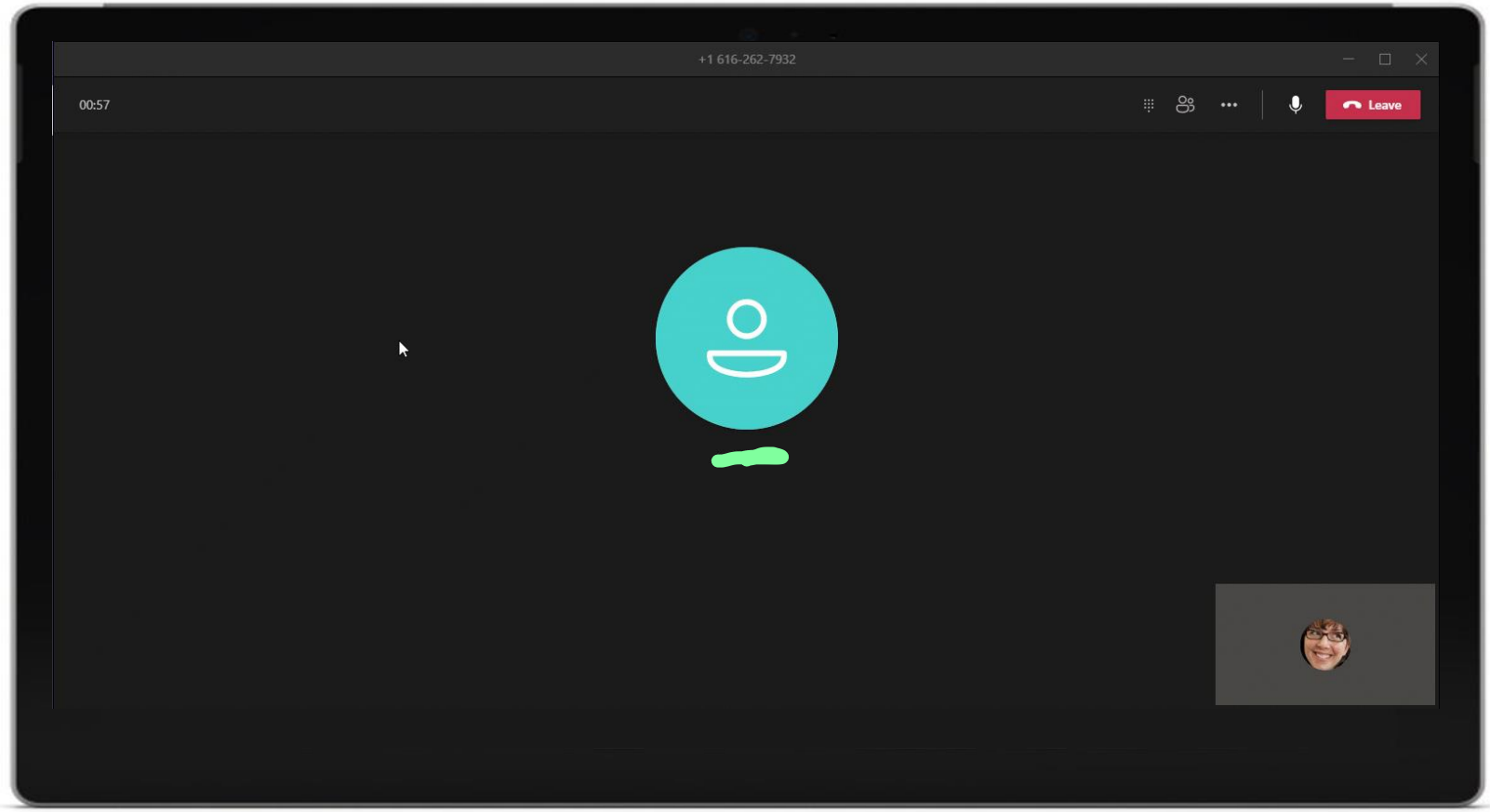


Device switching during a call

Change audio and video device

Before joining a call

During a call

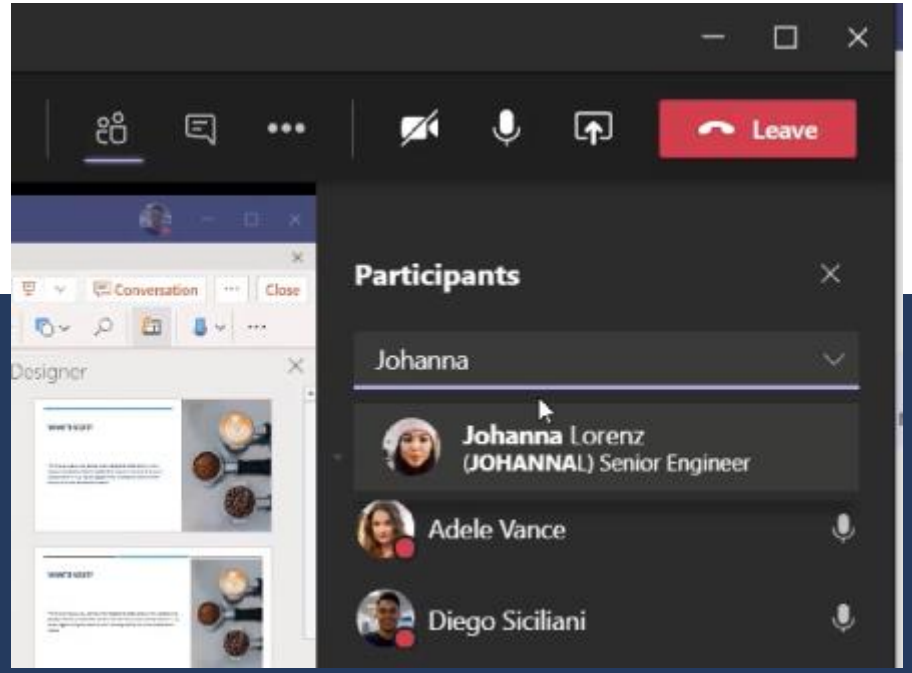


Call handling

Escalate calls

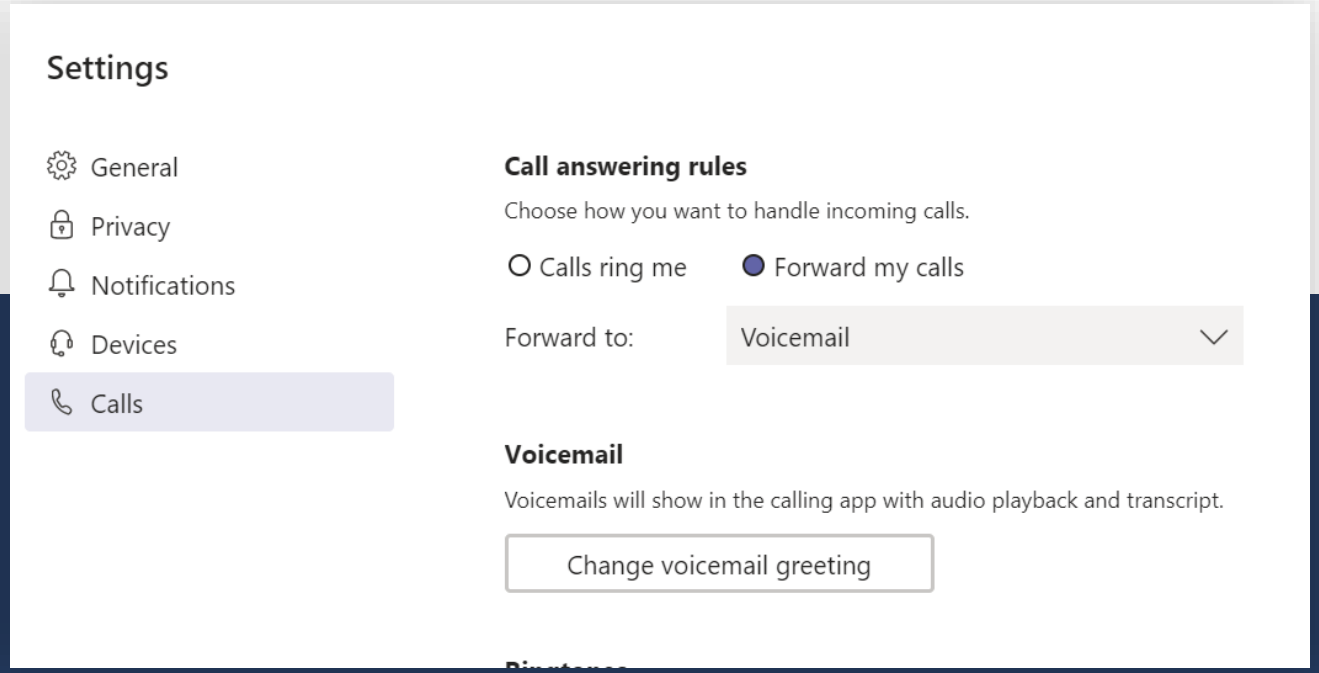
Add participants to existing call

Escalate call from 1:1 to meeting experience



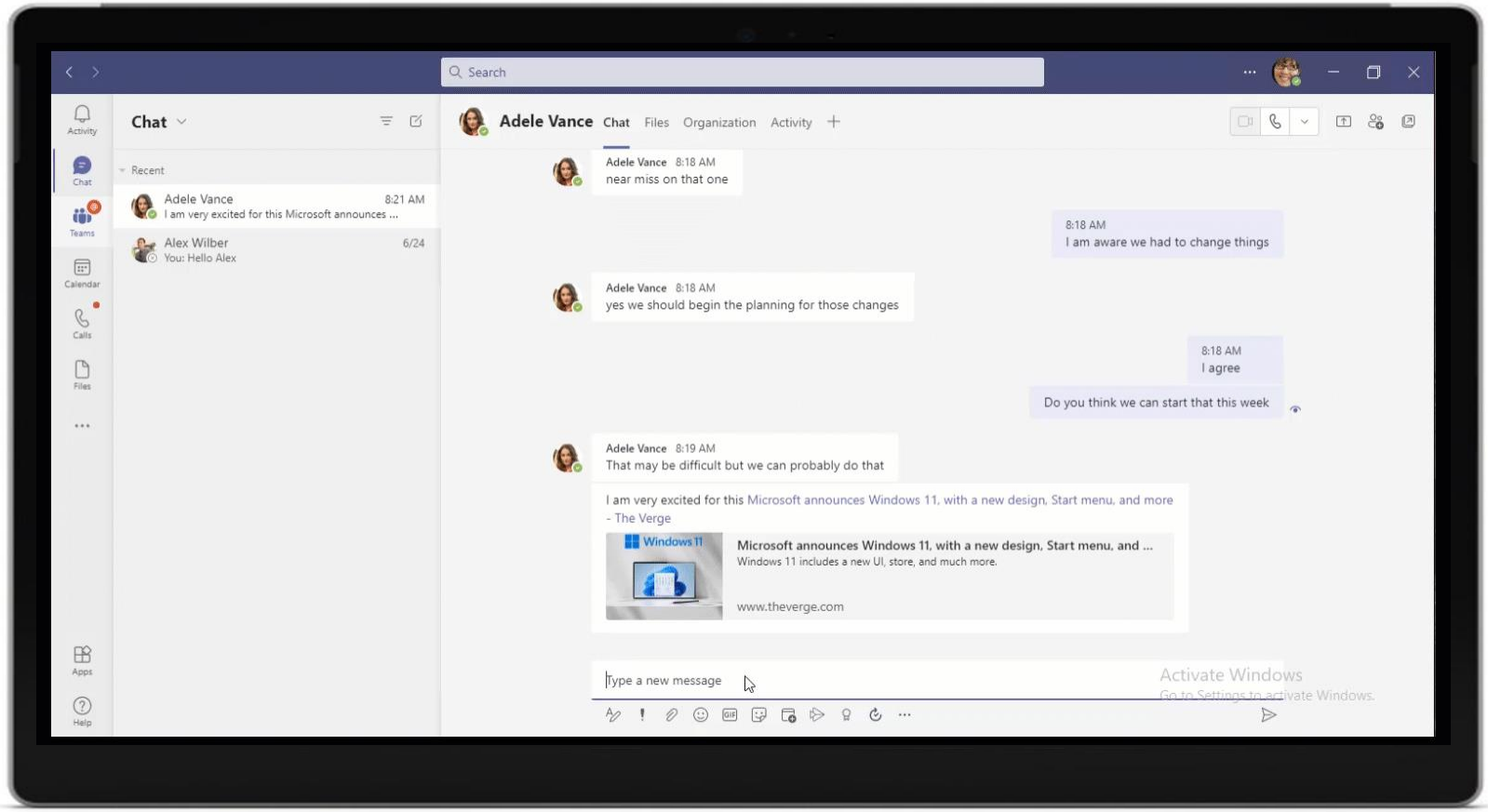
Call forwarding

Forward calls to voicemail, new number, contact or call group



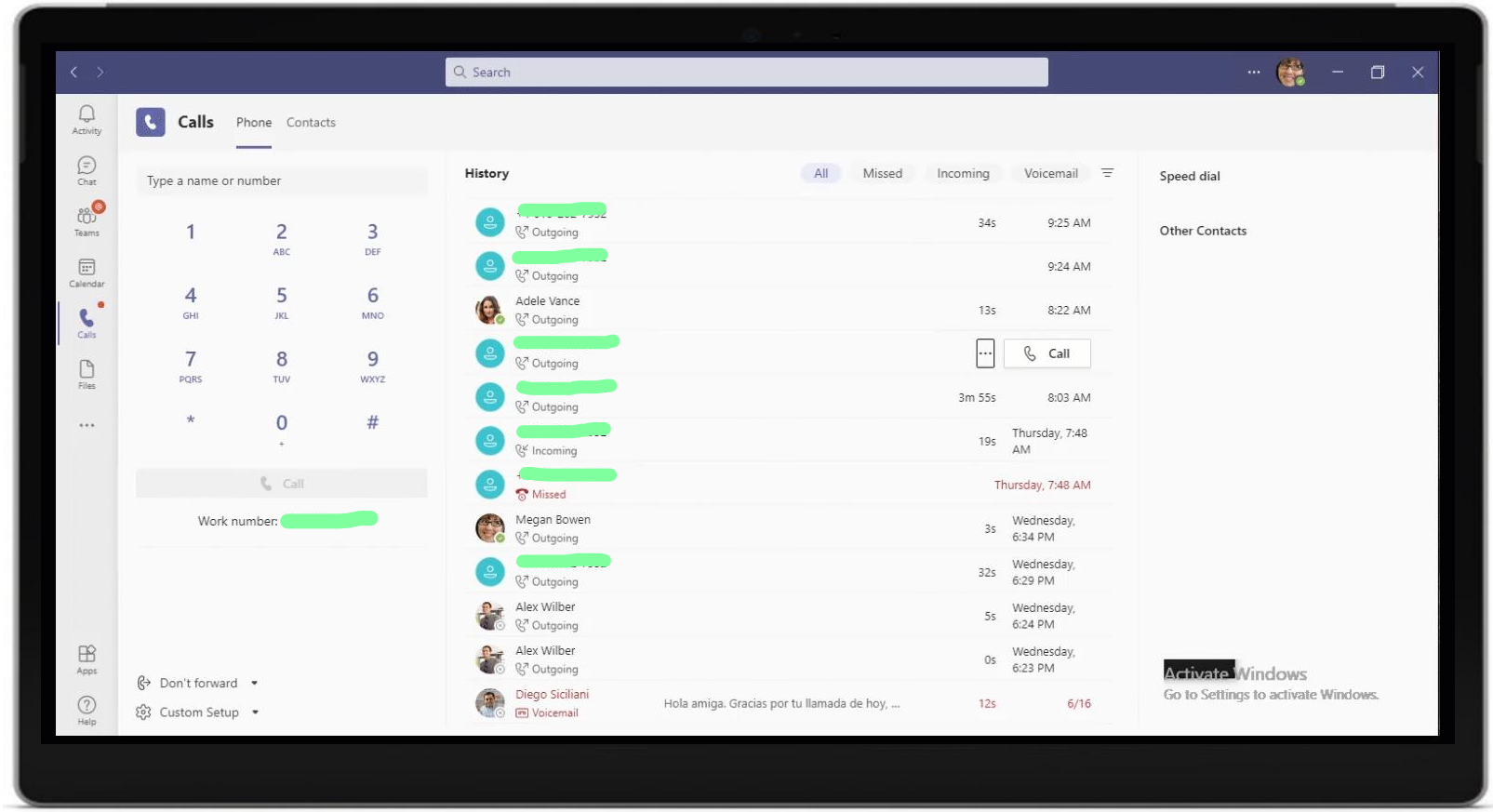
Escalating a call

Any chat session in the Teams client can be elevated to a voice call by selecting the calling icon in the chat session.



Adding people to a call

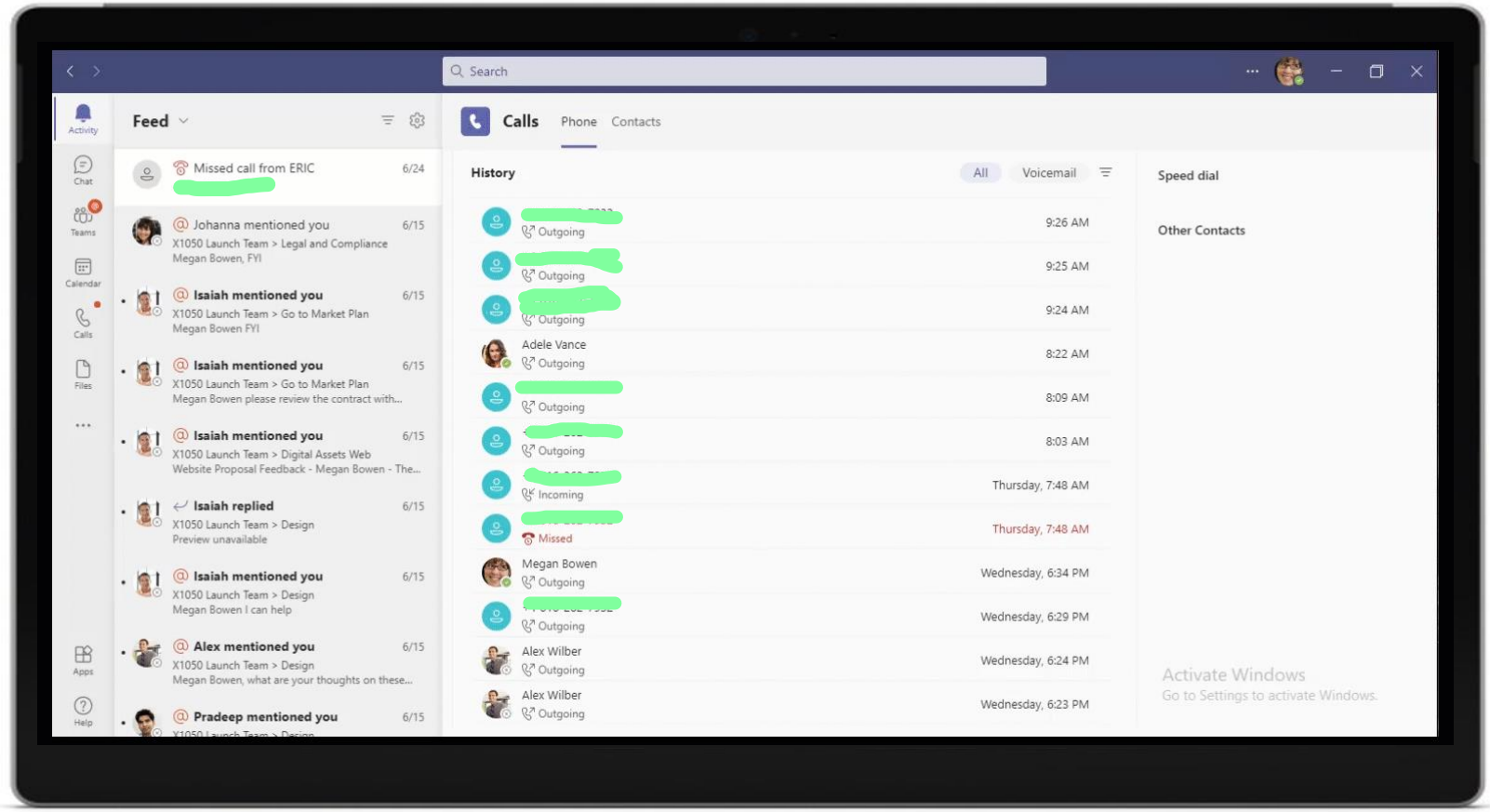
Alex can add additional people to a current call by selecting the Participants button and selecting the appropriate person. This will elevate the call to a meeting automatically.



Microsoft Teams call controls forwarding or sim ringing to a call group

Choose how you want Teams to handle your incoming calls in the section for **Call answering rules**. Select **Forward my calls** if that's what you want to do. If you want simultaneous ring, click **Calls ring me** and select others under **Also ring**.

Choose what to do with calls that go unanswered under **If unanswered**.



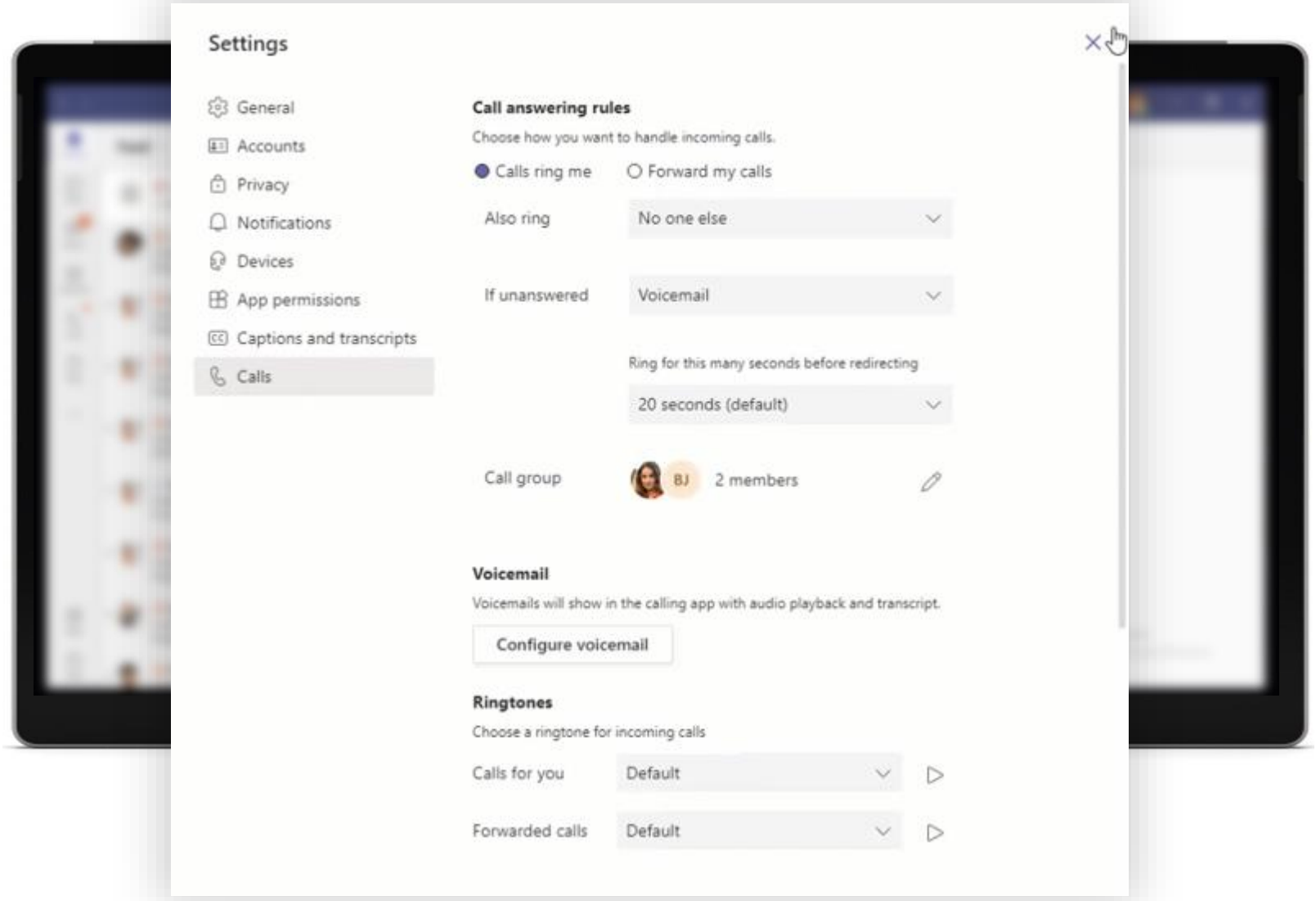
Forward to group

Forward to one or more people

Ring in sequence or simultaneously

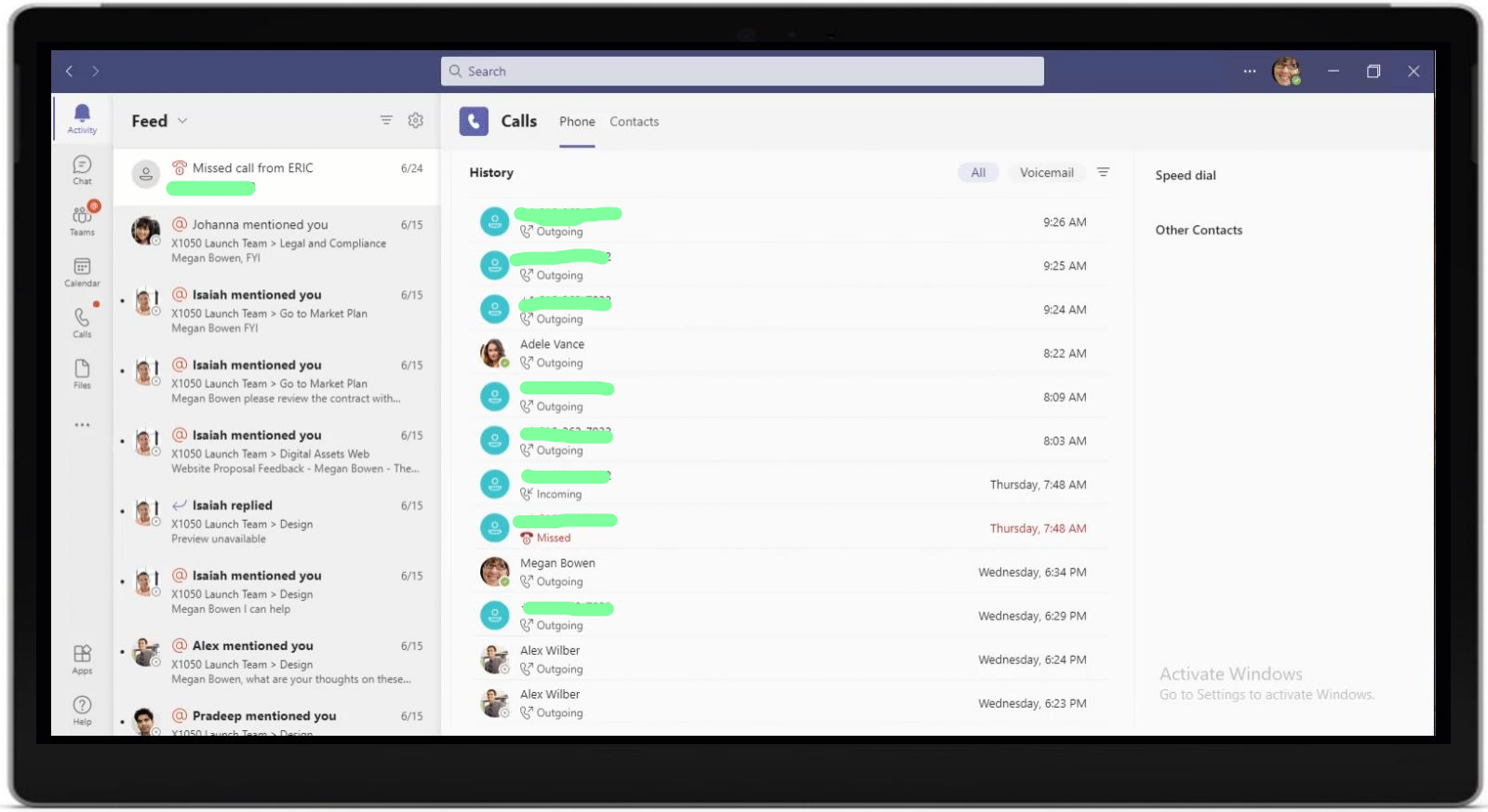
First to pick up takes call

Settings UX for easy configuration



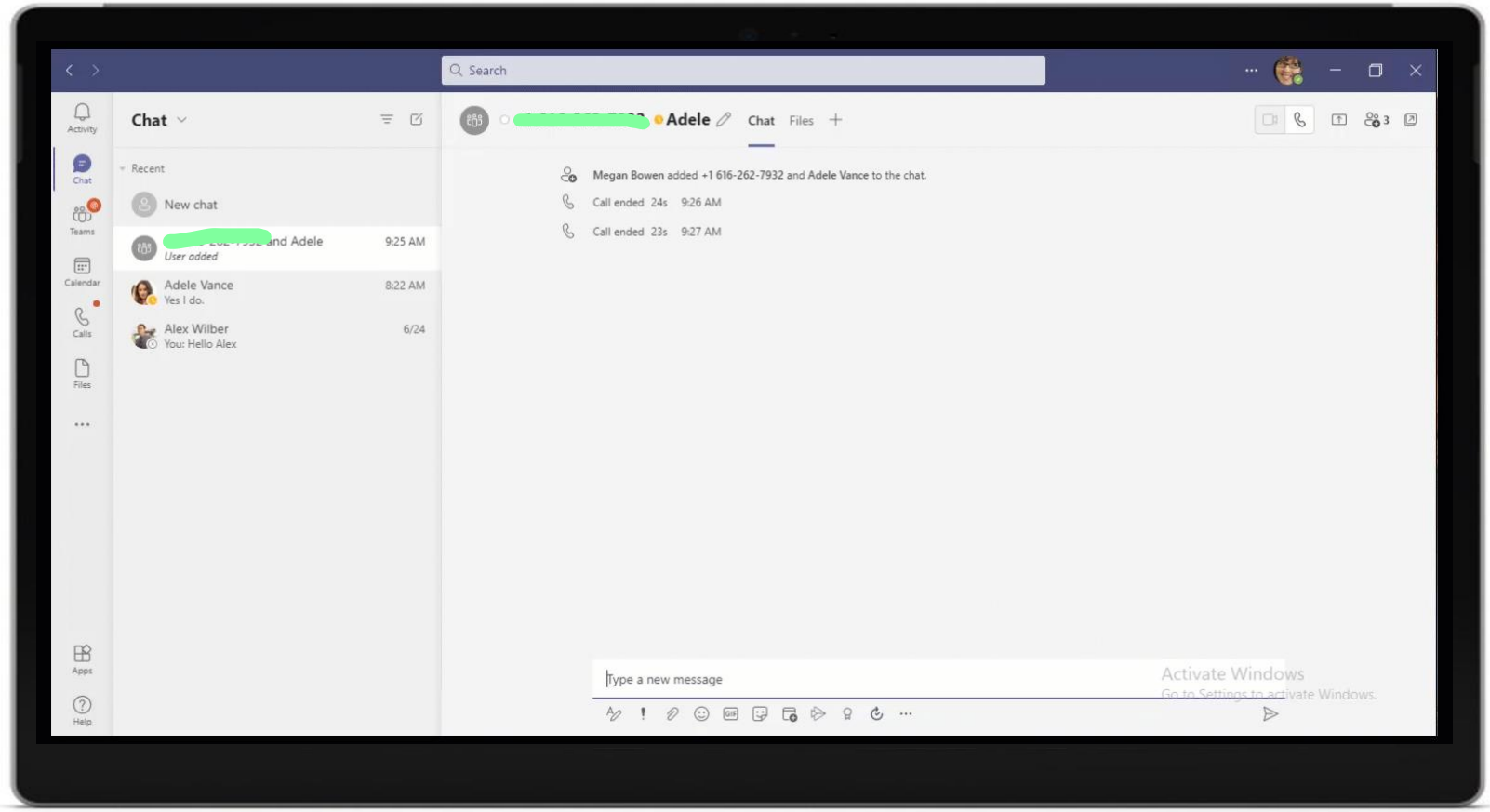
Setting up call controls in the Microsoft Teams client

Alex can set many options for how the client will behave for calls. They can select ringtones, alerting devices, sim ring, call forward and other options in the call controls section of settings in their client.



Calling federated contacts

Federated contacts are people outside of your organization that use either Teams, Skype for Business, or Skype personal. If your organization has allowed this feature, you will then be able to do a person-to-person call to them the same way as you would call an internal contact.



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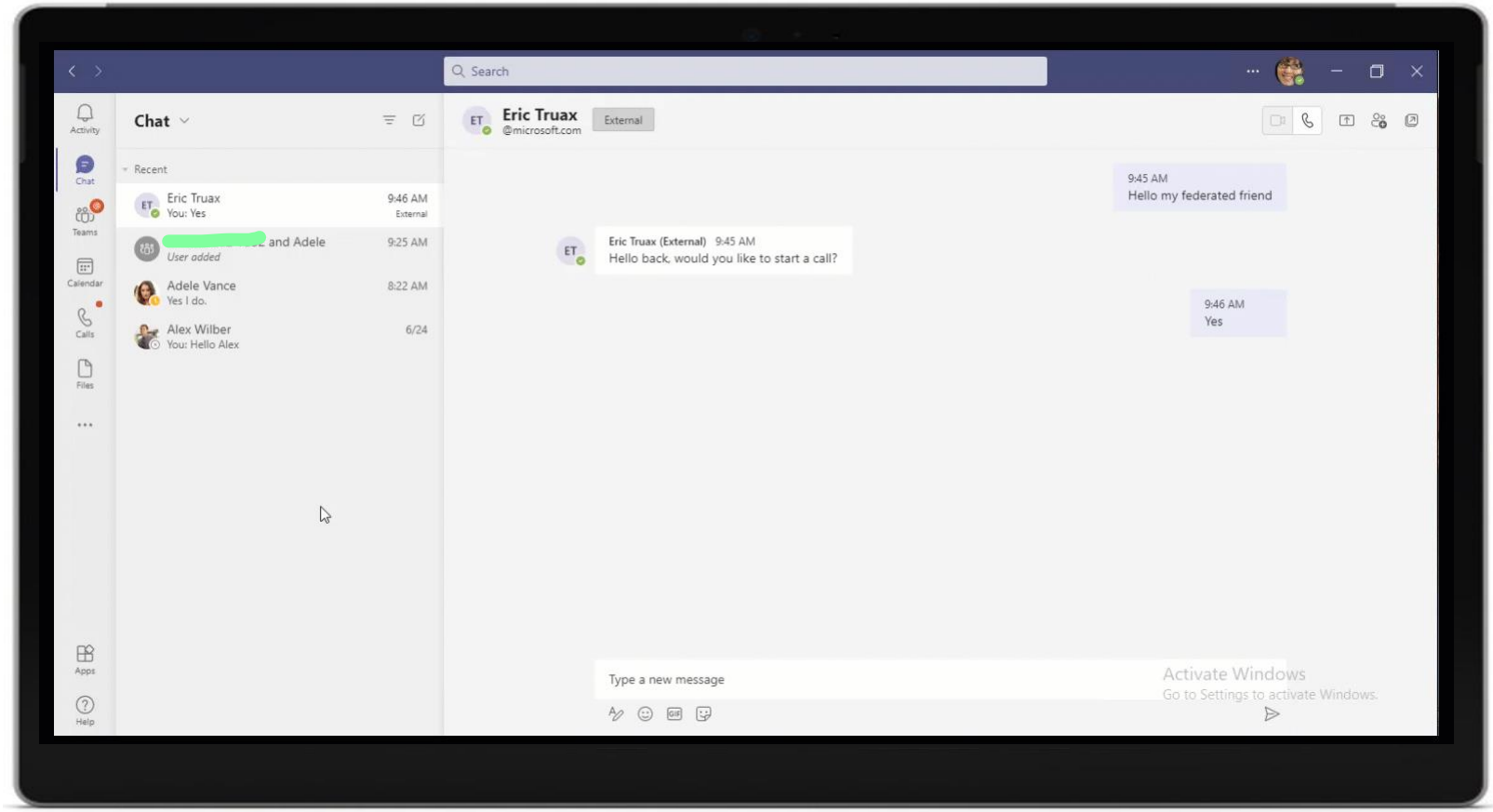
Doing more with Microsoft Teams Phone

Microsoft Teams Phone calling to PSTN using the dial pad

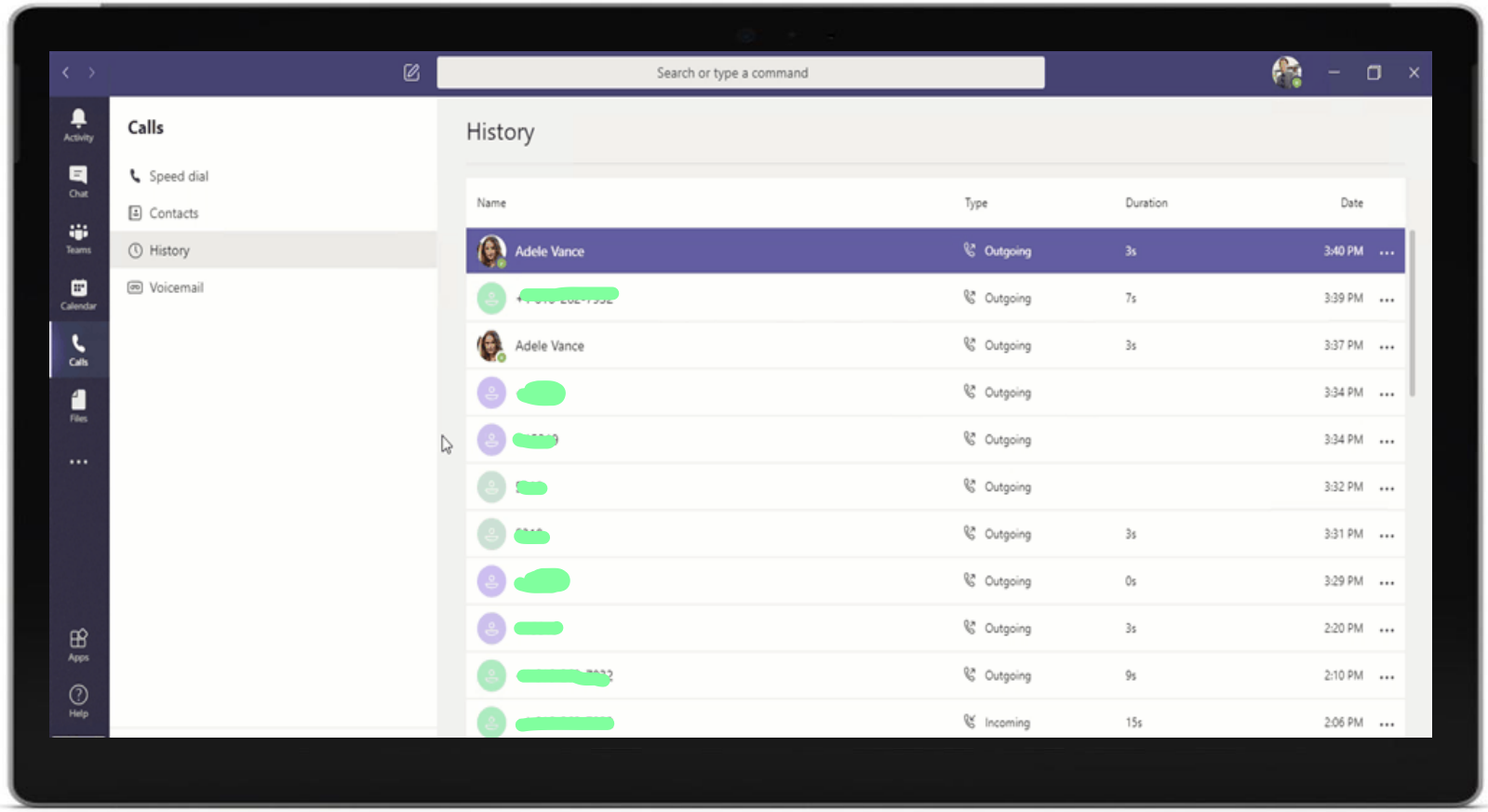
Public Switched Telephone Network (PSTN) is connected directly to Teams by either Direct Routing from your own services or from Microsoft provided services.

This gives us the ability to call anyone in the world with a telephone number.



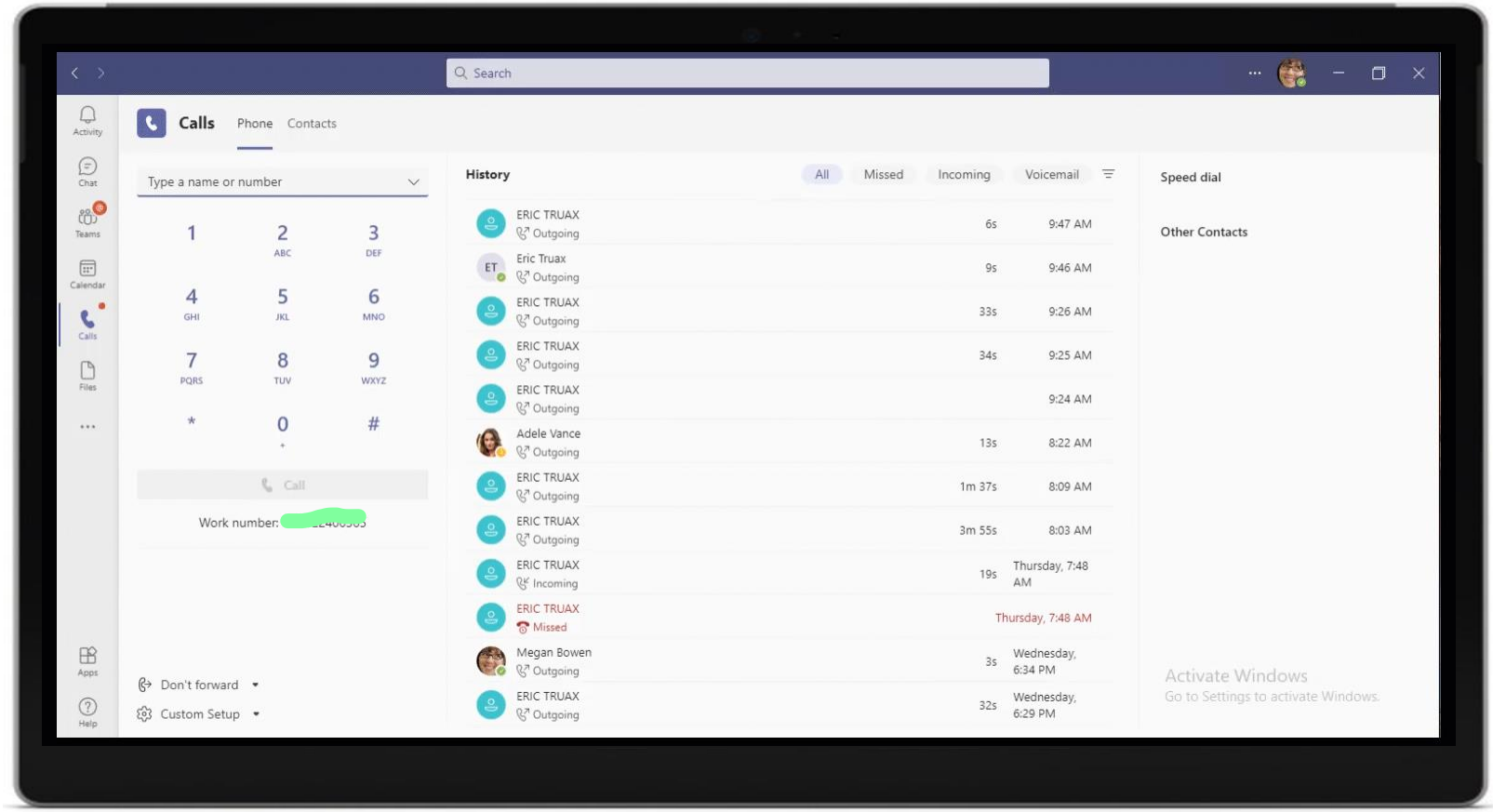
Microsoft Teams calling to extension dialing

We can also modify dialed numbers to allow for extension dialing or other situations where specific dialing rules should be applied.



Microsoft Teams calling adding a person on PSTN to a call

We can also add external callers to a Teams call. This will elevate the call to a meeting and allow everyone to be heard.



Microsoft Teams group call pickup

Teams enables recipients to change the relationship from push (SimRing) to pull (GCP) by changing how they want to be alerted

Full invite flow and call management

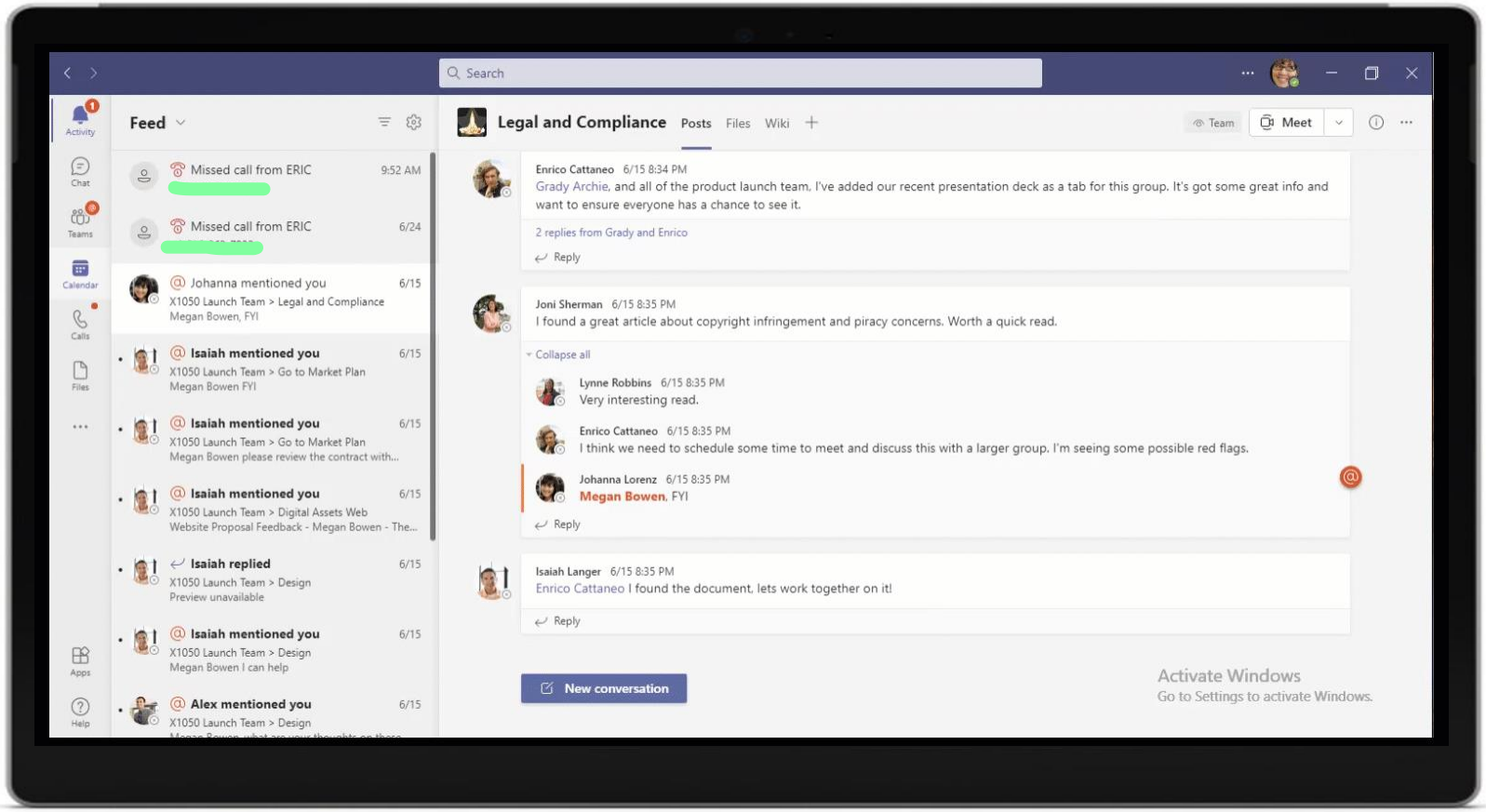
User can setup a call group

Group members get notified

Full control of the notifications

Answer calls on behalf of each other

IT Pro experience to create GCP on behalf of users



Microsoft Teams call park

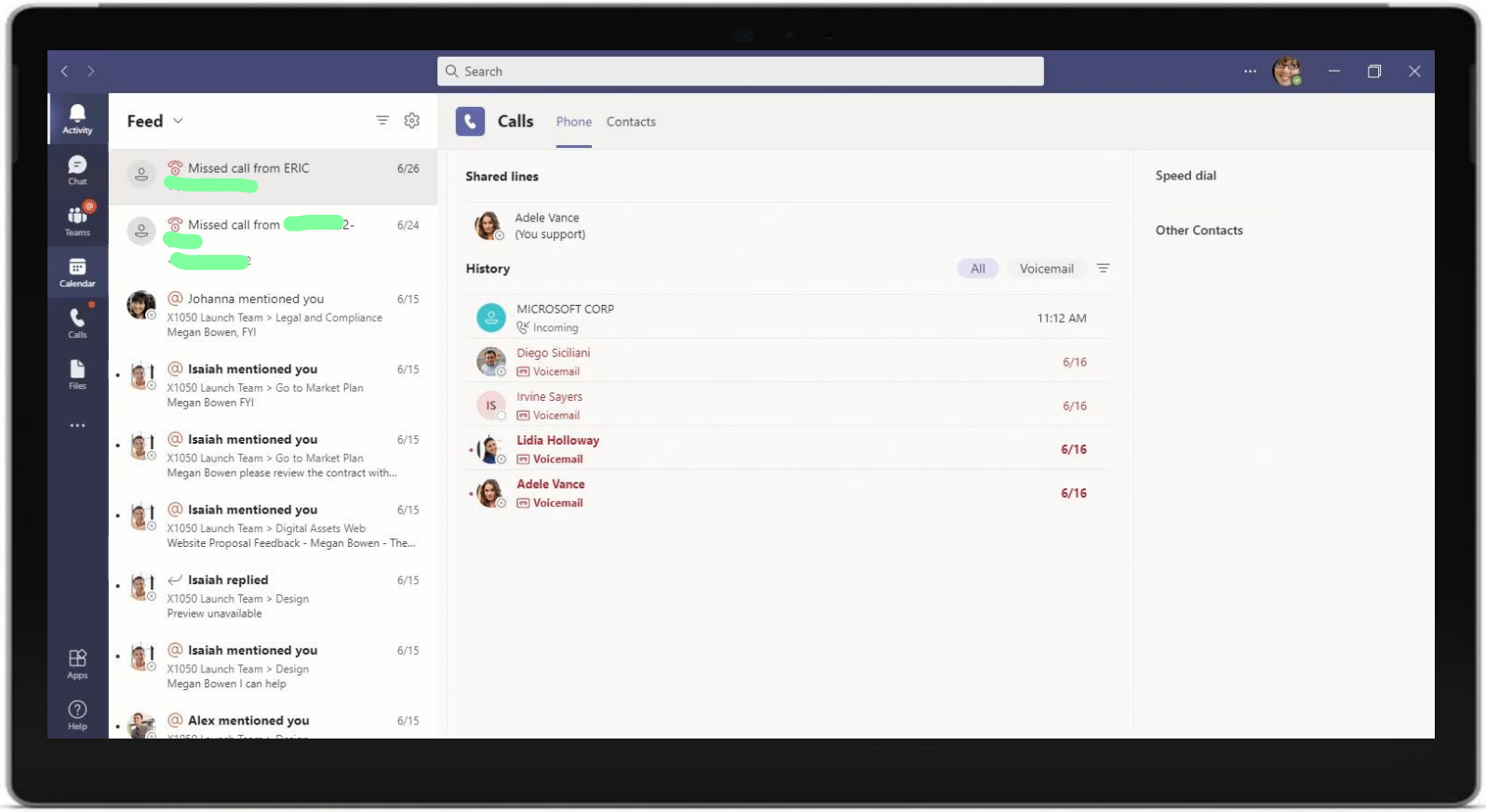
Teams enables people to park and retrieve calls

Park and retrieve calls

Park a call and get a code

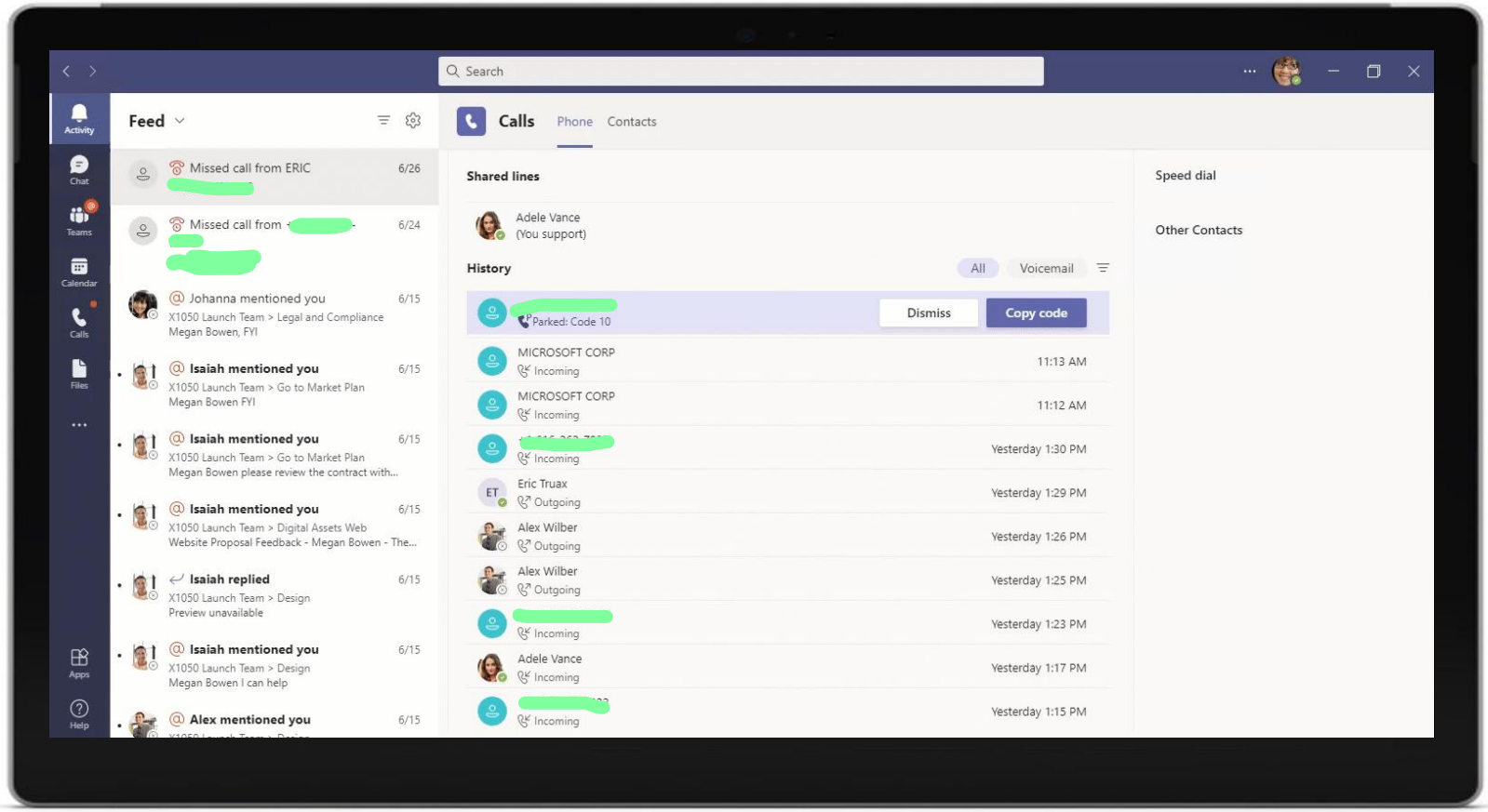
See all parked calls from Teams apps

Use Teams Phone or Teams app to retrieve the call



Microsoft Teams call park retrieve

Adele or anyone else in the organization can pick up the parked call from the speed dial menu. These call park numbers are set in a call park policy in the Teams Admin Center.



Shared line appearance

Teams enables people to share their phone line with their delegates

Full invite flow and call management:

Manager initiated

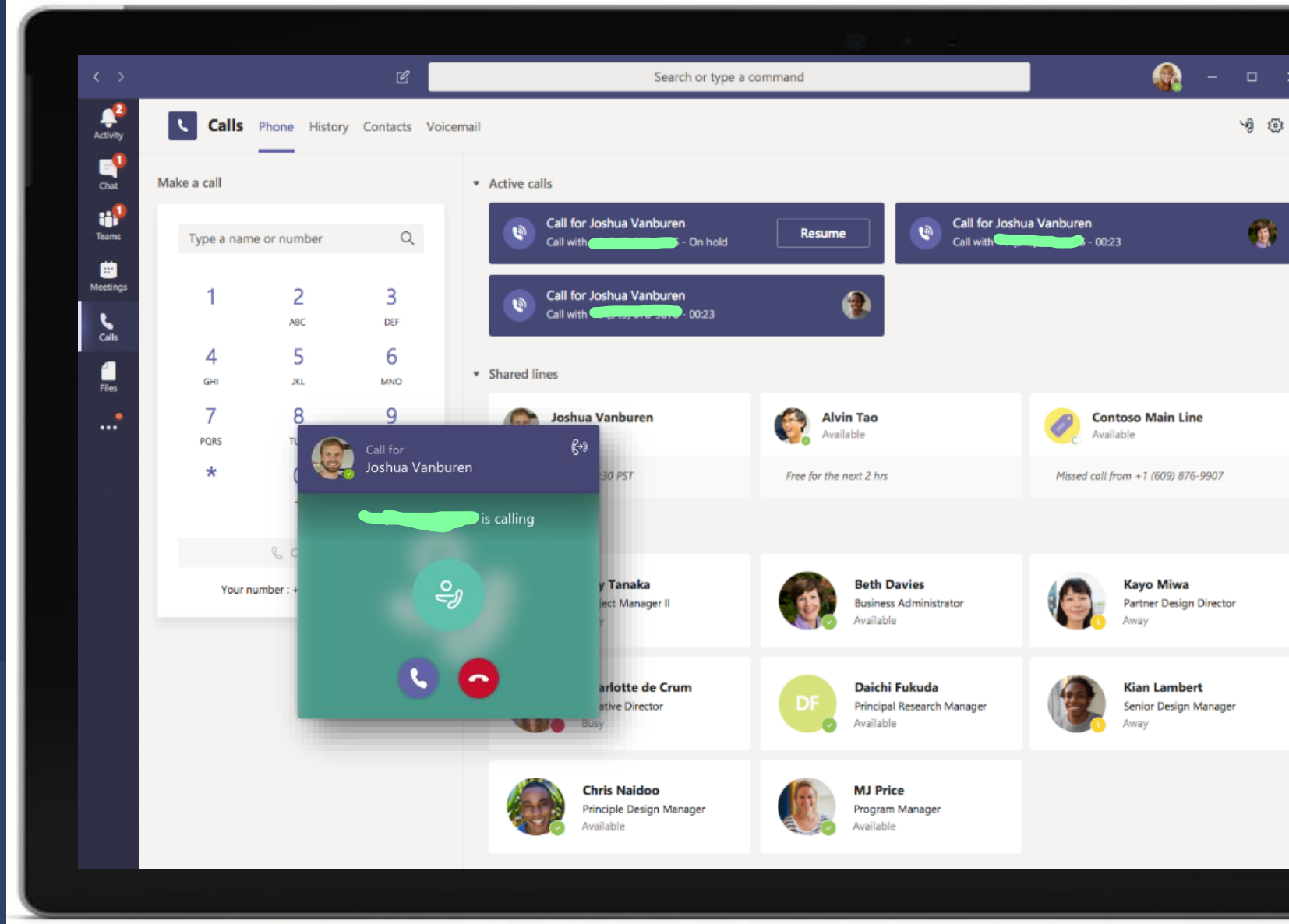
Delegate managed or initiated

See line busy status and active call information

Resume a call on hold by manager or admin

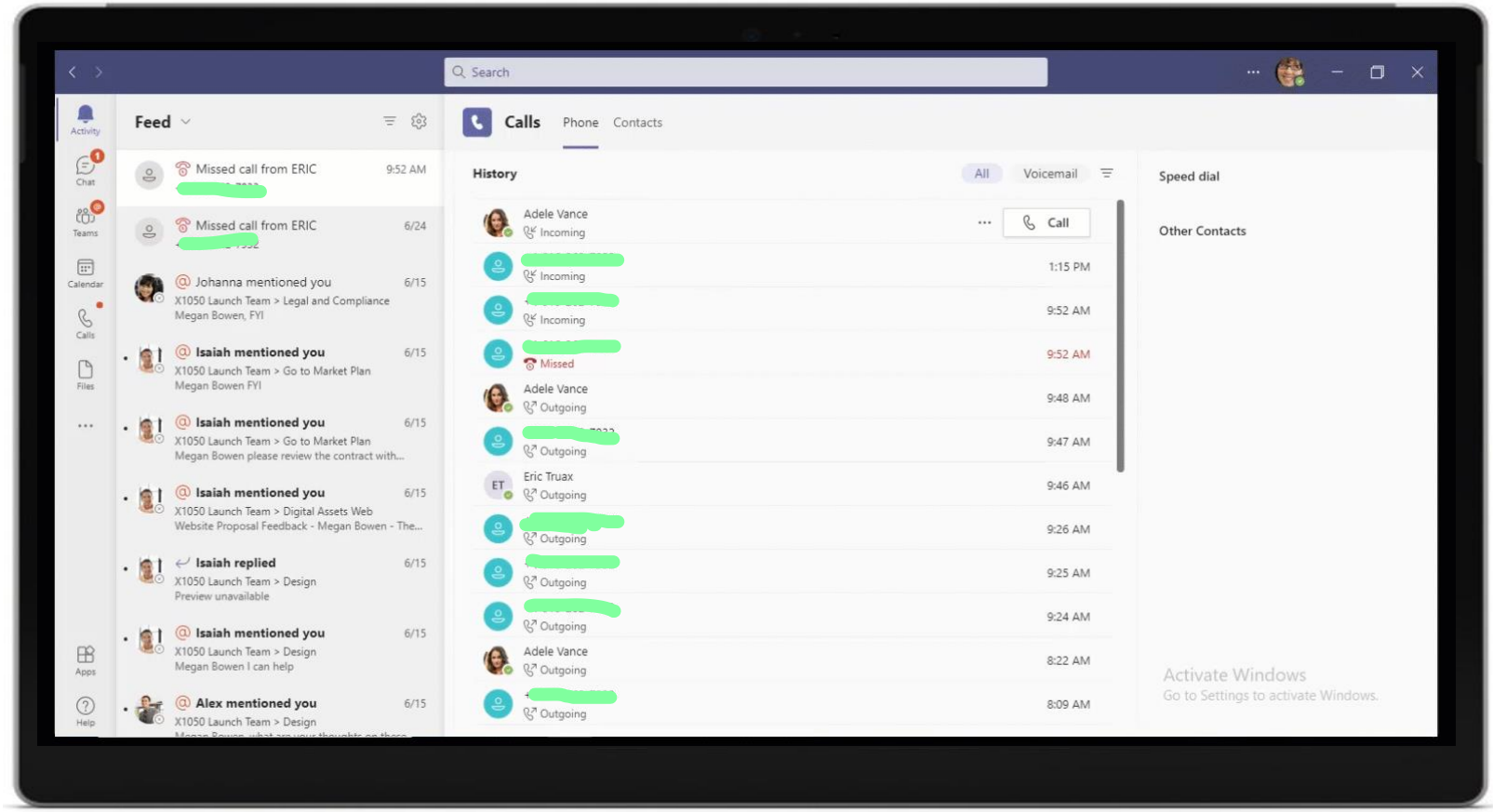
Make/receive shared line calls

IT Pro experience to create on behalf of users



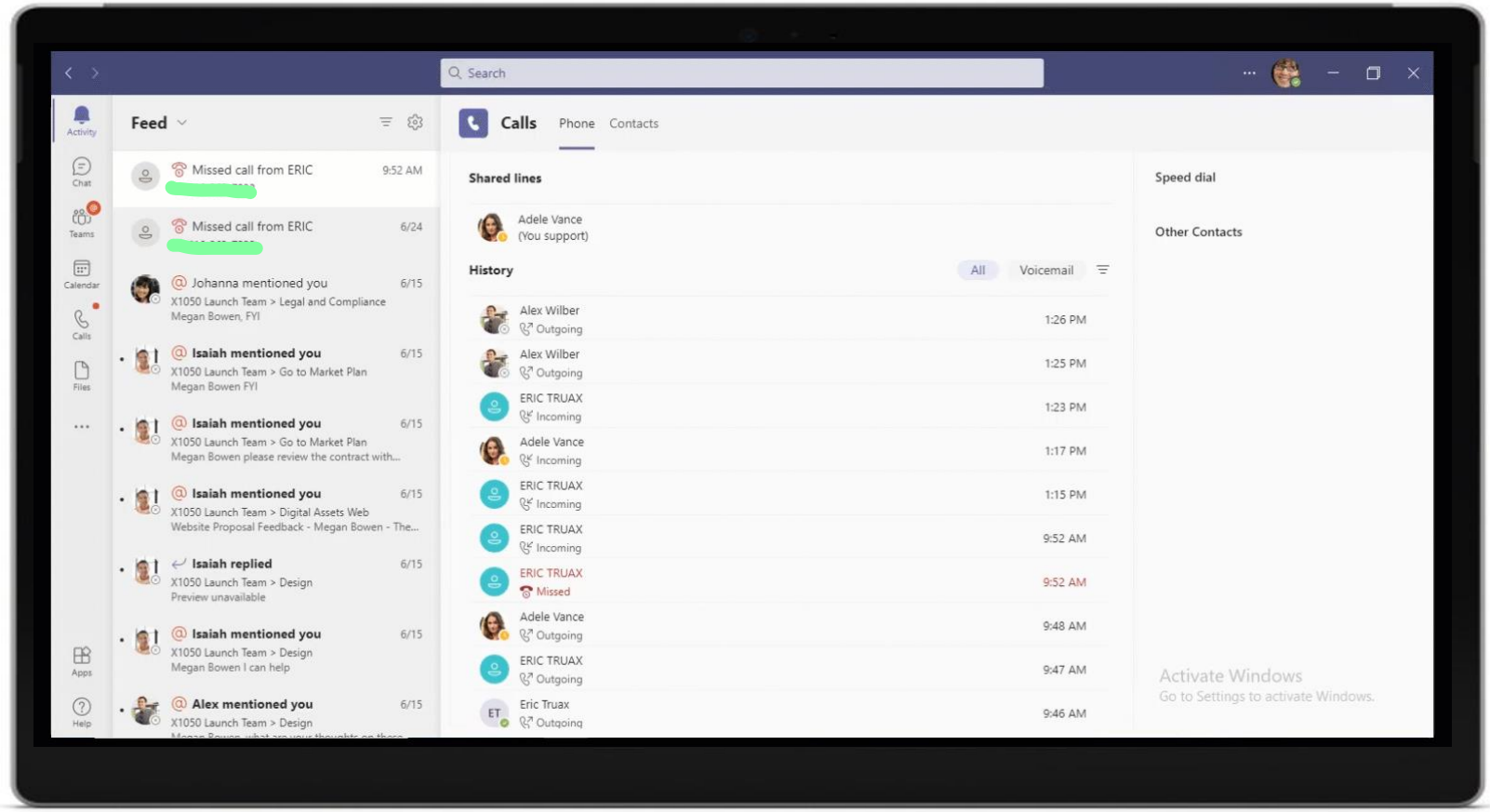
Microsoft Teams delegation answering a call on behalf of someone else

Adele has made Alex a delegate for her calls. This will allow Alex to answer and make calls on her behalf. He can also set call controls for her. Here we see Alex accepting a call on behalf of Adele.



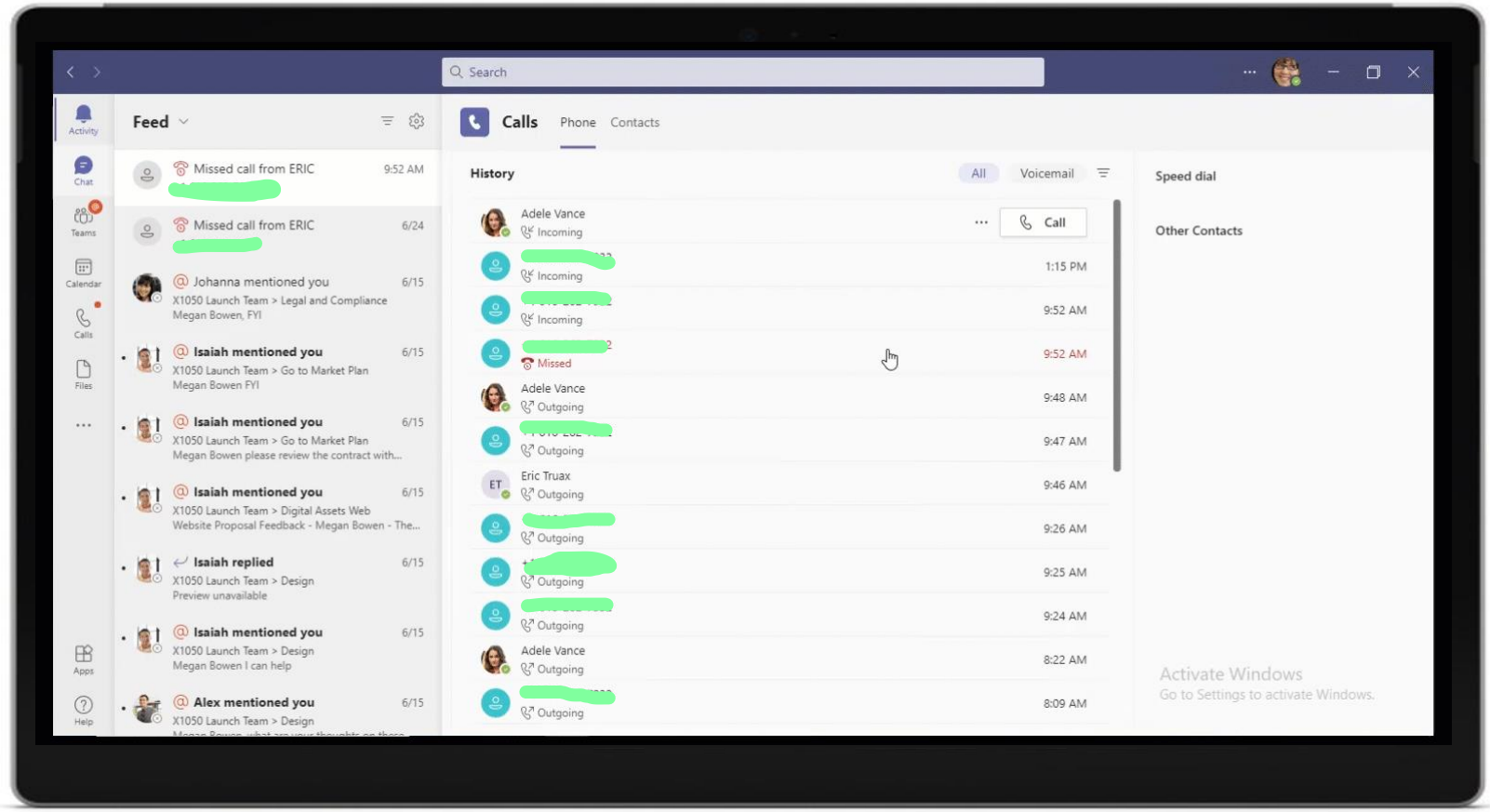
Microsoft Teams delegation making a call on behalf of another user

Alex is going to make a voice call on behalf of Adele. Once completed he can transfer that call to her. This allows Alex to assist Adele in setting up calls.



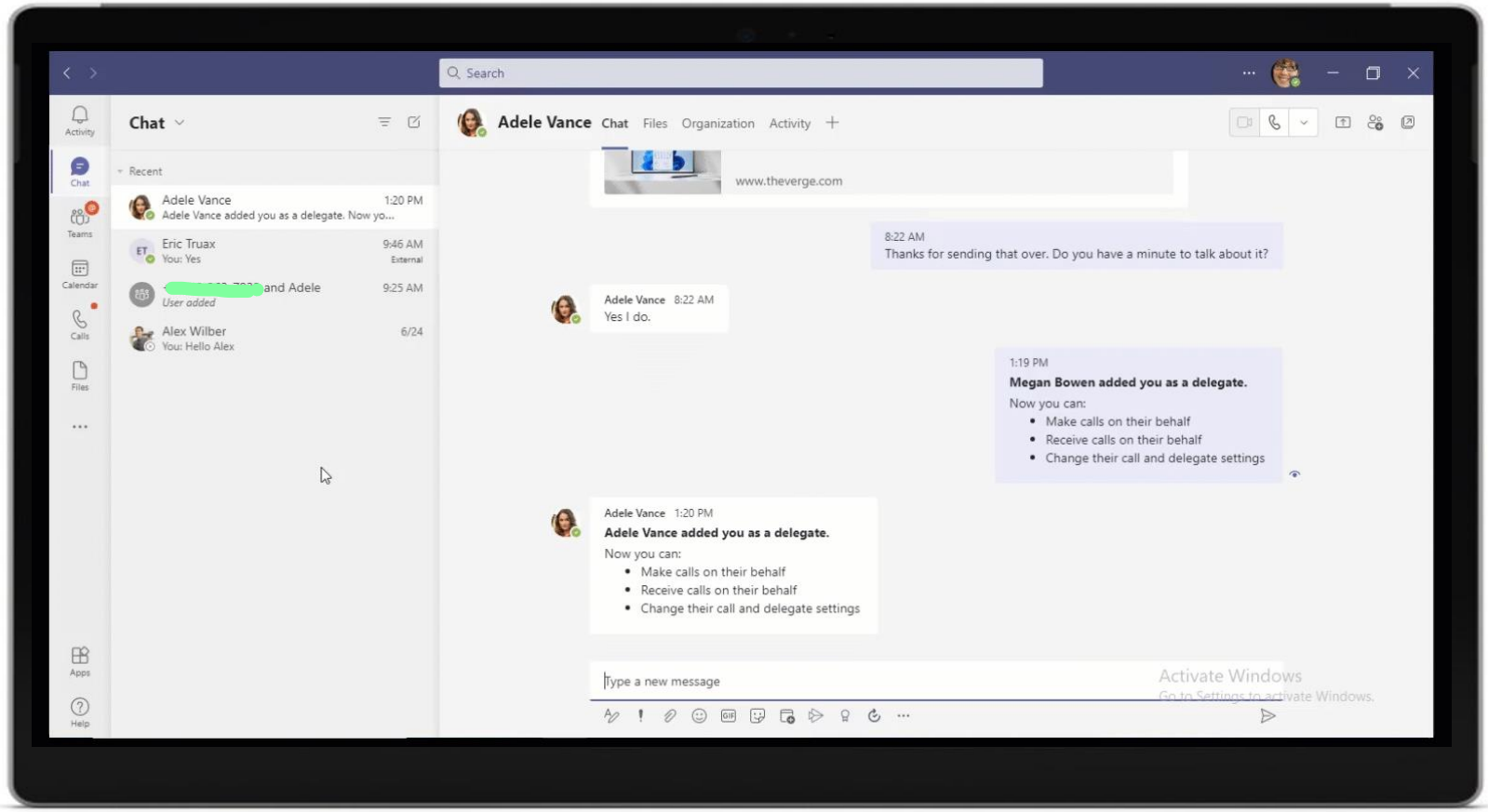
Microsoft Teams delegation setting up delegation

Setting up delegation is done inside the Teams client settings area where you can select which permissions you would like the delegate to have.



Microsoft Teams delegation changing call control for another user

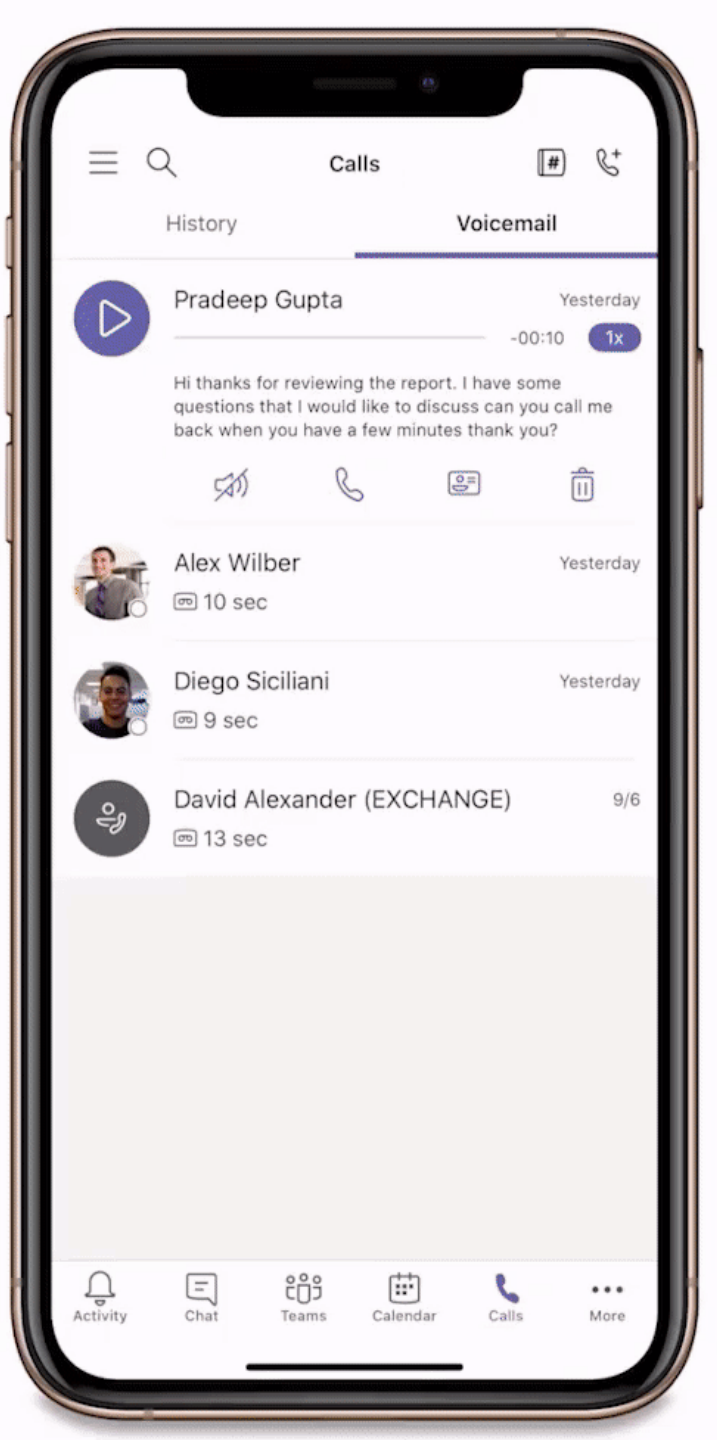
Once delegation is set up to allow call control, Alex can have Adele's calls ring in specific manners depending on the situation.



Microsoft Teams mobile

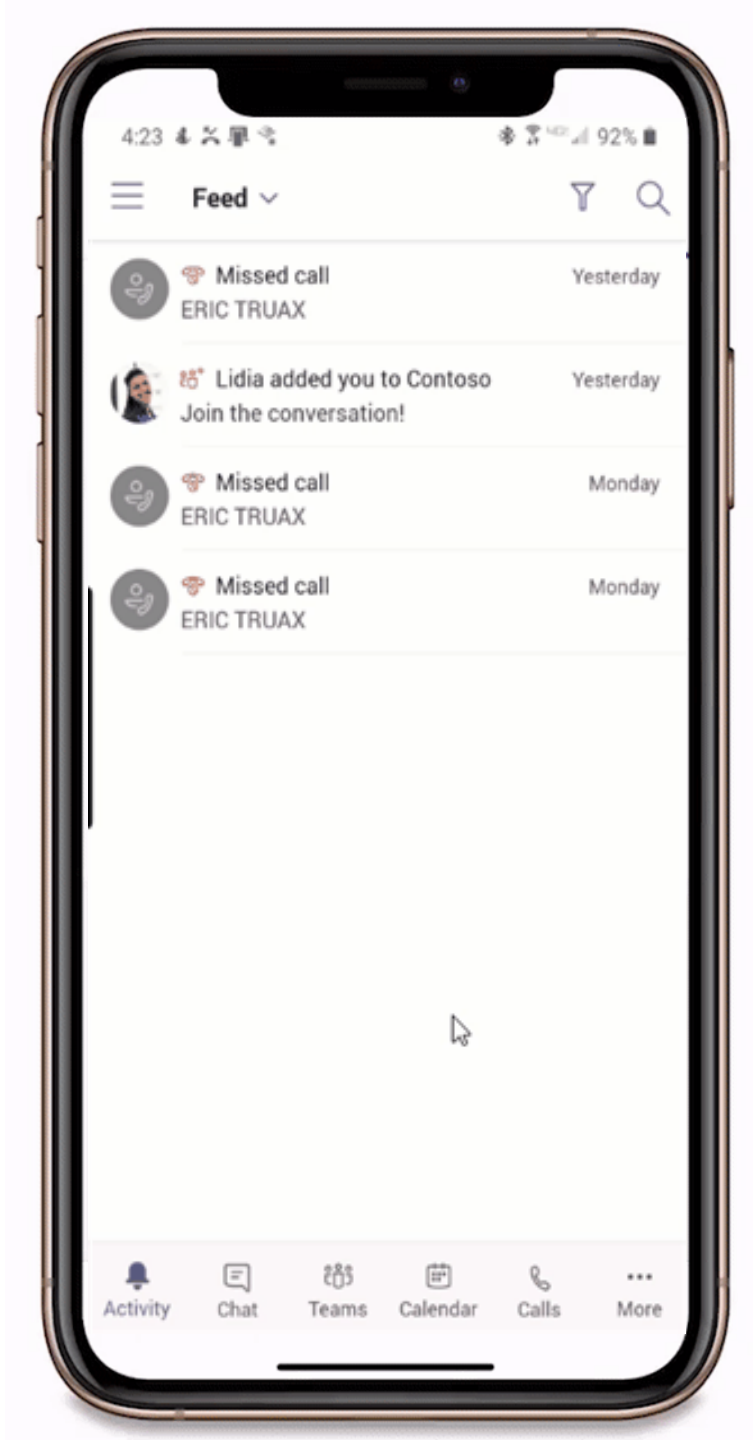
Microsoft Teams mobile client answering a call

While away from his desk, Alex can use the Teams mobile client voice features in much the same way as his desktop client. He can answer incoming Teams Phone calls directly on the mobile client.



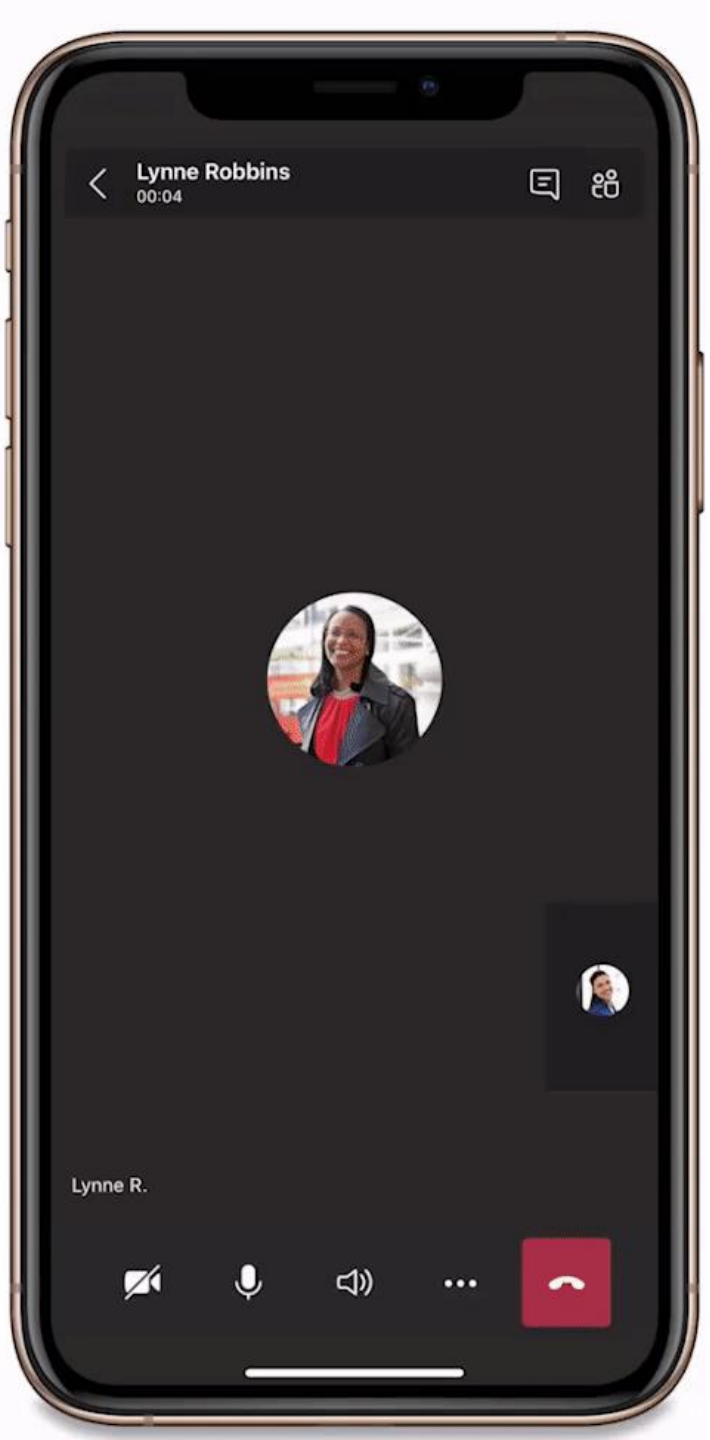
Microsoft Teams mobile client calling from the dial pad

Alex can make a Teams Phone call from the client as well. This includes extension dialing.



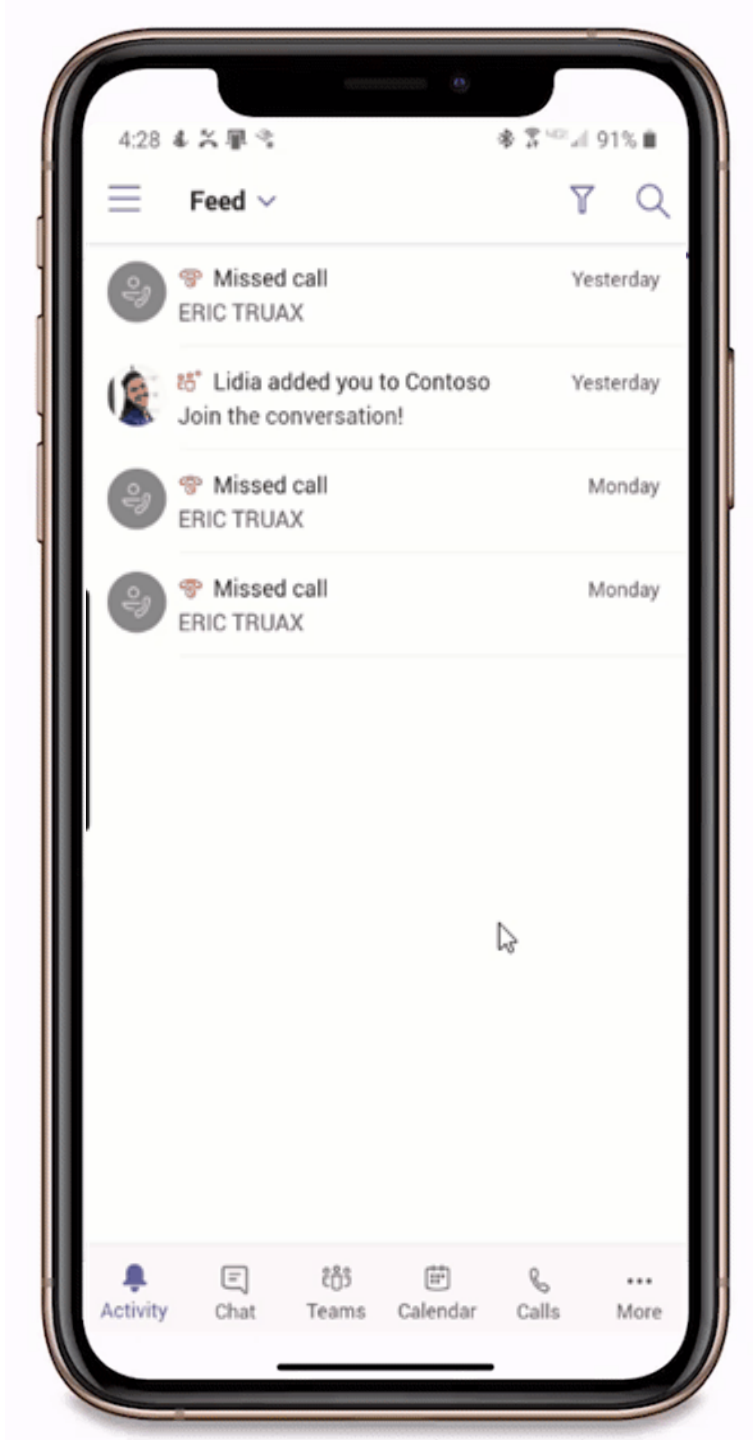
Microsoft Teams mobile client adding people to a call

Alex can add other people to a Teams Phone call and elevate it to a meeting.



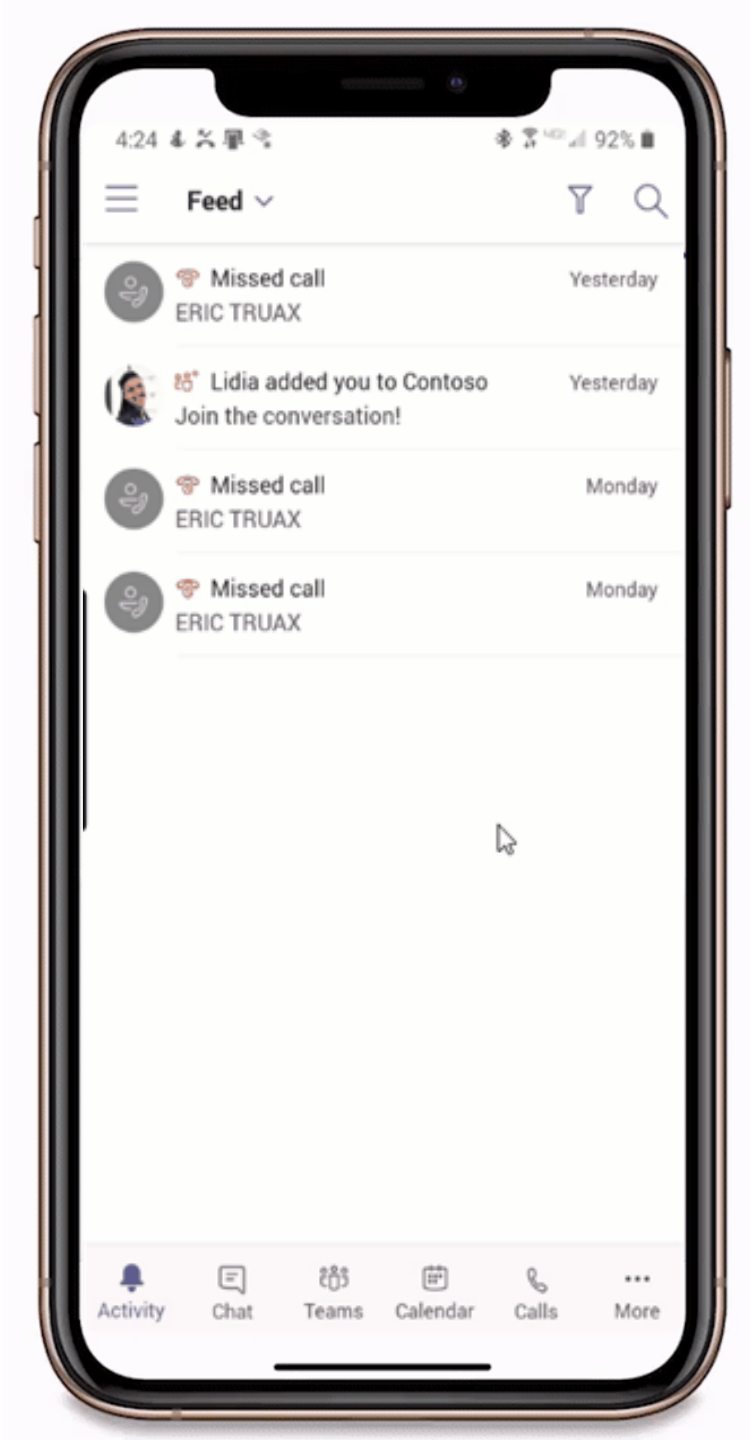
Microsoft Teams mobile client looking up people in your organization

Alex can also lookup people in the organization or contacts on his mobile device.



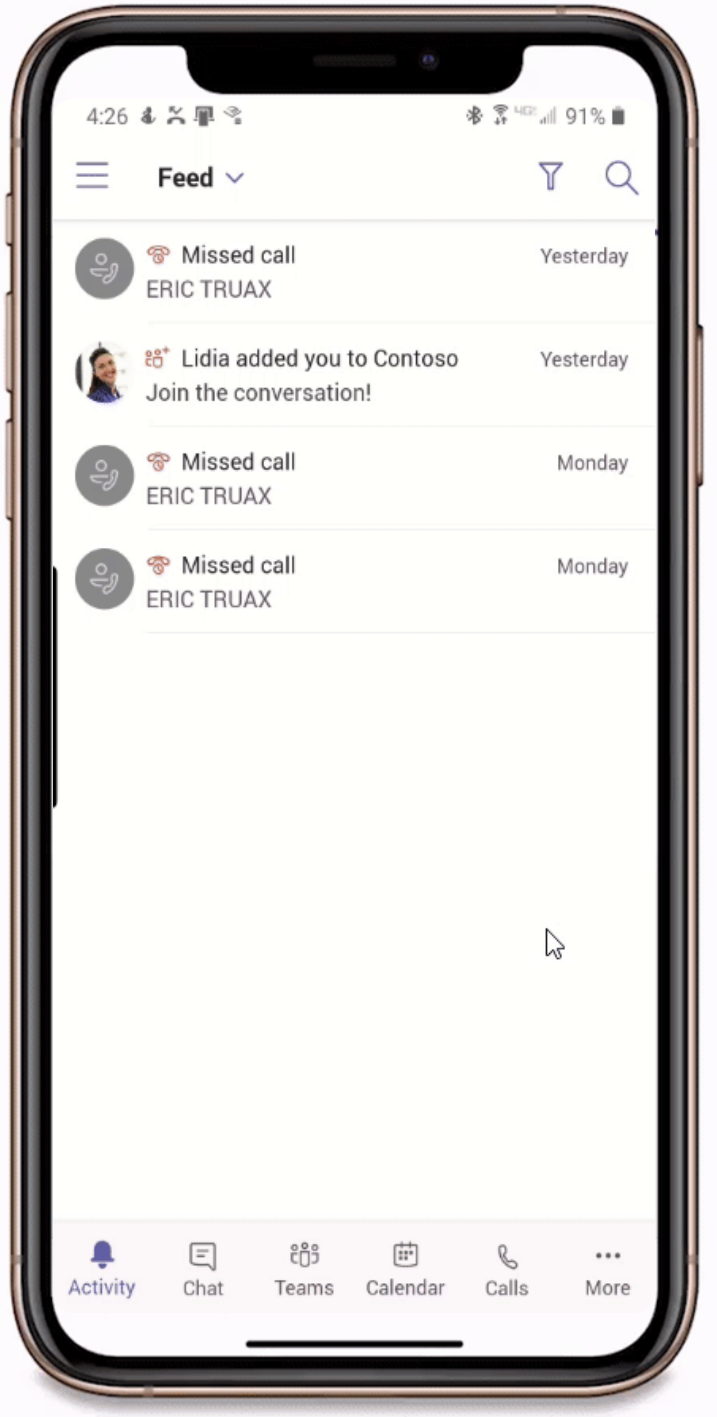
Microsoft Teams mobile client escalating a chat to a voice call

In much the same manner the desktop client can elevate a chat to a voice call. The mobile client can as well.



Microsoft Teams mobile client making a call on behalf of someone else

The ability to answer and make calls on someone's behalf works in the mobile client as well.



Microsoft Teams Calling Plans

Microsoft Teams Calling Plans

Bring the benefits of the cloud to your phone system

Rapid provisioning

Procure and assign phone numbers to users in minutes, with no on-premises equipment

Number porting and enhanced 911

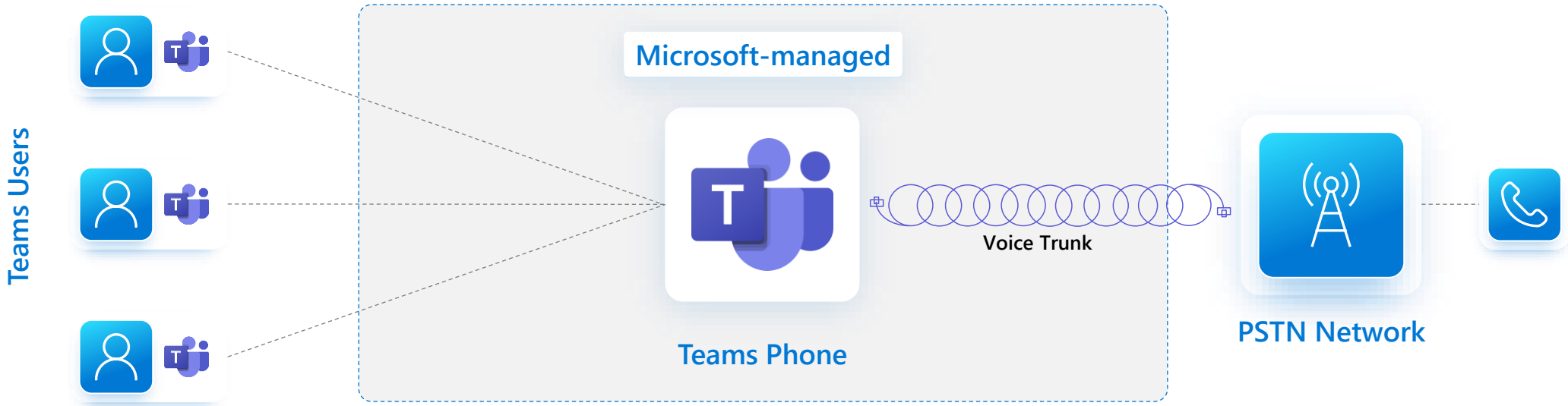
Use your existing phone numbers with Microsoft calling plans, and meet E911 and other legal obligations

Local, long distance and international calling

Reach the people important to your business, with a choice of calling plans

PSTN Architecture: Calling Plans

Calling Plans: An all-in-the-cloud solution with Microsoft as your PSTN carrier.



Tip: Calling Plans do not require any customer provided telephony infrastructure and can be set up in minutes.

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Operator Connect

Operator Connect

Simply and seamlessly enable calling in Teams using your existing telecom operator

Bring your own telecom operator

Maintain your operator contracts and relationships, while providing users a modern calling experience in Teams

Setup in minutes; simplify provisioning and management

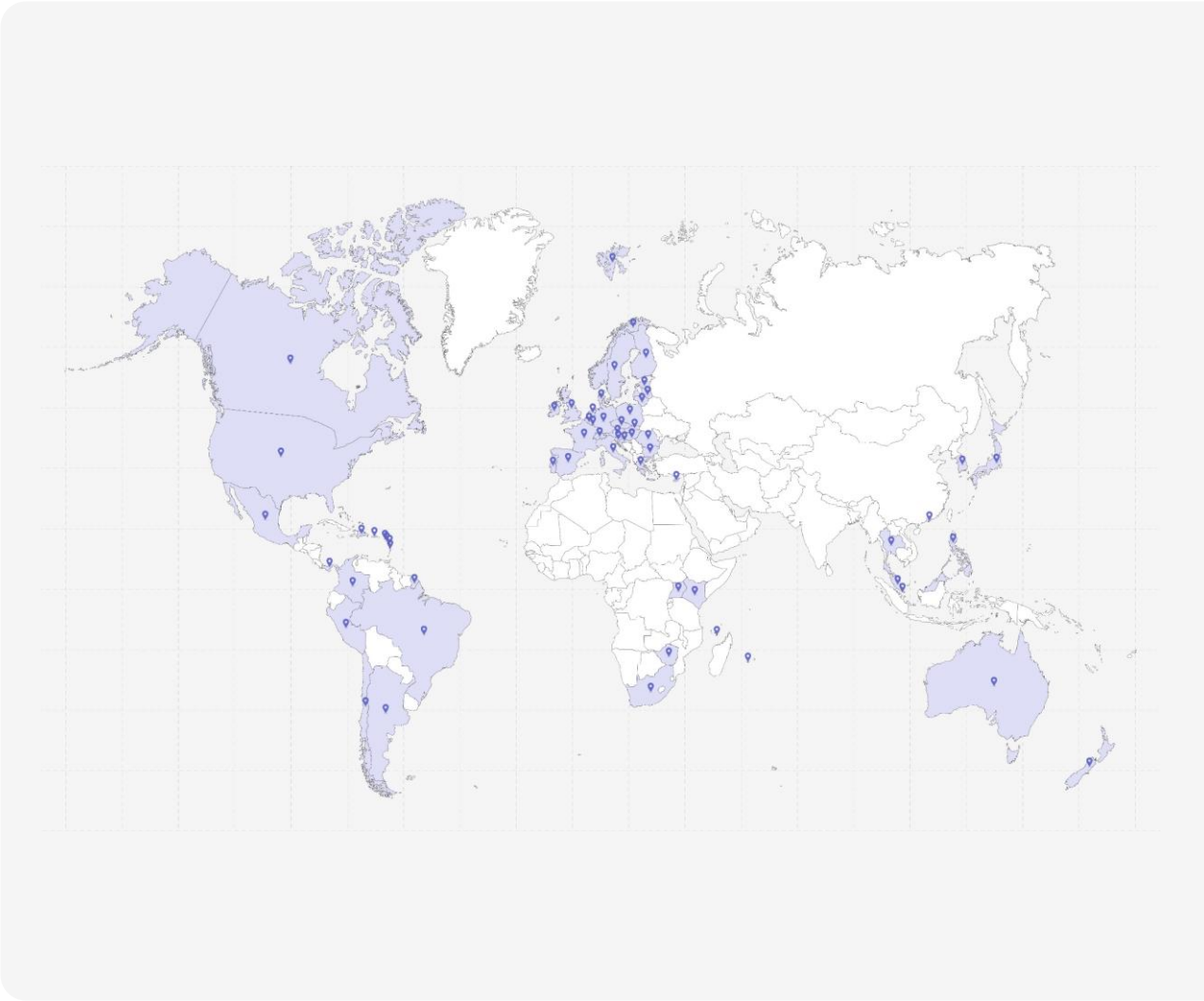
Establish the connection to your operator, provision users, and assign phone numbers from the Teams Admin Center

Save on infrastructure purchase and management

Manage call control in the cloud with Microsoft Teams Phone, eliminating need to purchase and maintain equipment

Feel confident with enterprise-grade reliability & support

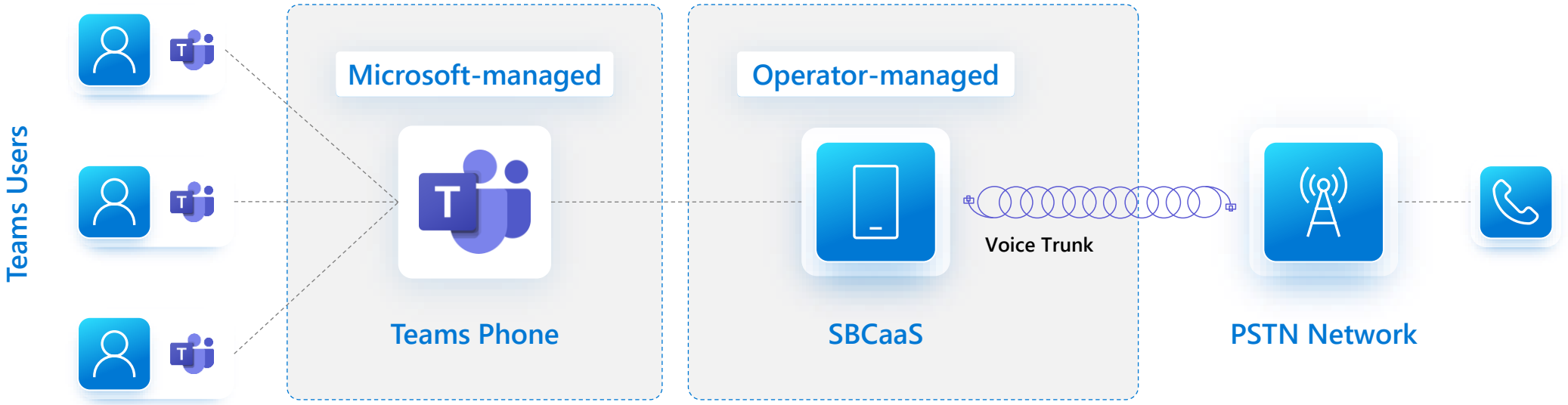
Operators provide technical support and service level agreements, and direct peering powered by Azure creates a 1:1 network connection to enhance resilience



Learn more https://aka.ms/OperatorConnect

PSTN Architecture: Operator Connect

Operator Connect: An all-in-the-cloud solution directly integrated with Teams with an Operator of your choice (based on availability) as your PSTN carrier.



Tip: Operator Connect integrates the telephony infrastructure of your choice Operator directly into Teams and does not require any customer provided infrastructure.

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Teams Phone Mobile

Teams Phone Mobile

A seamless way to integrate a users' mobile identity with Microsoft Teams

Enable efficient calling and collaboration across your mobile organization

Assign a single business-provided mobile phone number

Enable secure and compliant mobile communications

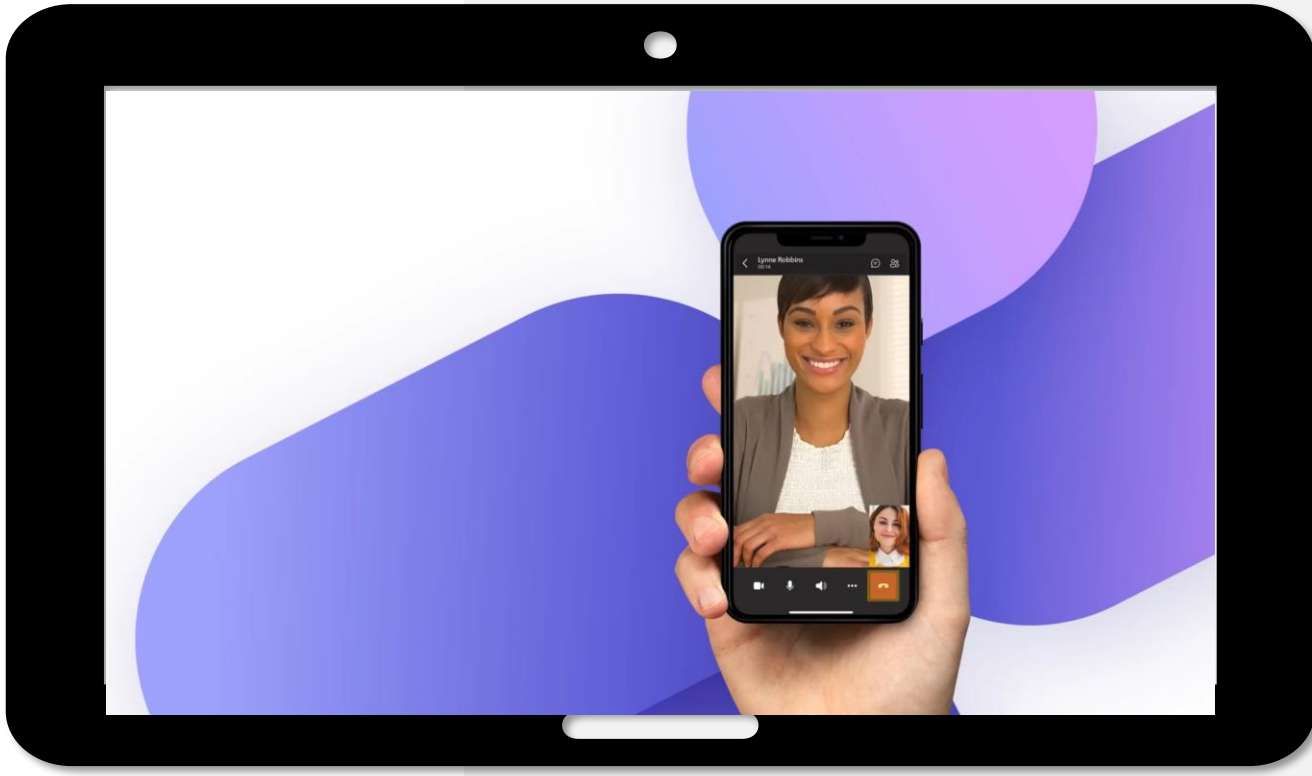
Streamline support and eliminate redundant services

Keep your mobile workforce connected across devices and networks

Calling that works

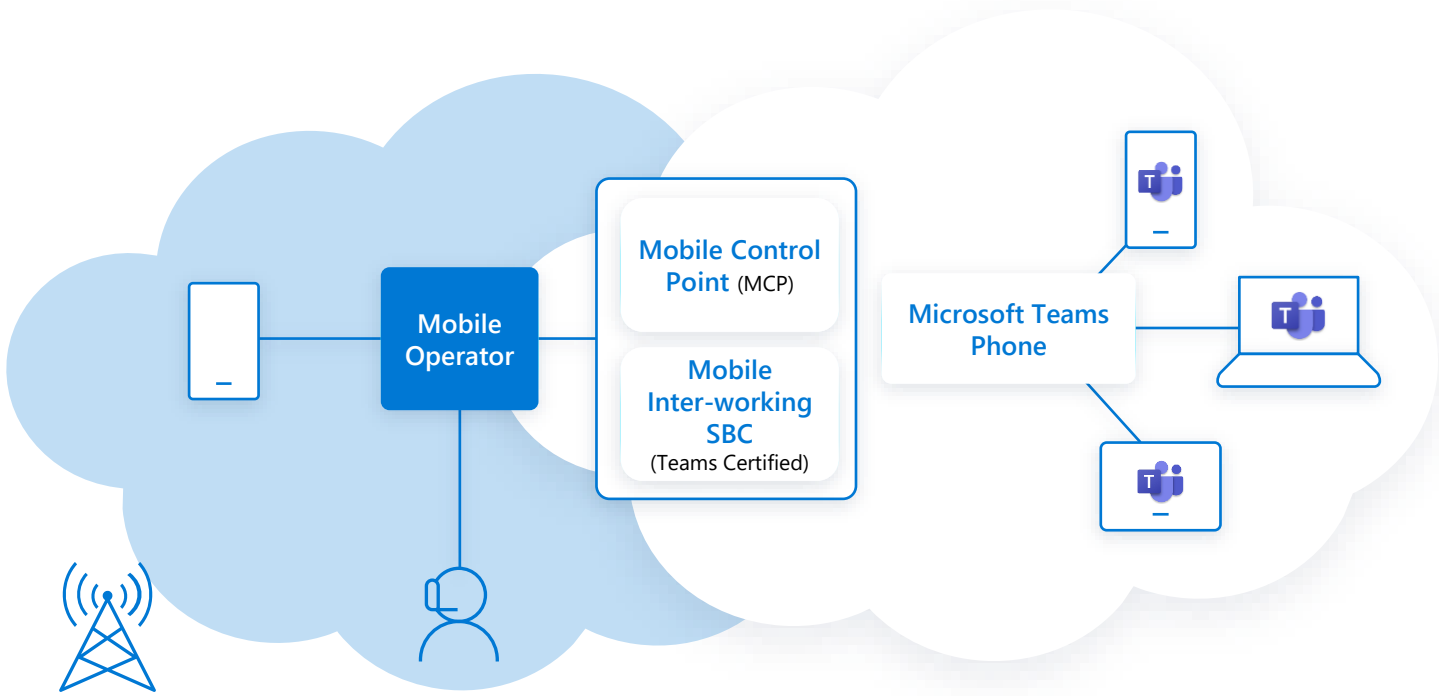
The power of Teams

True mobile integration



PSTN Architecture: Teams Phone Mobile

Teams Phone Mobile: Convenience of having a single, business-provided number for Teams and cell phone.



Tip: Company provided cell phones can be Teams Phone Enabled to eliminate traditional wired lines.

Teams Phone Mobile unlocks the power of mobility in your organization

Realize fixed-mobile convergence for integrating your users' mobile identities with Microsoft Teams.

Assign a single business-provided mobile phone number

Users have one number for mobile, desk, and Teams to enable work from any location, device, or network.

Enable secure and compliant mobile communications

Implement enterprise-grade business policies that are secure and compliant across mobile devices.

Realize true mobile integration

Unify business communications including combined call history, voicemail, and presence across devices.

Reduce costs of redundant services and devices

Trim costs on redundant fixed-line services as well as the number devices and hardware to purchase, manage, and support.

Teams Phone Mobile keeps your mobile workforce connected across devices and networks

Enable flexible calling and collaboration, from anywhere.

Calls just work

Stay productive anywhere, across devices and networks. Move between devices and Teams endpoints without dropping calls.

The power of Teams

Uplift native mobile calls to Teams for greater collaboration by adding others, sharing screens, and leveraging the power of video.

Unified and integrated collaboration and communication tools

Increase productivity with a centralized view of all business communications.

Security and compliance across mobile devices

Keep mobile communications secure and compliant with company policies.

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Direct Routing

Direct Routing

Use your existing infrastructure.

A Highly customizable approach that allows you to maintain existing service provider agreements and use on premises/hybrid hardware. Available globally through partners.

Available in 180+ markets

Available for every market where Teams Phone is available

Manage voice quality with media optimization

Use Media Optimization to control media traffic flows to accommodate a multitude of network topologies and local telephony setups for various enterprises all over the world

Leverage existing PSTN service

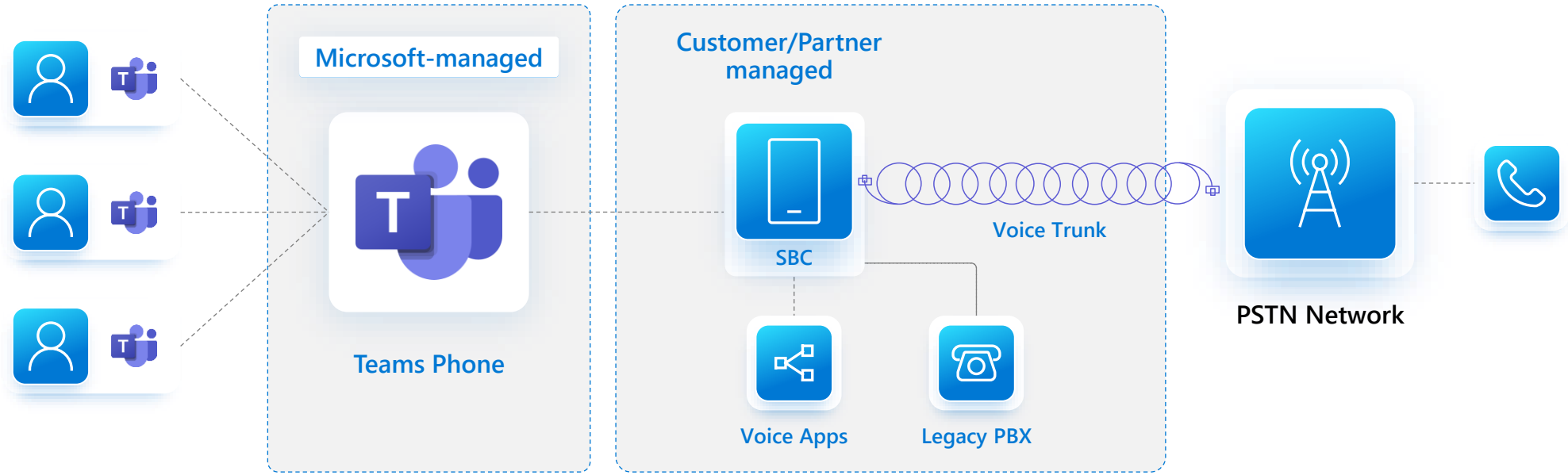
Direct Routing allows you to connect your certified SBC to almost any telephony trunk or interconnect with third-party PSTN equipment

Pure cloud or managed

Flexible delivery models, from fully hosted on-premises managed by the customer or delivered by a partner as hosted or service billed per user per month (Direct Routing as-a-service)

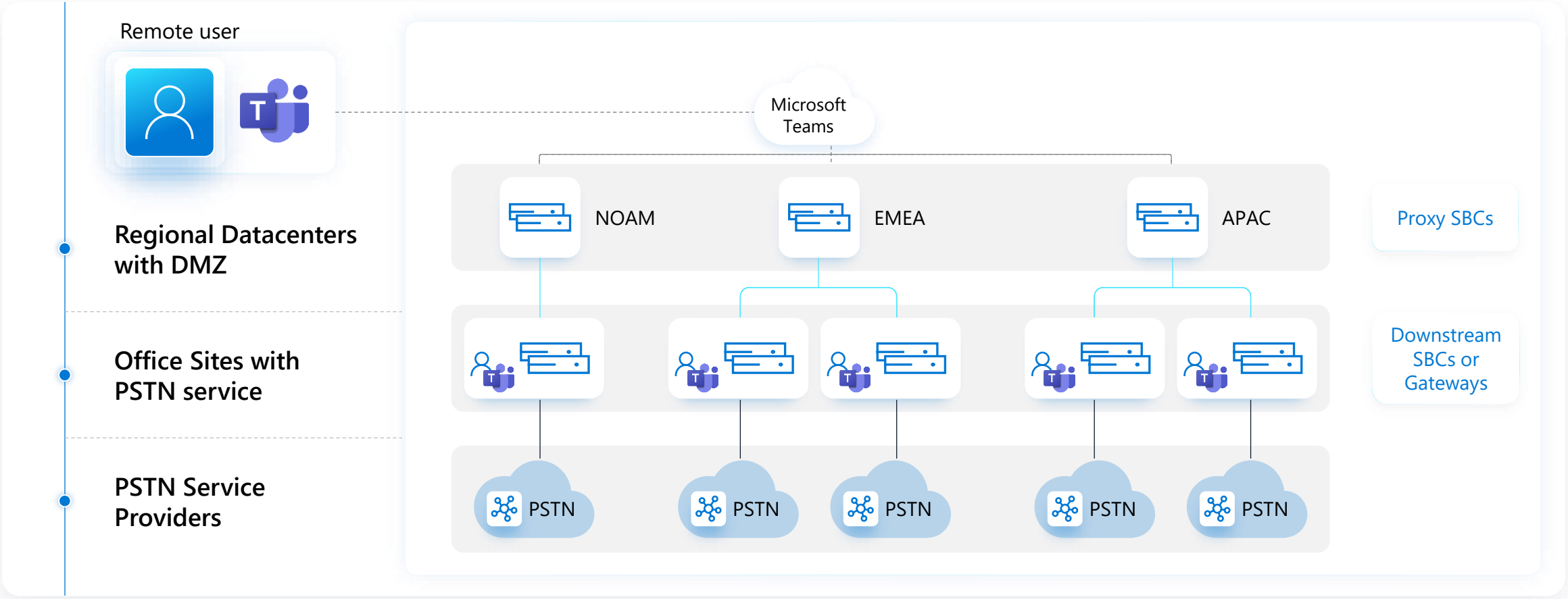
PSTN Architecture: Direct Routing (Simple)

Direct Routing: A flexible deployment model which enables you to use your own PSTN carrier by connecting your Session Border Controller(s) (SBC) to Phone System. Direct Routing can be deployed in a self-hosted or partner-hosted (Direct Routing as a Service [DRaaS] model).



Tip: With Direct Routing, you integrate your existing telephony provider and any on-premises telephony infrastructure with Teams via your own SBC. Many partners and PSTN service providers offer Direct Routing as a Service (DRaaS) [hosted model].

PSTN Architecture: Direct Routing (Complex)



Tip: Direct Routing solves challenges in complex telephony environments.

Selecting PSTN Connectivity

PSTN Connectivity Models

Prioritize for quick deployment

	Microsoft Teams Calling Plans	Operator Connect	Microsoft Teams Phone Mobile	Direct Routing
Customer value	A fast and Simple way to setup calling without additional technical configurations. It does not require a session border controller (SBC) or 'voice trunk'.	A quick and easy way to integrate with calling while maintaining existing service provider agreements and leveraging the customization and flexibility of direct routing.	All the benefits of Operator Connect but assign a single business-provided cell phone number as your Teams Phone number.	Highly customizable approach that allows customers to maintain existing service provider agreements and use on premises/hybrid hardware. Available globally through partners.

Why choose this option	• Getting started quickly is a priority.
	• Simplicity that comes with all-in-one solution is important.
	• There is not any existing on premises PSTN infrastructure (SBC or voice trunks).
	• Easy to set up a rapid proof of concept
	• Available in 34 markets.
		• Needs a pure cloud (no hardware footprint), fully managed solution.
		• Existing PSTN infrastructure (voice trunks) will continue to be used.
		• Existing service provider agreements are in place.
		• Integrated end-to-end number management experience in Teams admin center.
		• Multi-national company with locations outside Microsoft Calling Plan markets.
		• Can support third party Interop with PBXs for migration using downstream SBC's.
		• Available markets can be found here.
			• Convenience of having a single, business-provided number for Teams and cell phone.
			• Enable workforce Which can lead to increased efficiency, productivity and retention.
			• Eliminate costs associated with fixed lines devices and hardware.
			• Easy to deploy, configure, and manage
			• Apply security, compliance, and policy settings across mobile devices.
			• Available in Canada through Rogers Business and Sweden through Telia.
				• Existing PSTN infrastructure (SBC or voice trunks) will continue to be used
				• Required for PBX co-existence
				  – Migration from legacy telephony Systems.
				  – Integration for analog devices (elevator phones overhead paging etc.)
				• Multi-national company with locations outside Microsoft Calling Plan countries.
				• Existing service provider agreements are in place.
				• Regulatory requirements around telephony in their region (examples include India, China, Australia).
				• Local PSTN survivability needs.

Minimal configuration — As a service — Highly customizable

1st Party — 3rd party

Tip: Deployment complexity and time-to-value are typically shortest with Calling Plans, followed by Operator Connect, then Direct Routing (hosted) and finally Direct Routing (Self-hosted)