



Teams Phone Mobile



Your mobile number and Teams become one

Teams Phone Mobile integrates your Telia Mobile Subscription with Microsoft Teams. Besides the normal way of calling with your mobile phone, it allows you to use Teams for answering and making mobile calls in your computer or any other Teams enabled device. This ensures a seamless user experience for combining mobile phone calls with enriched features for increased productivity like chat, video, screen sharing and AI assistance.

Teams Phone Mobile routes all calls for your SIM-enabled mobile number through Microsoft Teams. This allows you to use many Teams features during the call; for example, you can easily move an ongoing mobile call to Teams, your colleagues will see your status as “Busy in a Call,” and you get a unified call history on both your mobile phone and Teams.

Microsoft designed mobile-first solution for Teams

Teams Phone Mobile is a Microsoft designed integration for Teams in the mobile network, where Telia is one of the operators that offers it as an add-on for the mobile subscriptions.

It is based on a shared infrastructure between Telia and Microsoft, where the SIM-enabled mobile number will be integrated directly to Microsoft Cloud over a robust and geo-redundant connection. This guarantees Quality of Service and maintains a superior voice quality.

Being a Microsoft design, it is also future-proof and aligned with Microsoft's roadmap for Teams.

Teams features for your mobile call

Some of the benefits:

- Make and answer mobile calls in Teams
- Uplift the call and enrich it with Teams features
- Move ongoing calls between devices
- Teams presence when busy in a native mobile call
- Same call history for both mobile and Teams
- Teams Voice Mail for all your calls (incl mobile)
- Record native mobile calls with Teams recording
- AI assistance with CoPilot

Simple to set up and utilize

The service is managed in the Microsoft Teams Admin Center, where a mobile number can easily be assigned to the Teams user. The user can then adjust various settings such as call waiting, call history, and voice mail within their own Teams app.



Teams Phone Mobile with Telia

Teams Phone Mobile enables employees to work efficiently in remote, in-office, and hybrid settings. It allows calls to be made and received on any device, providing a seamless experience between mobile and Teams. This ensures that no calls are missed, allowing for optimal work based on the situation.

Make and receive calls from mobile dialer and Teams

Calls from the mobile number can be made either through the phone's native dialer or via any Teams app, such as the Teams PC client. If the mobile phone is lost, calls can still be answered using Teams.

Move ongoing mobile calls to Teams

A call made or received using the phone's native dialer can easily be moved with one-click to Teams for video, chat, screen sharing or AI assistance (CoPilot). Either to the Teams App in the computer or within the mobile phone.

Presence with mobile line status

When you are busy in a native mobile call on your mobile phone, your status in Teams will change to "In a Call".

Manage your availability for mobile calls in Teams

If the user is busy in another call, the caller can get busy-tone or routed to voice mail. User can set Do-Not disturb in Teams to avoid mobile calls. The missed caller ID will be presented in the Call history in Teams.

Same call history in mobile and Teams

All call history, whether the calls were made through Teams or using the mobile phone's native dialer, will be stored both in the Teams call log and the mobile's native call log.

Call Queues and other Teams features

Users may join Teams Call Queues, Boss-Secretary setups, or Call Pickup Groups. Additionally, they can opt to display these phone numbers rather than their mobile number for outgoing calls.

Unified voicemail

The user will utilize Teams Voice Mail for all mobile & Teams calls, offering unified visual voicemail with text transcription and other useful features.

Record the calls

Users can record calls for the mobile number using the recording feature in the Teams App, or the company can use a Teams Compliant recording solution to record all calls, incl the native mobile calls (call to/from the native mobile dialer)

AI Assistance (CoPilot)

Calls can leverage Microsoft 365 AI assistance CoPilot to summarize calls and capture key points, allowing you to stay focused on the discussion.

Next Step

If you are interested, please contact your Telia representative, For more information about the service and how to contact Telia: [Operator Connect \(operatorconnect.teliacompany.com\)](mailto:operatorconnect@teliacompany.com) Or read more at this link: [Teams Phone Mobile \(Microsoft\)](#)

Save cost with One Calling Plan

All Teams calls will be billed under the mobile subscription calling plan. This implies that users will only require a single calling plan, potentially reducing costs compared to setups involving both a fixed number and a mobile calling plan. Additionally, as many users in the Nordic countries have Mobile Calling plans with free domestic calls, calls made from Teams will also incur no charges.

Telia Teams Operator Connect

Teams Phone System can be combined with other users in Telia Operator Connect, like user/devices with Fixed Phone Numbers, Call queues with Service Numbers and applications for switchboard attendant and contact centers.



Reliable and robust solution

Telia's deployment of Teams Phone Mobile includes a failover mechanism to ensure continuous service during any Microsoft Cloud/365/Teams outages, automatically redirecting all calls to your mobile phone.

You can set incoming Teams calls to utilize voice over the mobile network (4G/5G), which usually ensures better coverage and quality when you're not in the office.

For assistance with quality and incident concerns, you will receive hassle-free support through the combined efforts of Telia and Microsoft.

Target Group

Teams Operator Connect & Teams Phone Mobile with Telia targets midsize and large enterprise customers.

Prerequisites

- Teams Phone Mobile is an add on the Telia's Mobile Subscriptions.
- Microsoft license *Teams Phone Standard* is required as an add on for Enterprise E1/E3 or Business users. The license is included in Enterprise E5.

