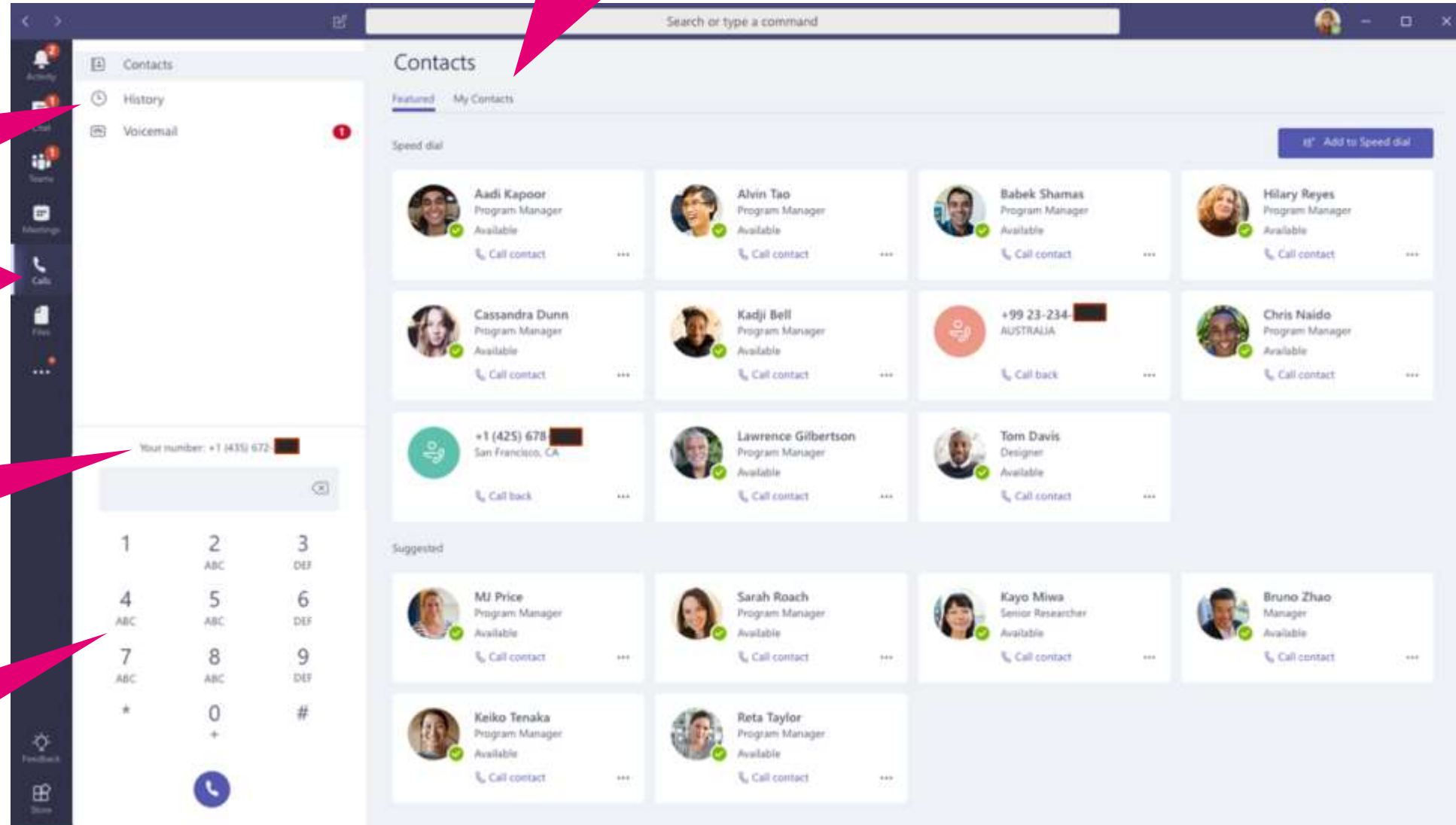# T-Mobile PL
Teams Phone and
Calling Plans

Teams as your phone

Access your contacts

Manage call forward settings

Contacts, History and Voicemail

Menu in client for calling functionality

Your phone number displayed here

Dial pad to dial phone numbers

Calls

Type a name or number

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call

Your number: +1 (509) 670-0594

Call Park

3 people are forwarding calls to you

Jabra Biz 2400

History

All   Voicemail   Missed

Aadi Kapoor	Outgoing	☑		1h 34m	12:43 PM
Cassandra Dunn	**Missed call**				**10:20 AM**
Kadji Bell	Incoming	☰		47m	9:20 AM
Hilary Reyes	Incoming			45m	9/23
Serena Ribeiro	**Voicemail: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed...**				**9/23**
Wednesday Sync	Meeting	☑		15m	9/23
Will Little	Outgoing			30m 25s	9/22
Pasquale Mariano	**Missed call**	▢		30m 25s	9/22
+91 1541 14114	Voicemail: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed...				9/19
+1 (630) 125-1517	Outgoing			30m 25s	9/19
Oscar Krogh	Voicemail: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed...				9/19
Marketing Review	Meeting			30m 25s	9/19
Jazmine Simmons	Voicemail: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed...				9/19

Details ✕

Caller ›

Kadji Bell
SENIOR DESIGNER
Microsoft Teams - Design

Transcript ›

☰ Transcript   07:52

Agenda ›

☐ @Aadi Kapoor Follow up with marketing by next week

○ Cortana captured

☐ Later today Check in to comfirm if we can get truck up to site.

Notes ›

• Measurement we should pay most attention to is retention for folks that really truly have engaged with something. @John Bradley @Greg Baribault

History ›

Today 10:26 AM   07:52

9/23 10:26 AM   15:22

Bring calling into everyday work with Teams Phone

Teams displays

Teams phones
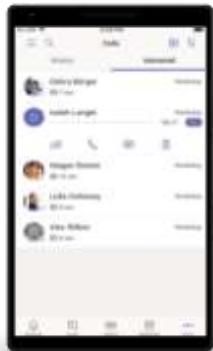
Teams mobile app
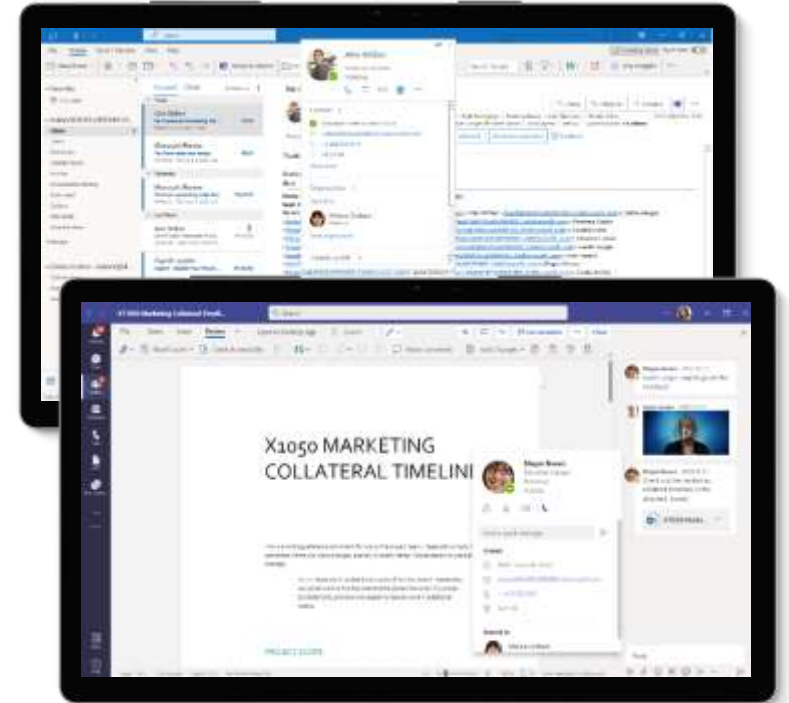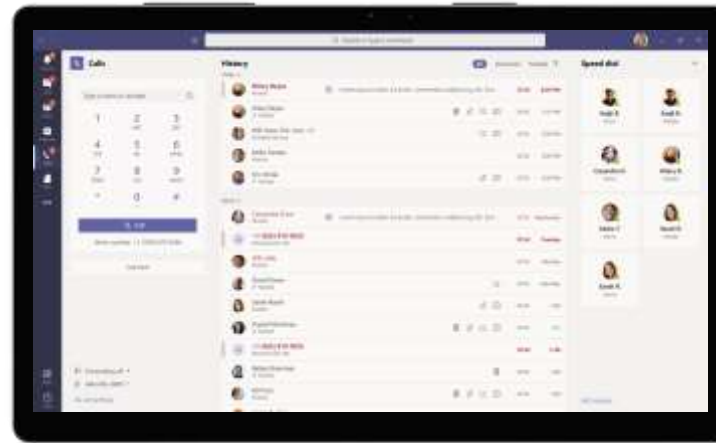
Call from
Microsoft 365 apps

Connect naturally | **Full phone capabilities in Teams** | **Call in context**

Microsoft Teams Certified devices

Delivering reliable and high-quality audio and video meetings and calling experiences with Teams

Microsoft Teams certified

- Wide portfolio of devices

- High-quality audio and video performance

- Integration with hardware Teams button

- Calling and meeting features validate on certified devices

- Reliable device manageability and up-to-date software

Teams button

Poly Voyager 4220

Comprehensive Set of Telephony Features to replace traditional PBX
Unify. Simplify. Scale

● **E3 Plan** ─────────────── ● **Phone System Add-on / E5 Plan** ───────────────→

VoIP Calling

- P2P calling with full audio, video and sharing experience
- External Calling through Guest Access & Federation
- Mobility & Multi-Platforms (Desktop, Web, Mobile, Device)
- Voicemail for Everyone
- Escalate to a Meeting
- Groups, Contacts & Favorites
- Call Quality & Analytics

PBX Features

- Inbound/Outbound PSTN calling
- Reverse Number Lookup
- Music on Hold
- Busy on Busy
- Caller ID and Dial-out policies
- Dual ringing, Forward to Group, Group Call Pickup, Call Park
- Distinctive & Secondary Rings
- Device Management Portal
- SIP, ISDN & Analog interop via Direct Routing

Advanced Telephony

- Manager / Assistant Delegation & Shared line Appearance
- Auto Attendants & Call Queues
- Location Based Routing
- Dynamic Emergency Calling
- Media Bypass & Optimization
- Partner voice apps: attendant consoles, Contact Centers, Compliance Recording, etc.
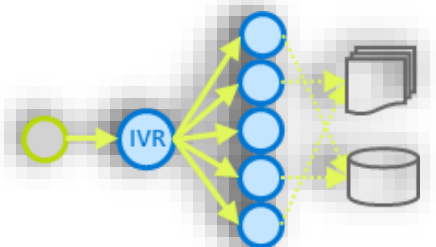
Shared Line Appearance

Teams will enable people to share their phone line with their delegates

Full Invite Flow & Call Management

- Manager Initiated

- Delegate Managed or Initiated

- See line busy status and active call information

- Resume a call placed on hold by manager or admin

- Make/receive shared line calls
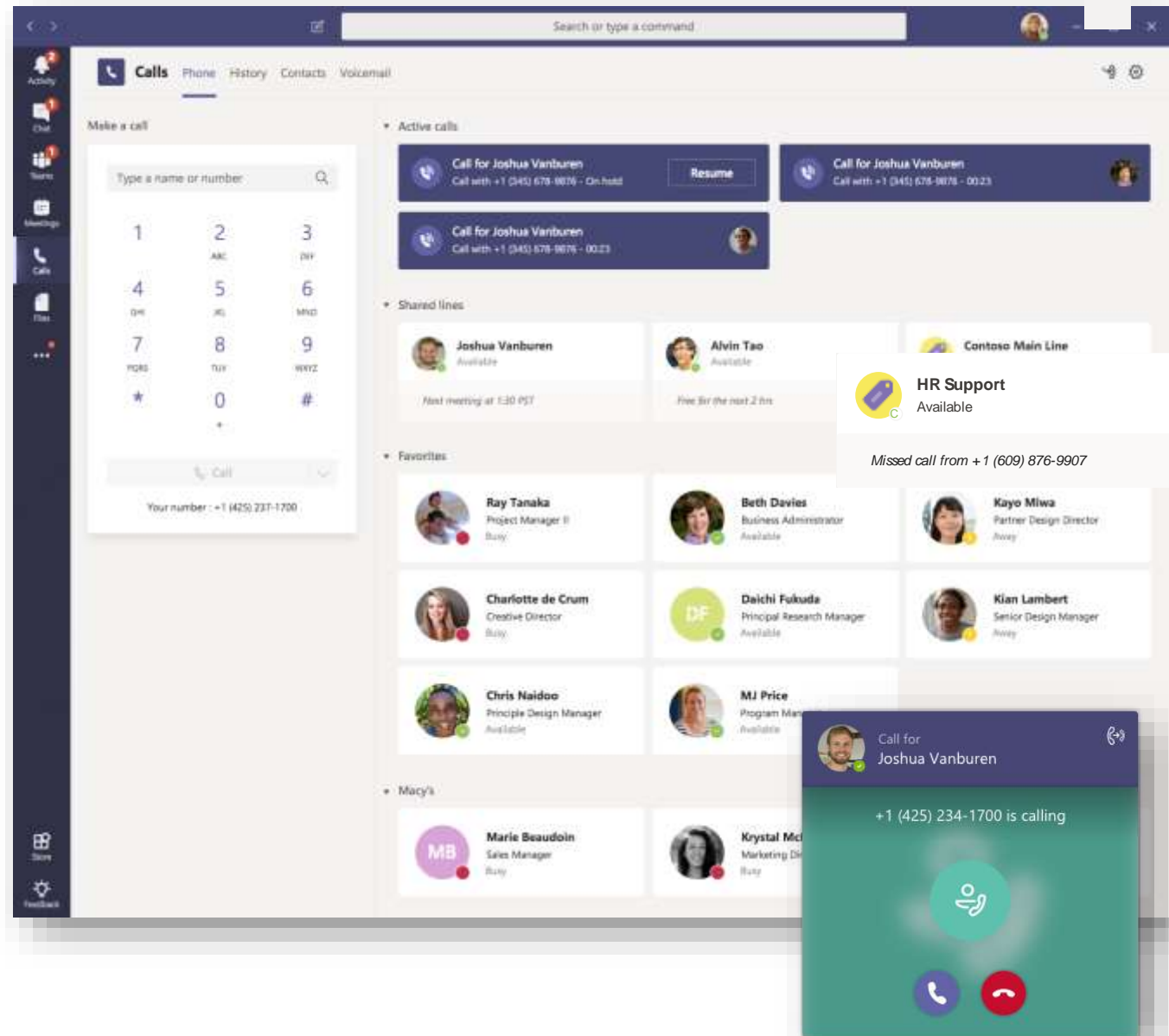
Auto Attendant and Call Queues
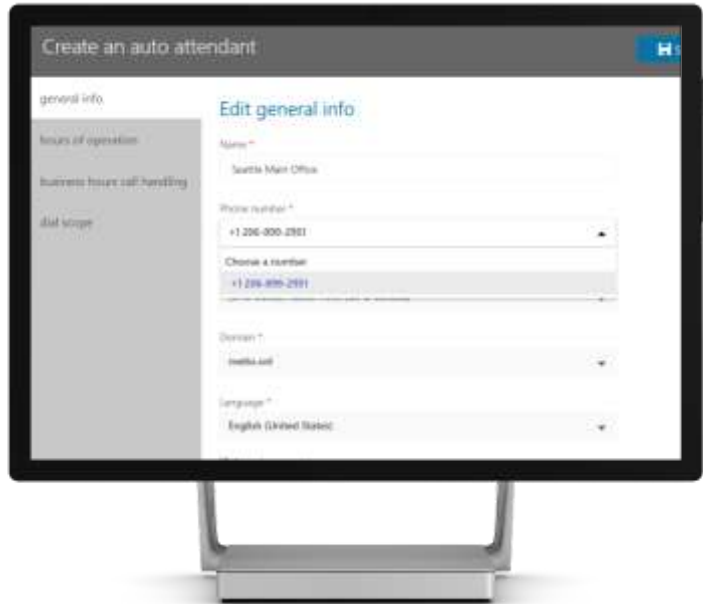
Auto Attendant

Toll-Free and local service numbers

Dial-by-name directory search

Custom greetings and menus

Operator option

Speech recognition in 14 languages

Admin portal UI and PowerShell cmdlets
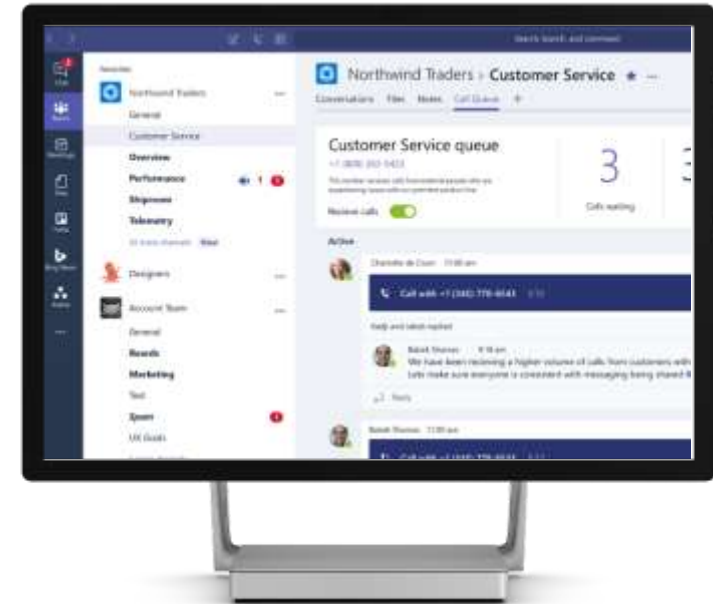
Call Queues

Coordinate teams of people working together in a channel

Boost collaboration and efficiency with chat and call queues

Enjoy role-based for supervisor / agents and agent sign in / out

Use supervisor listen, whisper and barge with integrated chat for cross-agent support and teaming

Auto attendants | Call routing flow

leverage the auto attendant tutorial

https://aka.ms/AASetupTutorial

https://aka.ms/AASetupVisio
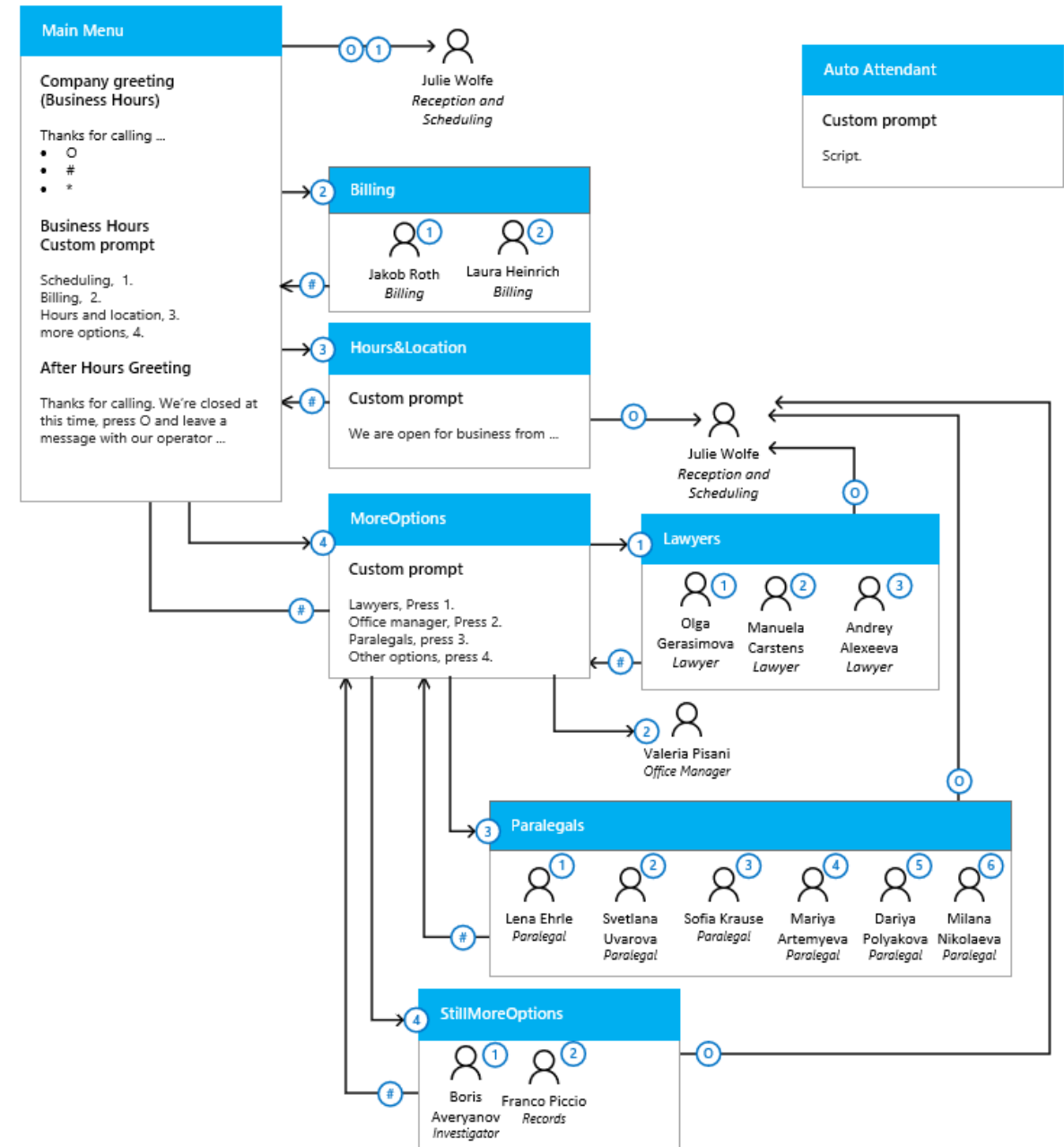
Call Analytics

- Part of Teams admin center – one set of tools to simplify management

- shows detailed information about the **devices, networks, and connectivity related to the calls and meetings for each user**

- Helps answer the question "*Why did a particular user have a call issue today*?"

- Easily enable helpdesk agents to use Call Analytics to troubleshoot without assigning other permissions – useful when you have external vendors supporting your calling deployment
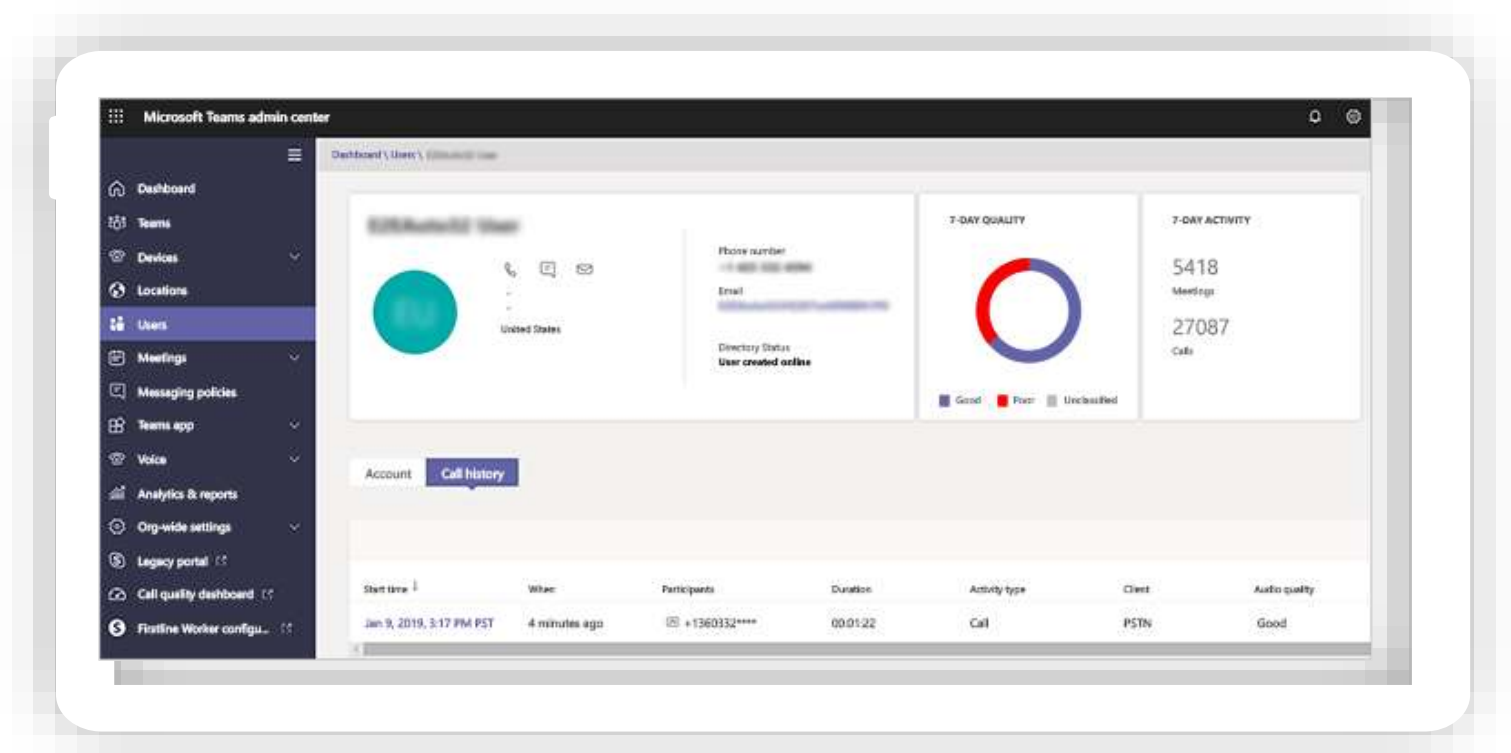
Data is organized by call component

Device
Audio capture/render
(e.g. Headset, device microphone)

System
PC and client

Connection
Type of connection

Network
Data on quality of connection and network
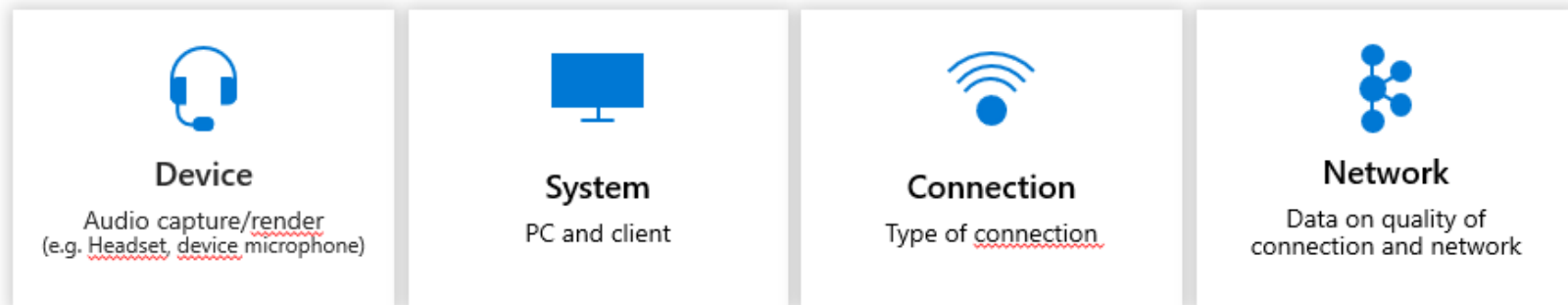
Call Quality Dashboard (CQD)

- Part of Teams admin center – one set of tools to simplify management

- CQD Helps admins and **network engineers** optimize their network for calling
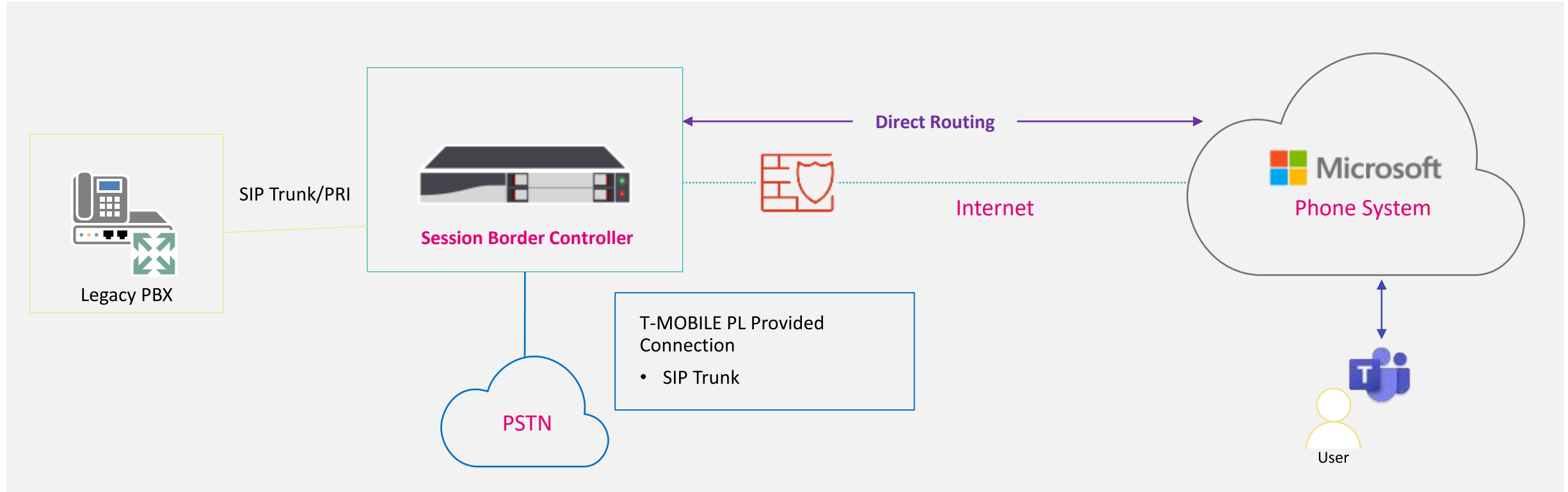
- Comes with a set of reports that provides an experience that gives you **call quality metrics** without the need to create new reports.

- Also supports customizable Power BI templates you can use to analyze and report your CQD data.
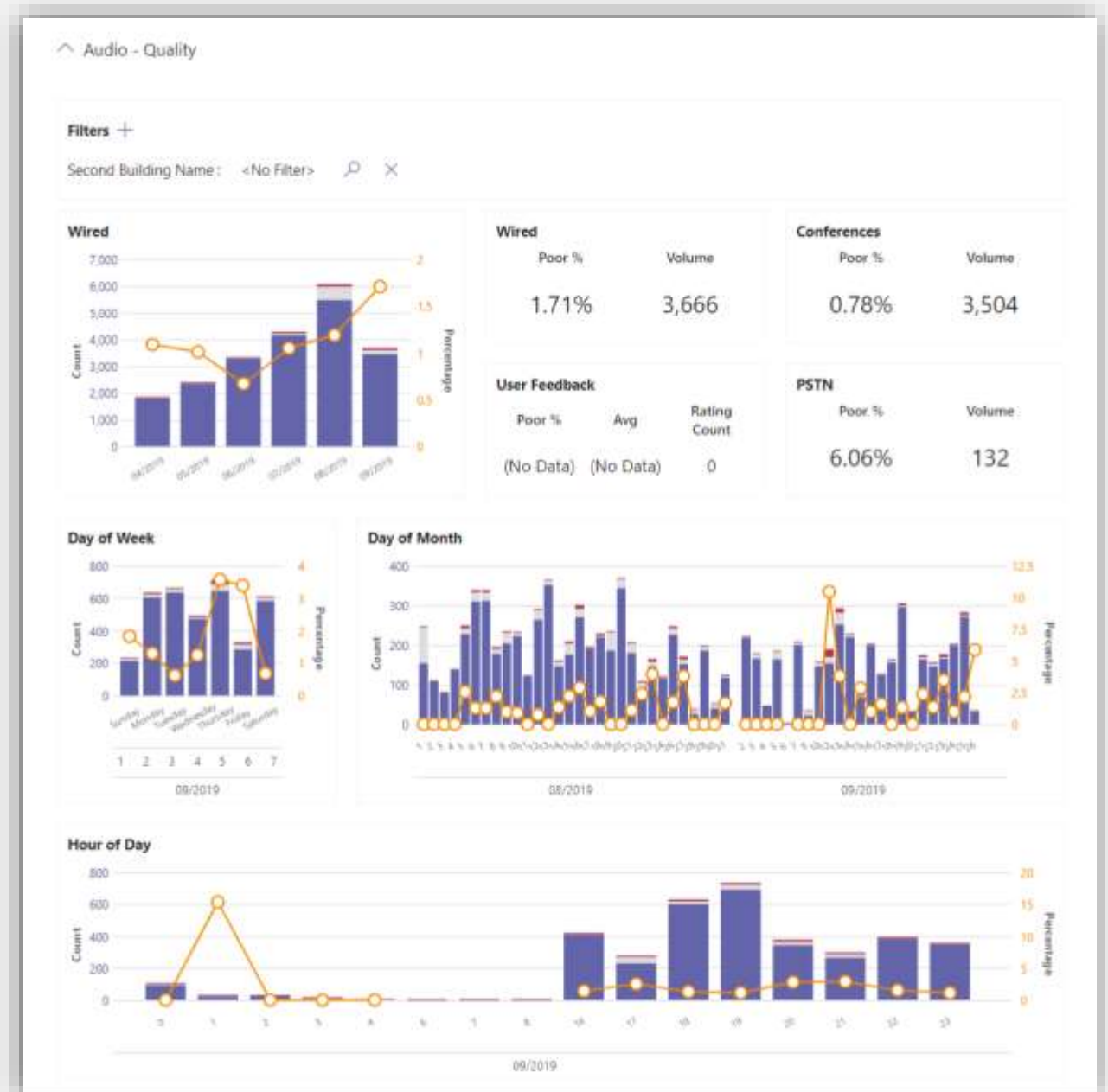
Direct routing and Session Border Controller (SBCs)

Direct Routing

Legacy PBX

SIP Trunk/PRI

Session Border Controller

Internet

Microsoft

Phone System

PSTN

T-MOBILE PL Provided Connection
- SIP Trunk

User

Network component providing:

Connectivity – allows Teams to interconnect to other voice components

Security – firewall for SIP traffic

Media Services – transcoding, support for voice/video calls
When PSTN access is provided by T-MOBILE PL, SBC is hosted by Operator in most typical scenarios

Teams Phone licensing simplified

Teams Phone enables unscheduled, rich voice and video communications with colleagues, customers, and partners

	Description	Teams Phone Basic [1]	Teams Phone Standard [2,3]	Microsoft 365 E5 [4]
VoIP calling	1:1 and group VoIP calling E2E encryption for 1:1 VoIP calls.	●	●	●
Phone System	Cloud-based call control that enables connection for PSTN voice calls when paired your own operator.		●	●

[1] A Microsoft 365 plan or Microsoft Teams Essentials with AAD plan is required

[2] Qualifying pre-requisite plans: Microsoft 365 Business Basic, Business Standard, Business Premium, A1, A3, E1, E3, F1, F3 and Office 365 E1, E3, A1, A3, F3, Teams Essentials with AAD

[3] Add-on license

[4] Microsoft 365 E5 combines best-in-class productivity apps with advanced security, compliance, voice, and analytical capabilities. *Learn more*

The end