

Calling Made Simple Teams Phone

► *More as a Service™*






PBX



Online Meetings



Audio Conferencing



Telephony



Instant Messaging



**File Sharing and
co-authoring**

Staying Connected in Real-time is Essential

Microsoft Teams Brings It All Together



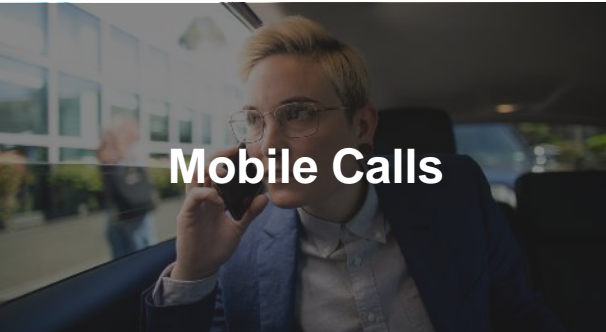
Call Forwarding



Customer Service




**Calling Attendants
and Call Queues**



Mobile Calls



**Task and Project
Management**



**Conference Room
Systems**

Teams is a Trusted Leader in Unified Communications



250 Million

Teams monthly active users



80 Million

Teams Phone monthly active users



1 Billion

Calls in a single month



Leader

in Gartner's 2021 UCaaS
Magic Quadrant report



Leader

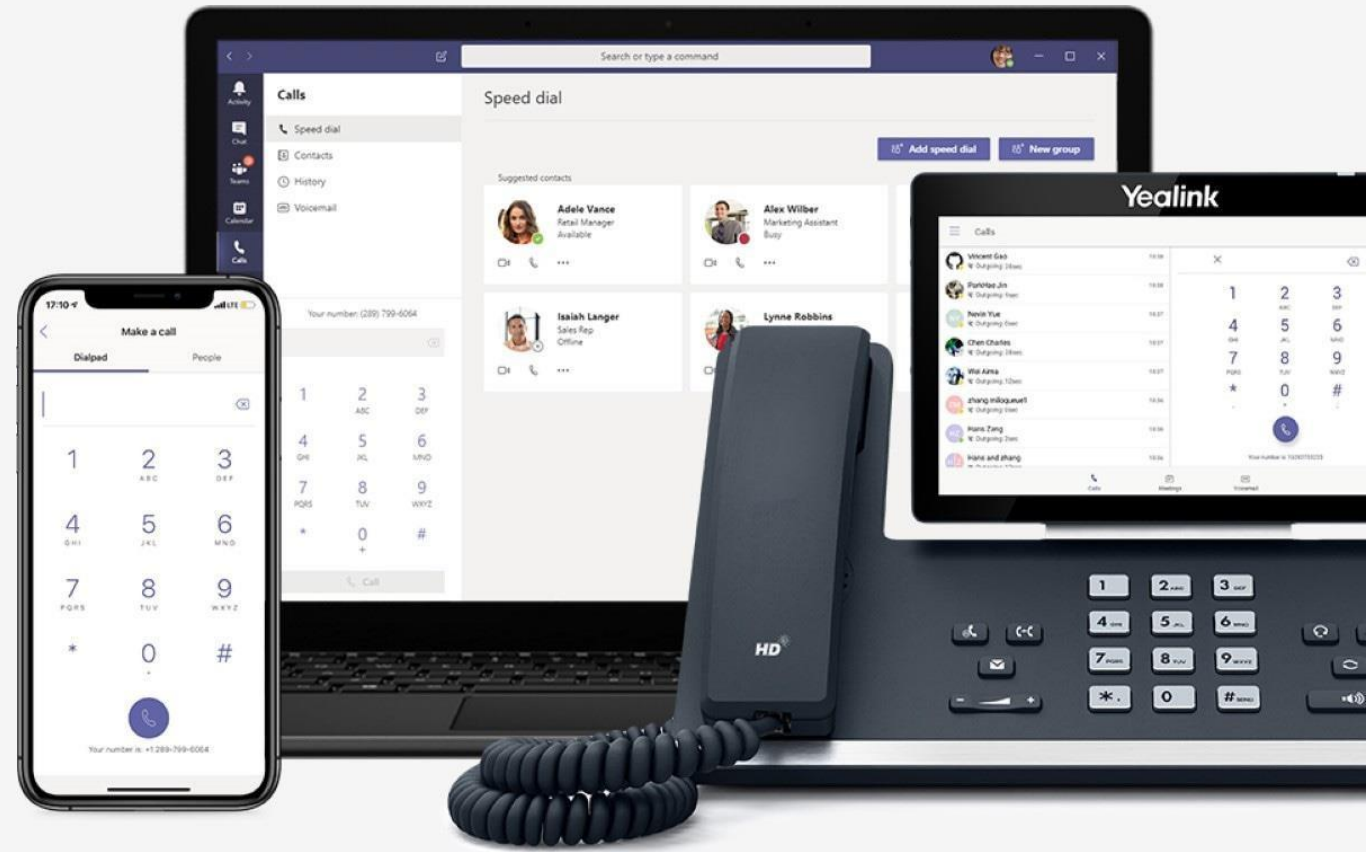
in The Forrester Wave Unified
Communications-as-a-Service

Teams Phone

Calling, chat, and meetings in a single app

Reliable, feature-rich phone system

Built on the Microsoft cloud





Teams Phone with Calling Plan

- Product
- Licensing Demo
- Getting started

Product



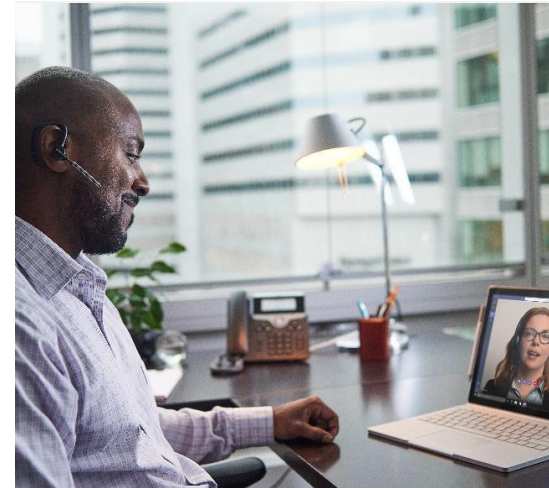
Calling Made Simple



**Simplify Communications
With an All-in-one Solution**



**Call From Anywhere,
on Any Device**



**Secure, Reliable,
and Rich Calling**



**Streamline
Management**

Simplify Communications With An All-In-One Solution

- Work smarter by bringing together calling, chat and meetings in an all-in-one app
- Quickly start a call from chat, contact card, Outlook or Teams
- Collaborate in the Office apps within calls and meetings
- Work across Teams & Outlook seamlessly with unified contacts and calendars





Call from Anywhere, on Any Device

- Stay connected with a single phone number across your computer, mobile devices and desk phone
- Turn a chat into a call or a call into a group meeting without hanging up or re-dialing
- Add flexibility to meetings with a dial-in number, integrated into every online meeting
- Choose from a range of personal and shared devices built for Teams

Secure, Reliable, & Rich Calling

- Enjoy cloud calling features such as consultative transfers, music on hold, call park, voicemail transcription and more.
- Work as team with group call pickup, delegation, and shared line appearance.
- Use built-in auto attendants and call queues, or easily connect to your favorite contact center software
- Improve uptime with built-in redundancy and load balancing delivered from Microsoft's trusted cloud





Streamline Management

- Save time and money with a single provider for all your communications
- Easily add phone numbers and manage your phone system in the Microsoft 365 admin console
- Monitor and resolve performance issues with the call analytics and the quality dashboard
- Get dial tone your way with a calling plan from Microsoft or from a third-party provider



Cloud-based
phone system



Teams Phone with Calling Plan

\$15 US/UK/CA
\$20 ROW



Calling
plan

Licensing made simple – Bundle Offering

**Add on to Microsoft
365 plans that
include Teams¹**

Free 30-day trial

Available in [31 markets](#) (businesses that want to use a telco-provided calling plan can purchase Teams Phone standalone, available in over 70 countries)

Price includes communication taxes & fees² (US)

Includes 3,000 domestic minutes³ in US and CA, 1,200 minutes in all other available markets

International 600-minute calling add-on available

Toll-free numbers and additional minutes can be purchased through Communication Credits

¹Qualifying pre-requisite plans: Microsoft Teams Essentials, Microsoft 365 Business Basic, Business Standard, Business Premium, A1, A3, E1, E3, F1, F3 and Office 365 E1, E3, A1, A3, F3,

²Price in US includes required communication taxes and fees. Teams Phone with Calling Plan service components of Domestic Calling Plan are sold inclusive of all required taxes and fees, including 911 fees and other transactional taxes that typically apply to communication services in the U.S

³Included minutes are pooled at the tenant level. Additional minutes will be charged per minute using Communications Credits.

Teams Phone \$8

Calling Plan \$12

**Cloud-based
phone system**



**Calling Plan
from Telco**

Licensing Made Simple – Standalone Offering

Add on to Microsoft 365 plans that include Teams¹

Available in over 70 countries ²

¹Qualifying pre-requisite plans: Microsoft Teams Essentials, Microsoft 365 Business Basic, Business Standard, Business Premium, A1, A3, E1, E3, F1, F3 and Office 365 E1, E3, A1, A3, F3,

²Available in everywhere audio conferencing is available including: Argentina, Australia, Austria, Belgium, Bosnia & Herzegovina, Brazil, Bulgaria, Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Ecuador, Egypt, Estonia, Finland, France, Germany, Greece, Hong Kong SAR, Hungary, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Qatar, Romania, Russia, Serbia, Singapore, Slovakia, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey, Ukraine, United Arab Emirates, Uruguay, Venezuela, Vietnam

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}	Teams Phone with Calling Plan ^{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 with Microsoft Calling Plan or your own operator.		●	●	●
Microsoft Calling Plan	Make phone calls using PSTN connectivity options combined with Phone System.			●	

¹ A Microsoft 365 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

³ Add-on license

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

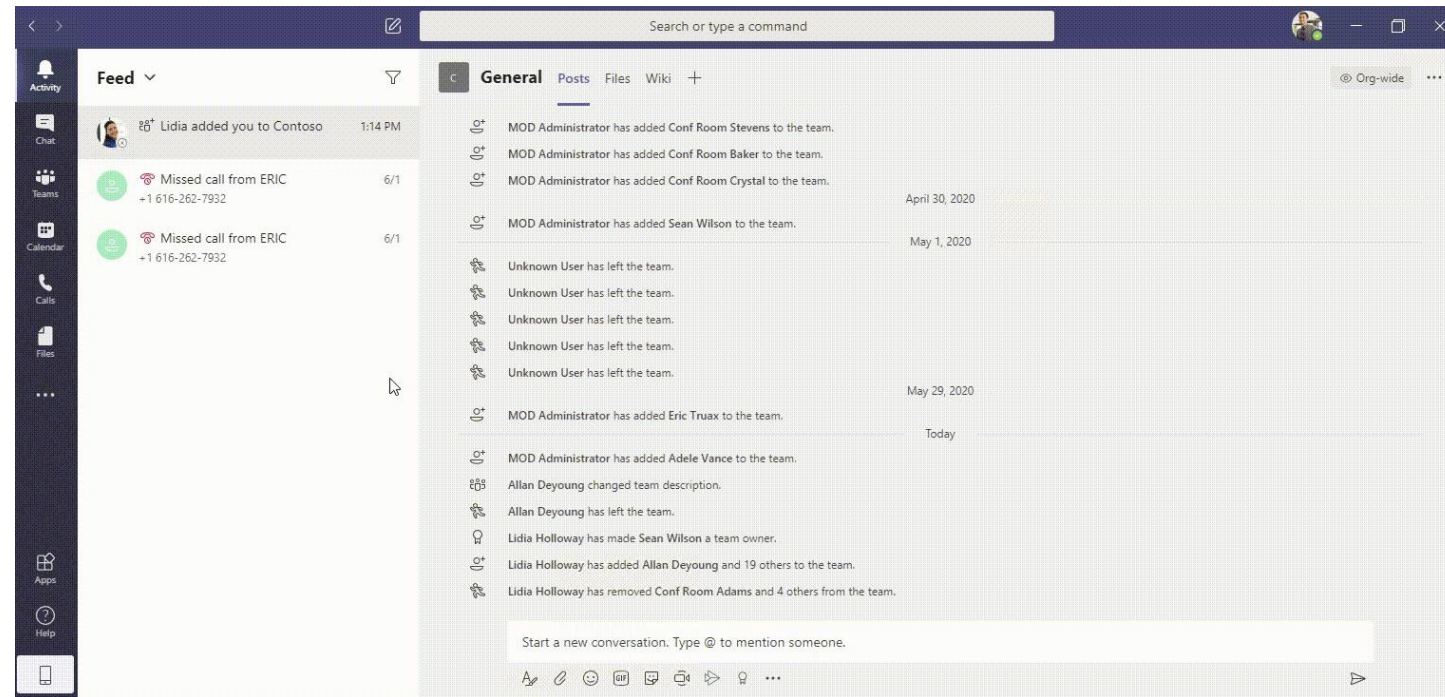
Demo

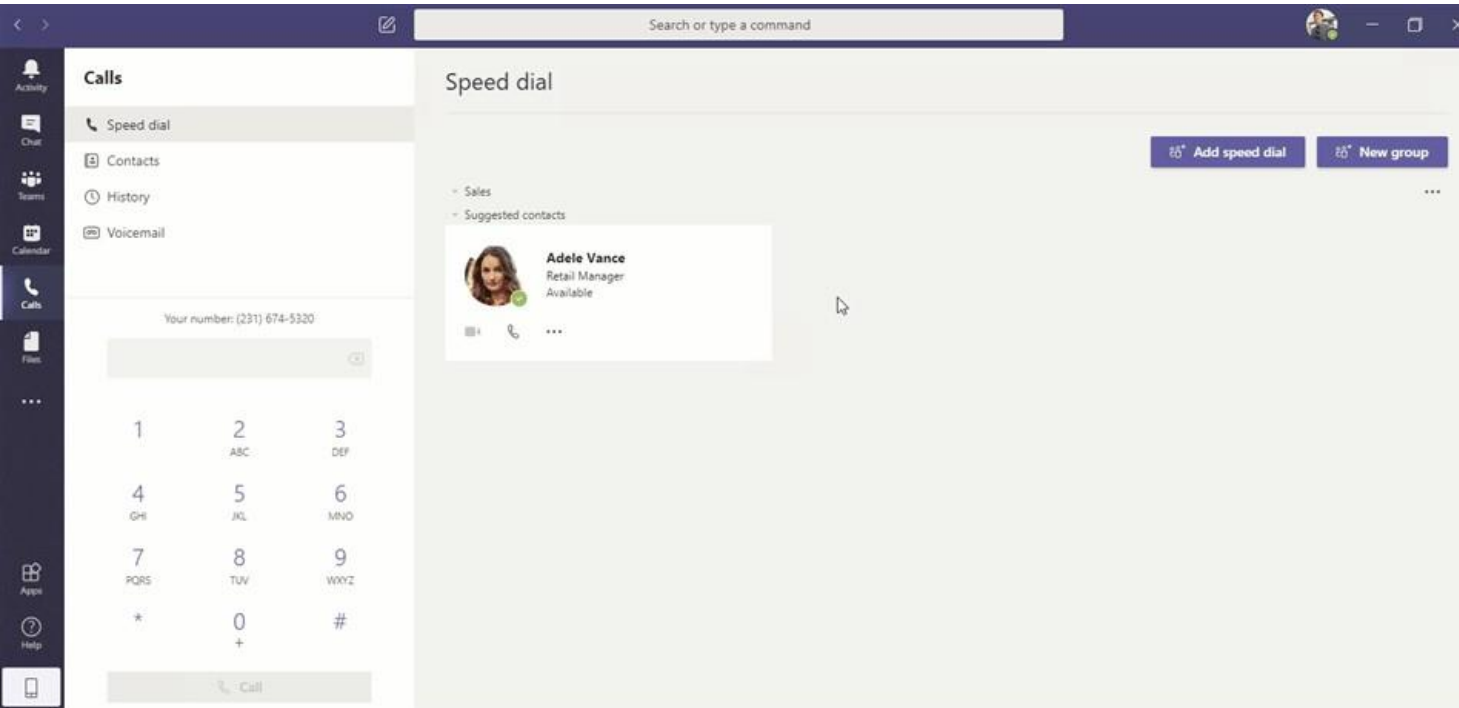


Teams Calling to PSTN Using the Dial Pad

PSTN (Public Switched Telephone Network) 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.





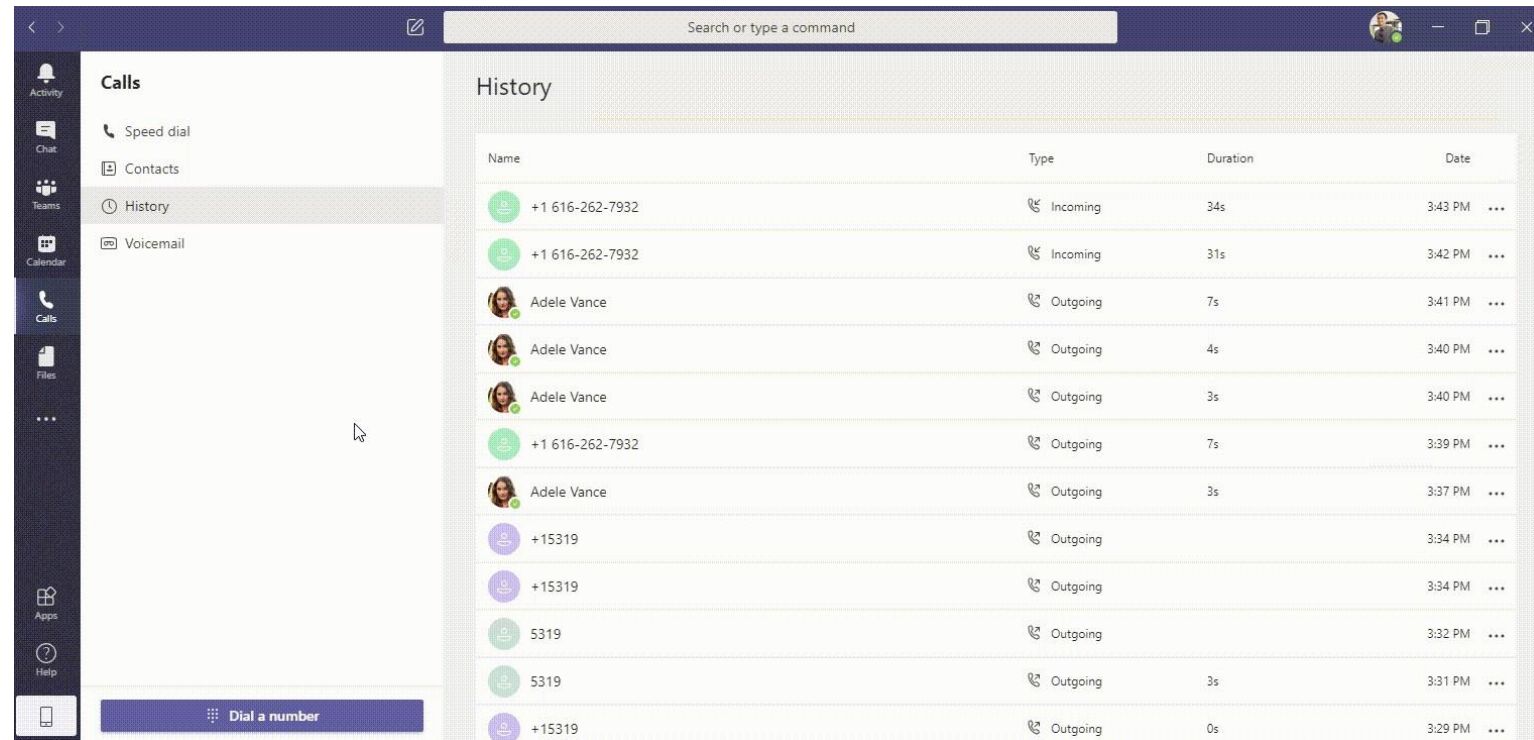
Call Transfer

- 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 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.

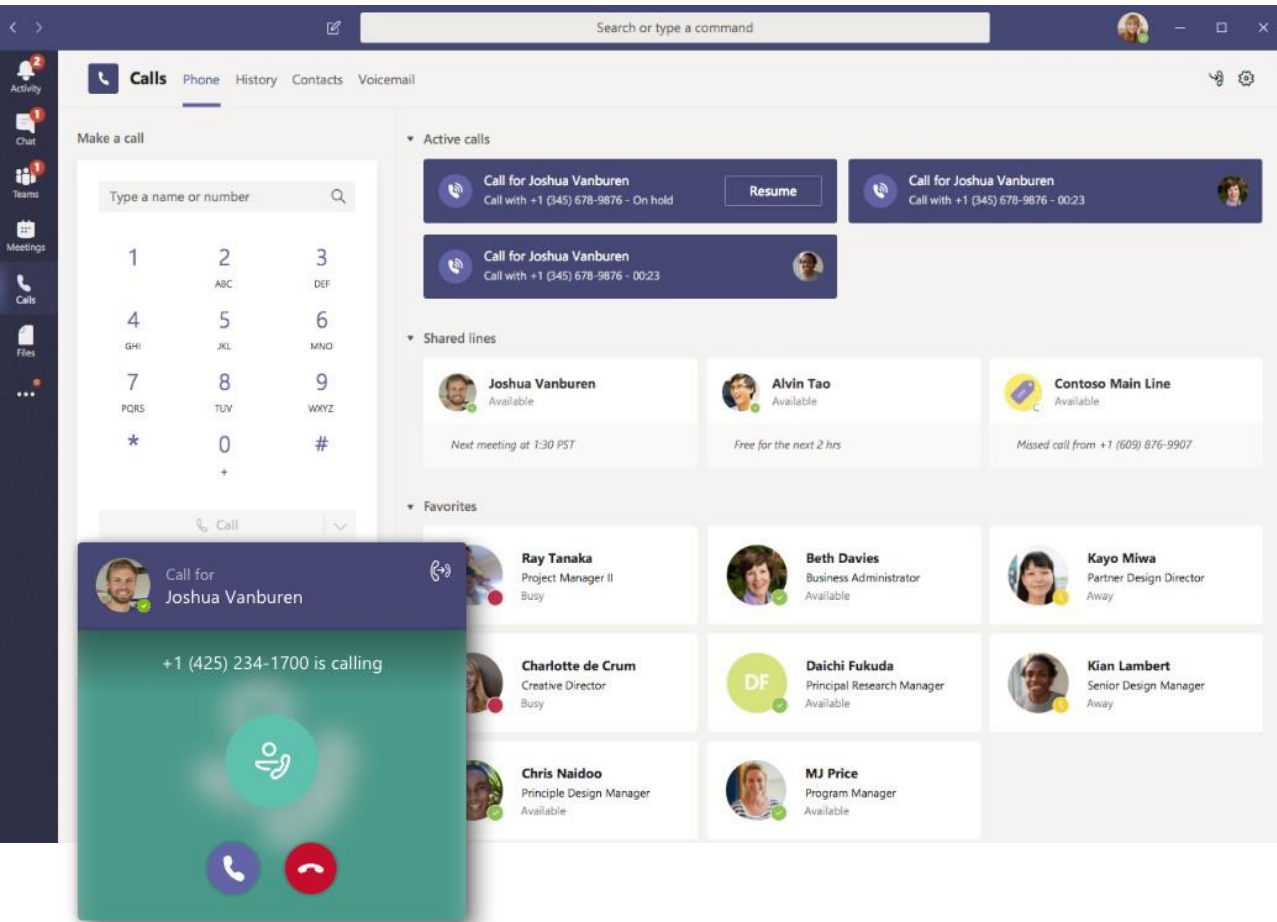


The screenshot shows the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Help. The main area is divided into two panes. The left pane is titled 'Calls' and contains links for Speed dial, Contacts, History (which is selected), and Voicemail. The right pane is titled 'History' and displays a table of recent calls.

Name	Type	Duration	Date
+1 616-262-7932	Incoming	34s	3:43 PM ...
+1 616-262-7932	Incoming	31s	3:42 PM ...
Adele Vance	Outgoing	7s	3:41 PM ...
Adele Vance	Outgoing	4s	3:40 PM ...
Adele Vance	Outgoing	3s	3:40 PM ...
+1 616-262-7932	Outgoing	7s	3:39 PM ...
Adele Vance	Outgoing	3s	3:37 PM ...
+15319	Outgoing		3:34 PM ...
+15319	Outgoing		3:34 PM ...
5319	Outgoing		3:32 PM ...
5319	Outgoing	3s	3:31 PM ...
+15319	Outgoing	0s	3:29 PM ...

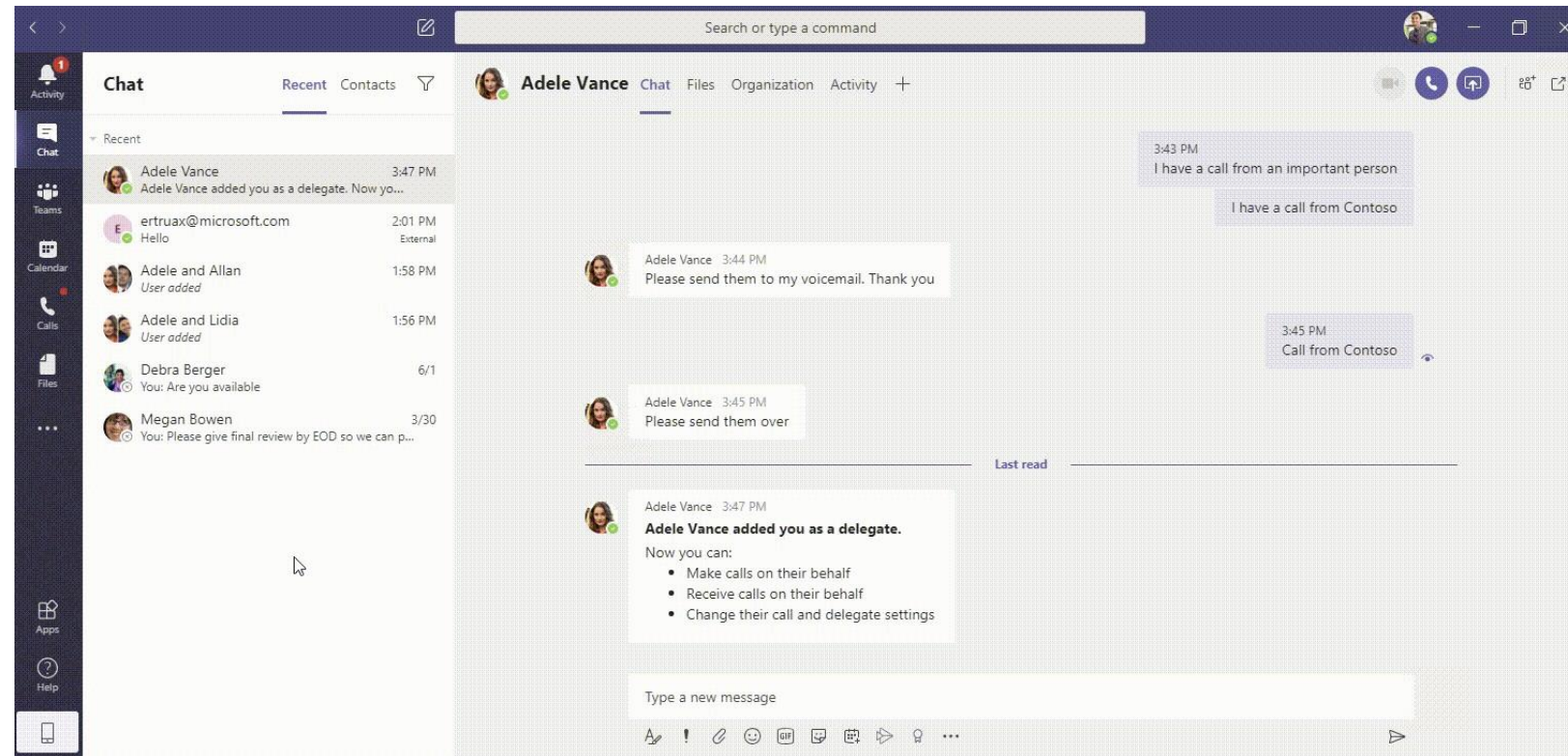
Shared Line Appearance

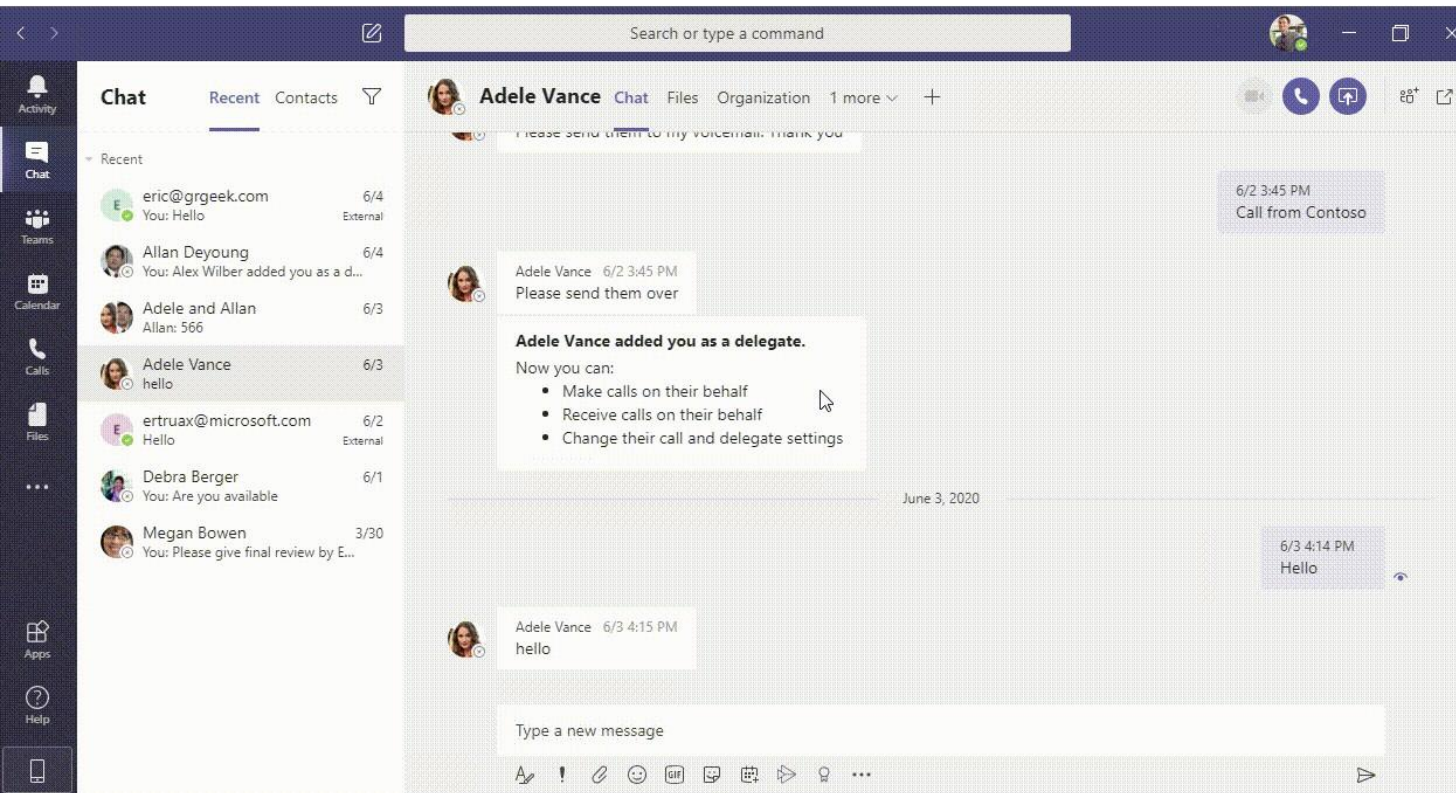
- Teams enables people to share their phone line with their delegates
- Full Invite Flow & Call Management: Manager Initiated
- Delegate Managed or Initiated
- See line busy status and active call information
- Resume a call on hold by manager or admin
- Make/receive shared line calls
- IT Pro experience to create on behalf of users



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.



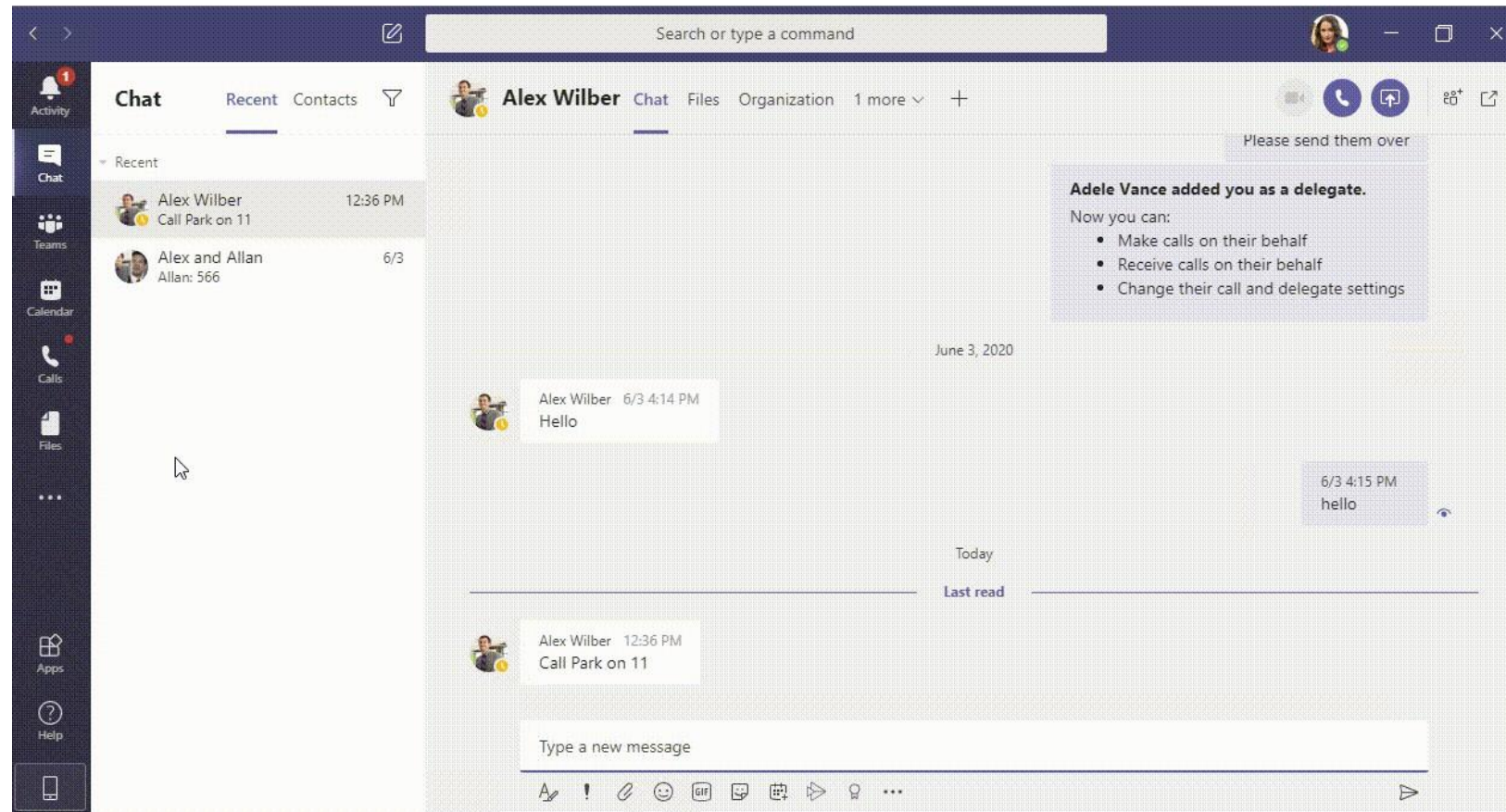


Teams Call Park

Alex can Park a call for anyone in the organization to pickup. This allows him to send a message about the parked call to be retrieved.

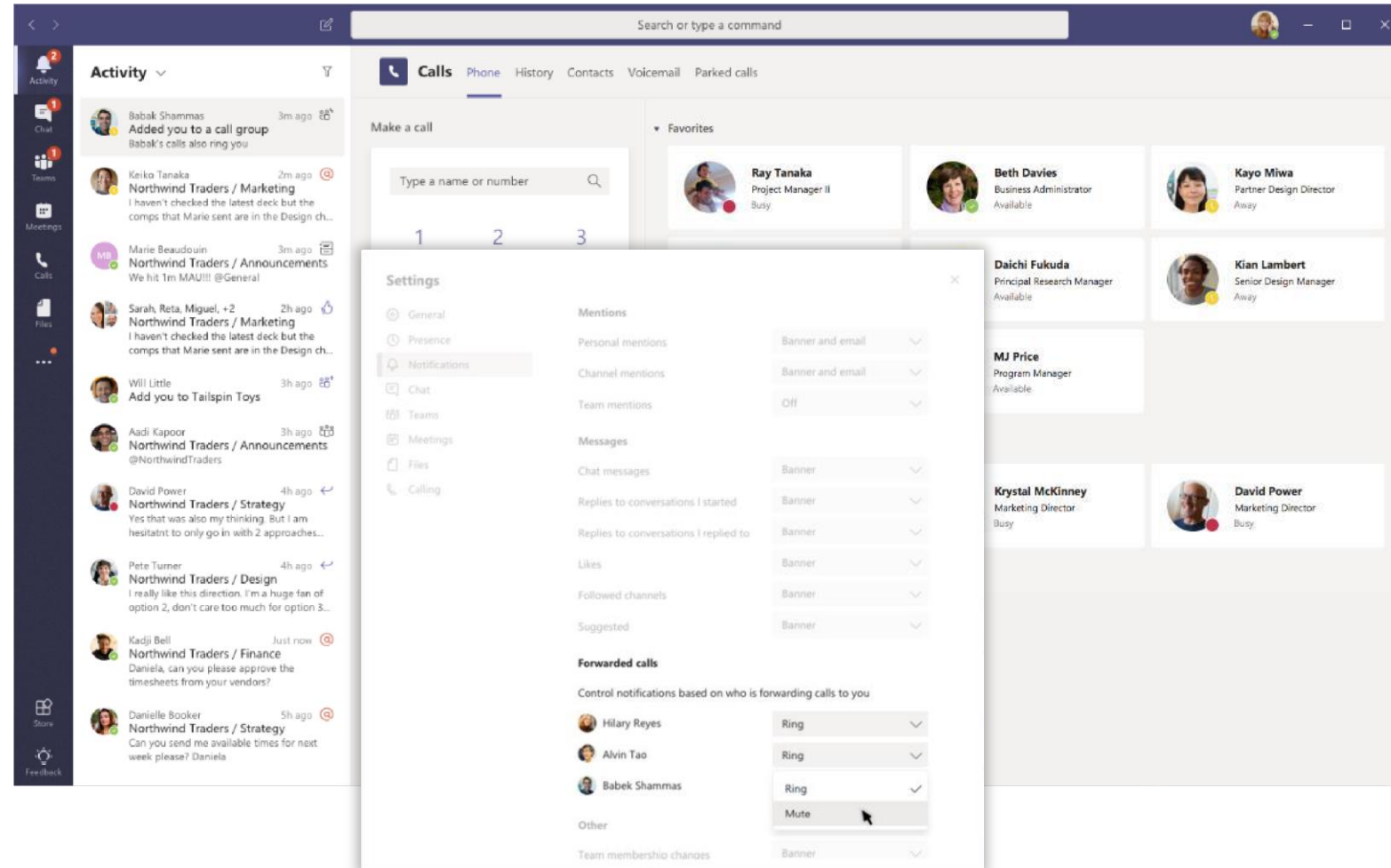
Teams Call Park Retrieve

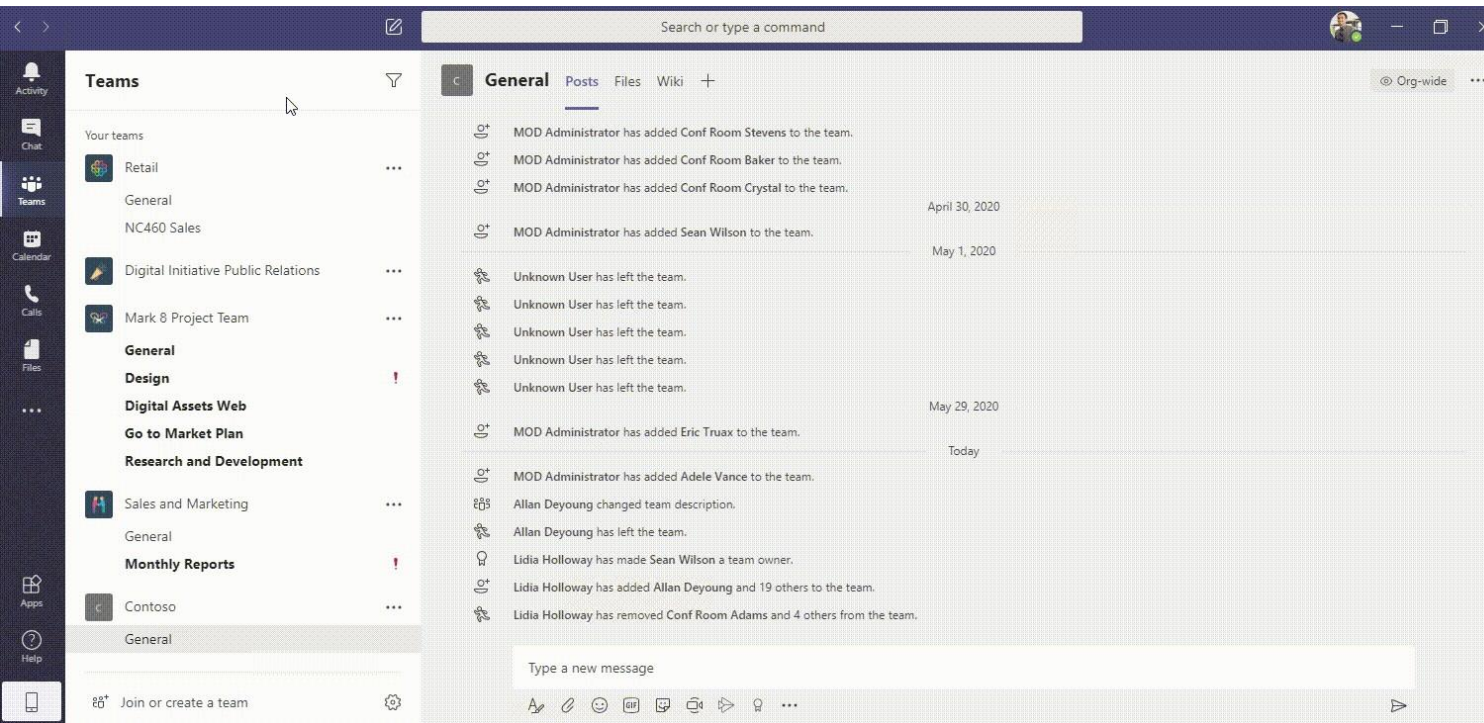
Adele or anyone else in the organization can pickup the Parked call from the speed dial menu.



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 & 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



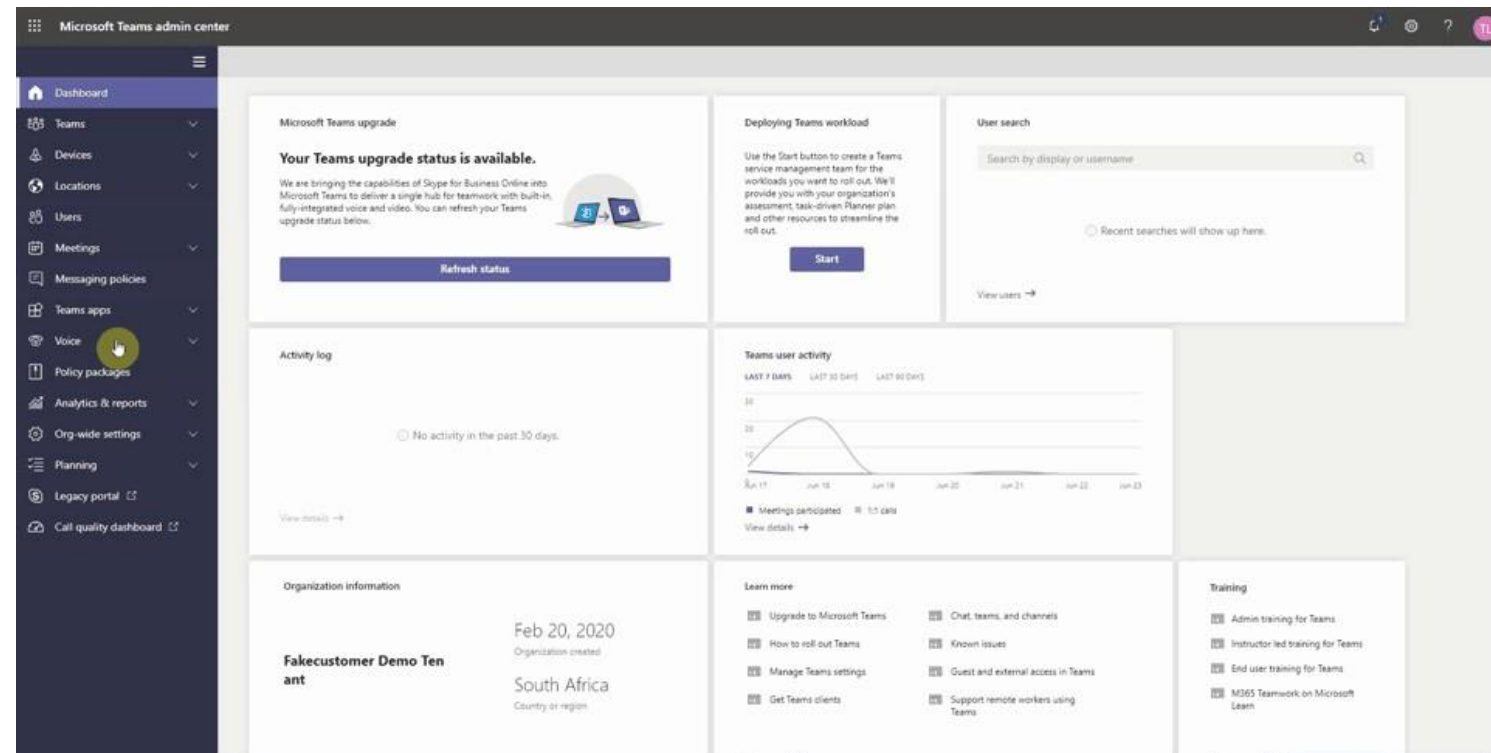


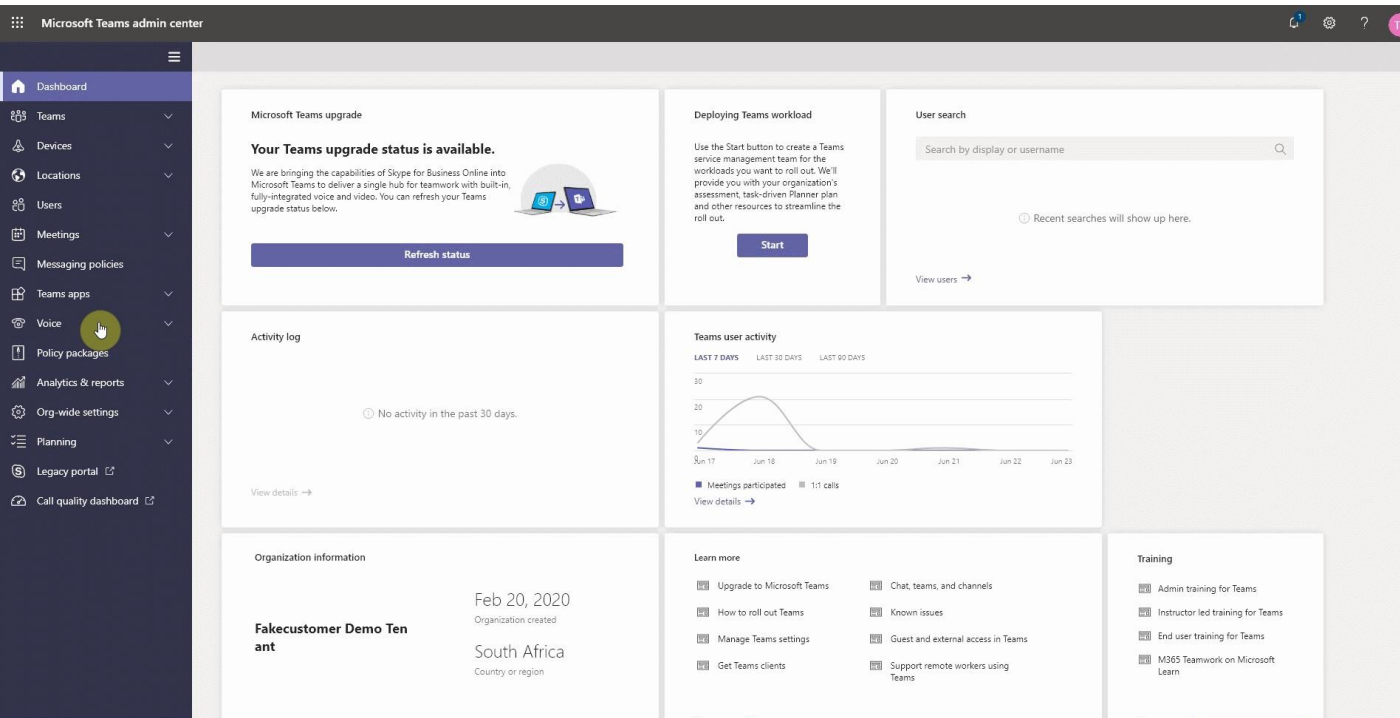
Teams Group Call Pickup

Inside the call controls area Alex can set a group of people to answer calls for him. He can choose to ring them immediately, a delayed ring, ring all of them at once, or in a specific order.

Direct Routing and SBC

- “We want to begin by integrating Teams Calling with our current service provider that supports Direct Routing.”
- Start by making sure you have a compatible SBC and that all the components (Teams & SBC) will work together properly
- Plan your dial plan to include all the telephony services from Teams and other connected services
- Look for updates and upgrades to your existing solutions for Teams compatibility





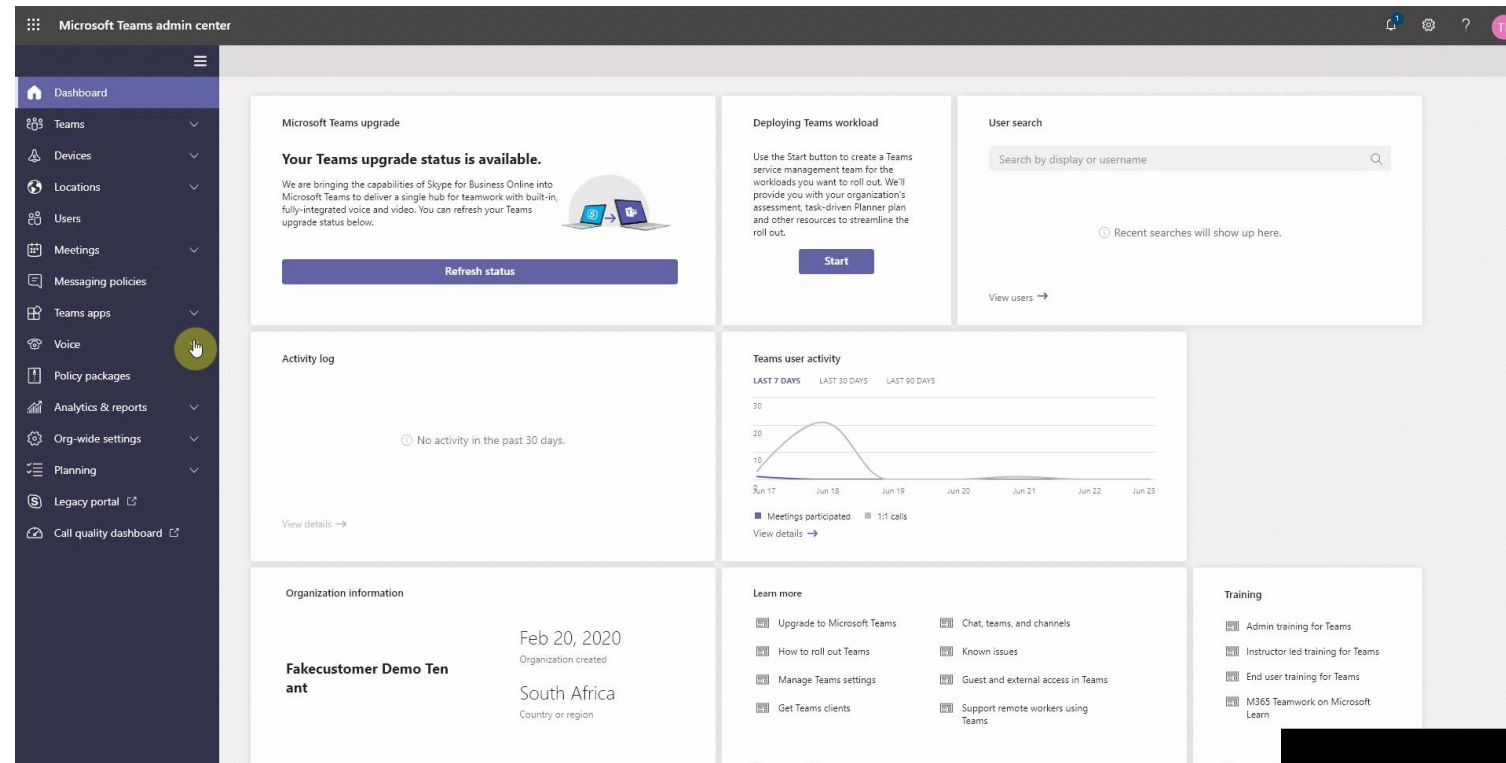
Direct Routing

Adding a Voice Route

- *“We are going to create a route that will use the new SBC with Direct Routing that we just set up”*
- From the Teams admin center, Voice section and Direct Routing area. Select the Voice Route option
- Name the new voice route. Select the SBC that you would like to use. Create a PSTN Usage record
- Make sure to save your changes once complete

Direct Routing Adding a Routing Policy

- *“In order to use the new SBC with Direct Routing we are going to create a Voice Route policy that we can assign to users”*
- In the Teams admin center, Voice section and Voice routing policies area
- Click the +Add button to create a new policy. Select the PSTN usage that you made on the previous slide
- Assign this policy to the users that will be utilizing the new SBC with Direct Routing



Case Studies & Getting Started



Forrester Total Economic Impact Study

Using Teams Phone saves time, reduces costs, and improves business performance



1.25 Hours Per Week average time saved by employees



\$82K Cost Savings over three-years



185% return on investment



3 Months payback after go-live<<

Source: [The Total Economic Impact™ Of Microsoft Teams Calling Solutions](#), Forrester Research. February 2021



“We wanted all of our collaboration solutions, including voice, to be integrated. Microsoft was the only real solution out there.”

Head of IT services, manufacturing

“We are now seen as on the leading edge because of Business Voice. Customers see this and it helps us win deals.”

Operations director, IT services

“People are doing a lot more remotely now because Business Voice is integrated into Teams. This has improved sales and delivery.”

Operations director, IT services

“During the lockdown, we realized that the digital world could be our connecting thread. With all of our physical events canceled, we focused on the digital experience. Thanks to tools like Microsoft Teams, which offers the Teams Phone capability, we were able to work and collaborate effectively.”

messerli

Linda Schopper,
Senior Project Manager Live Experience
Messerli Group

[Learn More](#)



Microsoft Teams is a Trusted Leader in Calling

Microsoft positioned highest for “Ability to Execute” in the 2021 Gartner Unified Communications as a Service (UCaaS) Magic Quadrant

This is Microsoft’s third consecutive year as a Leader for the Gartner UCaaS Magic Quadrant

Read the report at

<https://aka.ms/2021GartnerUCaaSMTQ>

Gartner 2021 UCaaS Magic Quadrant



Source: Gartner (October 2021)

Getting Started is Simple

See the product live in action with a [demo](#)

[Try free for 30-days](#) in your environment

Learn more by visiting the [product webpage](#)

Thank you!

► *More as a Service*[™]



Appendix

Teams Calling Features



Innovation in Teams Phone

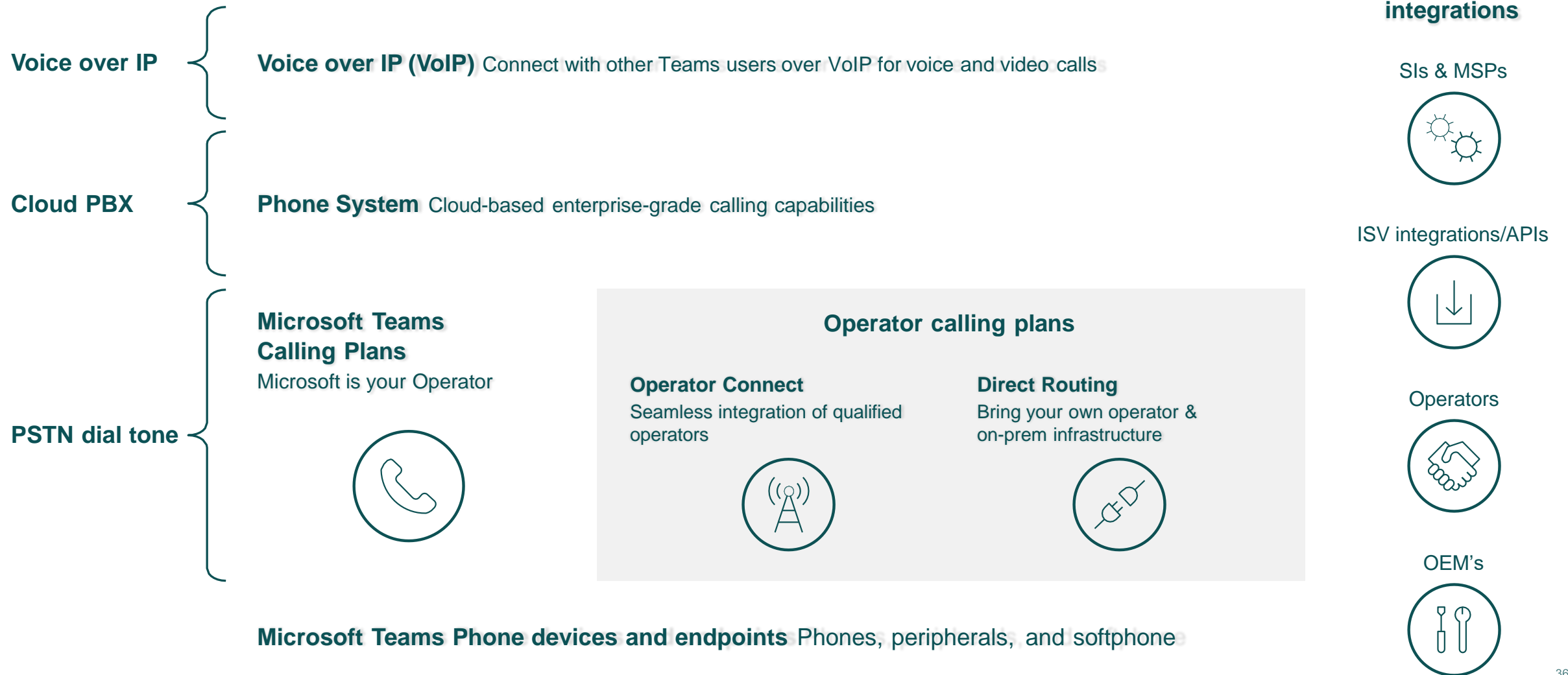
Shipped in 2021

- Operator Connect
- Operator Connect conferencing
- Microsoft Teams Calling Plan expansion (Total coverage – 31 markets)
- Connected contact center program (8 certified solutions, 12 more in the certification process)
- End to end encryption
- Apple CarPlay support
- “Better together” experience
- Walkie-talkie for desk phones
- SIP Gateway
- Branch office survivability
- Endpoint transfer
- Spam call identification
- Live captions
- Music on hold for consult/transfer
- Custom music on hold for PSTN
- New calling experiences (Enhanced UI with dial pad, voicemail, history, dial-by-name, all in one location)
- Voice enabled channels
- Dynamic E911
- 1:1 call transcription

Shipped in 2020

- Reverse Number Lookup
- AA / CQ Improvements
- Dynamic Emergency Calling for Direct Routing
- 1:1 Convenience recording
- Delegation Enhancements
- Calling in Chrome
- Transfer to Voicemail
- CQD Enhancements
- Secondary Ringer
- Local Media Optimization

Simplify Communication with Microsoft Teams Phone



Replace your Traditional PBX with Microsoft Phone System

Unify Your Legacy Pbx System in Microsoft 365

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

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 Phone System, Calling Plans, and/or Direct Routing



Rich Calling Features

Calling

Call park	Call history
Call forwarding	Caller ID
Call hold	Caller ID masking
Call transfer: supervised & blind	Click to call out from Outlook, Office Apps, and webpages
Call delegation	Presence status
Shared line appearance	Contact integration with Exchange
Call logs	Teams desktop, web, & mobile apps
Call blocking	Teams-certified devices
Music on hold for consult/transfer	Integrated audio conferencing
Custom music on hold for PSTN	Conferencing up to 250 participants
Do not disturb / breakthrough	Call recording and transcription
Distinctive ringtones	Voice enabled channels
Add participants to a 1:1 call	Endpoint transfer
Visual voicemail	
Voicemail to email	

Admin

Cloud PBX	Extensions
Number porting	Integrated calling plans
End-to-end encryption	Bring your own calling plan (with direct routing)
Multi-level auto attendant	Performance reports
Multilingual IVR	Quality of service reports
Call queue: group, serial, round robin	Call logs
Global call routing	Call monitoring
Location-based routing	Call analytics
Emergency location-based routing	Call quality dashboard
Exchange calendar call routing	Device management
Dynamic E911	Media bypass support
Multi-site support	Expanded SBC support
24x7 customer support	Operator Connect
Single sign-on	Operator Connect conferencing
Local numbers	SIP Gateway
Toll-free numbers	
Company & user phone numbers	

Microsoft Calling Plans

Let Microsoft be your carrier



Rapid provisioning

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



Number porting and dynamic emergency calling

Use your existing phone numbers with Microsoft Calling Plans, and meet E911 and other legal obligations



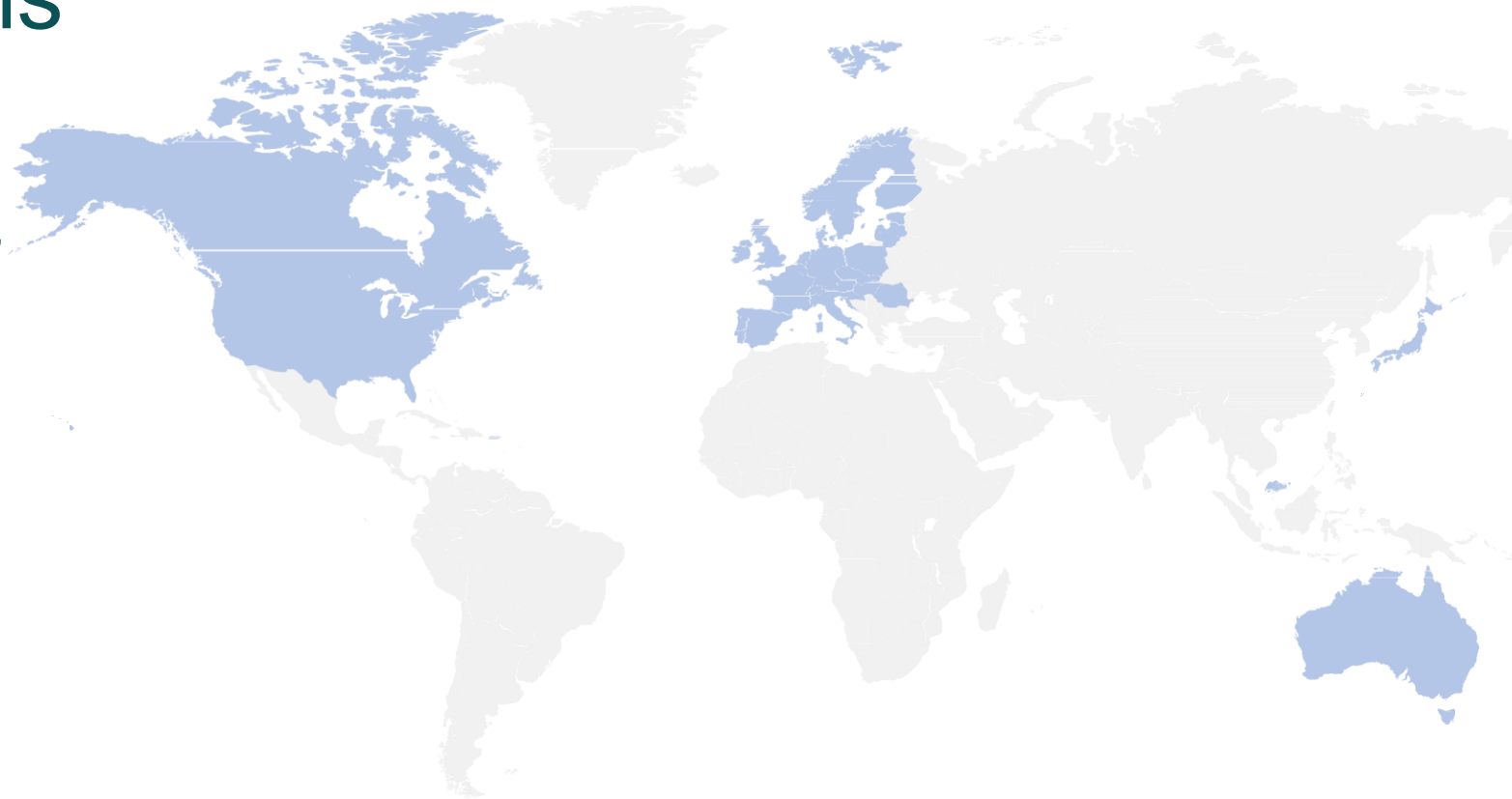
Local, long distance, and international calling

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

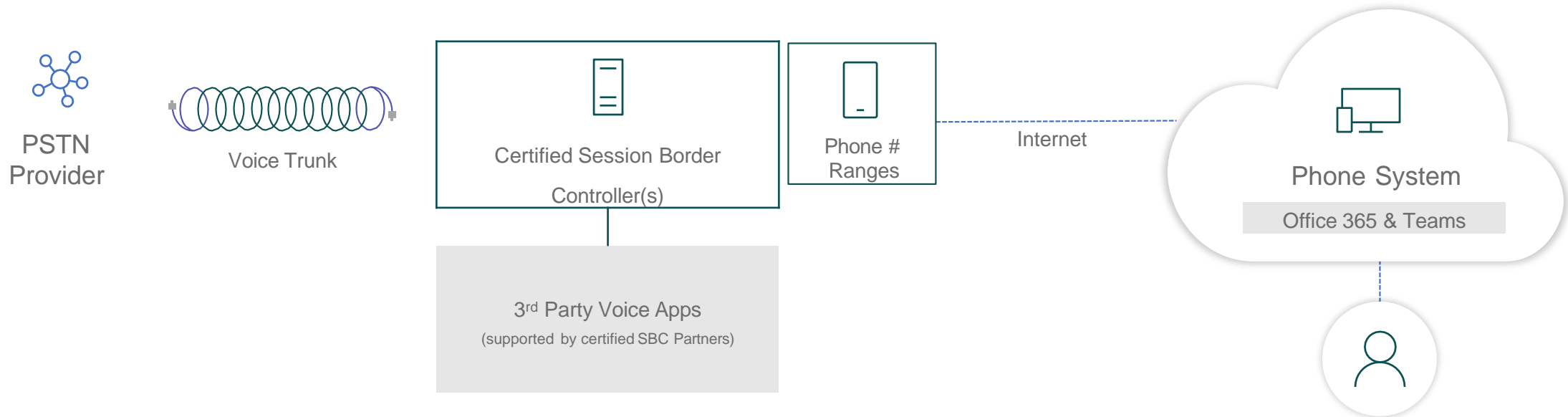


Ensure you always have enough minutes

Use Communication Credits to add minutes & international capabilities to Calling Plans



Australia | Austria | Belgium | Canada | Croatia | Czech Republic | Denmark | Estonia | Finland | France | Germany | Hungary | Ireland | Italy | Japan | Latvia | Lithuania | Luxembourg | Netherlands | New Zealand | Norway | Poland | Portugal | Puerto Rico | Romania | Singapore | Slovakia | Slovenia | Spain | Sweden | Switzerland | United Kingdom | United states



Directly Route dial tone to Teams Users

Direct Routing in Microsoft 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – Keep your numbers.

Interoperability with 3rd party systems

Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

Operator Connect

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

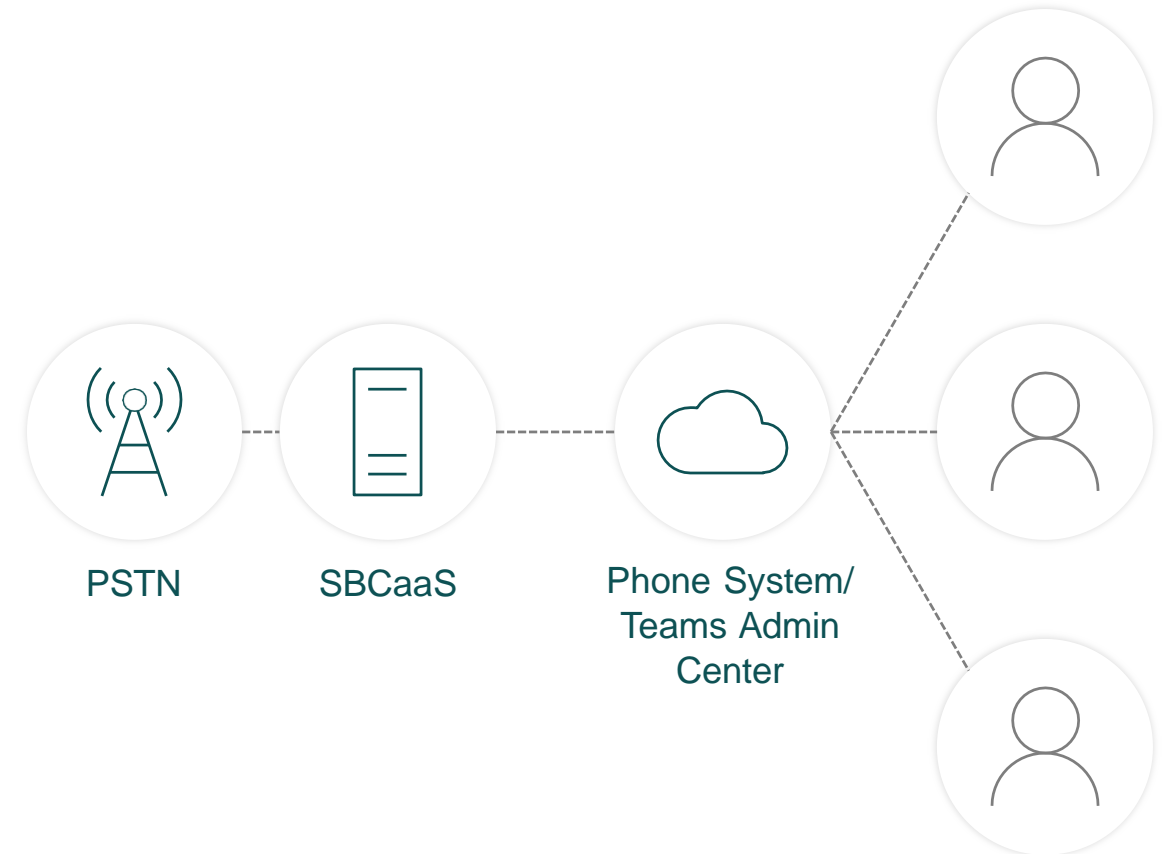
Bring your own telecom operator

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 Phone System, 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

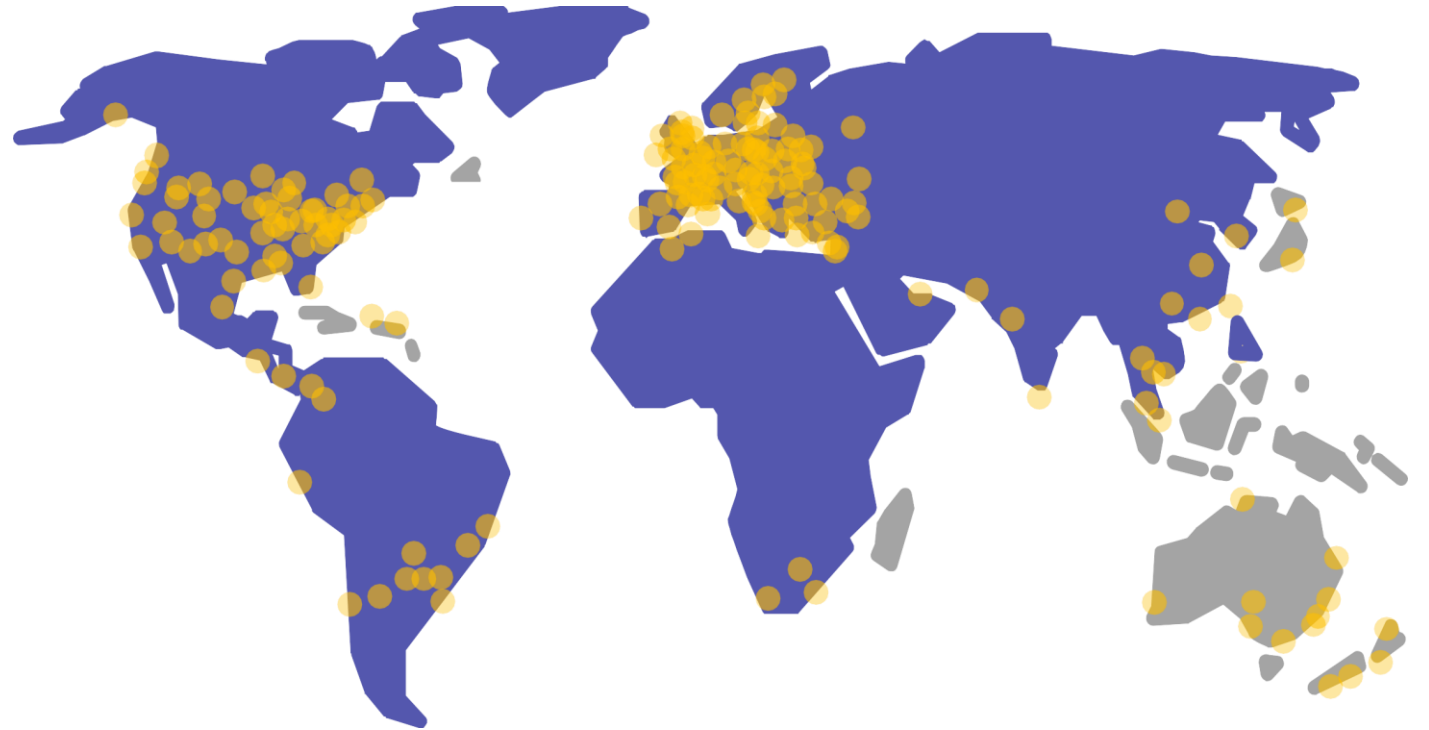


<https://aka.ms/OperatorConnect>

Audio Conferencing

No internet? No problem. Dial into the meeting.
Commercially available in 100+ countries
Dial-in numbers for 110+ countries and 400+ cities
Dial-out support to 190+ countries

Interactive Voice Response (IVR) in 44 languages and dialects



Join Microsoft Teams Meeting

+1 323-849-4874 United States, Los Angeles (Toll)
(866) 679-9995 (Toll-free)

Conference ID: 448 430 16#

For current list of available dial-in
and dial-out countries, please visit
our [countries list](#)

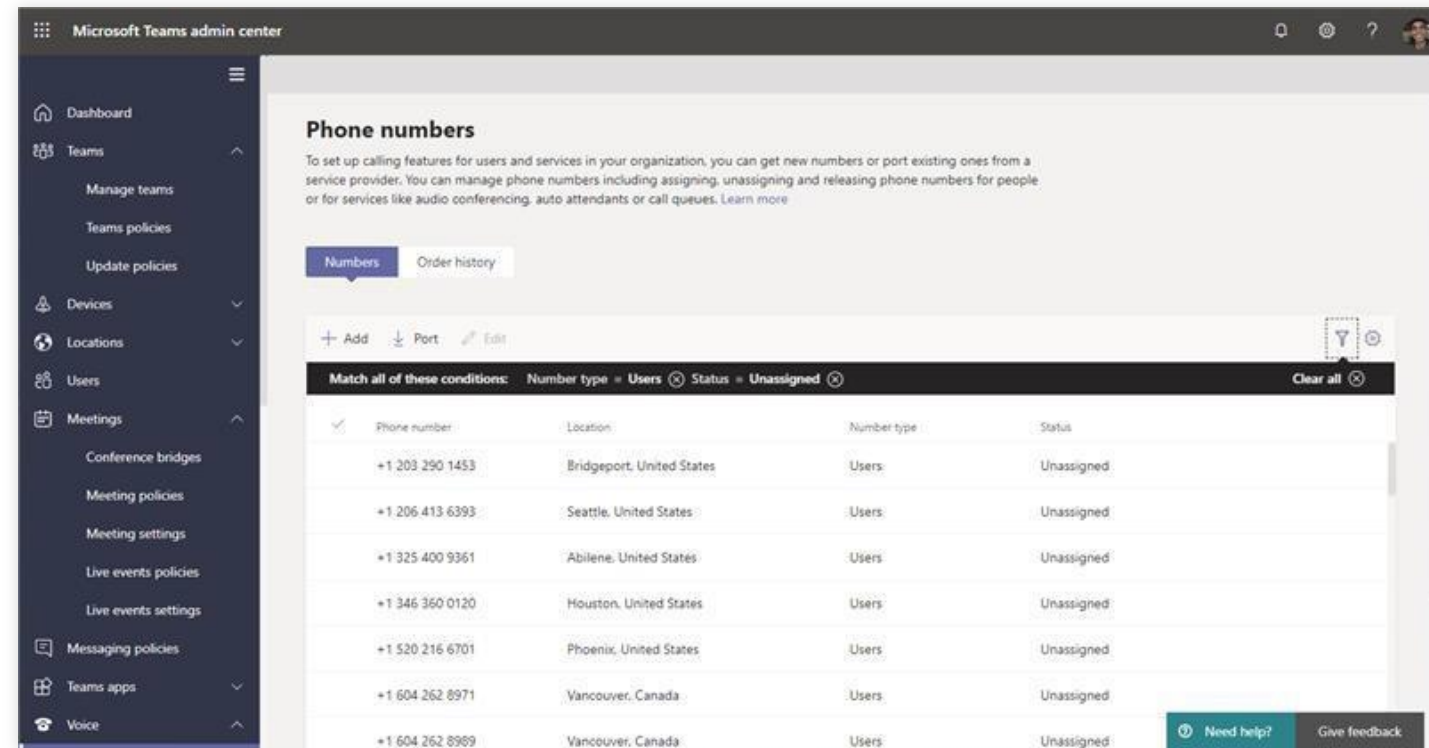
[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#)

Teams Admin Center

Reduce complexity and training by manage your phone system from an admin console deeply integrated to Microsoft 365 services.

Get started in minutes without an on-prem PBX to install or manage.

Scale your phone system by getting new numbers and adding users as your business grows.



Microsoft Teams admin center

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can manage phone numbers including assigning, unassigning and releasing phone numbers for people or for services like audio conferencing, auto attendants or call queues. [Learn more](#)

Numbers Order history

+ Add ↓ Port ↗ Edit

Match all of these conditions: Number type = Users Status = Unassigned Clear all

Phone number	Location	Number type	Status
+1 203 290 1453	Bridgeport, United States	Users	Unassigned
+1 206 413 6393	Seattle, United States	Users	Unassigned
+1 325 400 9361	Abilene, United States	Users	Unassigned
+1 346 360 0120	Houston, United States	Users	Unassigned
+1 520 216 6701	Phoenix, United States	Users	Unassigned
+1 604 262 8971	Vancouver, Canada	Users	Unassigned
+1 604 262 8989	Vancouver, Canada	Users	Unassigned

Need help? Give feedback

Auto Attendant and Call Queues

Microsoft Teams admin center

Auto attendants \ Add auto attendant

General Info

Call flow

Advanced settings (optional)

- Add a name for your auto attendant**
- Operator (optional)**
This lets you set up a person in your organization to answer calls when a caller wants to talk to another person. You can also link this auto attendant to another auto attendant or call queue.
- Time zone**
Setting the time zone will let calls be answered during the correct business and non-business hours.
- Language**
This lets you set the language that will be used. The language set here will tell the system what language to use when reading prompts, greetings, and dial keys.
- Enable voice inputs**
Off

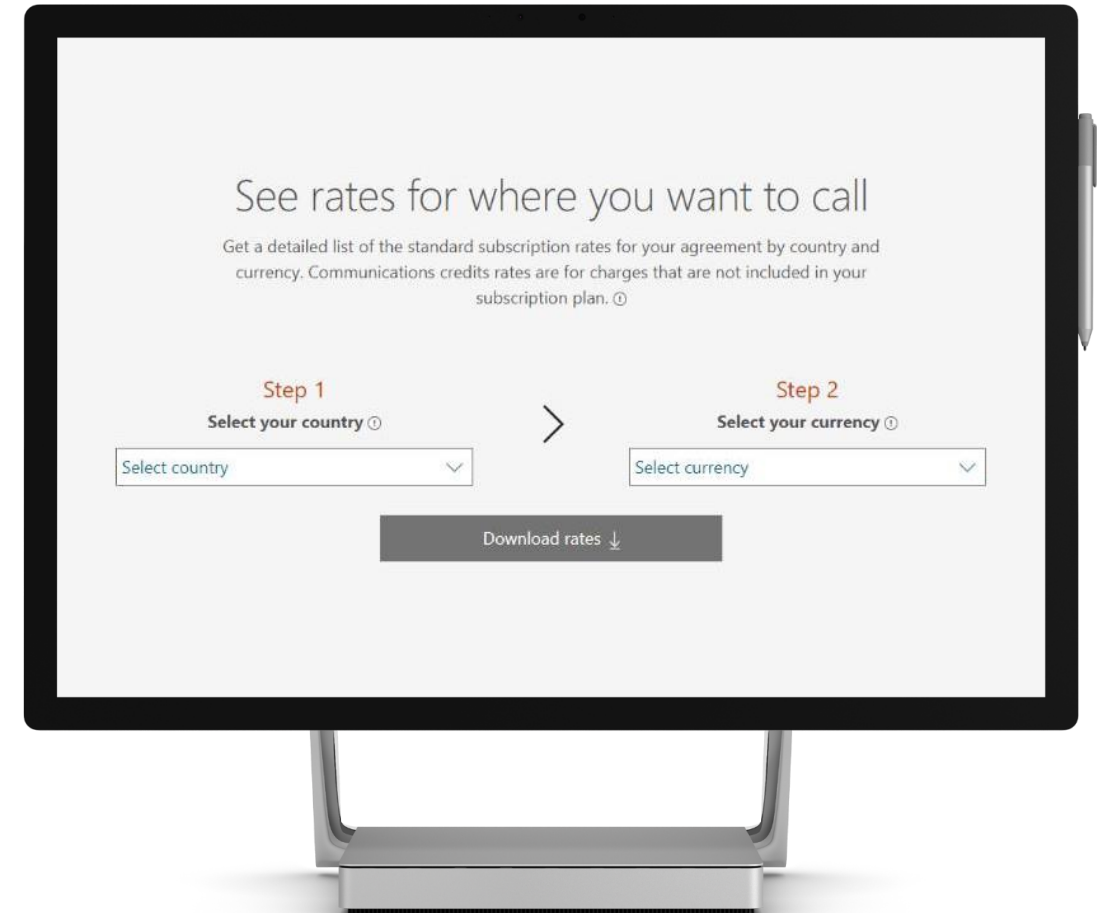
- Auto Attendant
- Toll-Free and local service numbers Dial-byname directory search Custom greetings and menus Operator option
- Speech recognition in 14 languages Admin portal UI and PowerShell cmdlets
- Call Queues
- Custom greetings
- Music while people are waiting on hold. Redirecting calls to call agents
- Setting different parameters such as queue maximum size, timeout, and call handling options
- Shared voicemail for callers to leave a message for an organization

Communication Credits

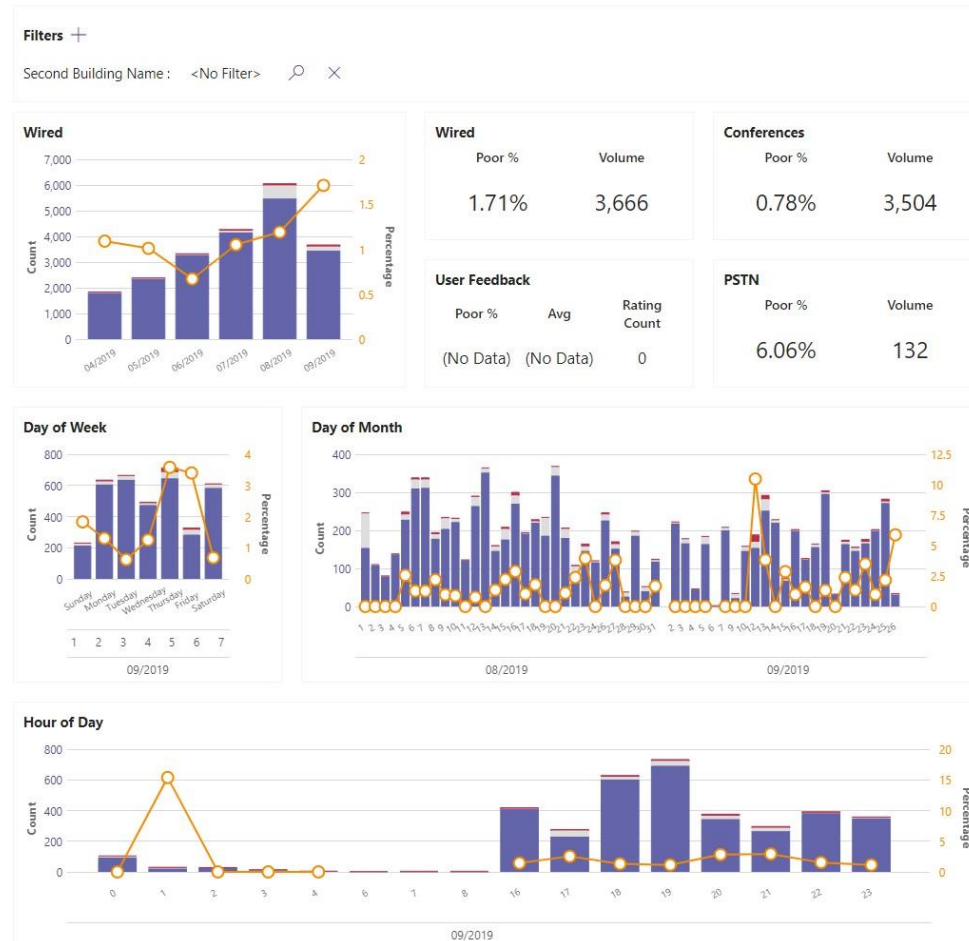
Communication Credits are a convenient way to pay for Voice services not included in the subscription. It ensures users are never caught without being able to:

- Dial-in (**INBOUND**) with a **toll-free** phone numbers.
- Dial-out (**OUTBOUND**) to add participants or “call me at”
(via mobile or landline) a conference.
- Dial-out (**OUTBOUND**) to international destinations when you have PSTN **domestic calling plan**.
- Dial-out (**OUTBOUND**) beyond your minute caps allowed in your PSTN Conferencing & Calling subscriptions.

Learn more about Communication Credits rates [here](#).



Audio - Quality

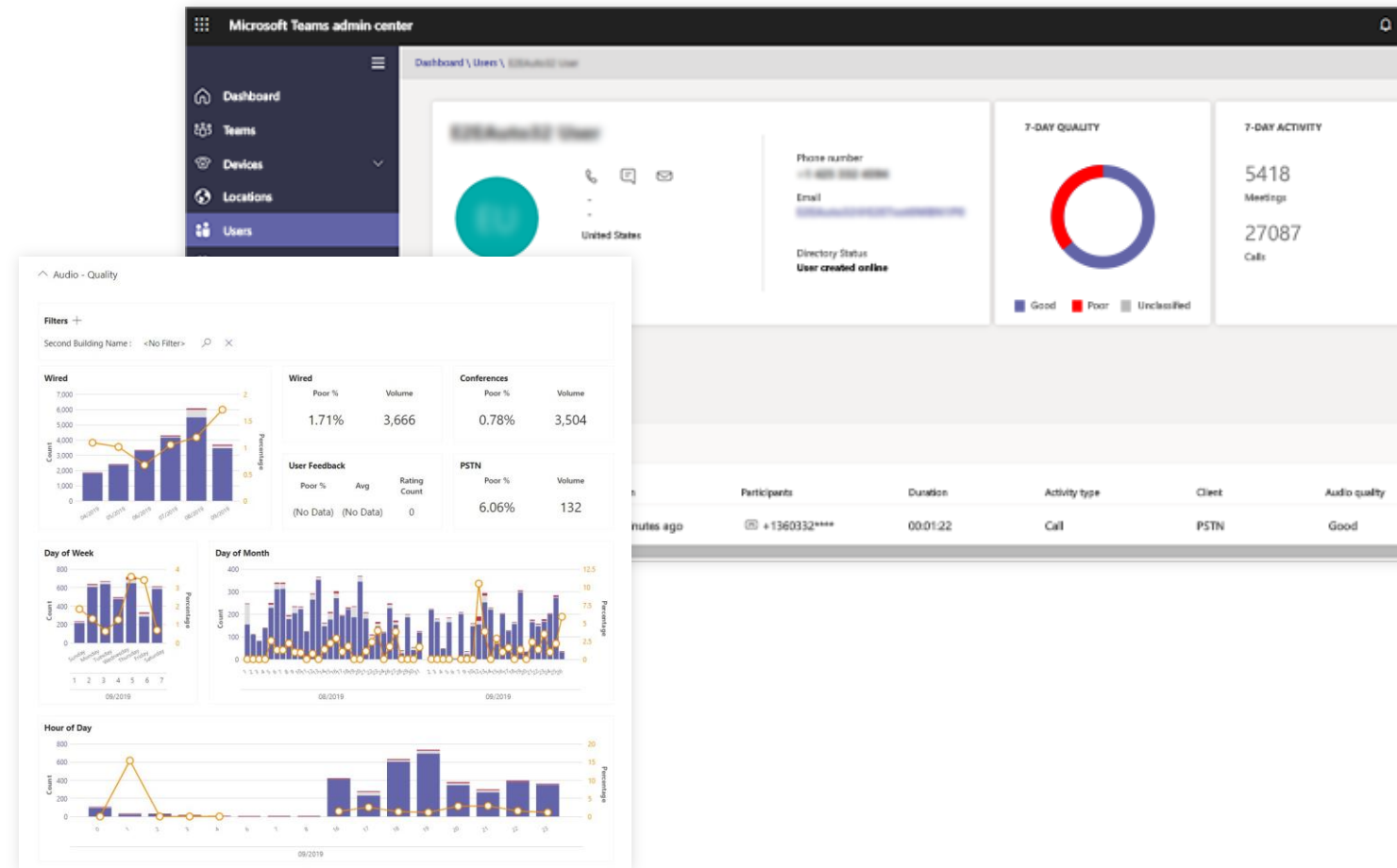


Call Quality Dashboard (CQD)

- 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.

Call Analytics

- Get real-time insights into the quality of calls made using Microsoft Teams.
- Keep your business running smoothly with built-in redundancy and active load balancing for a guaranteed 99.9% uptime.
- Protect your business communications, no matter where they take place with built-in security, privacy, and compliance from Microsoft 365.



Access Intelligent Comms

Smarter and faster ways to connect and collaborate with your devices

Built for Purpose

Devices optimized for your spaces and work styles

Work with Confidence

Certified devices, with high-quality video and audio, enterprise-grade security, and easy set up and management

A range of certified devices in every size, for every space and working style

Office.com/teamsdevices

Personal Devices



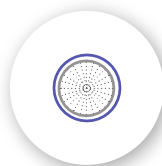
Headset



Desk phone



Mobile phone station



Speaker puck



Mobile phone



PC

Shared Devices



Conference Room Phone



Microsoft Teams Rooms



Large screen collaboration device