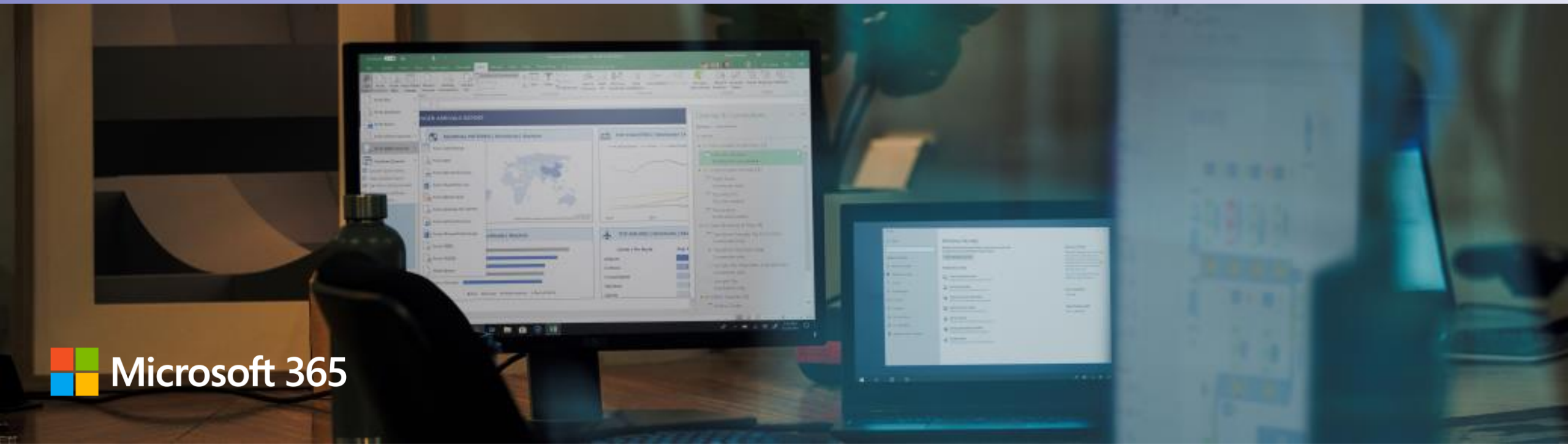


Avoid Pitfalls in Completing your Teams Phone Deployment – Consider Your End User



Stacy Breuers and Jose Navas
Microsoft Customer Success Managers



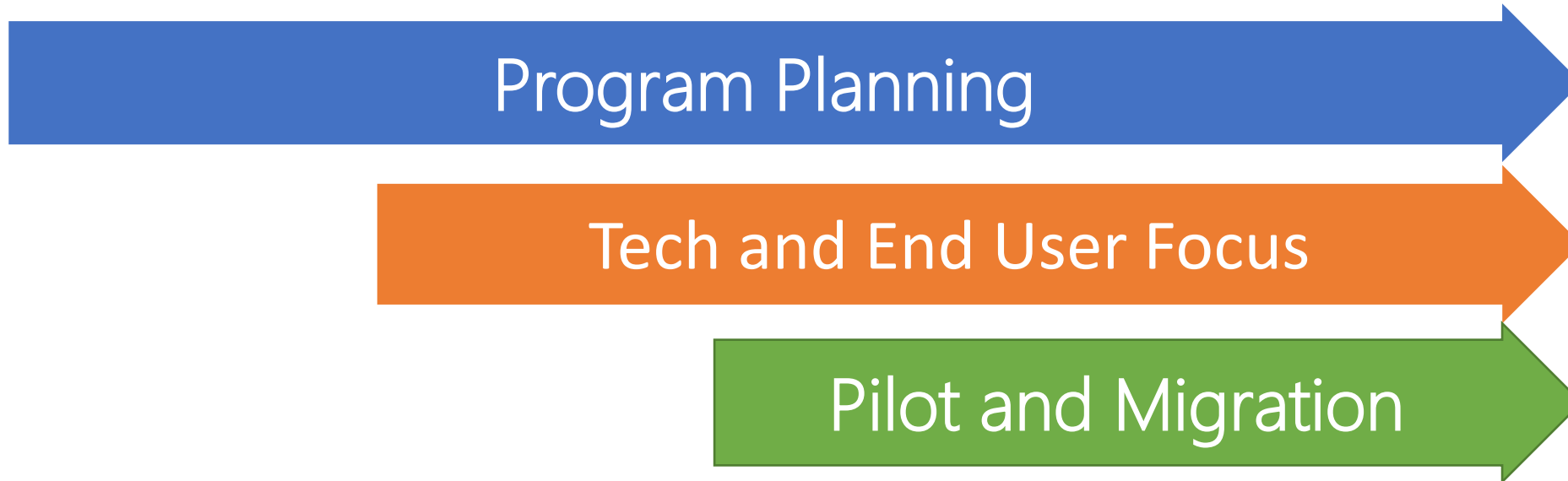
Typical Approach

What we tend to see – linear approach

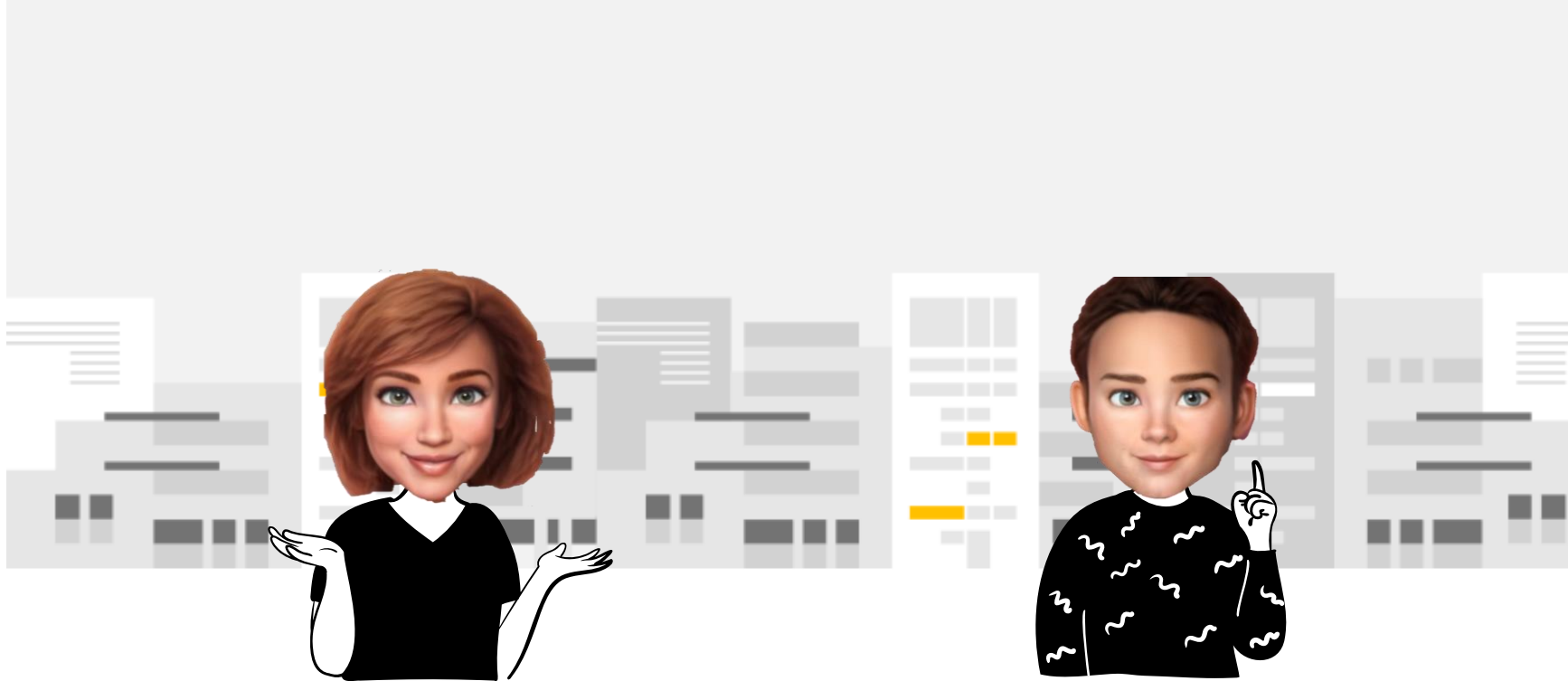


Our recommendation

A parallel approach aligns technical and end user readiness



Why Voice enablement needs an Adoption Focus



Teams Voice Adoption



Adoption
and
Change Management



Awareness



Desire



Knowledge

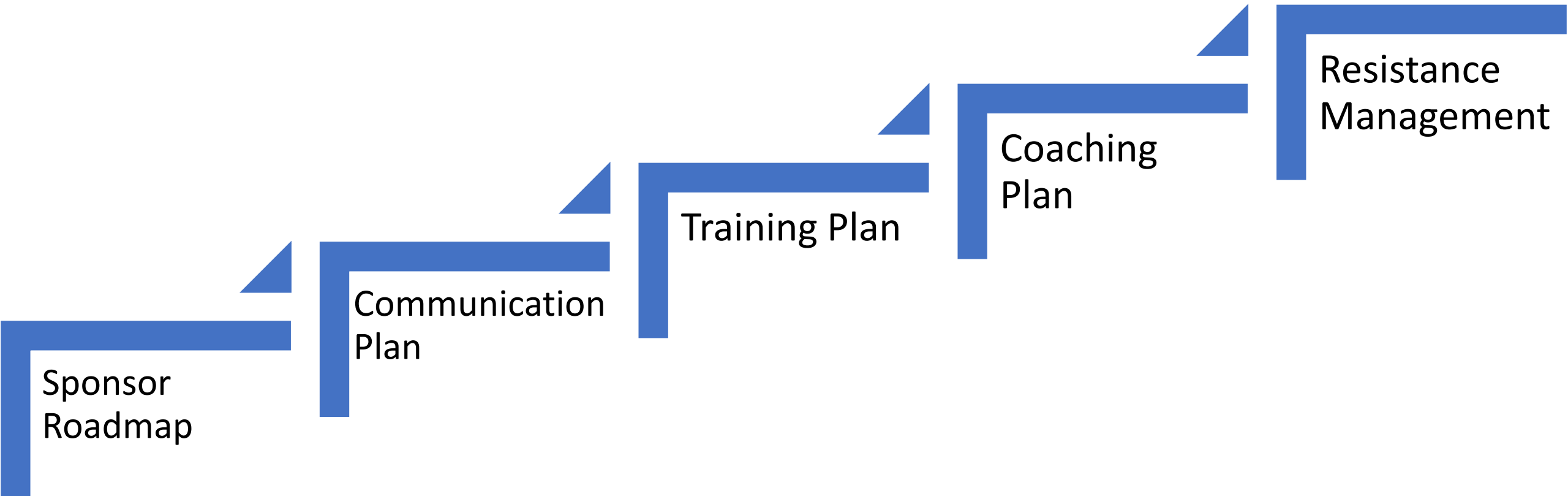


Ability



Reinforcement[®]

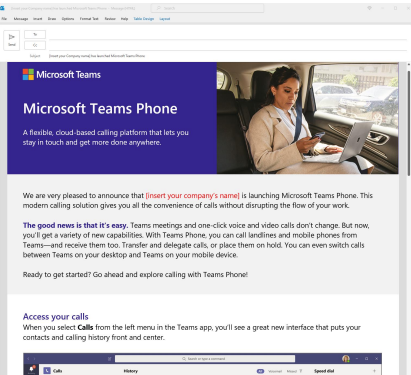
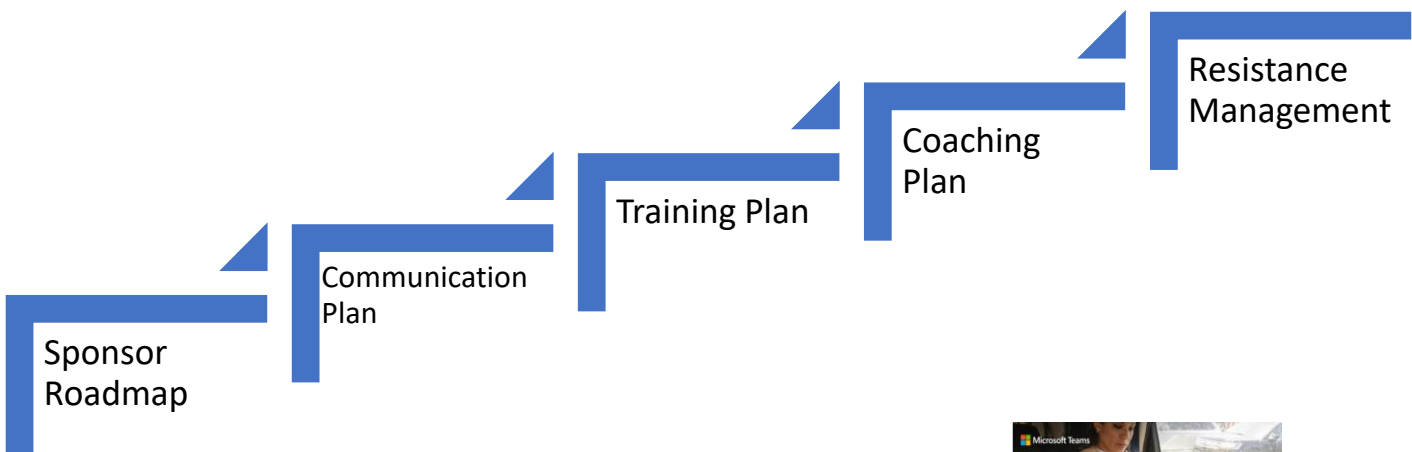
5 Levers of Change Management



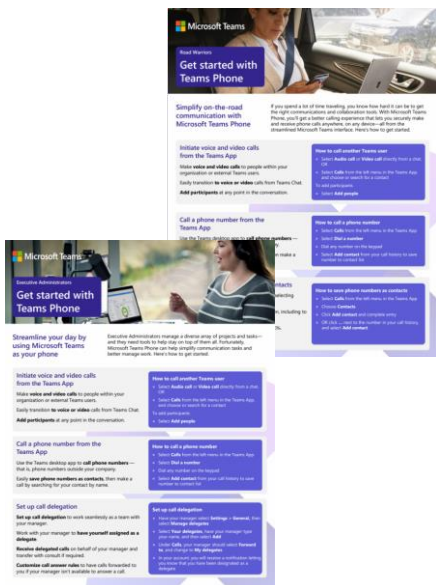
5 Levers of Change Management



New Microsoft Teams Phone ACM Resources



Templates



6 Persona Driven Guides

Microsoft Teams Calling Training Agenda (Level 100)

Overview

Microsoft 365 Voice provides a secure, reliable, and rich cloud-based phone system backed by Microsoft Teams. In this course, learn to use the calling features you need.

Session Summary

Expectations

- Understand Call settings in Teams
- Learn to set up a voicemail
- Assign, remove, and work with delegates
- Learn to manage call history and voicemail
- Be able to make an outgoing call and understand options including holding and forwarding
- Understand the difference between audio conferencing and PSTN
- Manage audio conferencing bridges

Training

Microsoft Teams Phone Adoption Guide



Microsoft Teams Phone Adoption Guide

Welcome!

Now that you have Microsoft Teams Phone in your organization, it's time to let your users know it's available and show them how to use it.

This guide is designed to help you roll out Teams Phone. It includes general guidance, along with how to use the materials provided to you in the adoption kit.

Teams Phone Adoption Guide

Here's how to roll out Teams Phone in your organization

1

Onboard early adopters and champions

- Identify key champions in different departments/areas of your organization.
- Provide early training and demos so they can act as a resource within their departments.

2

Create communication plans

- Send out your customized email to let users know that Teams Phone is ready for people to use.
- Pin up your posters to generate more awareness and excitement.
- Distribute the Get started guides; these include a general user guide and custom guides by role (executives, executive admins, helpdesk, road warriors, and inside sales).
- Set up communities: Teams Groups/Office 365, Yammer.

3

Update training materials

- Give your service desk the Helpdesk Guide to support your deployment with detailed instructions on many Teams Phone tasks, troubleshooting guides, and frequently asked questions.
- Consider creating a Teams group for training, where you can collect all training resources into one location.

4

Provide in-person/remote training options

- Get early adopters and champions to host small training groups within their departments/areas.
- Set up larger remote training options with Teams Phone demos.



Adoption Change Management Workbook

A template for creating your Teams Phone rollout plan

Activity:

Start Date

End Date

Owner

Status

Notes

Calendar View

T-60

T-30

T-21

T-14

T-7

T-6

T-5

T-4

T-3

T-2

T-1

T-0

T+1

T+2

T+3

Planning:

Change analysis

Success criteria defined

Key messages developed

Communication channels defined

Skill, knowledge gaps identified

Champion strategy

Development of ACM plans: Communication, Training, Sponsorship, Coaching, Resistance Management

ACM strategy developed, presented to leadership

Sponsor Roadmap:

Sponsor identification, assessment

Sponsor preparation

Sponsor updates

Communications:

Overall awareness messaging:

Enterprise-wide communications

Leadership awareness

Champion messaging

Town Hall messaging

Targeted end user awareness messaging

Excitement events

PROJECT DESCRIPTION AND OBJECTIVES

DESCRIPTION: Rollout of Microsoft Teams Phone

OBJECTIVES:

PROJECT OWNER / GROUP

DEPARTMENT NAME(S):

PROJECT OWNER(S):

PROJECT TEAM:

EXECUTIVE SPONSOR: TBD

SUCCESS METRICS

METRIC 1:

CURRENT WORK SUMMARY & STATUS

TASK/PENDING WORK

NOTES

STATUS

Create Awareness



Microsoft Teams Phone: a better calling experience



Call external phone numbers with the same ease as internal contacts

Seamlessly shift from Teams on your desktop to Teams on your phone





Enhance productivity by using features like transfers, holds, voicemail transcriptions, and more

Learn what you can do with Microsoft Teams Phone

Training

Get available, and order for your organization's internal training resources.


Community

Join lists to your Office 365 community or partner groups.

Events


Find people about your upcoming Microsoft Teams Phone events. For example, join our weekly lunch-and-learn every Monday at noon in the calendar.





Microsoft Teams Phone

A flexible, cloud-based calling platform that lets you stay in touch and get more done anywhere.



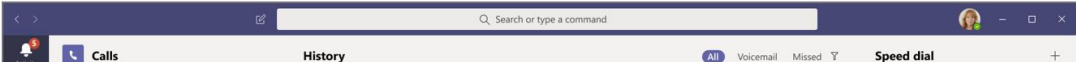
We are very pleased to announce that **[insert your company's name]** is launching Microsoft Teams Phone. This modern calling solution gives you all the convenience of calls without disrupting the flow of your work.

The good news is that it's easy. Teams meetings and one-click voice and video calls don't change. But now, you'll get a variety of new capabilities. With Teams Phone, you can call landlines and mobile phones from Teams—and receive them too. Transfer and delegate calls, or place them on hold. You can even switch calls between Teams on your desktop and Teams on your mobile device.

Ready to get started? Go ahead and explore calling with Teams Phone!

Access your calls

When you select **Calls** from the left menu in the Teams app, you'll see a great new interface that puts your contacts and calling history front and center.

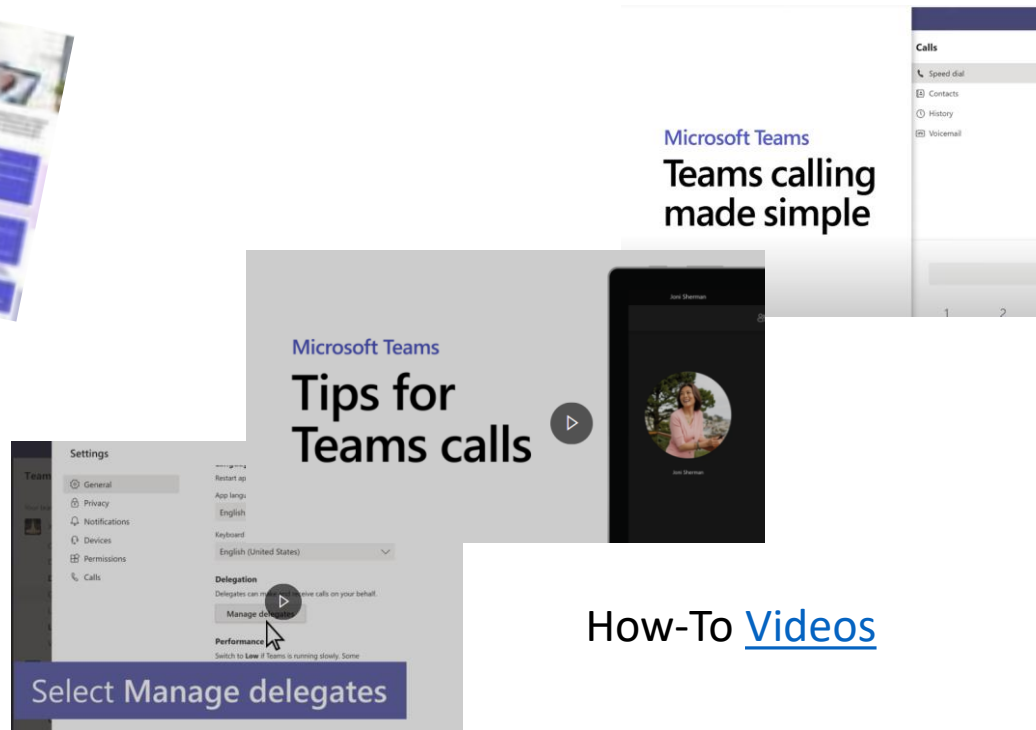


Templates
are ready
for you to
customize!

Practical Guidance



Quick Start Guides
6 persona driven guides



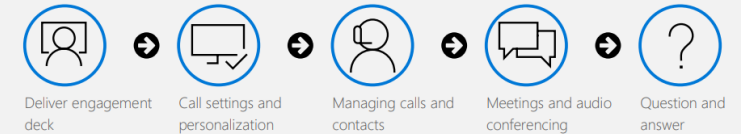
How-To [Videos](#)

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Microsoft Instructor- Led [Training Class](#)

Help your Help Desk



Help Desk Guide

How-to resources

Use the following instructions to assist your users in completing Teams Phone tasks when they have issues. Please note that when applicable, links include instructions for both the Teams desktop and mobile apps.

Calling basics

Use this section to cover the calling basics, emphasizing that there are many ways to make a call. If you'd like a video demonstration, use this [overview video](#) and [this video on making calls](#).

Technical monitoring and troubleshooting

The [Monitor and troubleshoot Teams Phone training documentation](#) covers a variety of issues, including the following. (Please note that the technical monitoring and troubleshooting available to you depends on your organization's subscription plan.)

- [Phone number assignment](#)
- [Microsoft Teams Client issues](#)
- [Call failures and quality issues](#)
- [Reporting and troubleshooting calls with Call Quality Dashboard](#)
- [Direct Routing issues](#)
- [Teams device troubleshooting and monitoring](#)

Microsoft Teams Phone Helpdesk Guide

Frequently asked questions

What is Microsoft Teams Phone?

Microsoft Teams Phone refers to the capability to make and receive calls in Microsoft Teams. As you know, Teams users can call other Teams users. With Teams Phone, you can do this the same way you do now, but you can also make and receive calls to and from landlines and mobile phones too.

Will this change how Teams works?

Adding Teams Phone does not change how Teams works. It just adds capabilities. The main thing you'll see is a more intuitive interface with all your contacts more easily accessible, and the ability to use a dial pad to call an external phone number.

Why hasn't the dial pad appeared?

First confirm that you have an active license for Teams Phone. If you do not have a license, the dial pad will not appear. If you do have a Teams Phone license, and the dial pad is missing on your desktop or mobile device, try restarting your device.

Can I make emergency calls in Microsoft Teams?

Yes, you can make emergency calls in Microsoft Teams. Each calling plan user is automatically enabled for emergency calling and required to have a registered address associated with their assigned telephone number. Depending on your geography, and which capabilities you have enabled, Teams can accommodate emergency addresses to assist appropriate dispatch authorities in locating the emergency caller as quickly as possible.

Why would I want to use Teams Phone on my mobile device?

It may seem counterintuitive to use Teams Phone on a mobile device, but it can make you more productive. Calls that come into Teams Phone can be answered within Teams on your desktop, or Teams on your mobile phone. You can switch between the two. It also makes it easier to manage your address books, contacts, and call history—while staying in the flow of working in Teams. Finally, it's also a great way to keep your work and private life separate.

Why do I have a new phone number in Teams Phone?

Every Teams Phone account is automatically given a phone number. That way, your external contacts with landline or mobile numbers can call you back, but those calls stay within Teams.

In Summary

A parallel approach aligns technical and end user readiness

