

# Midwest Phone Series – Beyond Teams

## Voice Project Chat Questions and Resources

Question	Response Given	Event Session
Where are the Recordings for previous sessions (on other topics) where the recording of this session will be also.	You can find all of our events resources here: <a href="http://aka.ms/MWTeamsPhoneEventResources">http://aka.ms/MWTeamsPhoneEventResources</a>	
How does this contact center work with Teams? How does a phone call in Teams get to the Contact Center (Forwarding the phone call out?)	It can be conferenced in and or transferred out via Direct Routing. Five9 is a direct routing partner as well as a full service contact center.	Using Contact /Call Center With MS Teams Partners – Five9
So its separate from Teams (transferring out the call) but with some hooks back into Teams?	Yes. Same hooks. Different platforms. We all integrate with the same hooks.	Using Contact /Call Center With MS Teams Partners – Five9
Is this only available if you use Microsoft calling plans?	All Teams scenarios, not just dial plans	What's in Your Teams Phone Toolbox? – Mary Beth Kirk
Current BI reports are slow ... will this load fast?	These Power BI templates are slow because of the amount of data being pulled down. Suggested to have a faster network speed and processing power on computer. Also try deploying to Power BI as a shared report.	What's in Your Teams Phone Toolbox? – Mary Beth Kirk
Can we have device reports in PowerBI?	Michael Tressler will explain during his section. There are many different metrics: <a href="https://docs.microsoft.com/en-us/microsoftteams/dimensions-and-measures-available-in-call-quality-dashboard">https://docs.microsoft.com/en-us/microsoftteams/dimensions-and-measures-available-in-call-quality-dashboard</a> & <a href="https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/device-usage-report">https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/device-usage-report</a>	What's in Your Teams Phone Toolbox? – Mary Beth Kirk
	Auto Attendant & Call Queue Historical Report: <a href="https://docs.microsoft.com/en-us/microsoftteams/aa-cq-cqd-historical-reports">https://docs.microsoft.com/en-us/microsoftteams/aa-cq-cqd-historical-reports</a>	What's in Your Teams Phone Toolbox? – Mary Beth Kirk

**Microsoft Teams device usage report:**  
<https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/device-usage-report>

**What's in Your Teams Phone Toolbox? – Mary Beth Kirk**

Can you dynamically add devices to configuration profiles? Specifically for new devices?	No, not yet	Managing your Teams Phone Devices – Michael Tressler
	Microsoft Graph Explorer: <a href="https://aka.ms/ge">https://aka.ms/ge</a>	Managing your Teams Phone Devices – Michael Tressler
	Supported Conditional Access and Intune device compliance policies for Microsoft Teams Rooms: <a href="https://aka.ms/intunemtr">https://aka.ms/intunemtr</a>	Managing your Teams Phone Devices – Michael Tressler
Is this service US only or global?	North America and over 12 Countries in Europe for direct service. No limitation for bring your own carrier.	Managing and Maintaining Your Teams Phone Environment – Partner Showcase - NuWave
So, do you provide local DIDs in LatAM locations?	Once the LATAM network is up next month, we will be able to service that area too.	Managing and Maintaining Your Teams Phone Environment – Partner Showcase - NuWave