



Microsoft Teams Phone Summit - Day 3 pm

**Teams Phone Devices for your Organization**

Vinay Jagannatha Rao

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We encourage everyone to assist in creating a welcoming and safe environment.





We will mute your microphone for the first part of today's call



Ask your questions via chat, we will get to all of them, live or after. Common questions will get addressed out loud.



We will be posting all recordings to the Microsoft CommUnity Connection YouTube channel approximately 2-3 days after the session has finished.  
Subscribe here to get updates  
<https://www.youtube.com/@TeamsPhoneCommUnity>



# Teams Phone Summit Schedule

Tuesday, March 5th	Wednesday, March 6	Thursday, March 7
<b>10:00am – 11am EST</b> Teams Reporting and Analytics	<b>10:00am – 11am EST</b> Using Intune when Deploying Teams Phone Devices	<b>10:00am – 11am EST</b> Exploring AI Innovation in Teams Phone with Copilot and Teams Premium
<b>1:00pm – 2:00pm EST</b> Adoption Change Management with Teams Phone Deployment	<b>1:00pm – 2:00pm EST</b> Teams Phone Roadmap	<b>1:00pm – 2:00pm EST</b> Teams Phone Devices for your Organization

[aka.ms/TeamsPhoneSummitReg](https://aka.ms/TeamsPhoneSummitReg)



# Teams Phone Devices for your Organization



Vinay Jagannatha Rao – Sr  
Project Manager with Teams  
Engineering at Microsoft

Thursday March 7<sup>th</sup>, 1 pm EST



## Overview

What's coming!

What next ?



# Overview

# Teams Phone Portfolio – Overview

## Audio Touch Phones



**AudioCodes C455HD**



**AudioCodes C470 HD**



**Poly CCX 505**



**Yealink MP 54**



**Yealink MP 56**



**AudioCodes C455 HD**



**Poly CCX 600**



**Yealink MP 58**

## Audio Non-Touch phones



**AudioCodes C435**



**Poly CCX 350**

## Conference phones (Touch)



**Poly Trio C60**



**Yealink CP 965**

# Current Offerings



**Users' Desk – Personal Device**  
Ex: Executive assistants, Employees



**Common Areas – Shared Device**  
Ex: Lobby, Front desk, Customer service



**Meeting Rooms – Room Devices**

The mobile application interface shows the following details:

- Time: 2:28 PM
- Date: Fri, 24 Jul
- Phone number: +1 555 878 0091
- Notifications (3):
  - Product Release Weekly Sync (2:00 PM–3:00 PM) with a Join button.
  - Voiceicemail from Allan Deyoung (+1 262 555 0106) with Call back and Delete buttons.
  - Missed call from Megan Bowen (+1 412 555 0109) at 12:51 PM with Call back button.
- Icons for Calls (2 notifications), People, Calendar, and Voicemail.

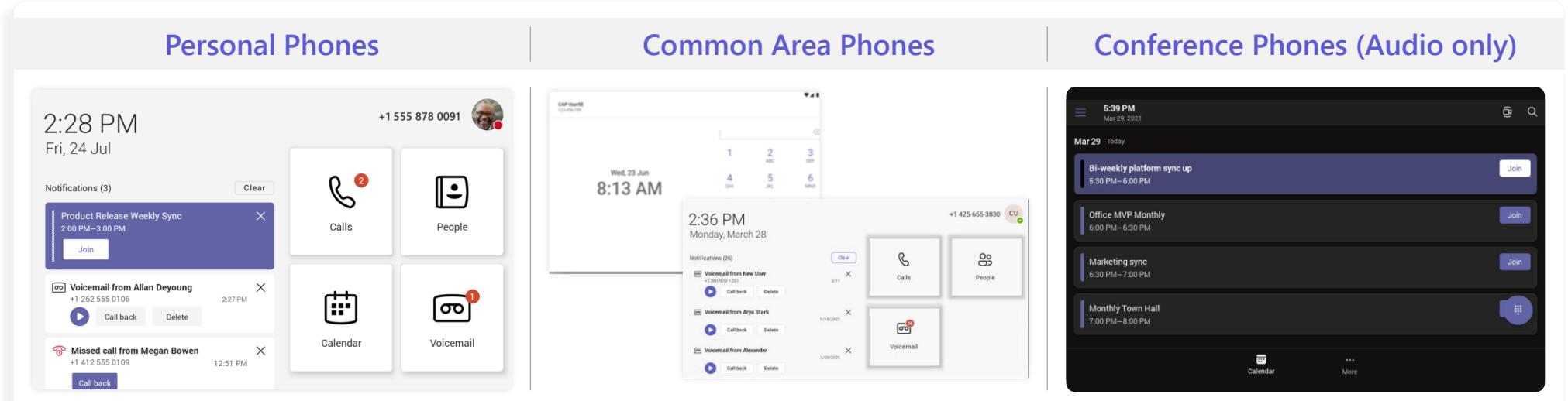
The mobile application interface shows the following details:

- Time: 2:36 PM
- Date: Monday, March 28
- Phone number: +1 425-655-3830
- Notifications (26):
  - Voicemail from New User (+1360 939 1261) with Call back and Delete buttons.
  - Voicemail from Arya Stark with Call back and Delete buttons.
  - Voicemail from Alexander with Call back and Delete buttons.
- Icons for Calls, People, and Voicemail (26 notifications).

The mobile application interface shows the following details:

- Time: 5:39 PM
- Date: Mar 29, 2021
- Notifications:
  - Bi-weekly platform sync up (5:30 PM–6:00 PM) with a Join button.
  - Office MVP Monthly (6:00 PM–6:30 PM) with a Join button.
  - Marketing sync (6:30 PM–7:00 PM) with a Join button.
  - Monthly Town Hall (7:00 PM–8:00 PM) with a Join button.
- Icons for Calendar and More.

# Licenses and Features – Current Offering

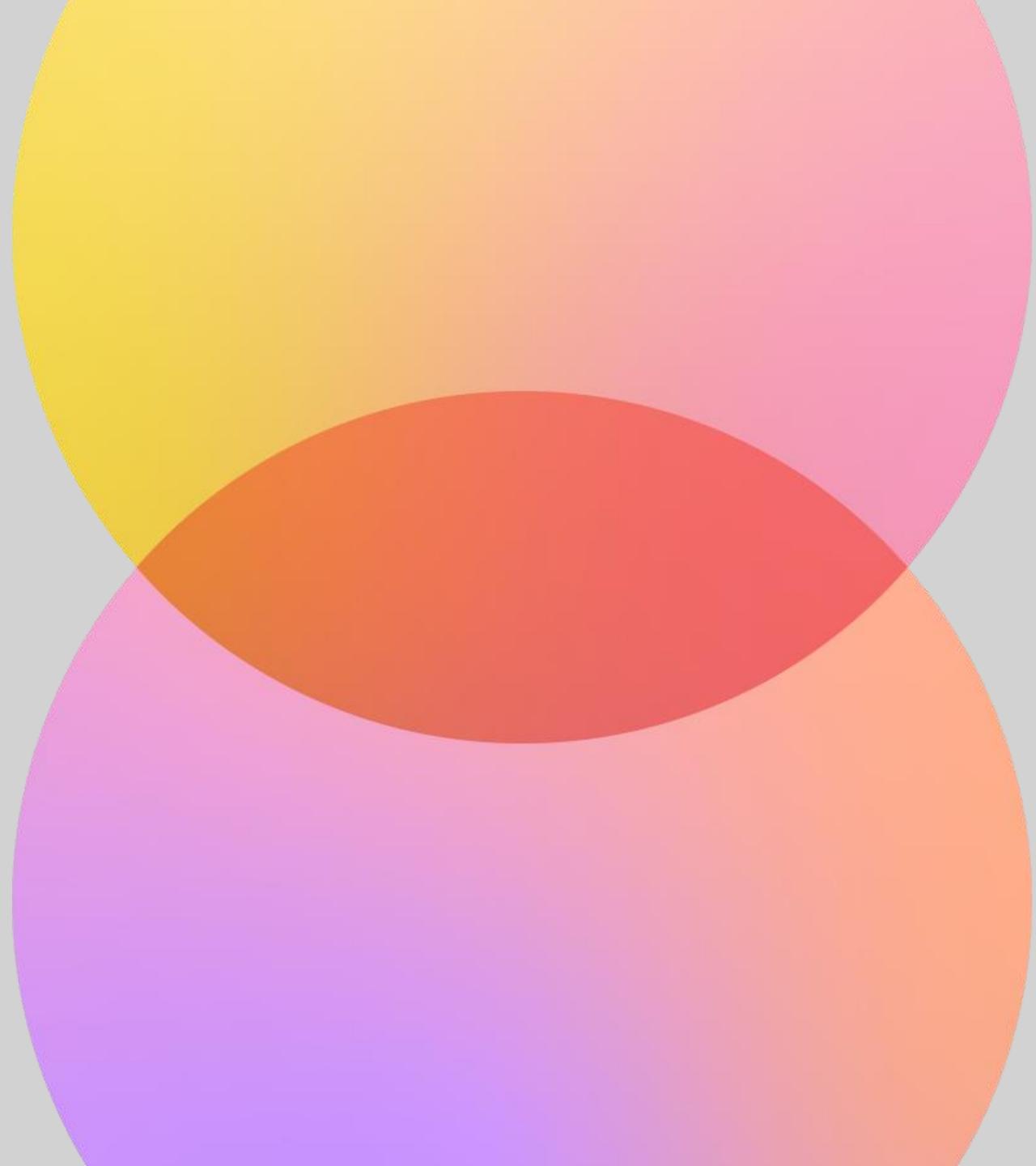


License	M365 User License	Shared Device License	Meeting Room Licenses
Calling	Yes	Yes	Yes (Basic)
Calendar	Yes	No	Yes
People/Contacts	Yes	Yes	Yes
Voicemail	Yes	Yes	No
Walkie Talkie	Yes	Yes	No
Call Delegation	Yes	Yes (Basic)	No
Hot Desking	Yes	Yes	Yes
Better Together	Yes	No	No



Microsoft Teams

# What's coming?



# End User Roles



Front desk / Receptionists



Executive Assistants



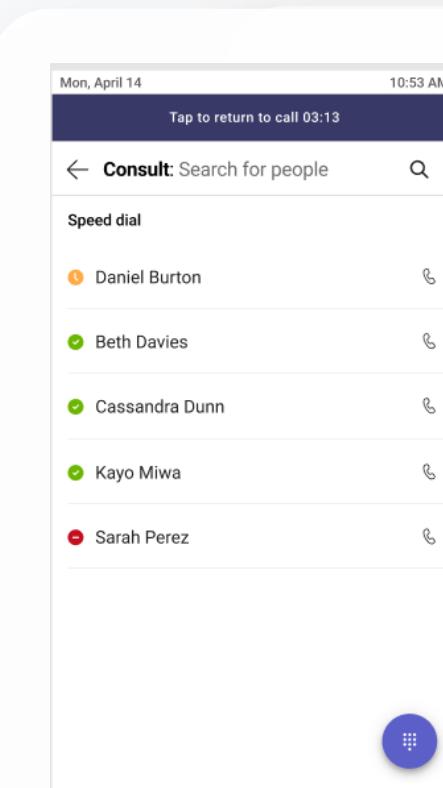
Customer Service

# Quick Actions

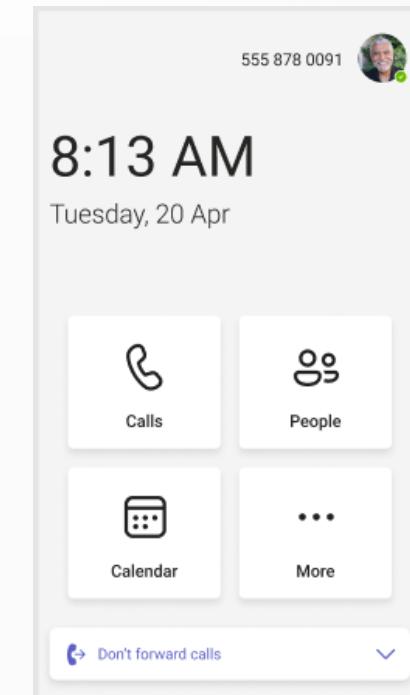
Transfer calls in fewer clicks through speed dials, hard keys and Dialpad options

Setup call forwarding directly from home screen (including common area phones)

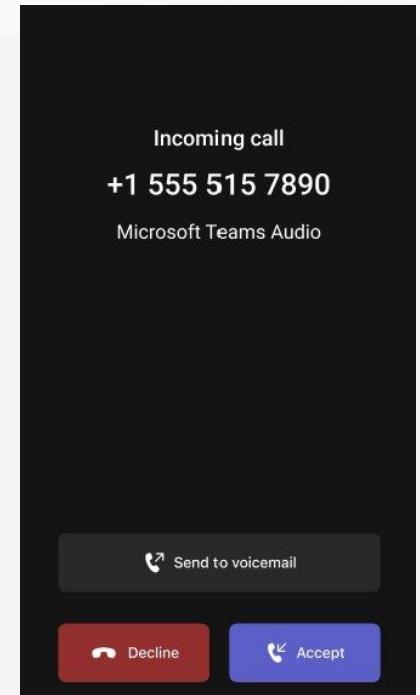
Send incoming calls to voicemail directly



Quick Transfer



Quick Forward

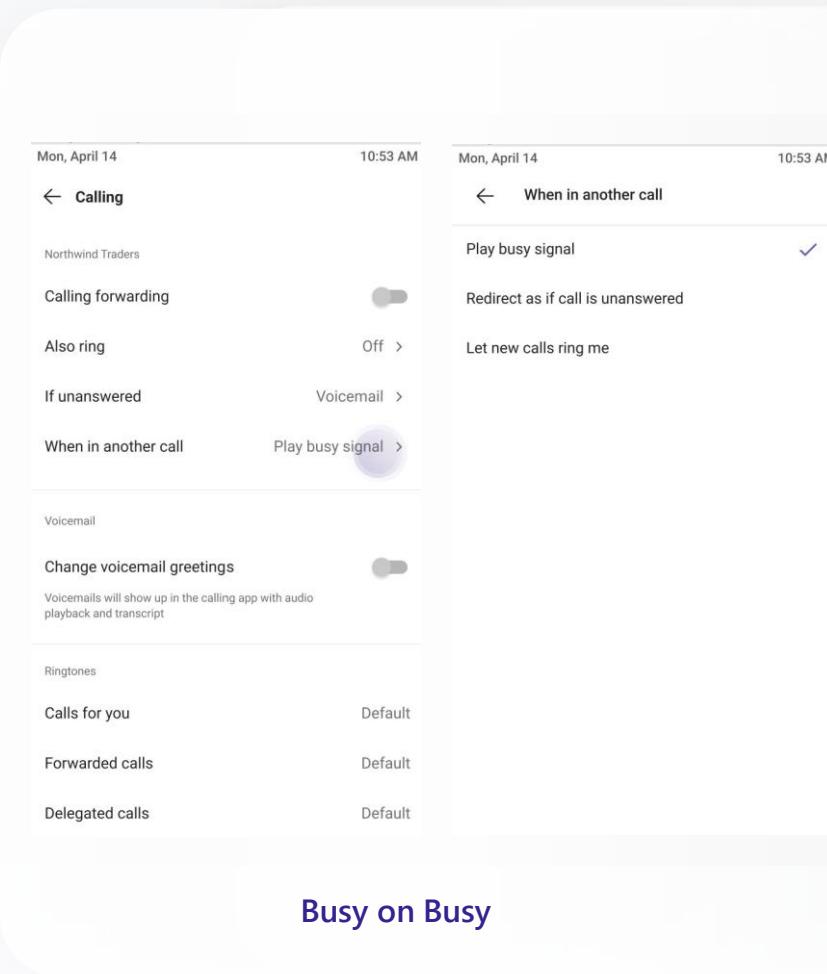


Send to Voicemail

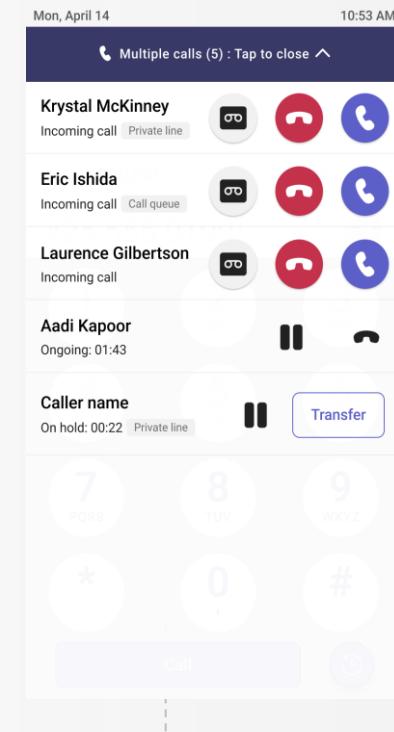
# Multi Call Handling

Route successive incoming calls when you are busy attending an ongoing call

Manage multiple calls and notifications easily through the banner



Busy on Busy

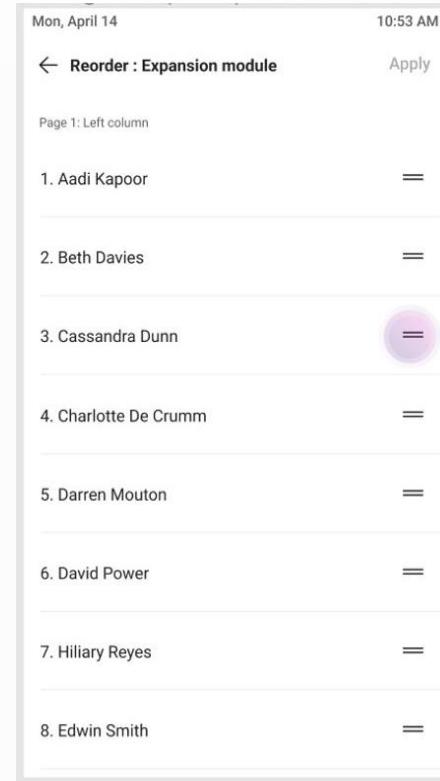


Multi call banner

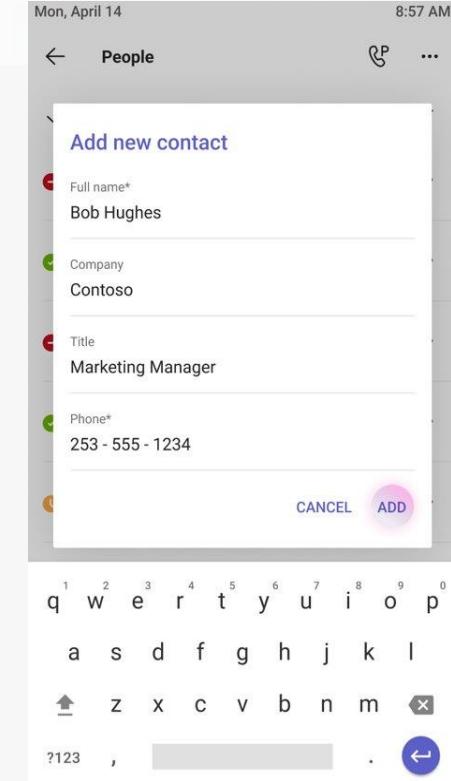
# Contact Management

Reorder contacts on Calls App , People App and Expansion Module

Add External contacts directly on the phone device



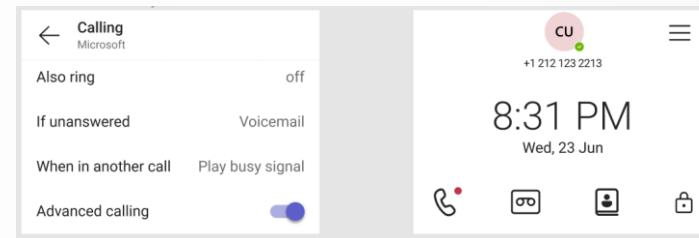
Reorder Contacts



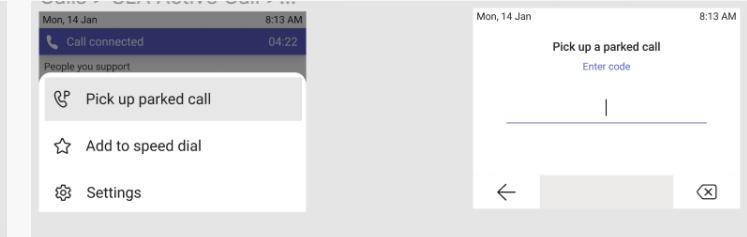
Add External Contact

# Non-Touch Phone Feature Parity

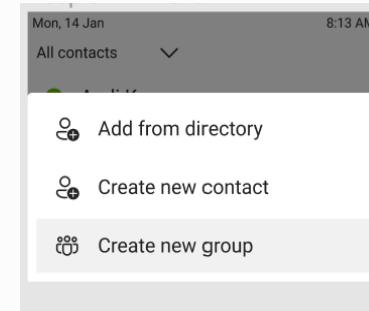
Non-touch phones will support all calling related features currently supported on Touch Phones



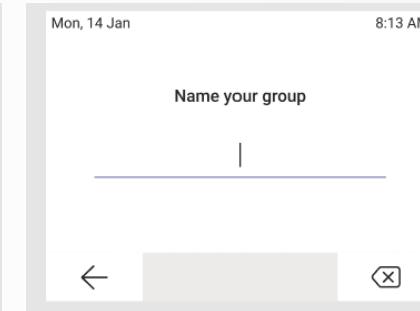
Advanced calling on CAP



Call park / unpark

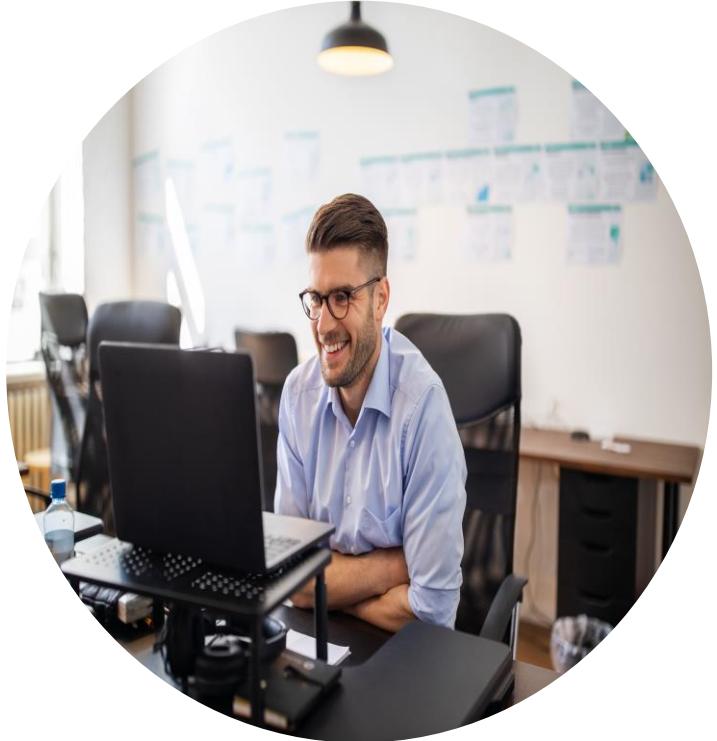


Create new contact group



Add contact from Directory

# Device Deployment Roles



**Admins**



**Technicians**

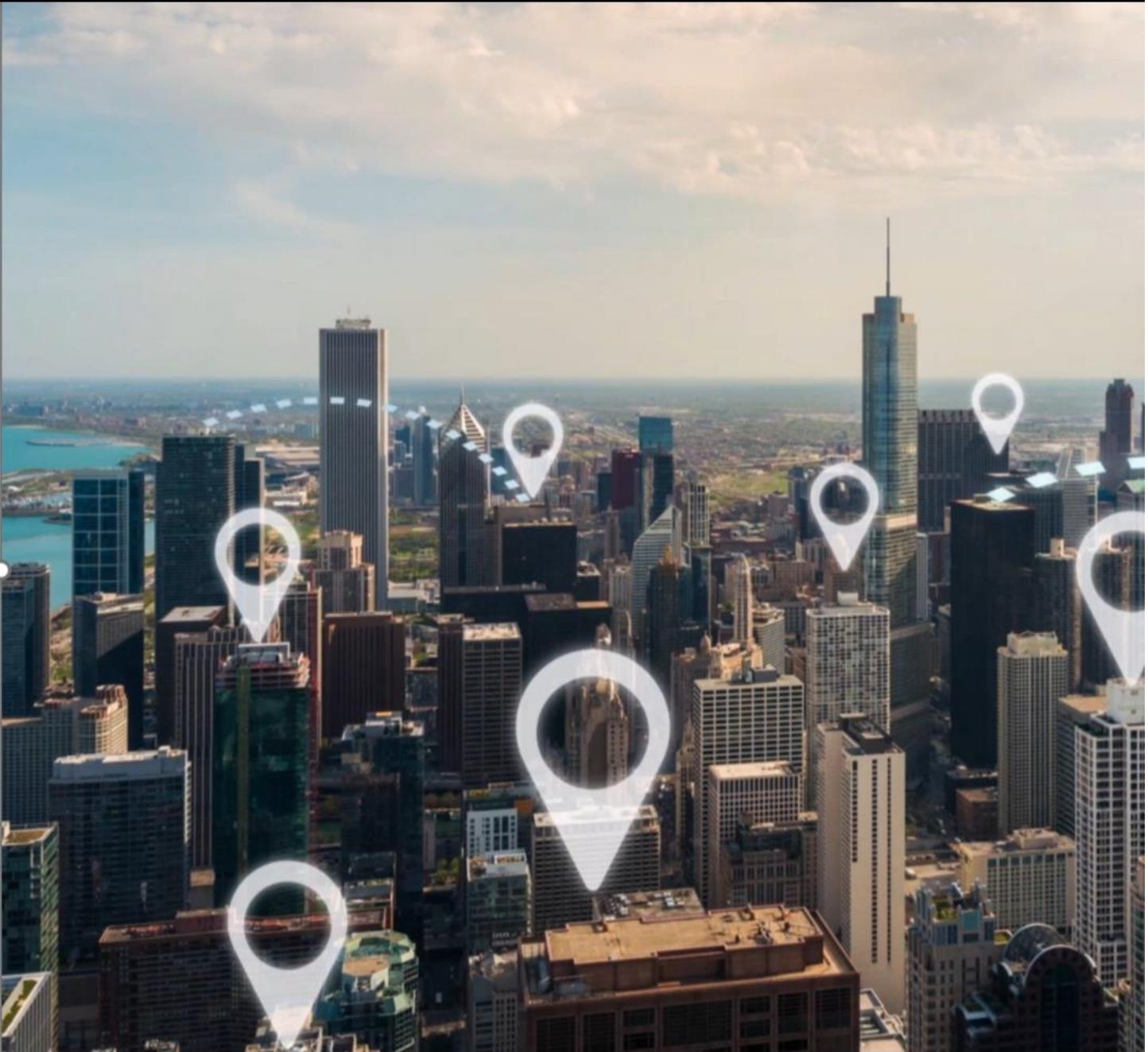
# Contact Management

Remotely manage contacts on the phone device by searching for a contact or uploading a csv file from Teams Admin Center

The screenshot displays the Microsoft Teams Admin Center interface. On the left, a navigation sidebar lists various admin settings like Dashboard, Teams, Locations, Users, Devices, and Teams phones. The 'Teams phones' option is selected. The main content area shows a summary of 10 Teams phones, 2 critical, and 1 offline. It includes a 'Meetings health status' donut chart (99% healthy meetings) and a 'Average device usage' line graph. A central message box通知 (Notification) says "Admin has pushed new contacts. View contacts." Below this, a list of contacts is shown with columns for Display name, Username, Manufacturer, Model, IP Address, Type, Status, Configuration profile, and Call history. The contact list includes entries for Corey, Willow, Krystal McKinney, Aadi Kapoor, Erica Fuller, and Laurence Gilbertson. To the right, a 'Manage contacts' panel allows users to search for contacts and upload a CSV file. At the bottom, there are quick access icons for Calls, People, Calendar, and More.



*Manage phone device contacts  
remotely from TAC*



# Settings Management

- Enforce phone lock PIN
- Enable/Disable call quality survey
- Enable call forwarding on home screen

The screenshot displays two side-by-side views of the Microsoft Teams admin center interface, specifically focusing on settings management.

**Left View (Calling settings):**

- Advanced calling:** Off (This setting might not be applicable if the device isn't updated.)
- Hotline:** Off
- Call quality survey:** Off (This setting might not be applicable if the device isn't updated.)
- Display call forwarding on home screen:** On (Applies only to common area phones and personal phones.)

**Right View (Device settings):**

- Advanced calling:** Off (This setting might not be applicable if the device isn't updated.)
- Hotline:** Off
- Call quality survey:** Off (This setting might not be applicable if the device isn't updated.)
- Display call forwarding on home screen:** On (Applies only to common area phones and personal phones.)

**Network settings (Visible in the right view):**

- DHCP enabled: Off
- Logging enabled: Off
- Host name: host
- Domain name: domain.com
- IP address: 10.5.140.156
- Subnet mask: 255.255.255.0
- Default gateway: 10.5.140.1

# Update Management

- Partial application of configuration profile
- Unassign/ remove a configuration profile
- Maintenance window
- Non-disruptive updates
- Cancel a scheduled operation

The image shows two side-by-side screenshots of the Microsoft Teams admin center.

**Left Screenshot:** The "Phones" management page. It displays a summary of devices: 35 total, 1 online, 34 offline. Below this, a table lists various phone users with their display names and email addresses. The table includes columns for "Display name" and "Username".

Display name	Username
Signed out	...
Signed out	...
PersonalUser	personaluser@TestTest.onmicrosoft.com
Pro MTR-A 7	prompt7@testtest.onmicrosoft.com
Signed out	...
Standard MTR 2	StandardMTR2@testTest.onmicrosoft.com
Premium MTR 1	PremiumMTR1@testTest.onmicrosoft.com
Signed out	...
Capt Test 01	capttest01@testtest.onmicrosoft.com
Signed out	...
Signed out	...
Crestronblocked	Crestronblocked@testTest.onmicrosoft.com
Standard MTR 3	StandardMTR3@testTest.onmicrosoft.com
Signed out	...
Signed out	...

**Right Screenshot:** A configuration profile creation dialog titled "Phones \ New configuration profile". It contains sections for "General", "Call settings", "Device settings", and "Network settings".

- General:** Fields for "Configuration profile name" and "Description".
- Call settings:** Options for "Advanced calling" (off) and "Enable hotline" (off).
- Device settings:** Options for "DHCP enabled" (on), "Logging enabled" (off), "Host name" (Example: Host), "Domain name" (Example: domain.com), and "IP address" (Ex: 10.3.140.156).
- Network settings:** Options for "DHCP enabled" (on), "Logging enabled" (off), "Host name" (Example: Host), "Domain name" (Example: domain.com), and "IP address" (Ex: 10.3.140.156).

At the bottom are "Apply" and "Cancel" buttons.



**What next?**

# Frontline worker industries



Manufacturing



Retail



Financial



Healthcare

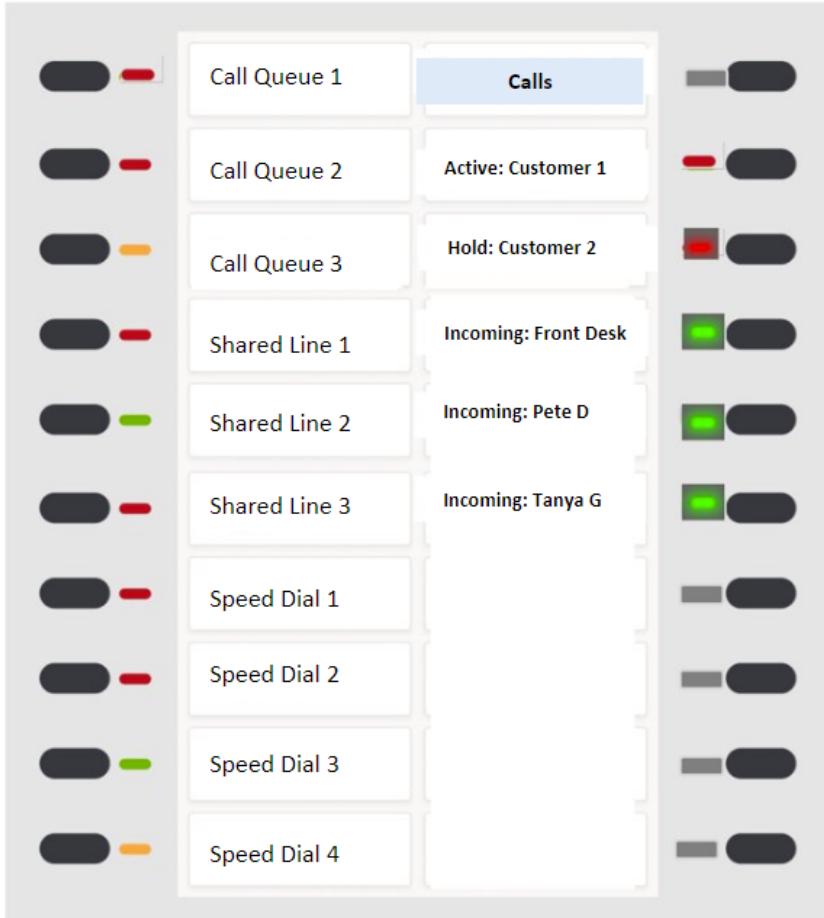
# Line Key - Configuration

As an end user or admin assign speed dials or shared lines to line keys on non-touch phones and expansion module for quick actions

The image displays three distinct interfaces related to Line Key configuration:

- Mobile Phone Screen:** Shows a "Discover quick actions by long-pressing the line keys." message with an illustration of three people. Below it, another message says "Explore quick actions by long-pressing the line keys." with a timestamp of 8:31 PM and a date of Wed, 23 Jun. It also shows icons for a call, video, contact, and bag.
- Microsoft Teams Admin Center:** A screenshot of the "Manage line keys" page. It shows a list of line keys (Line key 1 through Line key 8) and a detailed configuration pane on the right. The configuration pane includes fields for "Configuration profile name" (left blank), "Key Assignment" (e.g., "Line 1 / Boss 1 +1234567890" for key 1), and "Alias (Optional)" (e.g., "Store 1 Line 1"). It also lists "Key Type" (e.g., "Shared Line" for key 1) and "Personal Line Shared Line Private Line Speed Dial User controlled" for other keys. Buttons for "Set Key" are present for keys 2 through 7.
- Microsoft Teams Phone Interface:** A screenshot of the "Manage line keys" interface on a phone. It shows a list of line keys (Line Key 1, Line Key 2, Line Key 3) with a "+" icon next to each. At the bottom, there is a "MANAGE LINE KEYS" button.

# Line Key - Visibility



Sidecar/ Expansion Module

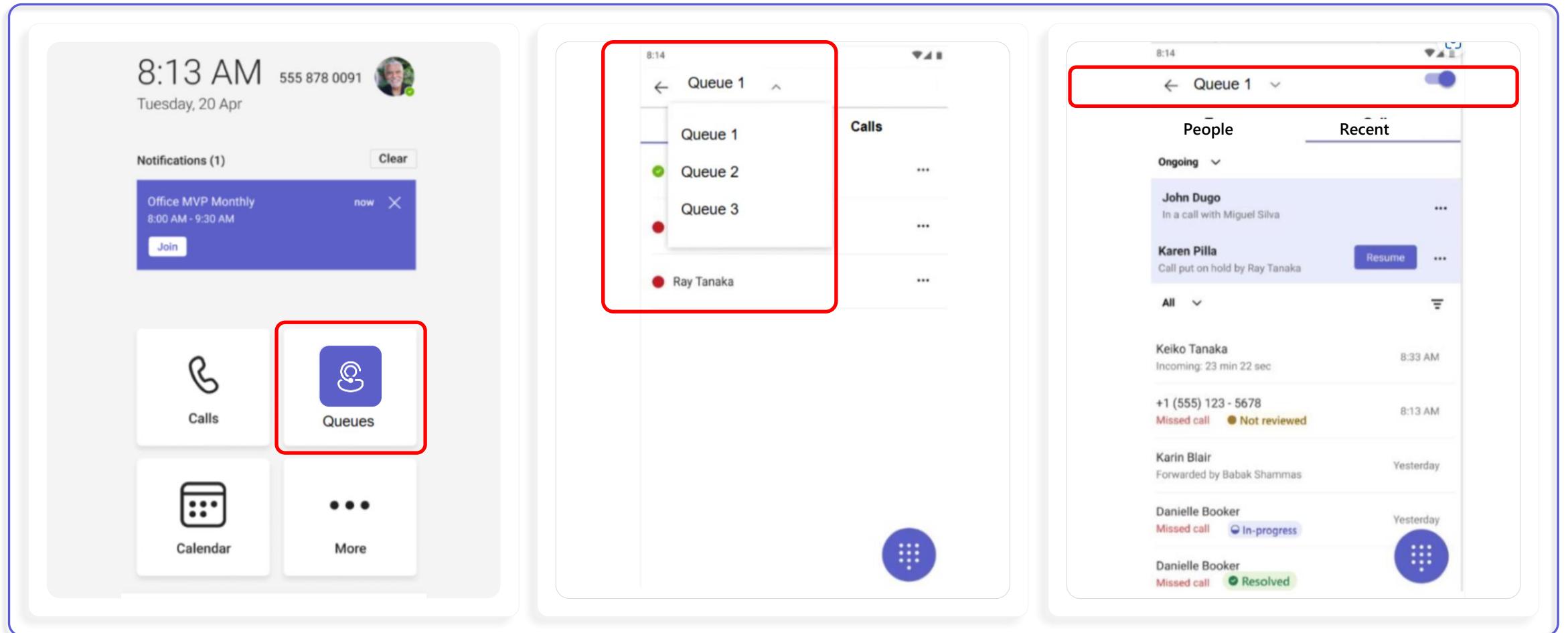


Main Screen

## LED States

- Solid Red - Busy
- Blinking Red - Call on Hold
- Solid Green - Available
- Blinking Green – Incoming call

# Queues App



# Poll: What are your top 5 agent scenarios on phone devices for CQ?

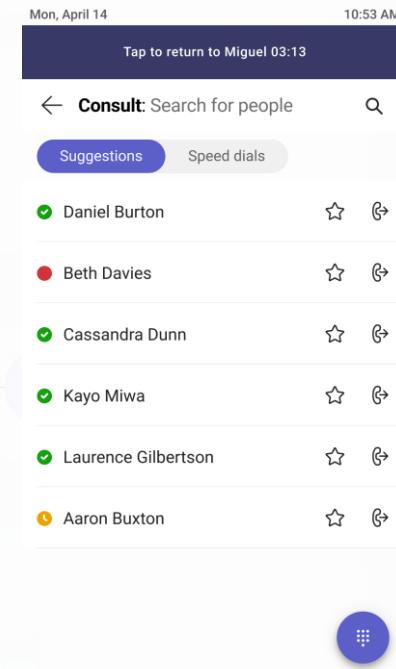
- View CQs
- Switch between CQs
- Opt in and out of CQs
- Set call forwarding on CQ
- Shared history on a CQ
- Call on behalf of CQ
- Request to barge/join on CQ call
- Check presence of other agents part of CQ
- Review missed calls on CQ
- Better together on CQ
- CQ line on Sidecar/Expansion modules
- Anything else?

# Contextual Suggestions

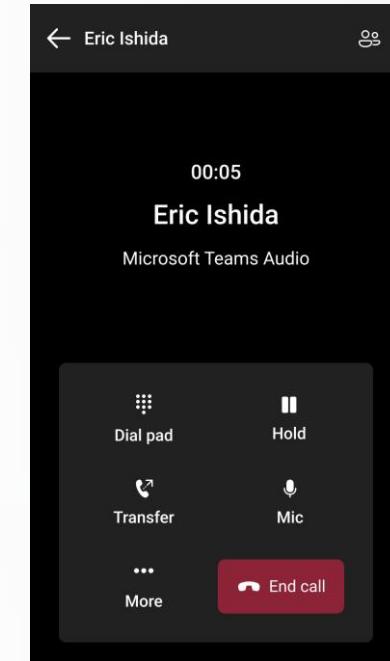
Power relevant contact suggestions  
for simplified transfer & call forwarding,  
add to group/ speed dial etc

Support additional quick in-call call  
controls such as Recording, Dialpad,  
etc

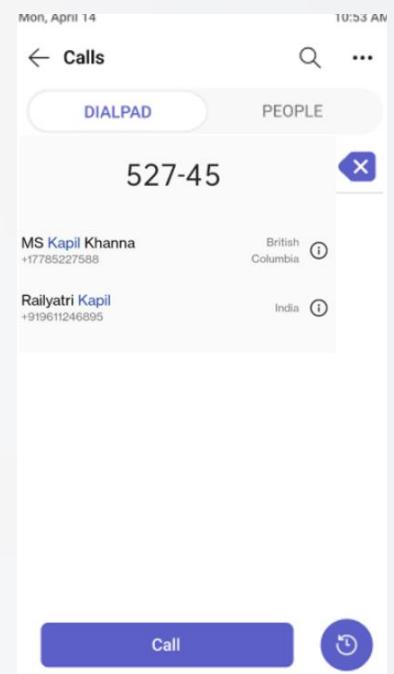
Simplify search on hard button phones  
through T9



Contact Suggestions



Additional In-call actions



T9 Search



## Q&A





# Event Giveaway

Giving away a prize pack for each session. Fill out a survey to be entered.

We will reach out after the Teams Phone Summit to the winners!

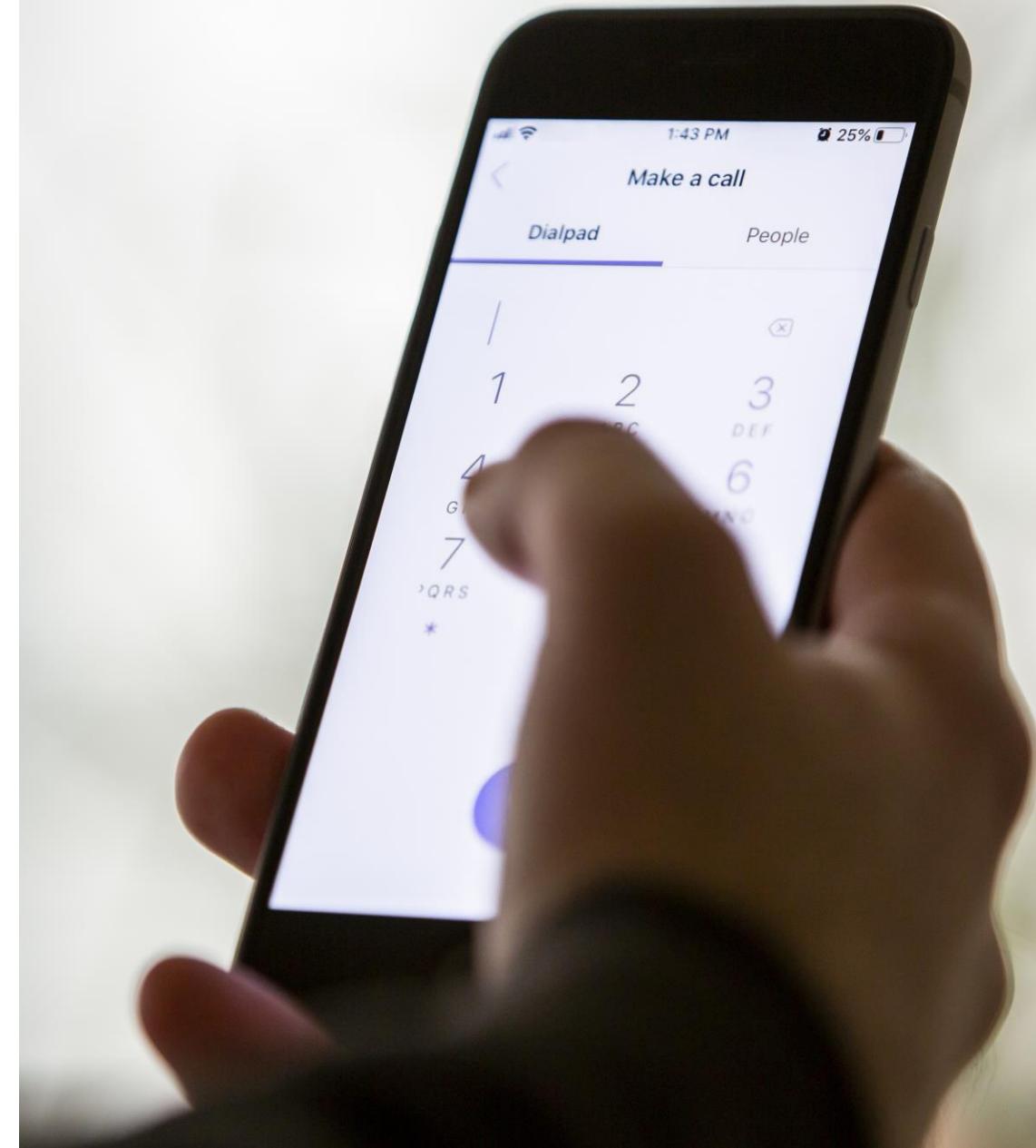
*If you are a government employee, please fill out the survey and indicate you are not eligible to participate.*





# Call to Action

- Need a more technical conversation on Teams Phone?
  - Set up a meeting with your Microsoft Account Teams or partner
- Teams Phone POC/Pilot
  - Let's talk about how we can help you with a POC and/or Pilot
- Interested in reducing your IT spend, simply administration and support your users
  - Let's talk about how Shared Calling is the right solution for you
- Sign up for Teams CommUnity Connection – <https://aka.ms/MSCommUnityReg>
- Recordings and FAQ's – <https://aka.ms/TeamsPhoneSummitReg>

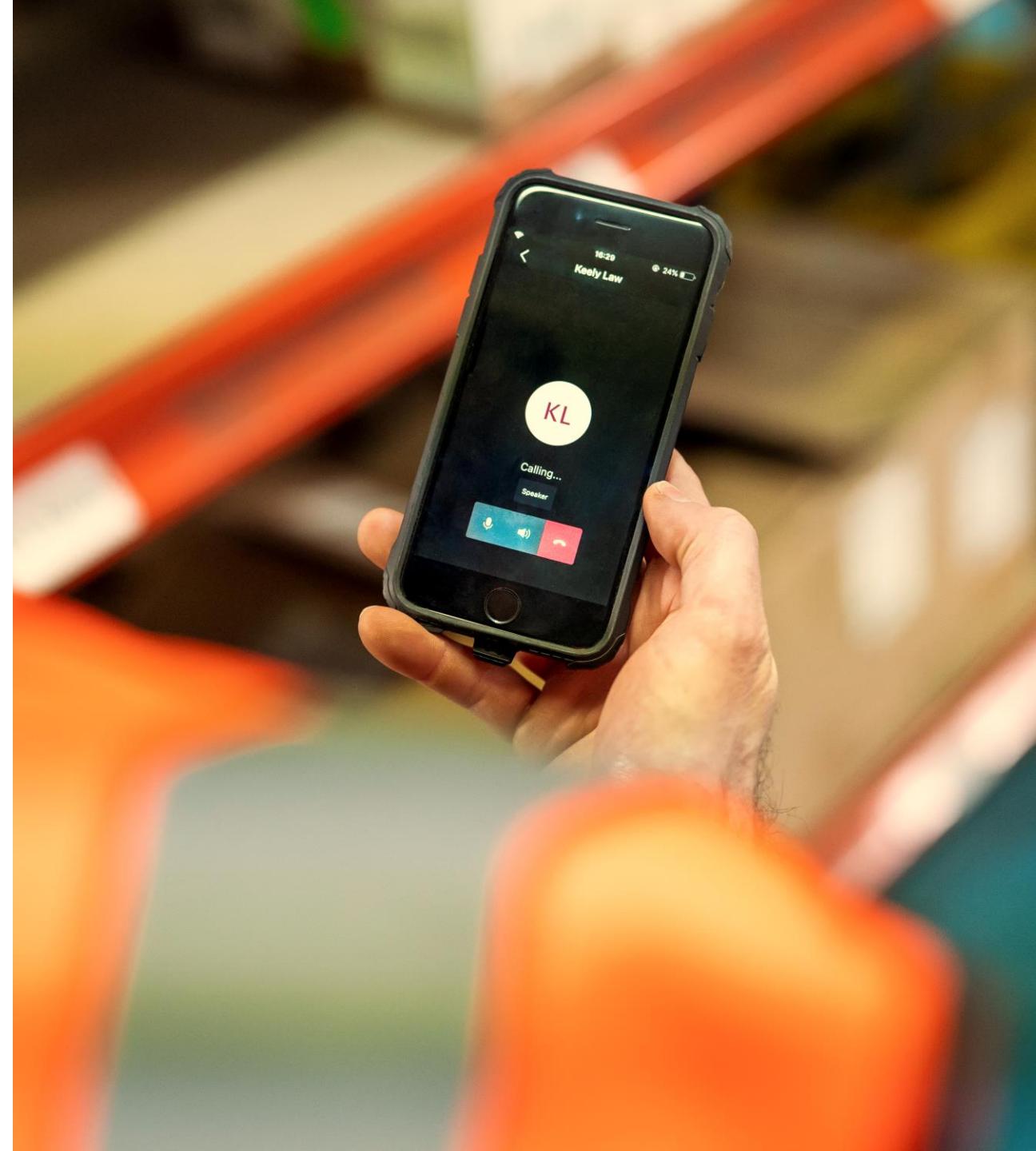




# We want your Feedback!

- Let us know how we did
- Do you need any help with Teams Phone?
- Register for the giveaway

<https://aka.ms/TPSSurveyDay3PM>





Thank you for attending!!

Teams Phone Devices for your Organization