



Microsoft Teams Phone Summit - Day 2 pm

# Teams Phone Roadmap

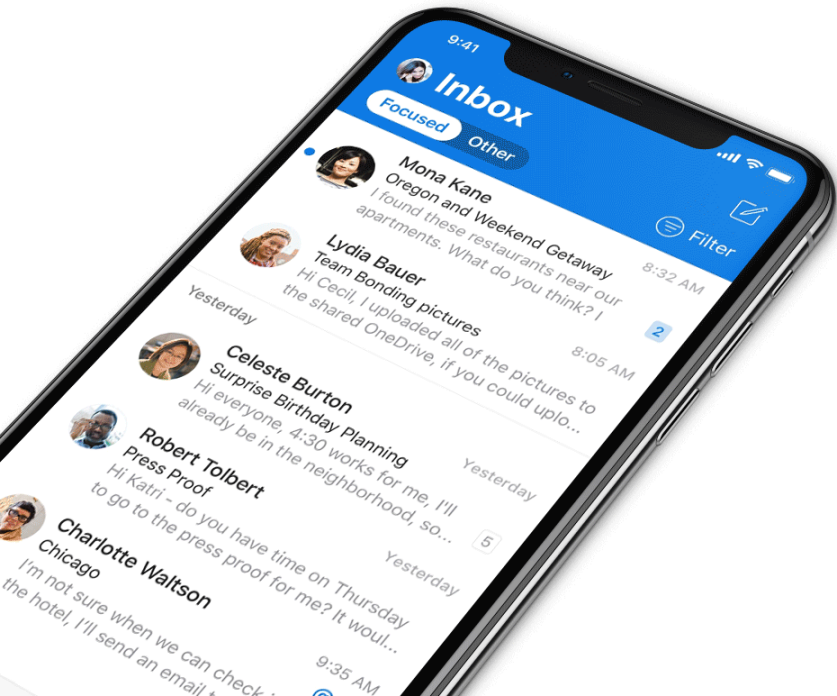
Dave Jennings

# Digital Event Code of Conduct for Microsoft Webinars:

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





We will mute your microphone for today's session



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

<b>Tuesday, March 5th</b>	<b>Wednesday, March 6</b>	<b>Thursday, March 7</b>
<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 Roadmap



Dave Jennings – Principal Technical PM  
for Teams Engineering at Microsoft

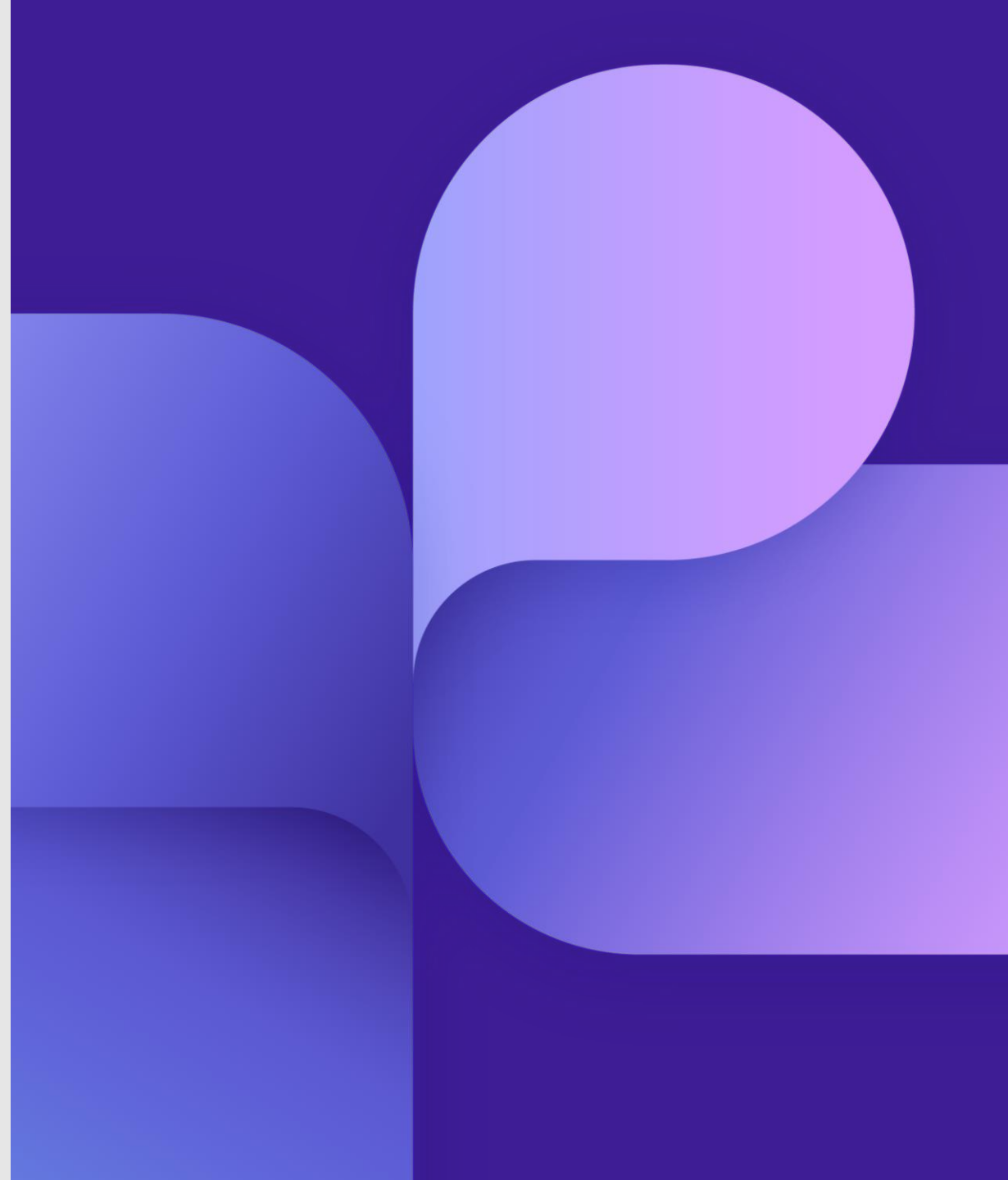
Wednesday March 6<sup>th</sup>, 1 pm EST

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# Agenda

- 
- Teams Calling Experiences Updates
  - Teams Phone Administration  
Experience Updates
  - Teams Calling Experiences Futures

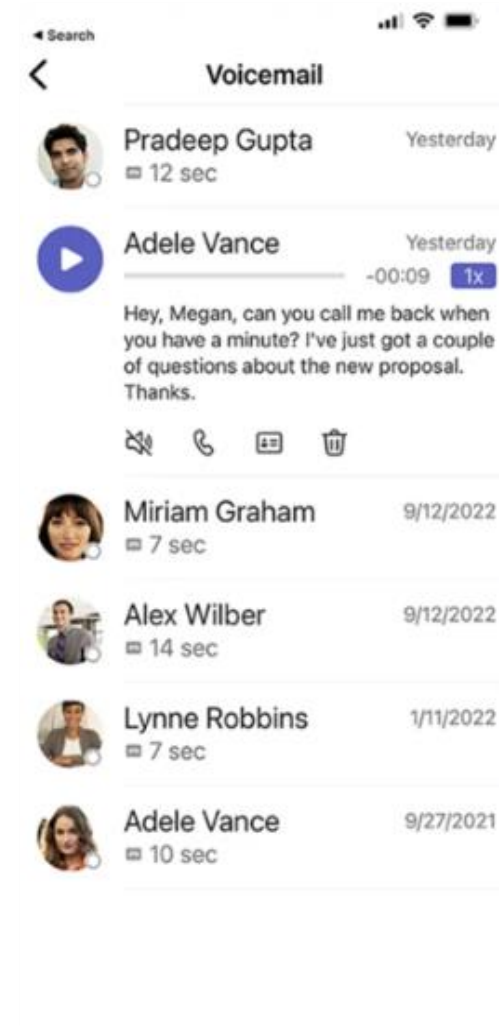
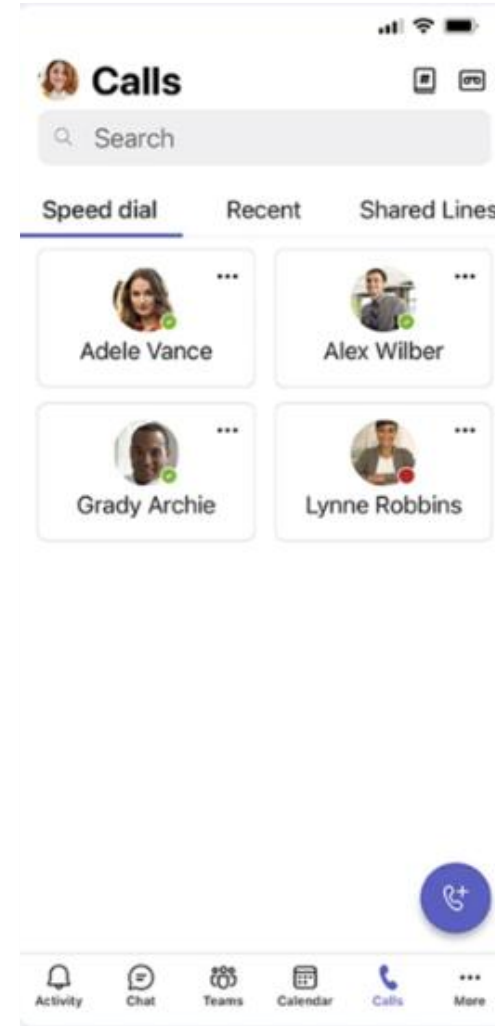
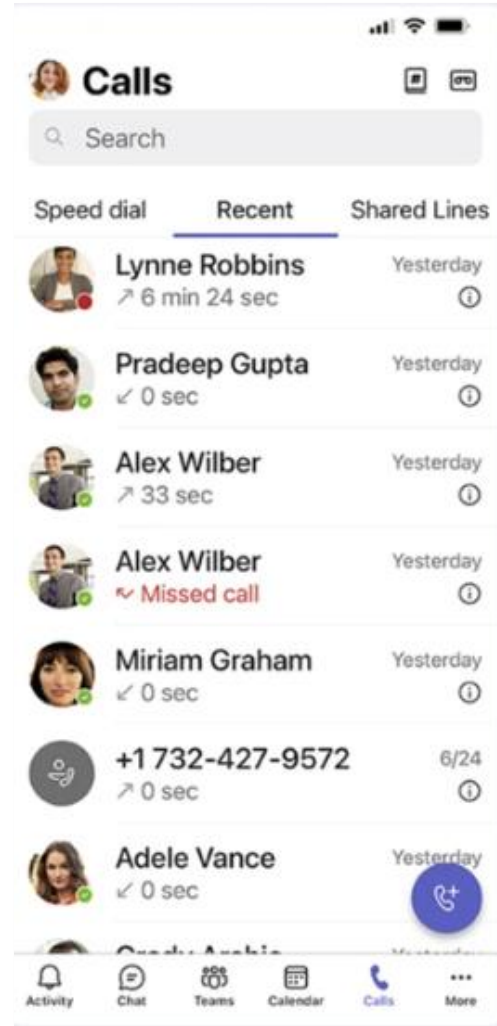
# Teams Calling Experiences Update



# Teams Phone: new License for Frontline Workers

Teams Phone keeps frontline workers mobile and connected with dedicated numbers and devices, making it a versatile solution for employees in various industries and job functions. With Teams Phone, your users can now:

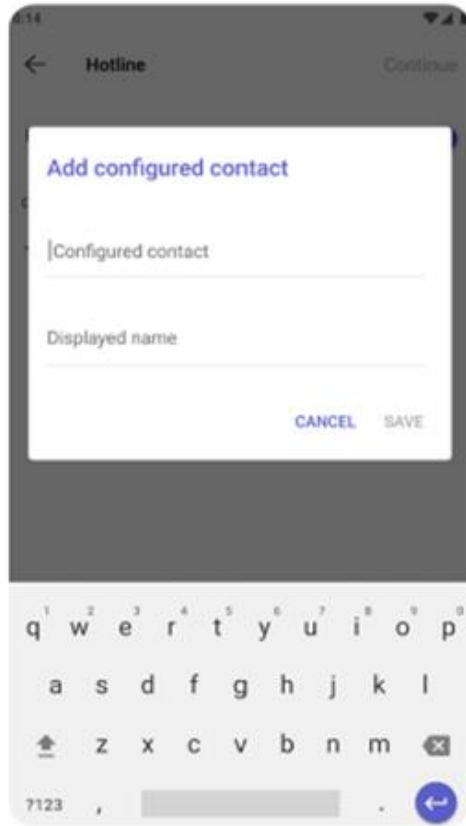
- **Route calls to the right person at the right time** with auto-attendants, call queues, and call delegation.
- **Communicate securely with patients** with electronic health record application integration, call recording, and transcription.
- **Create meaningful customer engagements** with CRM system integration, consultative transfers, and call park.
- **Set frontline teams up quickly with shared calling**, allowing groups of users to make and receive calls with a shared phone number and calling plan.



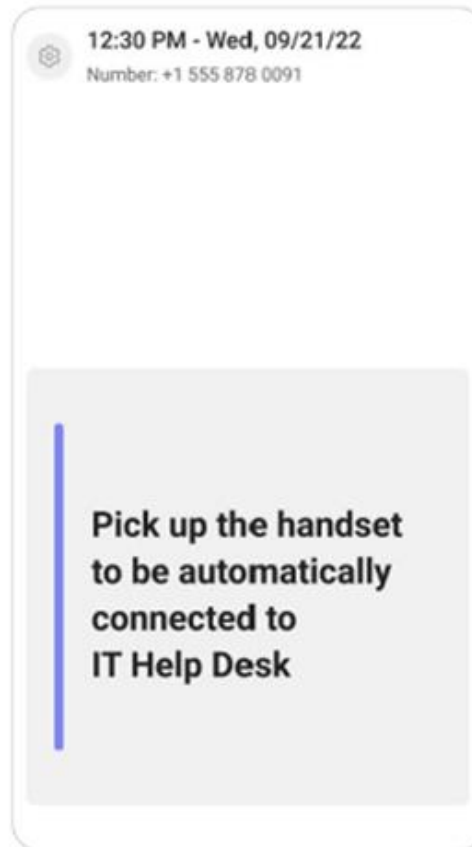


# Teams Native Phone: Hotline (PLAR) Support

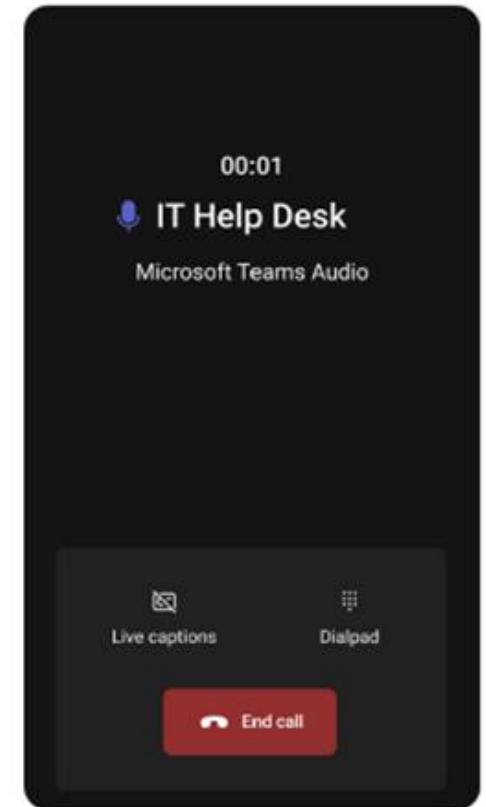
Using a native Teams phone, you're now able to program Teams phone devices to autodial a pre-configured PSTN number or directory contact when the handset is picked up. You can configure a common area phone as a hotline phone by navigating to Settings ➔ Device Settings ➔ Calling ➔ Hotline and specifying auto dial contact and display name or via Teams Admin center through enabling Hotline support within device configuration profile assignment to specific devices instead.



Configure number/ Contact



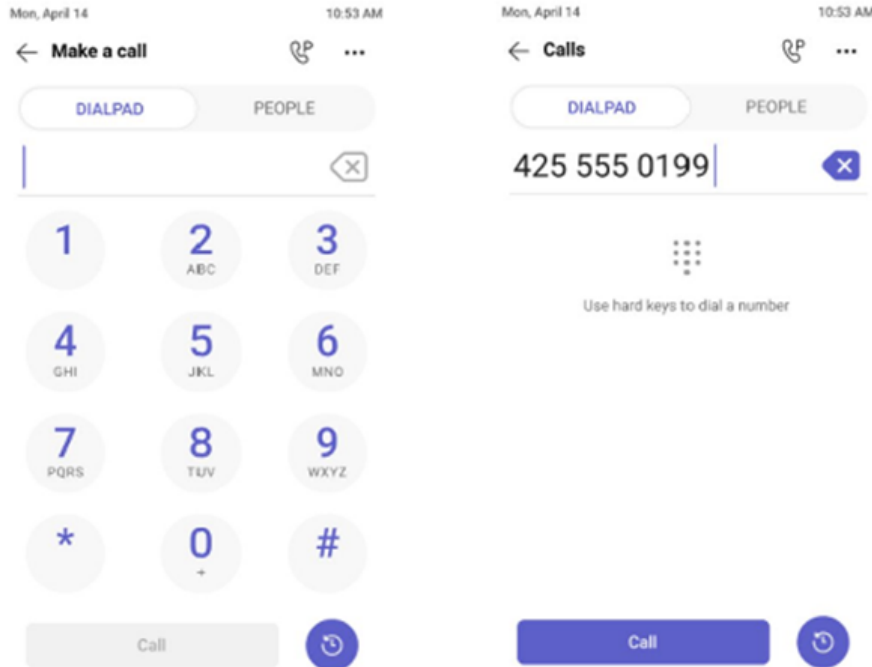
Home Screen



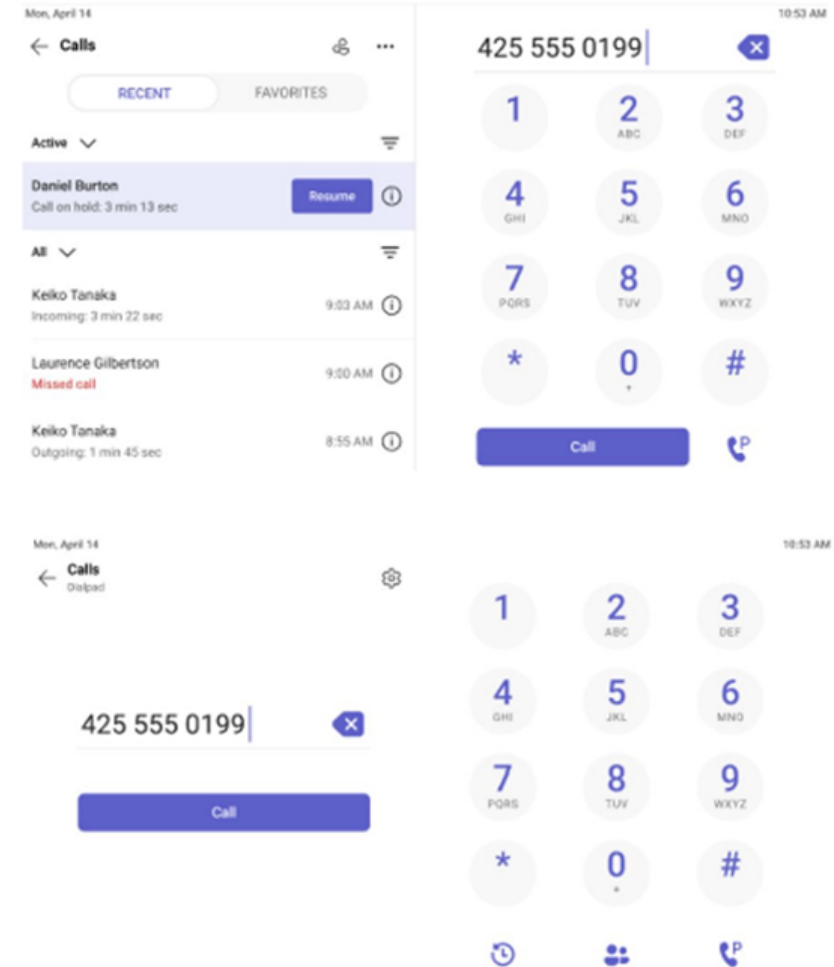
Calling

# Teams Native Phone: Enhanced Dialpad

Using Teams native phones, the dial pad has been enhanced to assist reducing unnecessary mistakes while dialing a phone number and offers a new dial pad only view in large screen landscape phones.



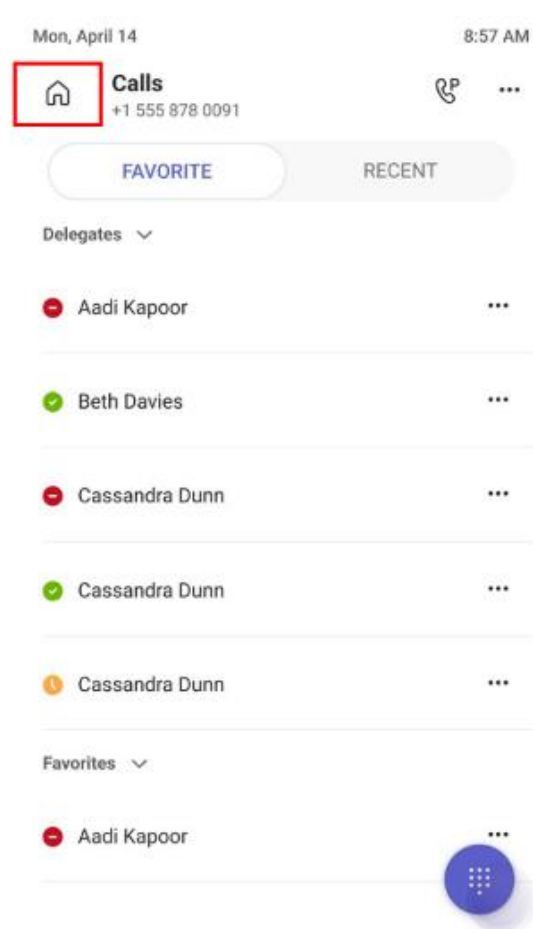
Portrait Mode



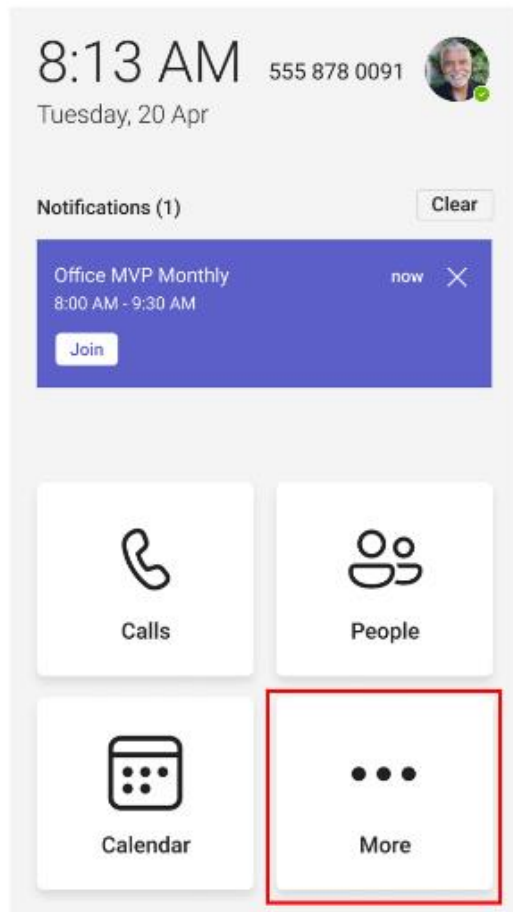
Landscape Mode

# Teams Native Phone: Enhanced Home Screen Navigation

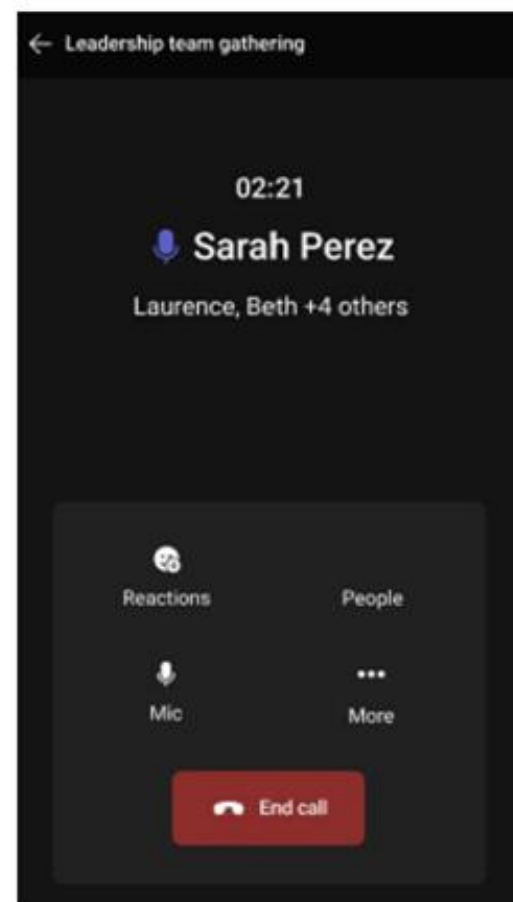
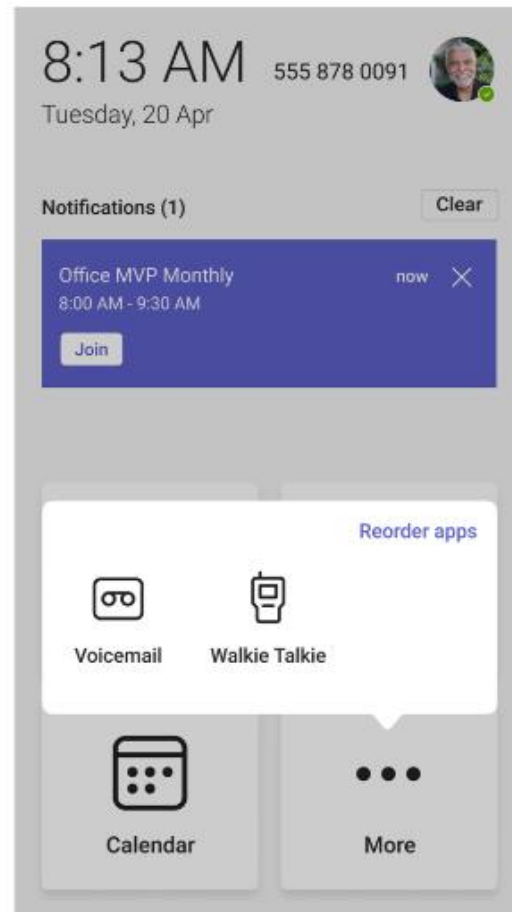
Now with Teams native phones, simplified navigation improves the performance and reduces page navigation time by replacing the bottom navigation bar with a new home screen navigation experience. You can easily go to the home screen from any app and navigate to different apps from the home screen. You can use **More** to reorder apps.



In App navigation



Home Screen Navigation



Light Weight Meeting

# Teams Phone: Shared Line Appearance, Call Delegation Enhancements

Shared line appearance lets a user choose a delegate to answer or handle calls on their behalf. We've recently launched a simplified experience for users who have call delegation set up which can fully be accessed either via the Teams desktop client or Teams native phone device.

With the new UI, delegates are now able to easily switch between the different delegator lines they manage and view call history for the delegator's line. Delegates will be able to view and join active calls handled by the delegate and grant delegates permission to join active calls.

The screenshot displays the Microsoft Teams Phone interface. At the top, the 'Calls' tab is active, showing the user 'Debra Berger' in 'Personal' mode. Below the header is a numeric keypad with letters (1-9, \*, 0, #) and a 'Call' button. A dropdown menu is open from the 'Call' button, showing three options: 'Call as myself', 'Call as MOD Administrator', and 'Call as Megan Bowen'. To the right, the 'Shared lines' section shows a list of lines: 'Megan Bowen (You support)', 'MOD Administrator (You support)' (which is currently active and shows a call duration of 00:11), and 'MOD Administrator is in call with +1'. Below this is a 'History' section with tabs for 'All', 'Missed', 'Incoming', and 'Voicemail'. The 'All' tab is selected, showing a list of call events: 'Forwarded by MOD Administrator' (1:51 PM), 'Forwarded by MOD Administrator' (11s, 1:42 PM), 'MOD Administrator' (12:33 PM), 'MOD Administrator' (Missed incoming, 2/23/2023), 'Anonymous' (Forwarded to voicemail, 1s, 11/16/2022), 'Anonymous' (Forwarded to voicemail, 5s, 11/16/2022), '+61' (Outgoing, ...), and '+61' (Outgoing, 10/24/2022). A 'Call' button is visible at the bottom right of the history list.

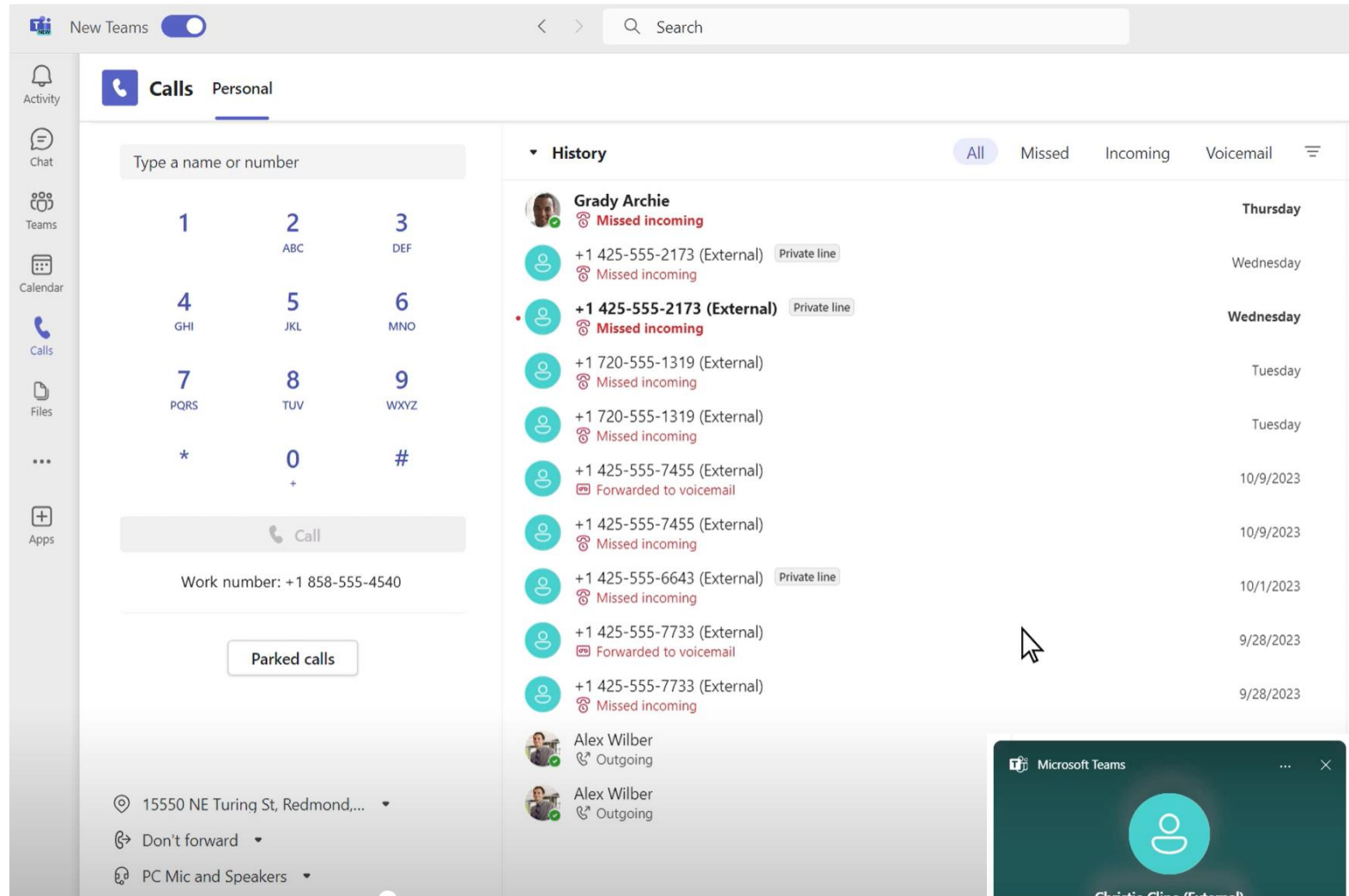
# Teams Phone: Private Line Support

With private line, users will be able to have a private second phone number that they can make available to a select set of callers to call them directly, bypassing delegates, admins, or assistants. Inbound calls to the private line will be distinguished by a unique notification and ringtone.

**Note:** The private line will support incoming calls only.

**Note:** Private line is currently only configurable via Powershell:

**Example:** Set-CsPhoneNumberAssignment -Identity user1@contoso.com -PhoneNumber '+14255551234' -PhoneNumberType CallingPlan -AssignmentCategory Private



# Authorized Users: Manage Call Queue and Auto Attendant Announcements and Greetings

Changing business conditions often require adjustments to call queue/auto attendant greetings and announcements.

However, it can be difficult to identify the right Teams admin to make these changes, and addressing high request volumes can be time-consuming for the responsible admins.

With the introduction of user managed CQ/AA greetings for Teams Phone, designated authorized users can now manage greetings and announcements for their respective call queues and auto attendants via the call settings tab from within their Teams desktop client.

Calls

MA Personal

Debra Berger

CQ\_Channel

CQ\_Default

AA

Call receiving

Receive calls from this queue

Other agents will be notified when you're off duty. It will take up to 2 minutes for other agents to see the change.

☒

Greeting and music

Choose a greeting to be played for this call queue

No greeting

Choose the music to play when the call is on hold

Play default audio

Call overflow handling

Choose a voicemail greeting for when the maximum number of calls is reached

Add a greeting message

Thanks for calling..please leave a message at the tone and our agents will call you back as soon as possible.



# New Microsoft Teams Phone solutions for Users Located in India

Microsoft is partnering with local operators to launch a new Teams Phone offer in India



Using the Operator Connect platform, select operators will develop, sell, and support a full-featured Teams telephony solution for Teams users located within India.

Launch partners [Airtel](#), [Tata Communications Limited](#), and [Tata Tele Business Services](#) will bring to market their respective offerings with additional operators to follow, giving Teams customers within India choice for their Teams Phone deployments.

These new partner offerings provide Teams customers in India:

- **Easy and fast provisioning:** Connect to your operator's PSTN services in minutes and enable cloud-calling capabilities for your teams, without the need for any additional hardware or software.
- **Solutions that are simple to manage:** Experience clear calling and enhanced reliability with proactive monitoring and automated system optimization along with the efficiency of a single admin console.
- **Local support and billing:** Work with your local operator for support and billing, and leverage their expertise and experience in the Indian market.
- **Full-featured calling:** Access all the voice features that Teams Phone offers, such as call queues, auto attendants, voicemail, call park, call transfer, etc.
- **Compliance with local regulations:** These partner-provided solutions enable you to deploy calling capabilities in Teams in compliance with local regulations in India.

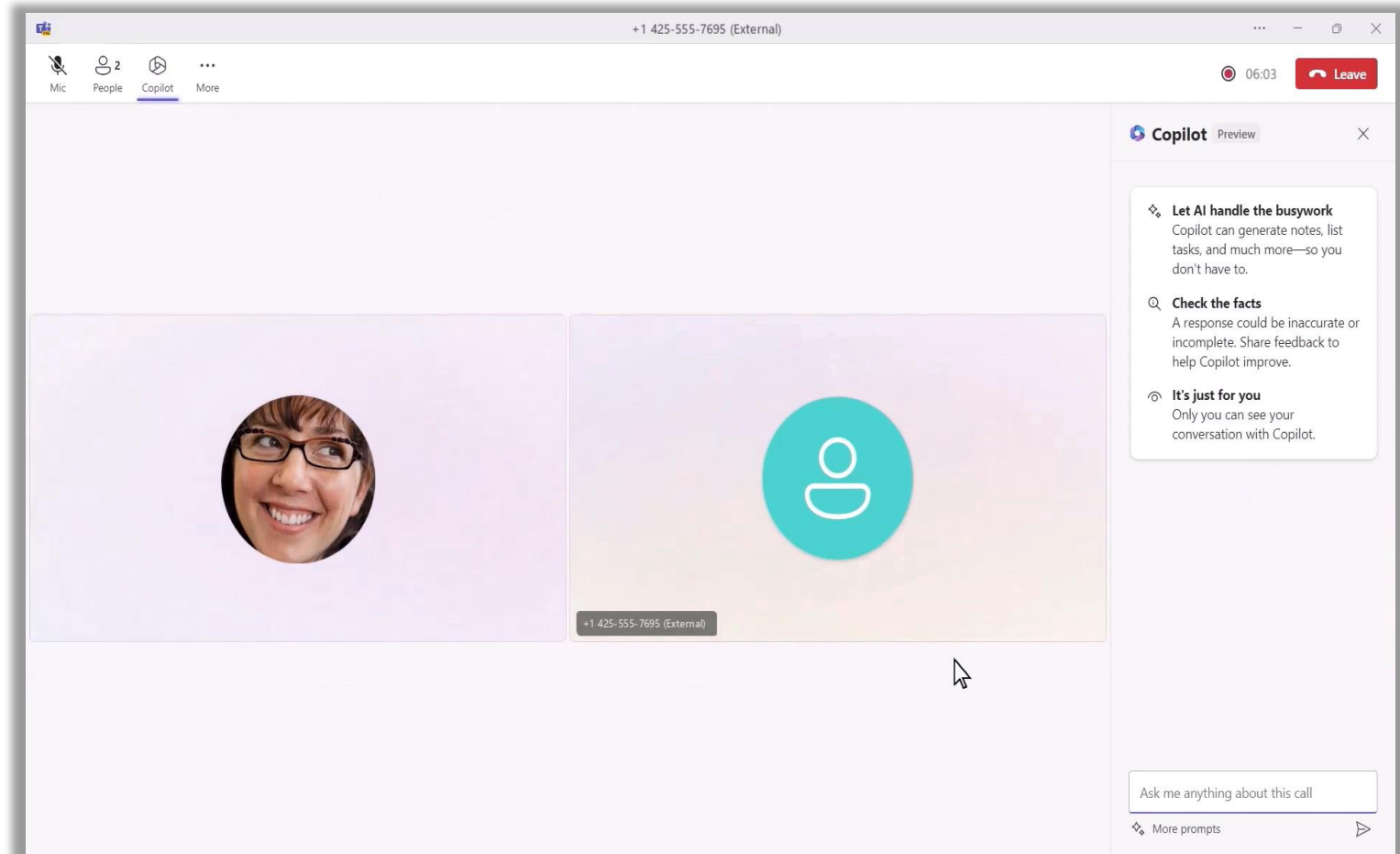
For additional details, please refer to: [New: Partner Solutions for Microsoft Teams Users in India](#)

# Teams Phone: Microsoft Copilot Support

As part of the next wave of generative AI for Teams, we are incorporating advanced AI capabilities to unscheduled calls in Teams.

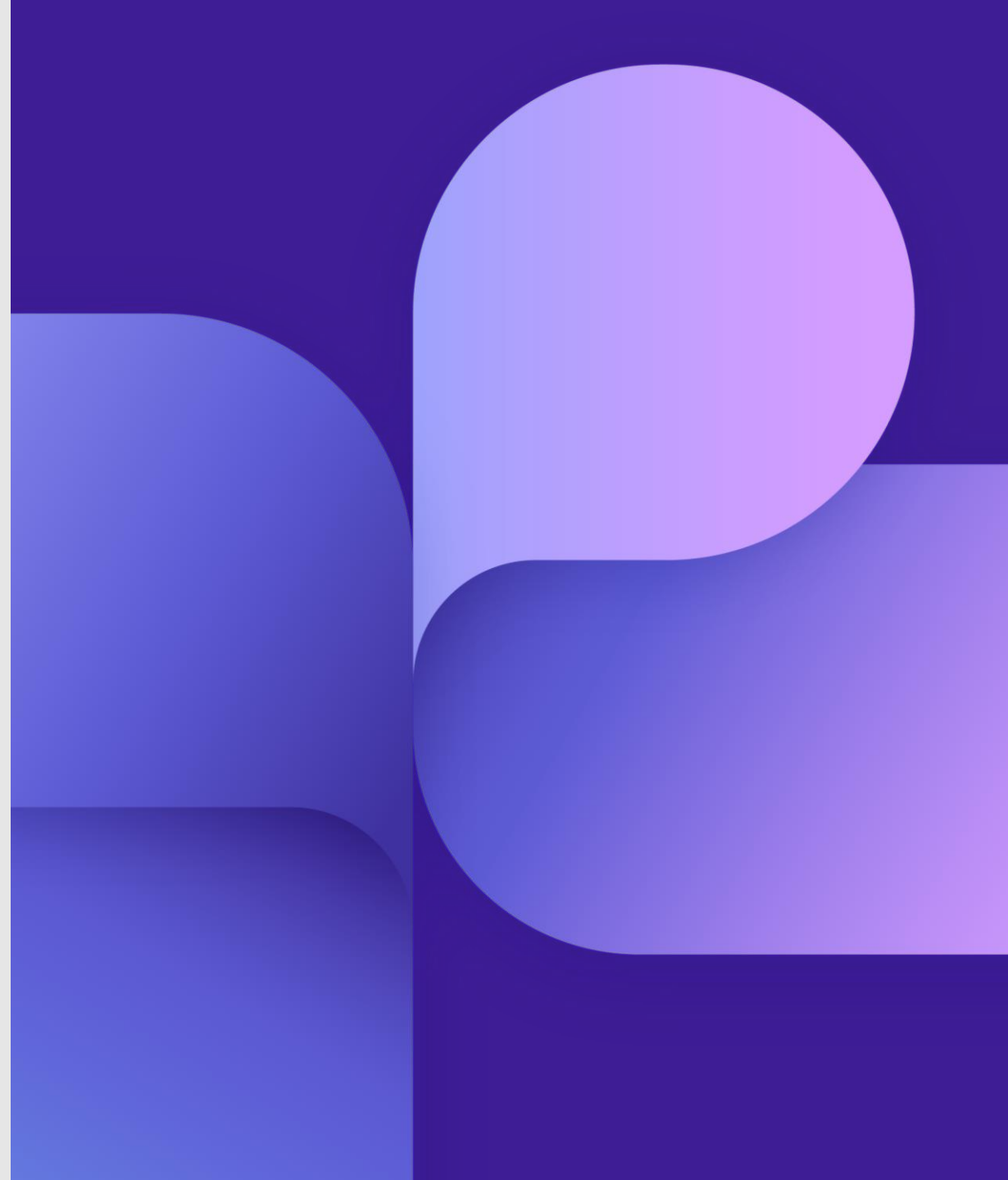
**Copilot in Teams Phone** can quickly generate call summaries, capture action items, and lets users ask questions about the conversation which Copilot can answer.

By automating tasks that can be distracting, Copilot helps users stay focused and engaged during a call. Copilot in Teams Phone will work for both VoIP and PSTN calls and is **now generally available**.





# Teams Administration Experience Updates

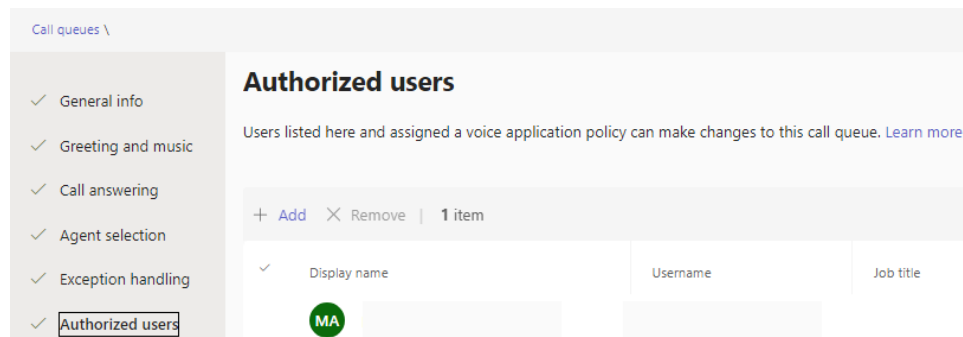


# Voice Application Policy: Greeting Management for Authorized Users


As a first step extending delegated administration for Teams Auto Attendant and Call Queues, Voice Applications policies now allow you to create and assign voice applications policies to authorized users.

Voice applications policies control what configuration changes an authorized user can make to the Auto attendants and Call queues they're authorized for.

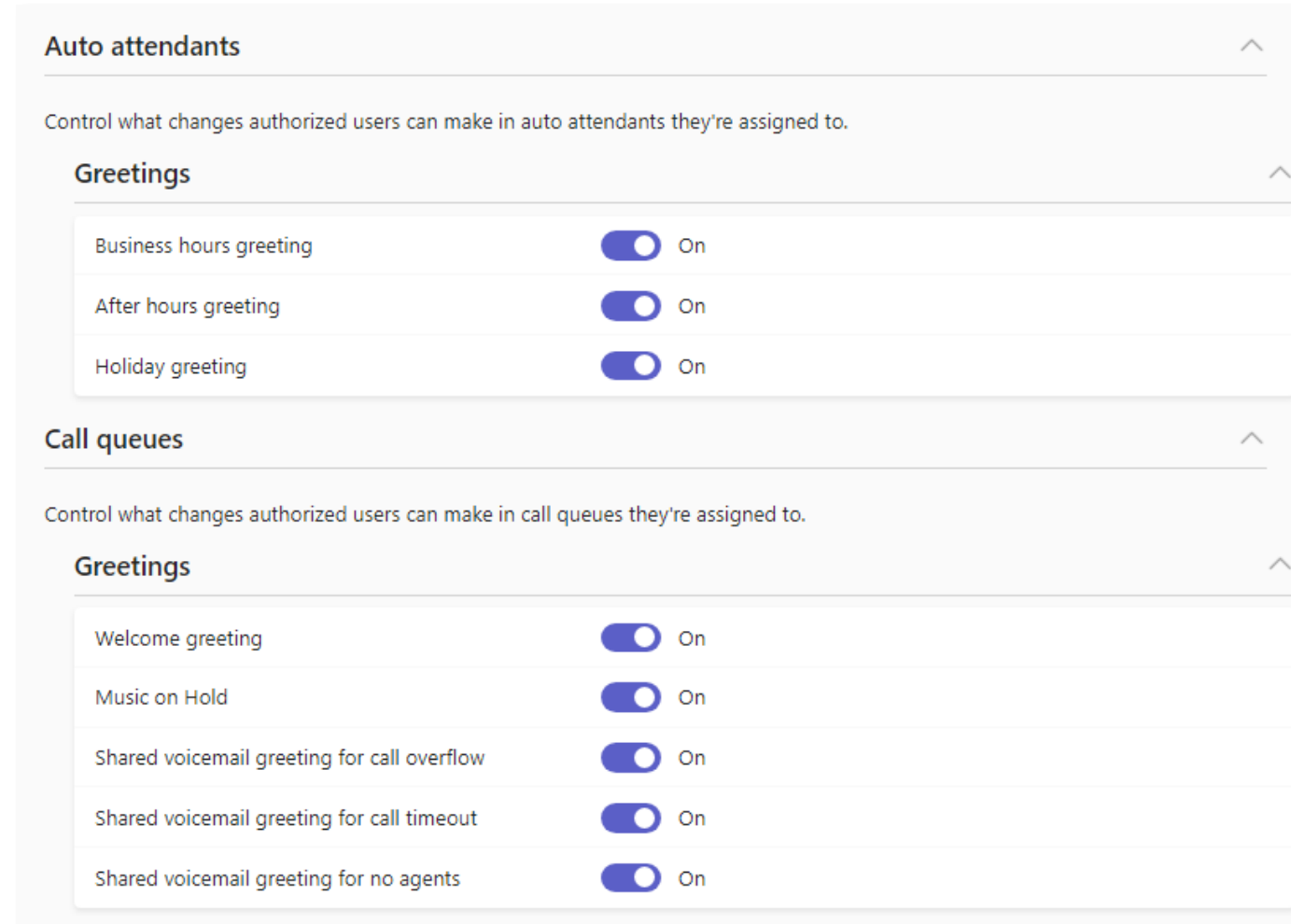
## Example: Call Queue Authorized User



The screenshot shows the 'Call queues \\' settings page. On the left is a navigation menu with options: General info, Greeting and music, Call answering, Agent selection, Exception handling, and Authorized users (which is highlighted). The main area is titled 'Authorized users' and contains the text: 'Users listed here and assigned a voice application policy can make changes to this call queue. [Learn more](#)'. Below this text are '+ Add' and 'X Remove' buttons, followed by '1 item'. A table with one row is shown, with columns for 'Display name', 'Username', and 'Job title'. The 'Display name' cell contains a green circle with 'MA' and a text input field.

Display name	Username	Job title
 <input type="text"/>	<input type="text"/>	<input type="text"/>

## Example: Voice Application Policy



The screenshot shows two settings pages. The top page is 'Auto attendants' with the subtitle 'Control what changes authorized users can make in auto attendants they're assigned to.' It has a 'Greetings' section with three items: 'Business hours greeting', 'After hours greeting', and 'Holiday greeting', each with a toggle switch set to 'On'. The bottom page is 'Call queues' with the subtitle 'Control what changes authorized users can make in call queues they're assigned to.' It has a 'Greetings' section with five items: 'Welcome greeting', 'Music on Hold', 'Shared voicemail greeting for call overflow', 'Shared voicemail greeting for call timeout', and 'Shared voicemail greeting for no agents', each with a toggle switch set to 'On'.

### Auto attendants

Control what changes authorized users can make in auto attendants they're assigned to.

#### Greetings

Business hours greeting	<input checked="" type="checkbox"/> On
After hours greeting	<input checked="" type="checkbox"/> On
Holiday greeting	<input checked="" type="checkbox"/> On

### Call queues

Control what changes authorized users can make in call queues they're assigned to.

#### Greetings

Welcome greeting	<input checked="" type="checkbox"/> On
Music on Hold	<input checked="" type="checkbox"/> On
Shared voicemail greeting for call overflow	<input checked="" type="checkbox"/> On
Shared voicemail greeting for call timeout	<input checked="" type="checkbox"/> On
Shared voicemail greeting for no agents	<input checked="" type="checkbox"/> On

# Teams Phone: Shared Calling

With shared calling, a single phone number and calling plan can be shared across a team of users licensed for Teams Phone, either through E5 or Teams Phone Standard.

Whether supporting 10 people in a small office or 10,000 users in an enterprise, admins can easily enable shared calling by:

**Step 1:** Enabling users for Teams voice

**Step 2:** Assigning a number to a resource account for inbound and outbound calling

**Step 3:** Associating the resource account with an Auto attendant for inbound calling

**Step 4:** Assigning a location to the resource account for emergency calling

**Step 5:** Creating voice routing policy without PSTN usages

**Step 6:** Enabling emergency calling for users

**Step 7:** Creating and assigning a Shared Calling policy as appropriate

## Example: Shared Calling Policy

### Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

#### Resource account

Make calls with this resource account

Resource account ⓘ

Search by display or username



#### Emergency callback number

Make calls with these emergency callback numbers.

There aren't any emergency callback numbers yet.

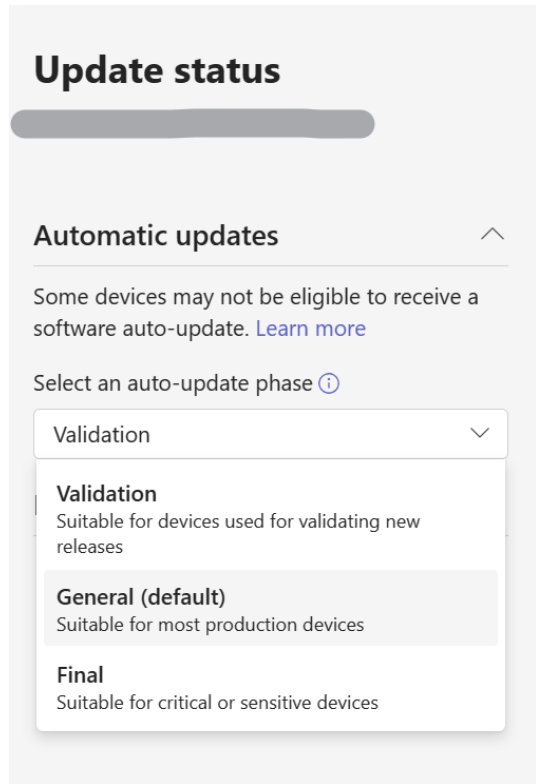
Add emergency callback num...

# Administration: Automatic Updates for the Teams Native Devices

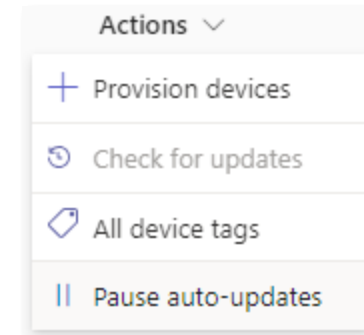
In addition to firmware updates, Teams Phones will start receiving automatic updates to the Teams app. The overall internal guardrails and features to manage the updates remain similar to those for automatic firmware updates. Administrators can find them on pages under Teams devices in Teams admin center.

You can assign devices to these phases and the updates will rollout adhering to these. You can select multiple devices and assign a phase to them together as well.

These phase timelines are different from those for Firmware auto-updates. Since the Teams app versions contain smaller changes and are released much more frequently, the rollout is much faster.



- **Validation phase:** Updates start as soon as a new version is published.
- **General phase:** Updates start only 15 days after a new version is published.
- **Final phase:** Updates start only 45 days after a new version is published.



## Temporarily Pause (and Resume) auto-updates:

- Selecting Pause stops all auto-updates for your tenant for 15 days.
- If an automatic update is already scheduled, it will be cancelled.

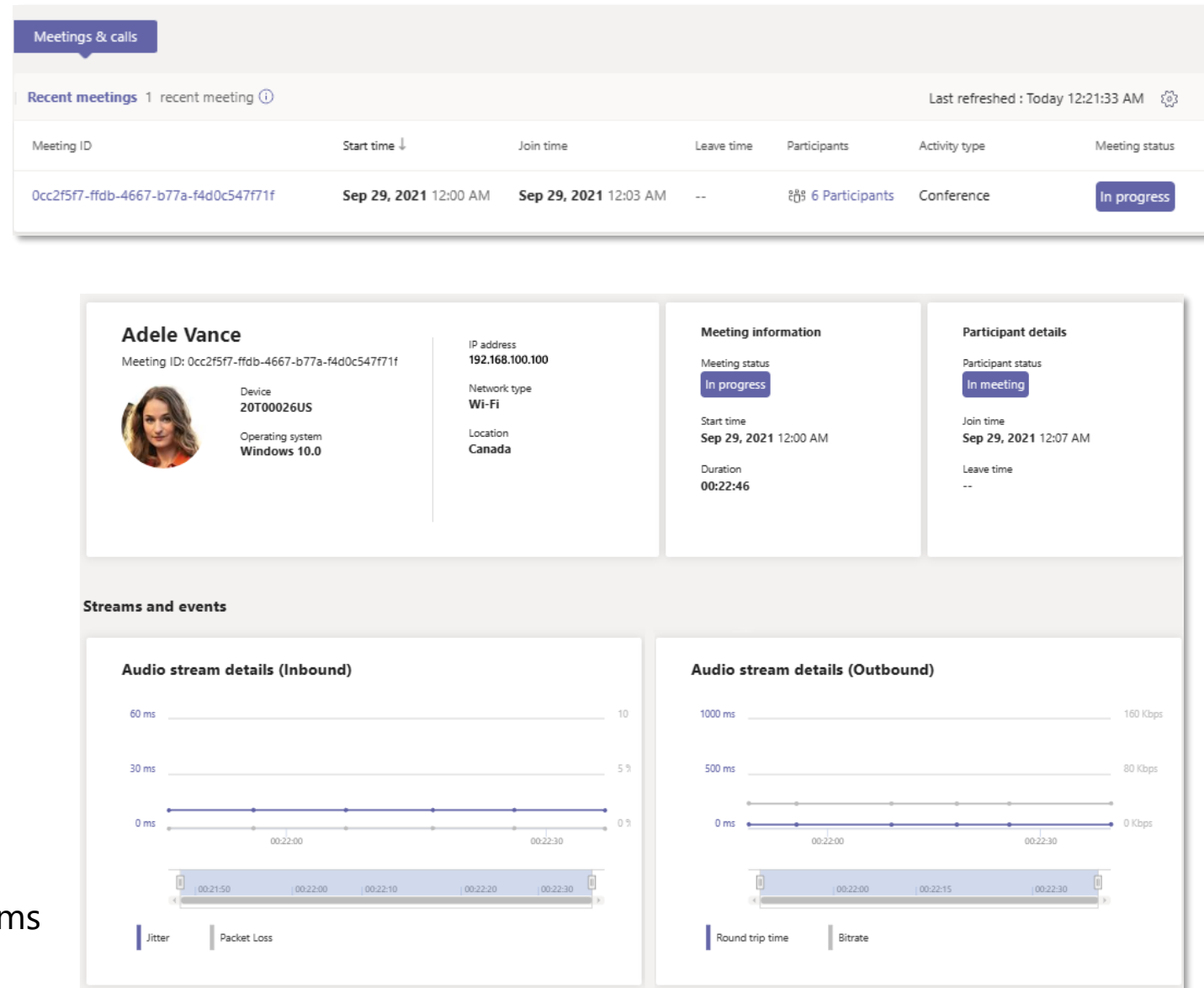
# Real-Time Analytics: Enhanced Retention

Within the current release of Real-time telemetry is only stored for users when administrators explicitly subscribe (go to user's meeting history and click on specific meeting) to it during ongoing meetings. This prevents admins from troubleshooting the issue if the meeting is already over and telemetry is not captured explicitly.

To facilitate meeting quality troubleshooting for admins in Teams admin center, real-time telemetry available during the meeting will be retained for an extended period of time (up to 7 days after meeting is ended) for users with Premium licenses.

This will help admins identify and fix quality issues using granular telemetry after the meeting is over for up to 7 days.

**Note:** With this update, Real-time telemetry will be captured and stored by default for all users with Teams premium licenses

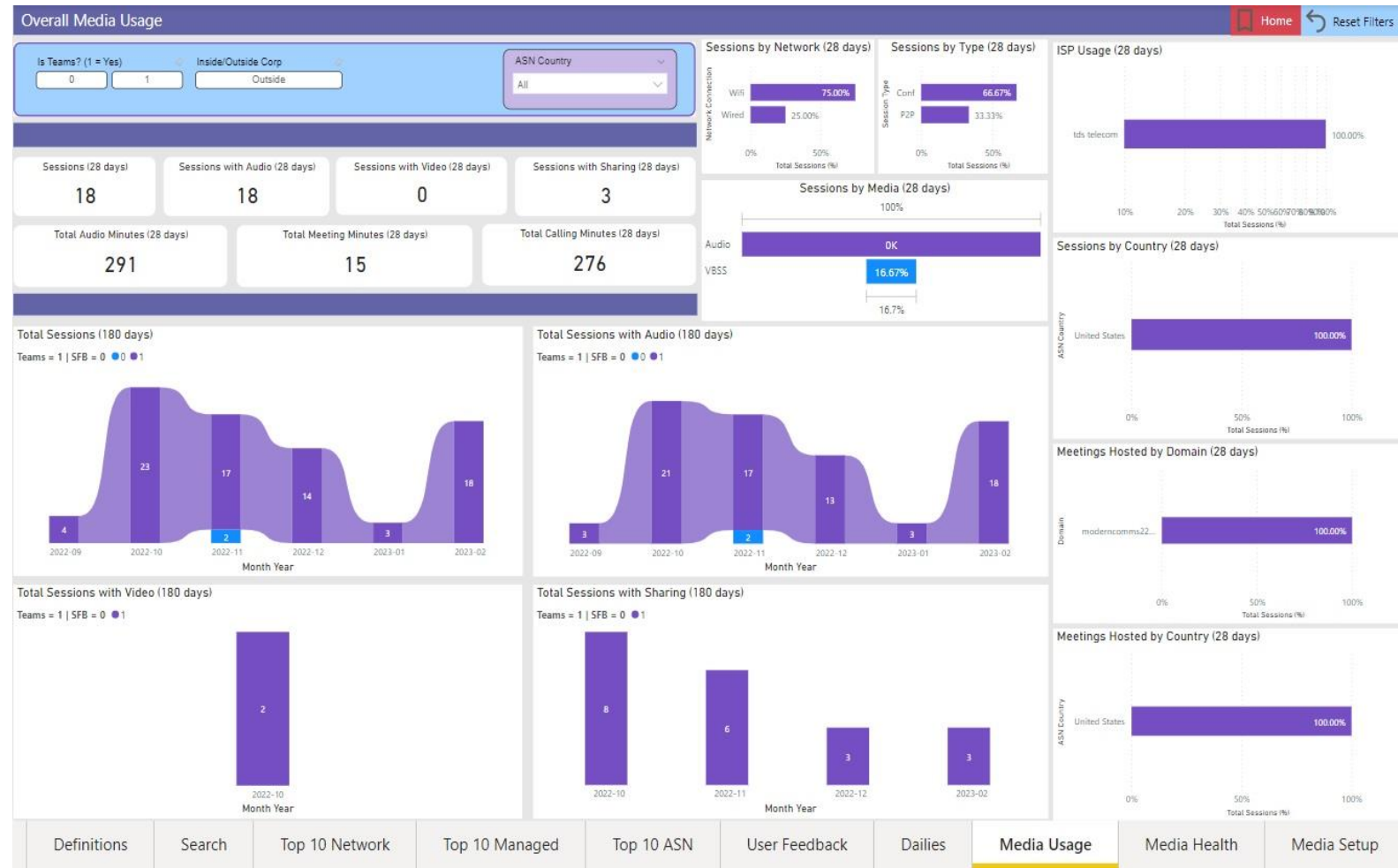


# Call Quality Dashboard: Enhanced by PowerBI Template

Call Quality Dashboard (CQD) is designed to help Teams admins and network engineers monitor call and meeting quality at an org-wide level. With the recently released Power BI template, Teams admins are now able to further simplify leveraging CQD to help **optimize the network** to drive Teams media quality performance.

Recent Updates include:

- **Search:** Updated to include Teams Events.
- **Teams Events Tab:** New report for Teams Events usage
- **Teams Event Health Tab:** New report for Teams events supporting attendees and presenters
- **VDI Clients Tab:** New report for VDI usage
- **New Teams Usage Tab:** New report for Mac and Windows new Teams usage.

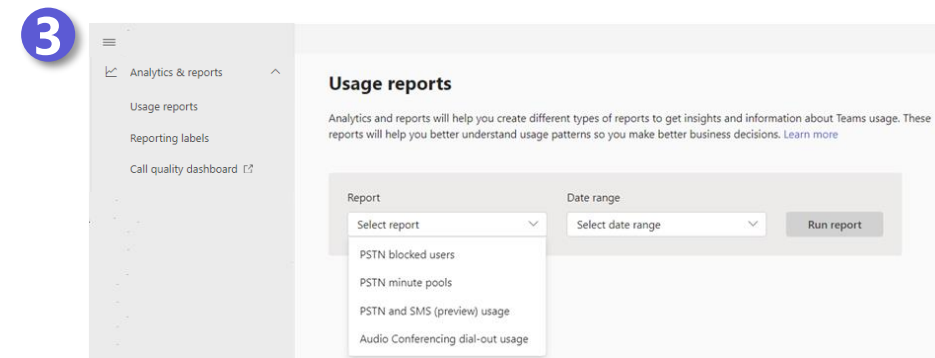
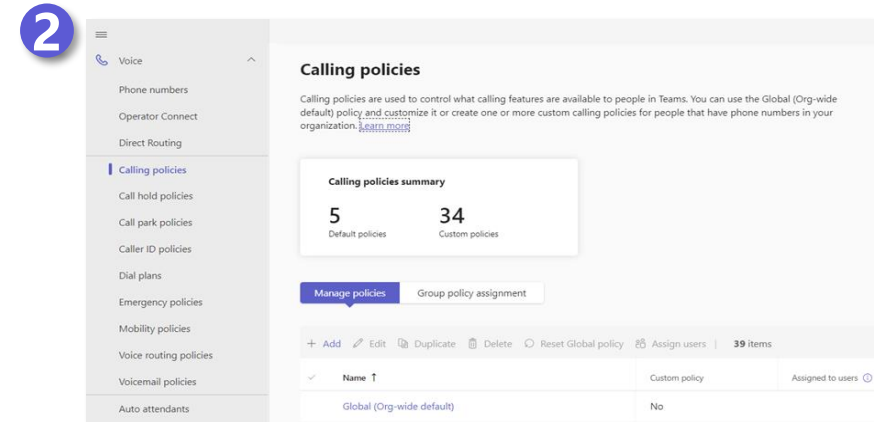
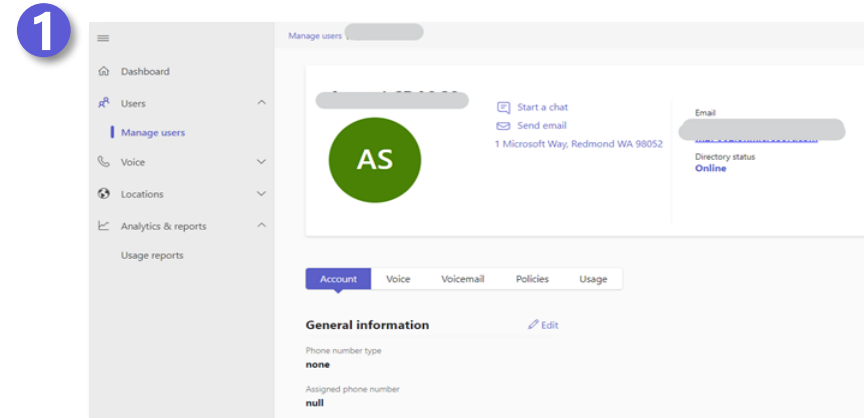


# Teams Admin Center: New Teams Telephony Admin Roles

We're thrilled to announce the addition of a new RBAC (Role-Based Access Control) role in Microsoft Teams Admin Center: the Teams Telephony Admin. This role has been specifically designed to manage telephony-related functions within the Teams Admin Center.

The Teams Telephony Admin role allows standalone management of telephony areas within Teams Admin Center. With this new role, administrators gain specific capabilities related to telephony management. Here's what it entails:

- 1.) **User Management:** View user lists and manage voice settings and voice-related policies for individual users.
- 2.) **Voice Management:** Access phone numbers, locations, voice apps, and direct routing settings for the entire tenant.
- 3.) **Analytics and Reporting:** View and manage public switched telephone network (PSTN) related reports (PSTN Blocked Users, PSTN Minute pools, PSTN & SMS Usage, and Audio Conferencing dial-out usage).

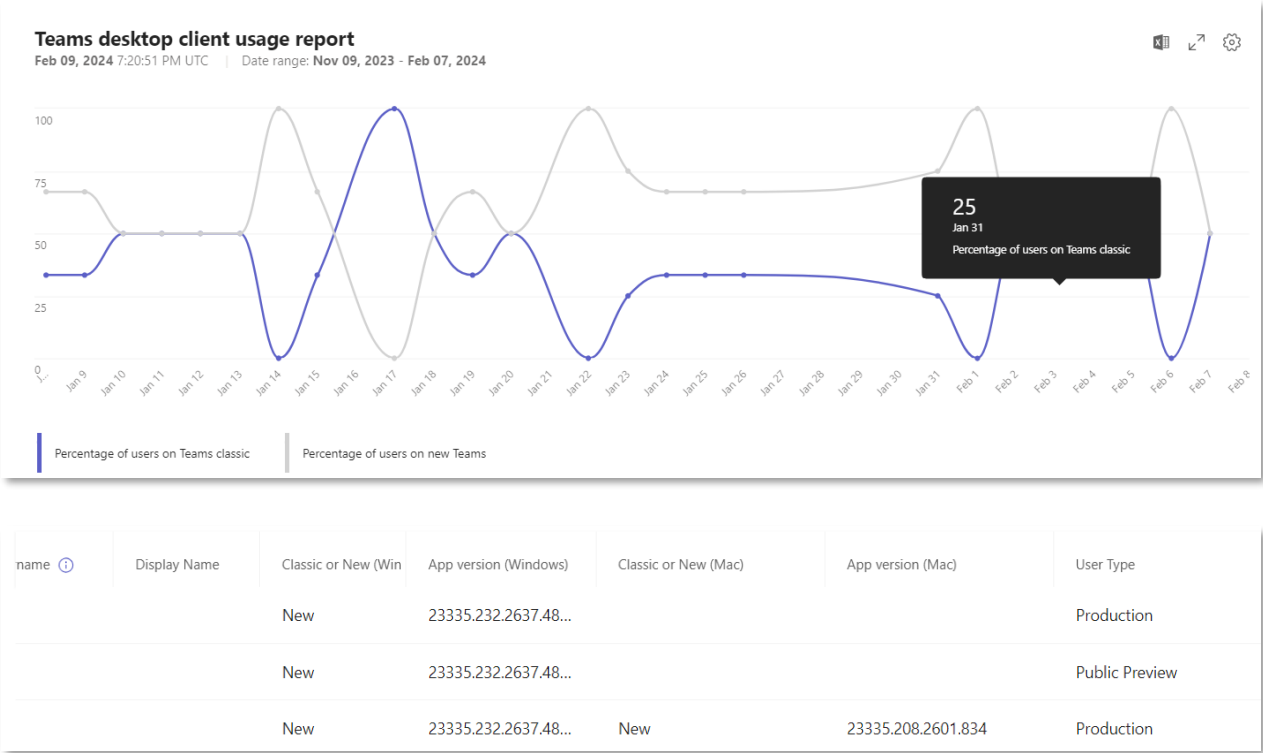


# new Teams Desktop Client Usage Report

The Microsoft Teams desktop client usage report gives you an overview of the Teams desktop clients in use across your organization. Based upon active usage, it highlights platform, version, and user type to help you better understand current deployment status for desktop clients already migrated vs. those remaining for transition.

Report Column	Description
Username	UPN of the user.
Display name	Display name of the user.
Classic or new (Windows)	Whether or not a Windows user is using the classic Teams or new Teams application.
App version (Windows)	The version number of the Windows Teams application for the user.
Classic or new	Whether or not a Mac user is using the classic Teams or new Teams application.
App version	The version number of the Mac Teams application for the user.
User type	<div>What deployment ring a user is assigned to. Differences between users in this column can explain why they may have:</div> <div><div><div></div><div><b>TAP Admin:</b> Administrators who participate in the Microsoft Teams TAP program. Sometimes referred to as R1.5.</div></div><div><div></div><div><b>Production:</b> Regular users who don't have access to early preview functionality.</div></div></div>

## Example: New Teams Client Usage Report



For additional details, please refer to: [Microsoft Teams new Client Usage Report](#)



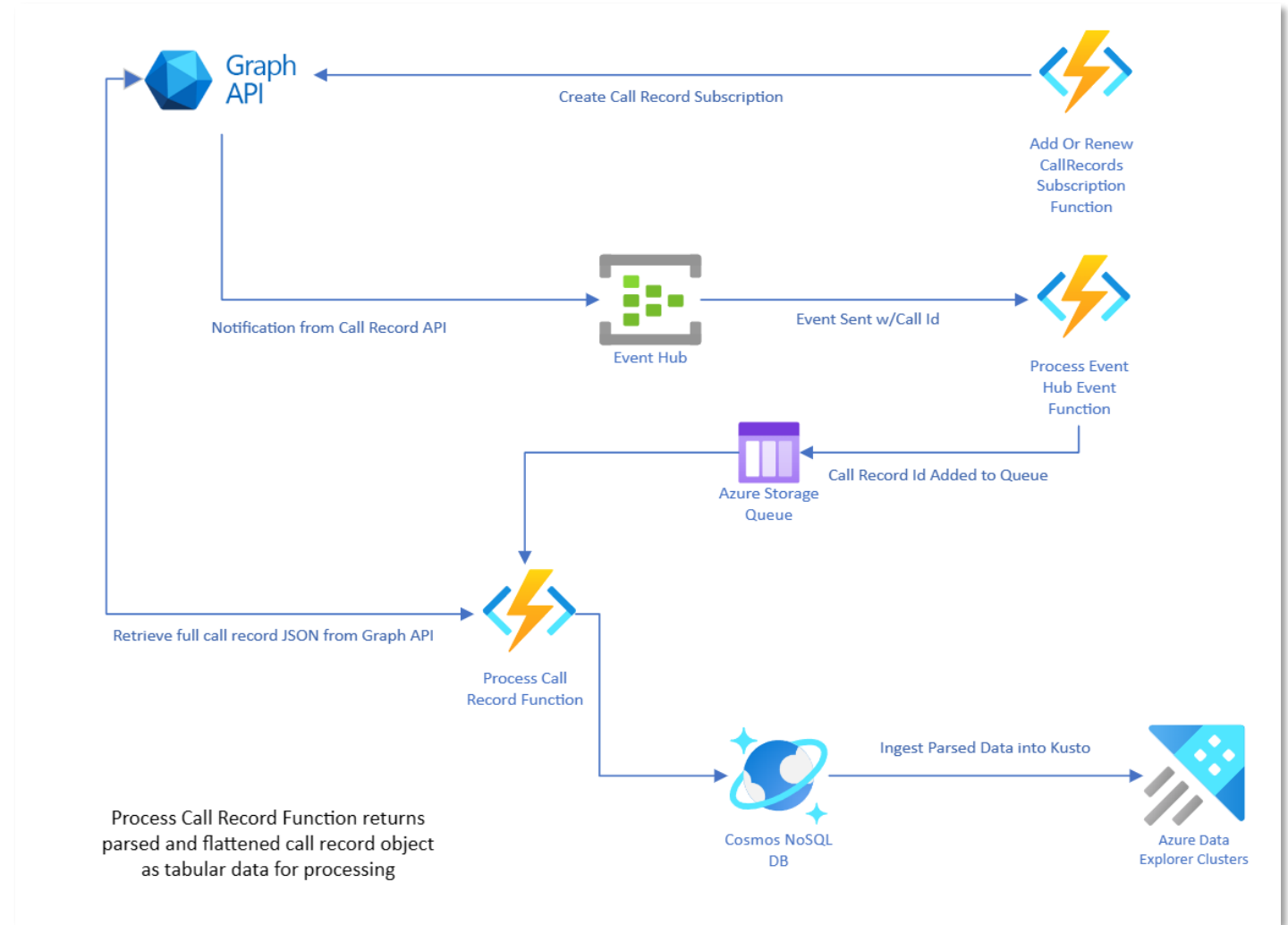
# Microsoft Teams Call Record Insights

Call Record Insights is a turnkey application template for retrieving, parsing, flattening, and storing Microsoft Teams Call Records retrieved via Graph API.

This application enables you to retrieve your tenant's call records, parse them into a meaningful format and store them in Cosmos DB and Kusto without writing any code yourself.

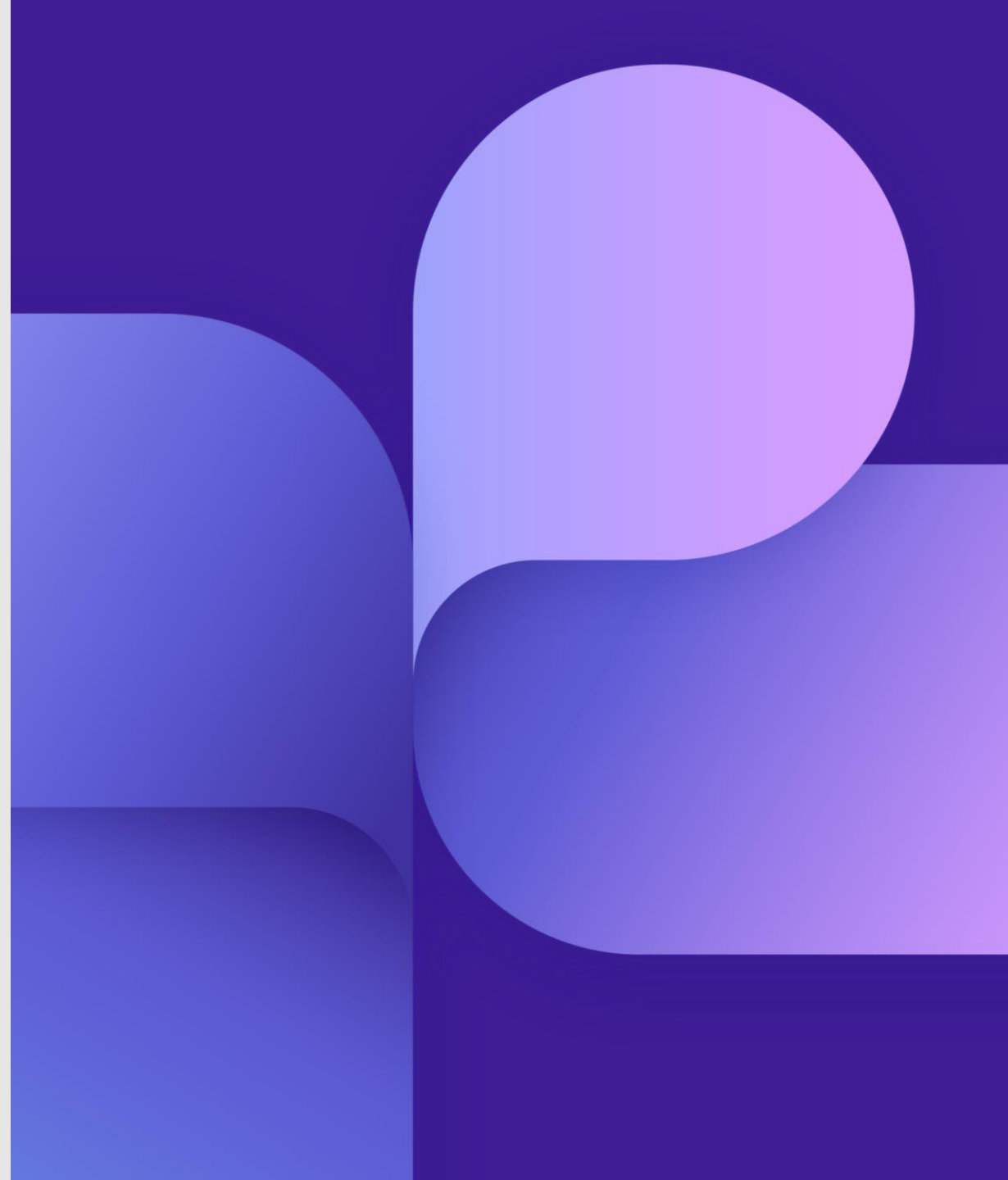
Because this solution uses Cosmos DB it is highly scalable and because it uses Kusto it is very friendly to application development and deep data analysis.

The solution is fully deployed within your own tenant. All data processing and data storage is done in whichever tenant you deploy the application.



For additional details, please refer to: [Planning, Configuring: Microsoft Teams Call Record Insights](#)

**Teams Calling  
Experiences Futures**



# Teams Phone App: Update 1 (2024)

We are pleased to announce that a new Teams phone application with the following features, will soon be released as Update 1 for 2024:

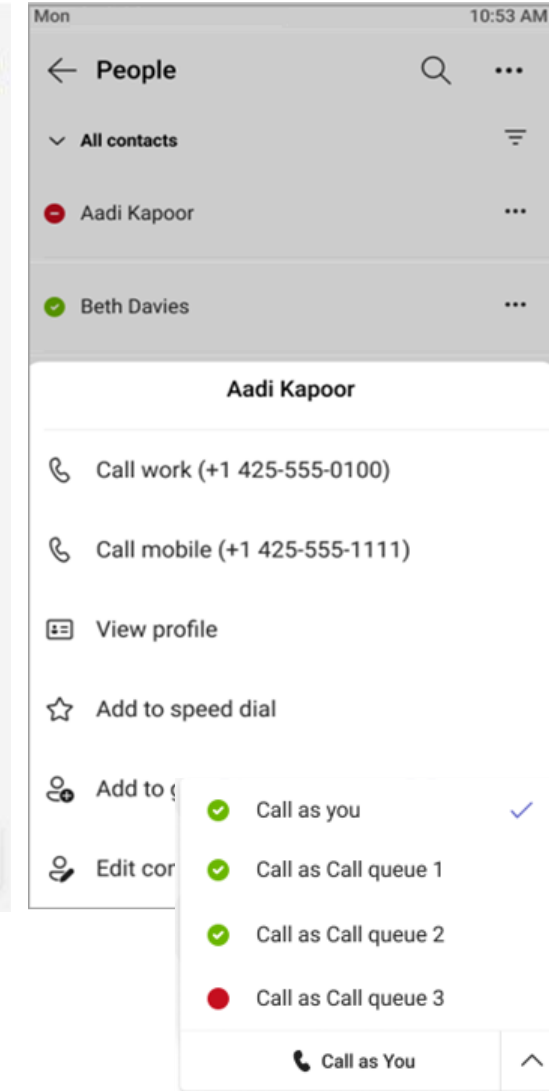
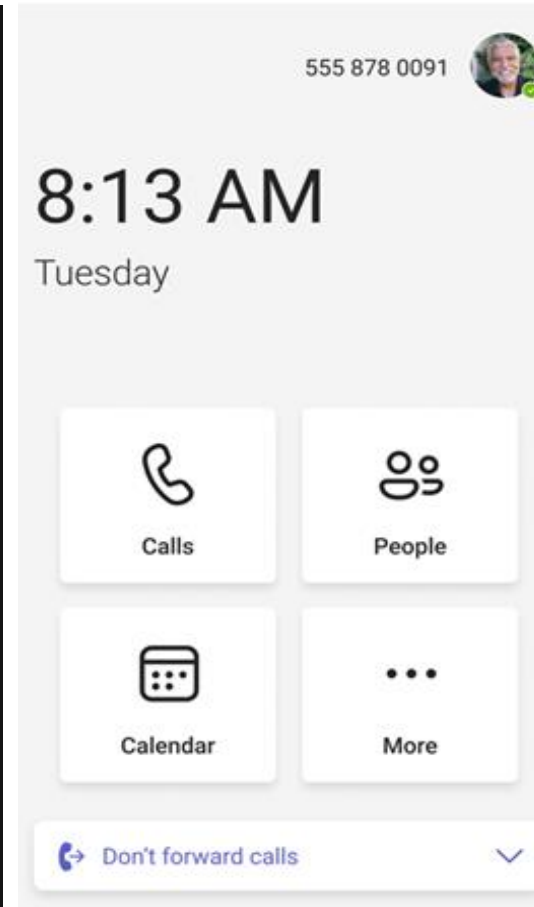
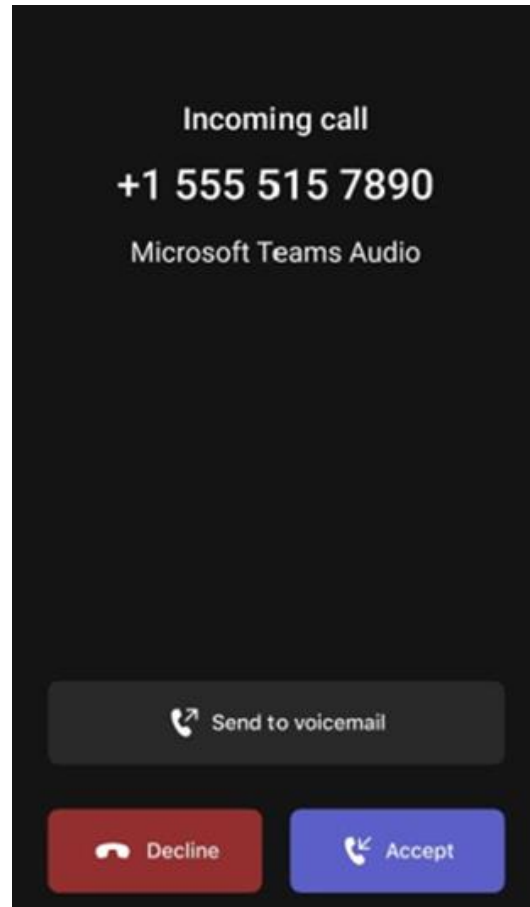
Users can send incoming calls directly to voicemail, as well as control how they want to handle secondary calls via Busy-on-Busy settings

Admins can force their users to set or change their phone lock PIN through Configuration profile settings within the Teams admin center.

Survival Branch Appliance (SBA) will now be supported on VOIP calls.

For non-touch phones, users will be able to manage Auto restart and park/unpark call settings

When calling a contact, users can select the contact's number (such as mobile, work, and so on). Users can also call on behalf of a caller ID configured in call queue.



# Teams Device Administrator: Global Reader Role Support

## Example: Device Management Administration (Read only)

Admins with the Global reader role assigned can now access the Teams devices section with read-only permissions to view device information like device inventory, health, history, settings, and use capabilities like download logs, export, filter, etc.

**Note:** The Global Reader role won't be able to make edits or take remote actions on the devices, such as restart, update, assign configuration, and remote sign-in/sign-out.

This feature provides a consistent experience across the Teams admin center and enhances the control and security for admins who need to access device information, stay informed, and monitor their devices without the worry of unintended changes.

Dashboard

Teams

Users

Teams devices

Store

Teams Rooms on Windows

Teams Rooms on Android

Surface Hubs (Legacy)

Panels

Phones

Displays

SIP devices

Teams apps

Meetings

Messaging

Phones

Control and manage Teams certified phones across your organization, create and upload configuration profiles for each type of phone you have, make changes to their settings, [set up alert rules](#), and apply software updates. [Learn more](#)

Devices summary

3

Total

0

Online

3

Offline

Health summary

0

Healthy

0

Non-urgent

0

Critical

All phones

User phonesCommon area phonesConference phonesConfiguration profiles

Edit

Assign configuration

Manage tags

Update

Upgrade

Restart

Remove

3 items

✓	Display name	Username	Device name ⓘ	Health status ⓘ

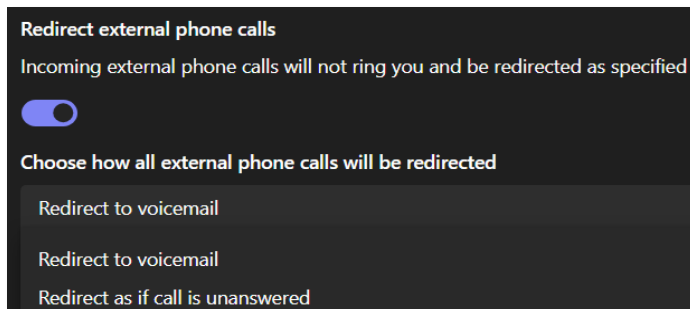
# Teams Phone: External Call (PSTN) Routing Settings

End users will now be able to change their external call routing settings directly from the Teams app, allowing them to decide how incoming PSTN calls are routed. Calls can be redirected based on existing unanswered call settings or sent to voicemail.

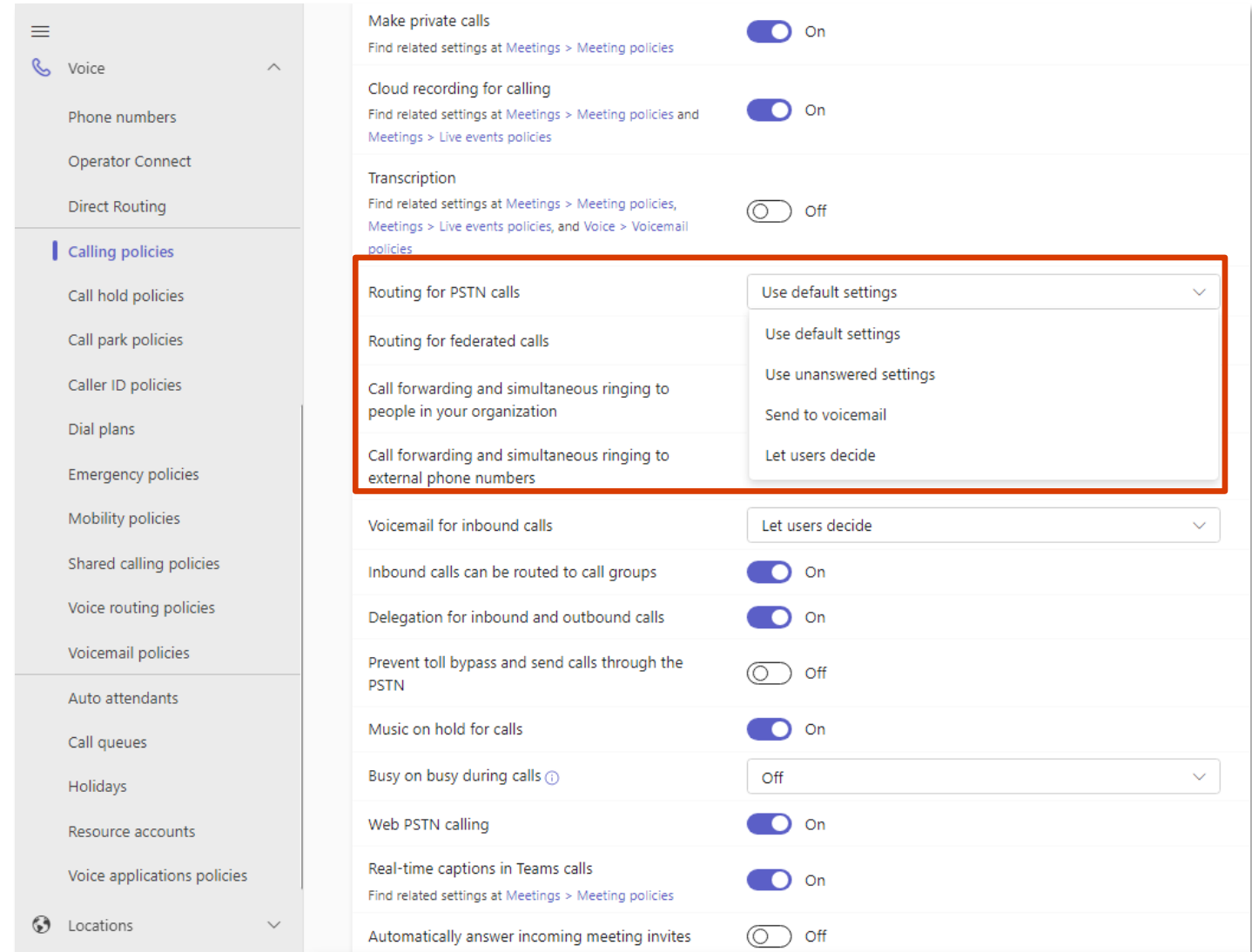
To configure, navigate to Calling Policy and set the parameter for **Routing for PSTN Calls** → Let Users Decide

Once enabled, users will be able to navigate to calling settings within the Teams desktop client and set their external call routing preferences as shown below:

## Example: External Call Routing Settings



## Example: Calling Policy

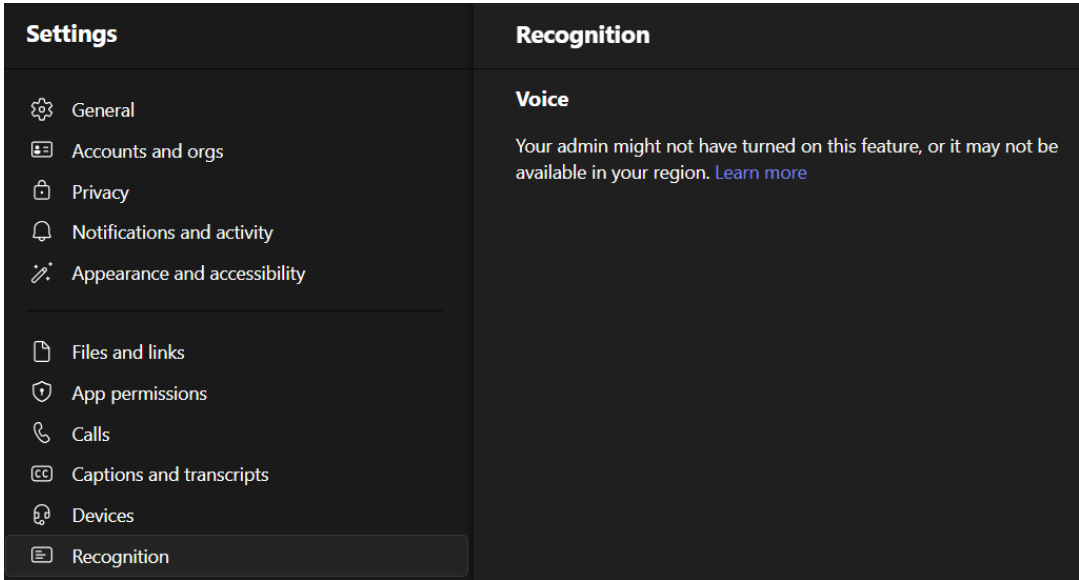


# Teams Phone: Voice Isolation

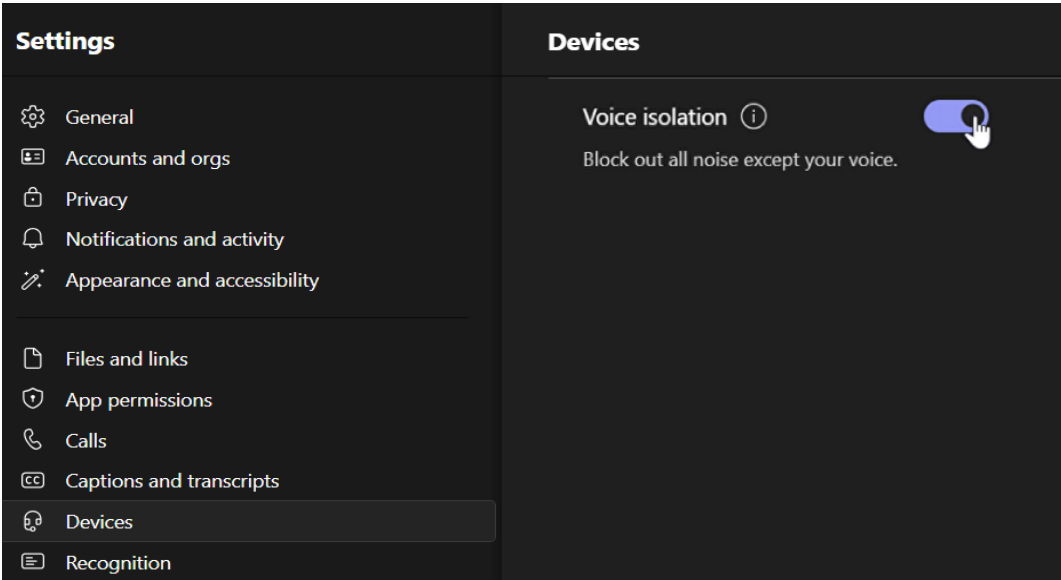
"Voice isolation," a new AI experience powered by our advanced deep learning, speech services, and audio processing technology, enhances Teams audio quality and experiences so that you can enjoy clear and uninterrupted calls or meetings, no matter where you are. Whether you are in a busy office, a noisy cafe, or a crowded airport, you'll be able to communicate with confidence and clarity.

By leveraging "Voice isolation" to filter out all background noise, including other people's voices you can rest assured that only your voice is what's heard.

Example: Voice Profile Enrollment



Example: Voice Isolation Enablement



**Note:** The Voice isolation feature will be enabled by default for your organization. To utilize, end-users will need to enroll their voice profile via the Recognition tab and enable the Voice isolation under devices settings for enhanced audio input quality.

# Teams Phone Mobile: Availability Expanding to Additional Markets

[Teams Phone Mobile](#), a mobile-first, enterprise-grade calling solution that lets you enable your mobile workforce to use a single, business-provided mobile number as their Teams Phone number, unlocking new capabilities and increased efficiency.

Teams Phone Mobile is currently available in US, Canada, Germany, Sweden, and Switzerland, and will be available later this year in Denmark and Norway with [Telia](#) and in Liechtenstein with [Swisscom](#).

## Teams Phone Mobile expansion

Generally available



Canada



Sweden



Germany



Switzerland



USA

Coming soon



UK



Norway &  
Denmark



Liechtenstein

+ Additional  
markets and  
operators

For additional details, please refer to: [Planning, Configuring: Teams Phone Mobile](#)

# 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.*

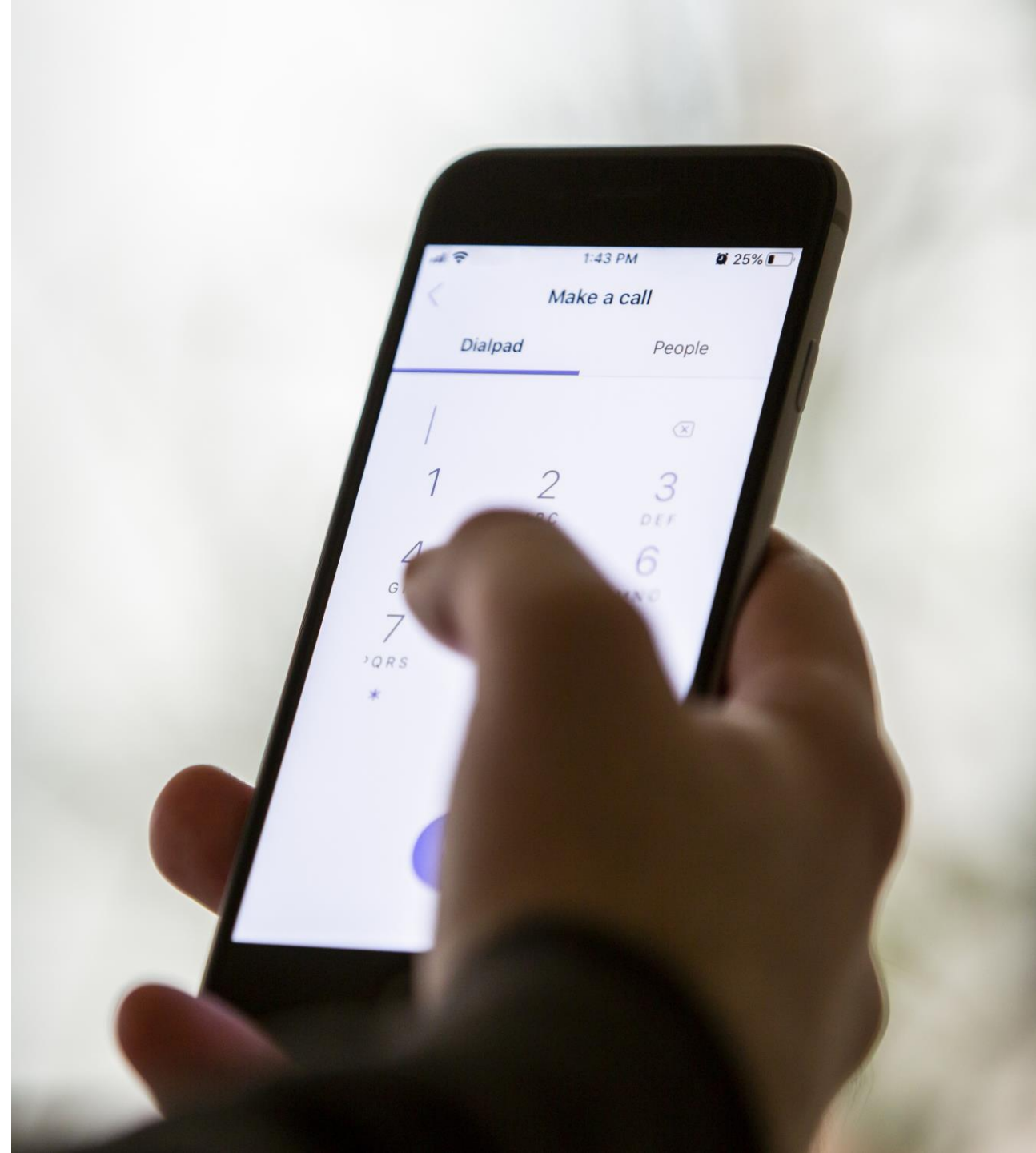






# Call to Action

- 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>

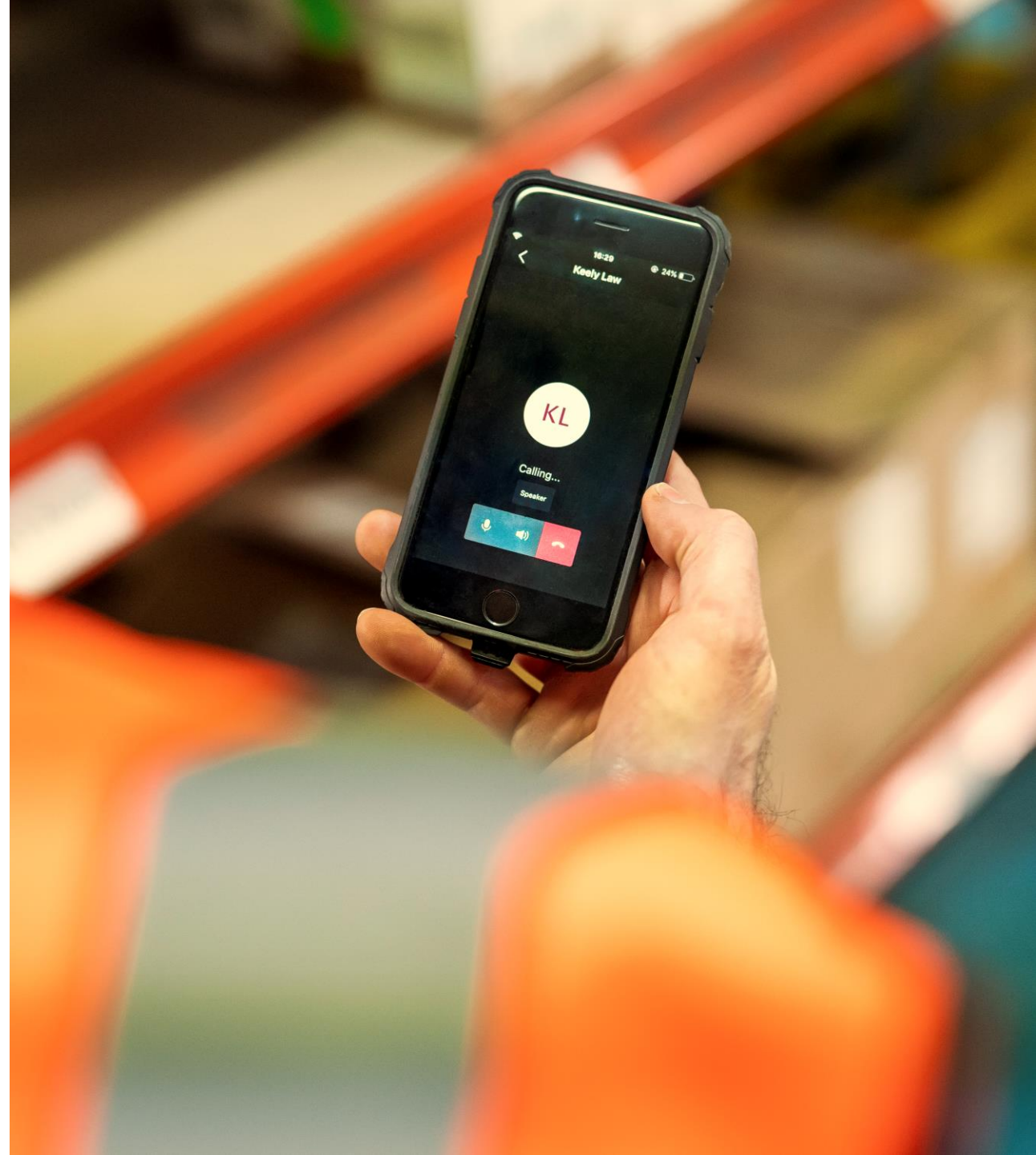




# We want your Feedback!

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

<https://aka.ms/TPSSurveyDay2PM>





Thank you for attending!!

Teams Phone Roadmap