



Voice Innovation

Calling Experiences and Roadmap



Calling Vision

Teams calling enables rich, intelligent collaborations and customer connections across businesses of all sizes

Enterprise Grade Phone System

High quality, reliable cloud phone system scalable worldwide with Office 365 compliance and security

Intelligent Collaborative Calling

Lightweight, adaptive to diverse team collaboration needs; amplify productivity with intelligent assistance

Collaborative Customer Connection

Integrated into Microsoft Teams, enabling multi-channel customer interactions, tailored and connected with business tools and processes

D.I.Y. Voice Services

Easy to setup & decentralized voice services management scalable for departments, teams, and companies of all sizes

AVAILABLE TODAY

Cloud Phone System

- Calling Plan
- Direct Routing
- 1:1 & Group Calls
- PSTN in/out
- 1:1 to Group Call escalation
- Forward to Group
- Multi-call Handling
- SfB-Teams Calling
- Federated Calling
- Call Transfer (Blind/Consultative)
- Call Transfer to PSTN
- Call Forwarding/Hold/Block
- Caller ID Masking
- Static Emergency Calling
- Voicemail with transcription
- Simultaneous Ringing
- Distinctive Ring
- Click to call
- Extension Dialing
- Speed Dial
- Contact Groups
- Boss & Delegate Support
- Do not Disturb Breakthrough
- Out of Office Support
- Call Queue
- Organization Auto Attendant
- TTY Support
- USB HID Support
- Group Call Pickup
- Call Park
- Shared Line Appearance
- Multiple Phone Number Dialing Header
- Location-Based Routing
- Screen Sharing w/o call
- Direct Routing: Oracle SBC
- Media bypass certification
- Direct Routing dashboard
- Calls App for Everyone
- RGS OnPrem Support in Teams
- Routing Rules
- Non-E.164 Standard support
- Direct Routing: Voice App & 3PIP Phones
- Direct Routing Cisco SBC
- Busy on Busy
- Voicemail for Everyone
- 3-way PSTN w/o Conf License
- Softbank Calling Plan
- Voice mail configurations
- Secondary Ringer
- Calling in Chrome
- Dynamic Emergency Calling
- Reverse Number Lookup (AAD)
- Endpoint Transfer
- Multiple Number Dialing
- PSTN Call Recording
- Live Captions for 1:1 Calls & Guest users
- Transcription for 1:1 Calls
- Survivable Branch Appliance
- Collaborative Calling
- Call Merge
- Spam Reporting
- Mobile Optimized network data usage
- Custom Music on Hold
- Apple Carplay
- Music on hold for Consult/Transfer, VOIP
- Bandwidth Control
- E911 for WFH (Ray Baum's Act, Kari's Law)
- SIP Phone Gateway
- Contact Center Partner Solutions
- Compliance Recording Partner Solutions
- End-to-end encryption for 1-1 VOIP Calls
- Roaming bandwidth control

Compliance and Manageability

- Call Quality Diagnostic Portal
- eDiscovery Enhancements
- Government Compliance Cloud - Calling Plan, Direct Routing
- Call Analytics & Low latency CQD Reports
- GCC High, DoD – VoIP Calling
- DoD & GCC-High Audio Conferencing & Direct Routing GA
- Call Quality Dashboard improvements
- Telephone number management in MoPo
- Network Planner

Calling Client Experiences

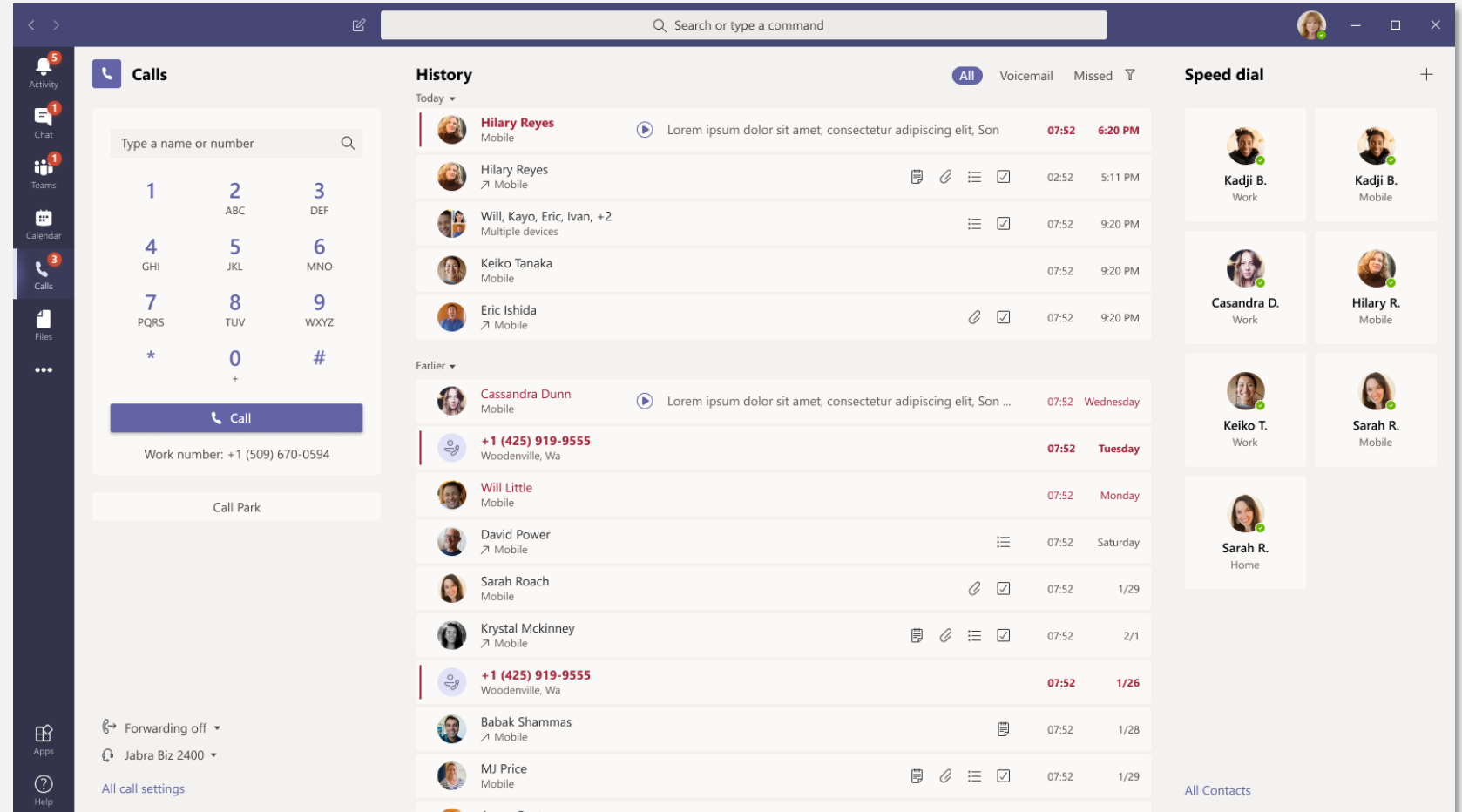
New Desktop Calling Experience

Calls App v2 completely overhauls the calling experience in direct reaction to customer feedback and usage. We've eliminated complex tabs, prioritized call history, upgraded our dial pad, and made it easier to adjust settings.

Status:

- Released to GA

Microsoft Teams



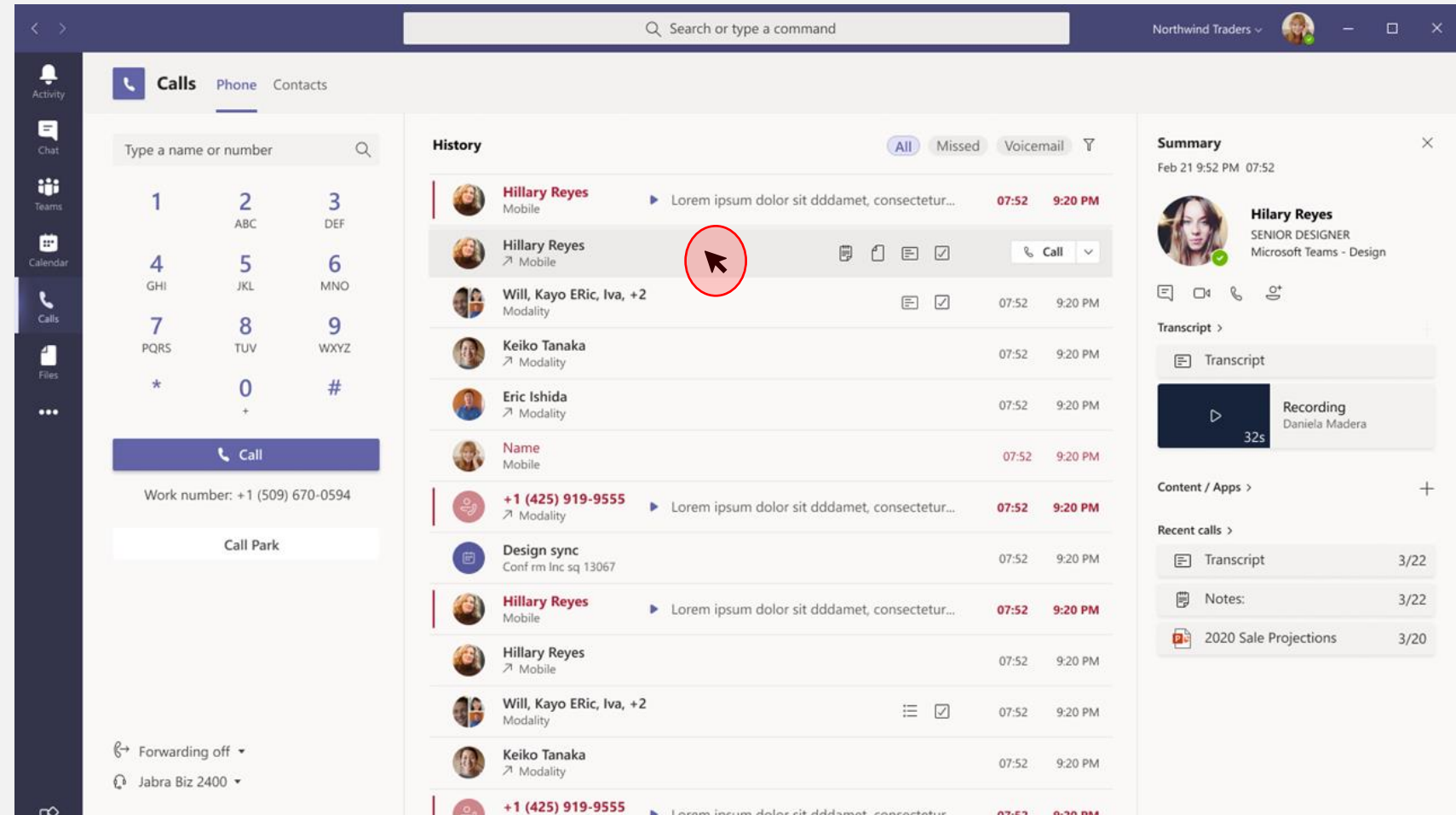
New Desktop Calling Experience – Recording and Transcription, including 1:1 VoIP & PSTN Calling

Updates to include transcripts and recording as part of calling history will provide value to users after calls have completed, making it easier to look back on previous calls before reconnecting with a colleague or customer.

Status:

- Released to GA

Microsoft Teams



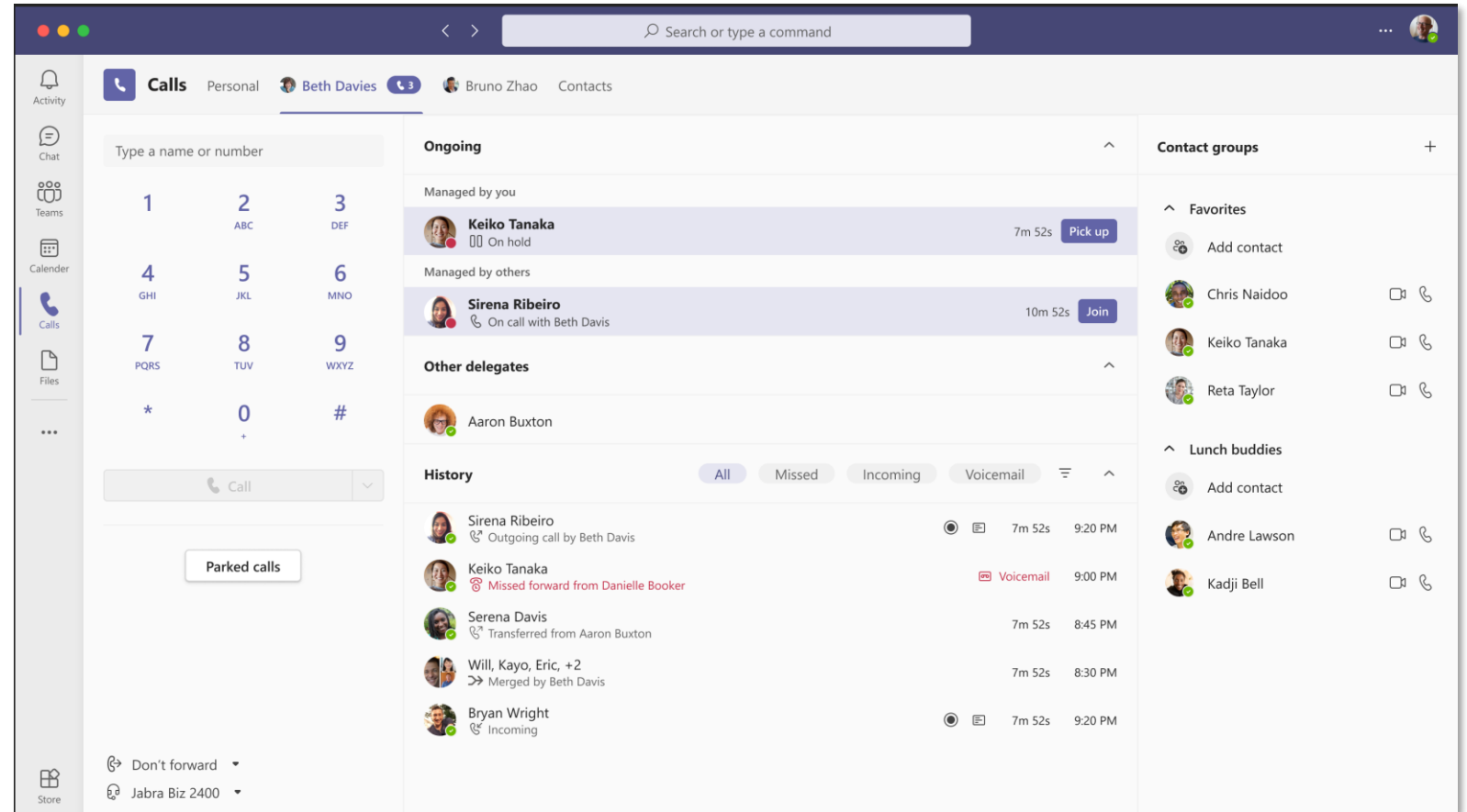
Delegated Caller Experiences

Unique user experiences tailored to bosses and delegates, enabling advance control of shared lines, easily understandable call status, and the ability to work together with other delegates to manage communications.

Status: Released to GA

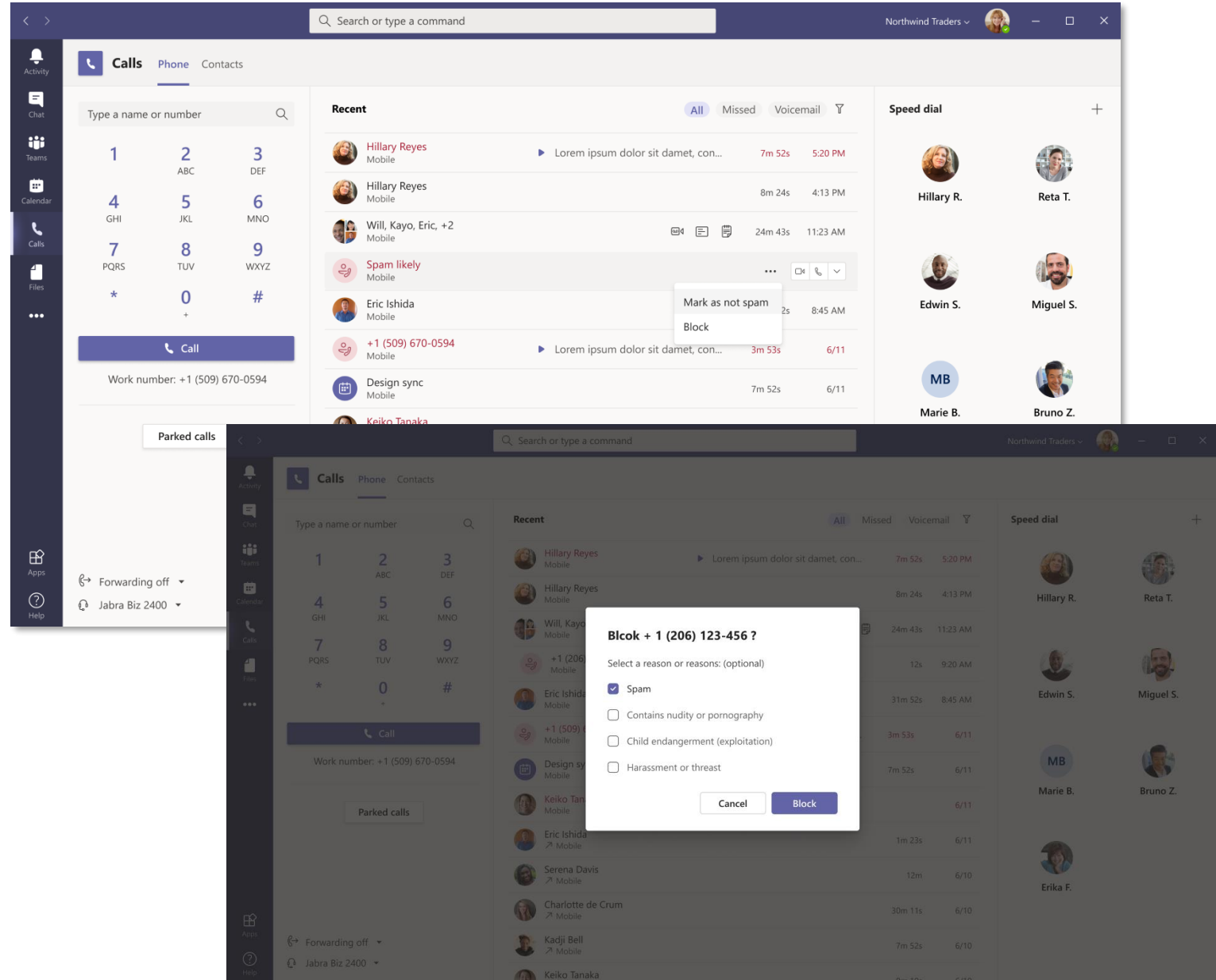
- Separate tabs per boss
- Multiple delegate experience
- Live call status

Additional features in development!



Spam Notifications

Users are informed when incoming calls could be Spam, and they are able to report Spam when they receive a call that was not labelled as such, thereby improving future detection.

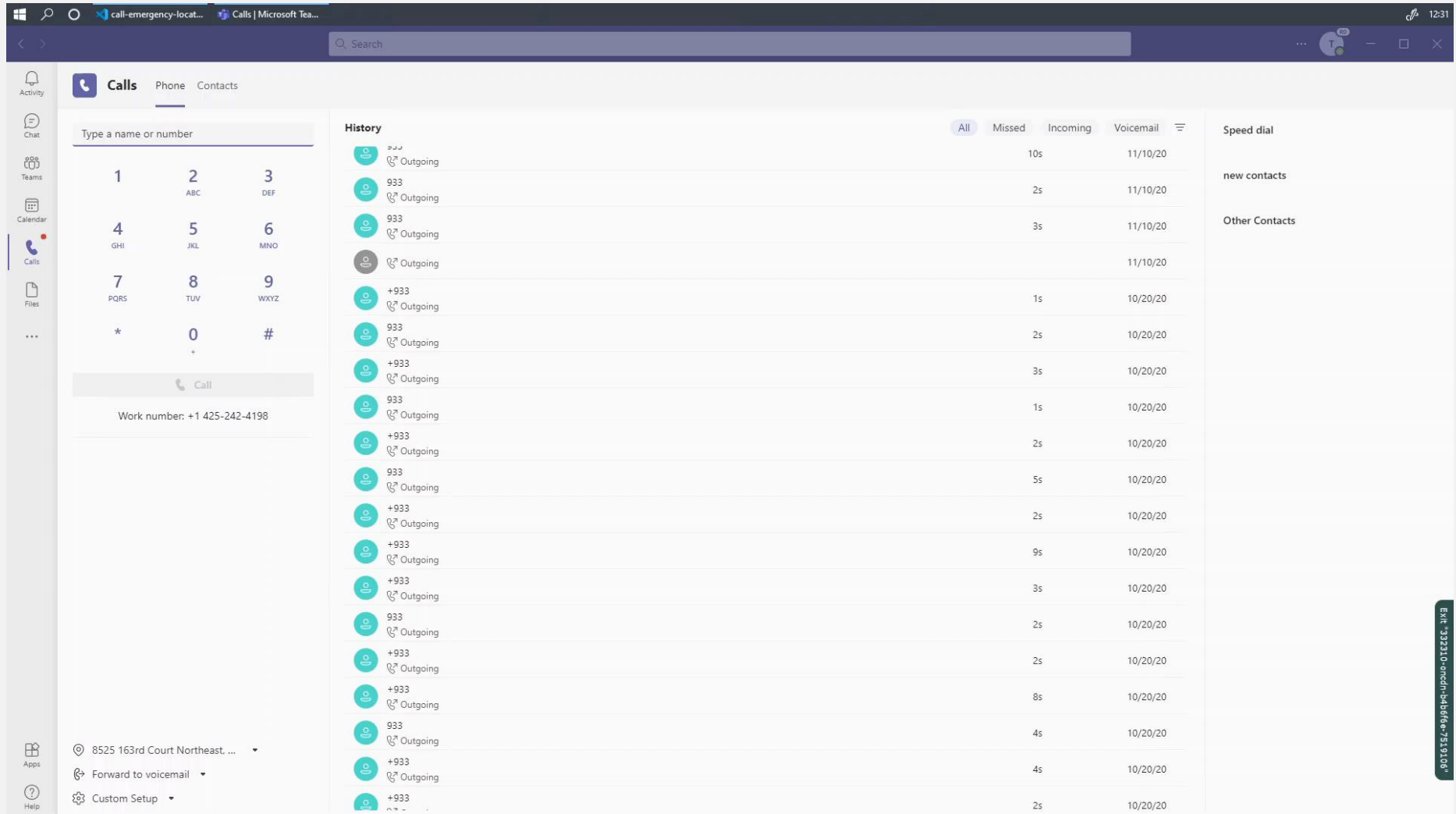


Dynamic e911 Work from Home Scenarios

Ensures that users working from home have their current address dynamically detected for communication to emergency services. In addition, users can confirm their address or manually update it in cases of detection errors or lack of location data.

Status:

- Released to GA



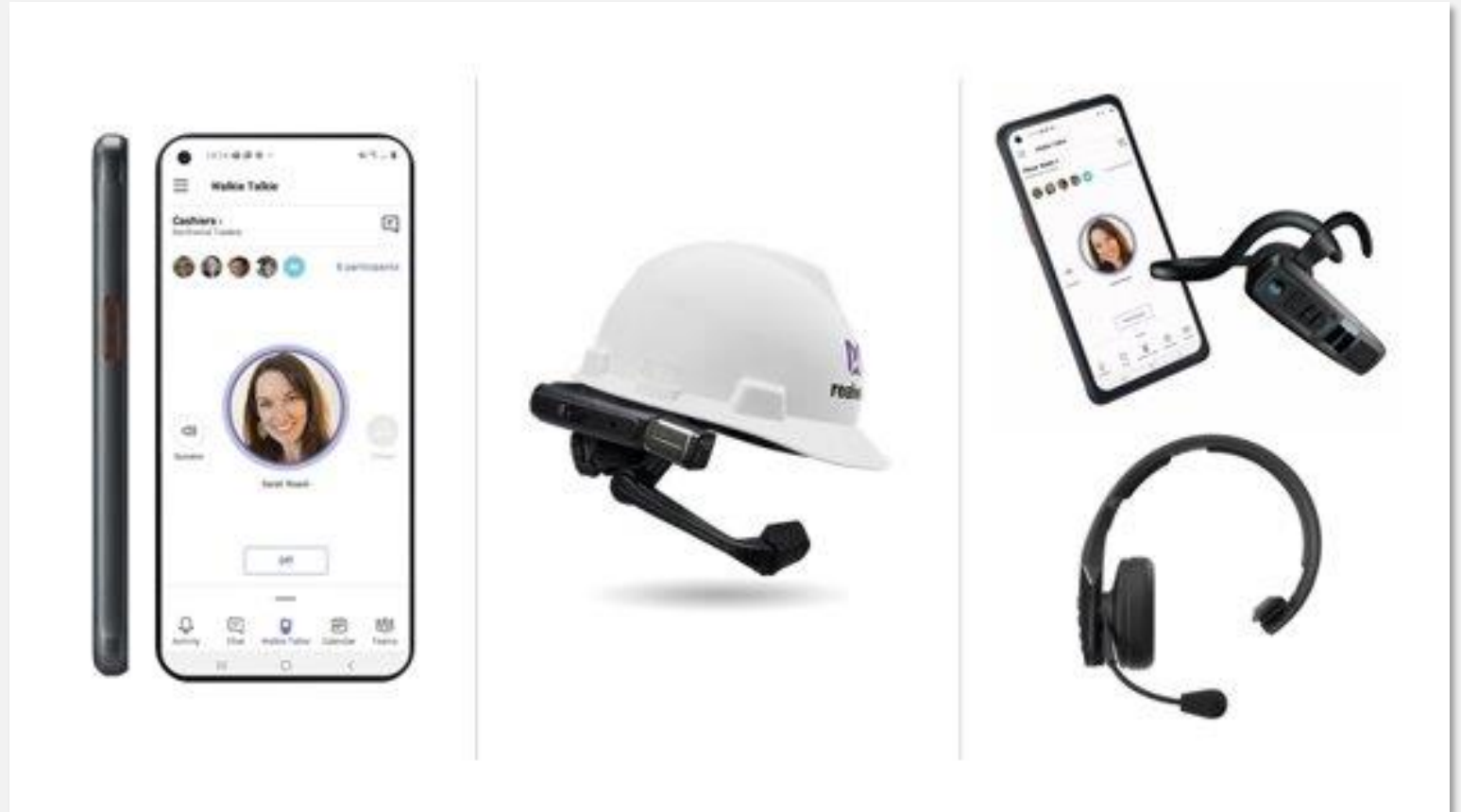
Walkie Talkie on iOS and Android

The Walkie Talkie app in Teams provides instant push-to-talk (PTT) communication for your team allowing users to connect with their team using the same underlying channels they are member of. Frontline workers can now securely communicate with a familiar PTT experience without needing to additional devices.

Status:

- Released to GA

Microsoft Teams



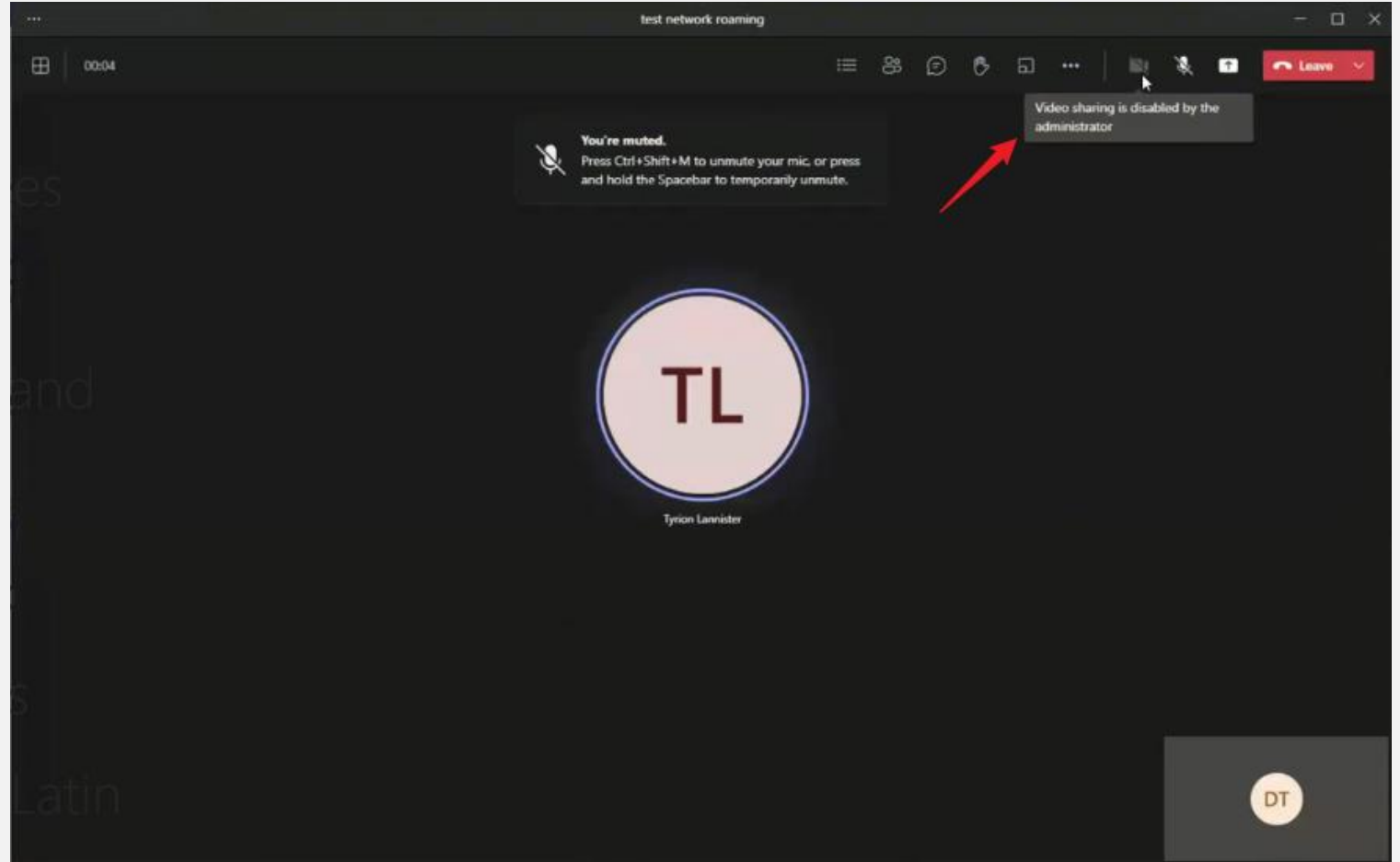
Bandwidth Control

New roaming policy that enables admins to control bandwidth consumed by media in calling and meetings on a per-site basis. Targeted primarily at multi-geo enterprises, this feature satisfies requirements for customers in Latin America and matches similar SfB functionality

Status:

- Rolling out to GA

Microsoft Teams



Customer Care: Teams Native & 3rd party solutions

Today: Auto Attendants and Call Queues

Auto Attendant supports:

- Toll-Free and local service numbers
- Dial-by-name directory search
- Custom greetings and menus
- Operator option
- Speech recognition in 14 languages
- Admin portal UI and PowerShell cmdlets

Call Queues supports:

- 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.

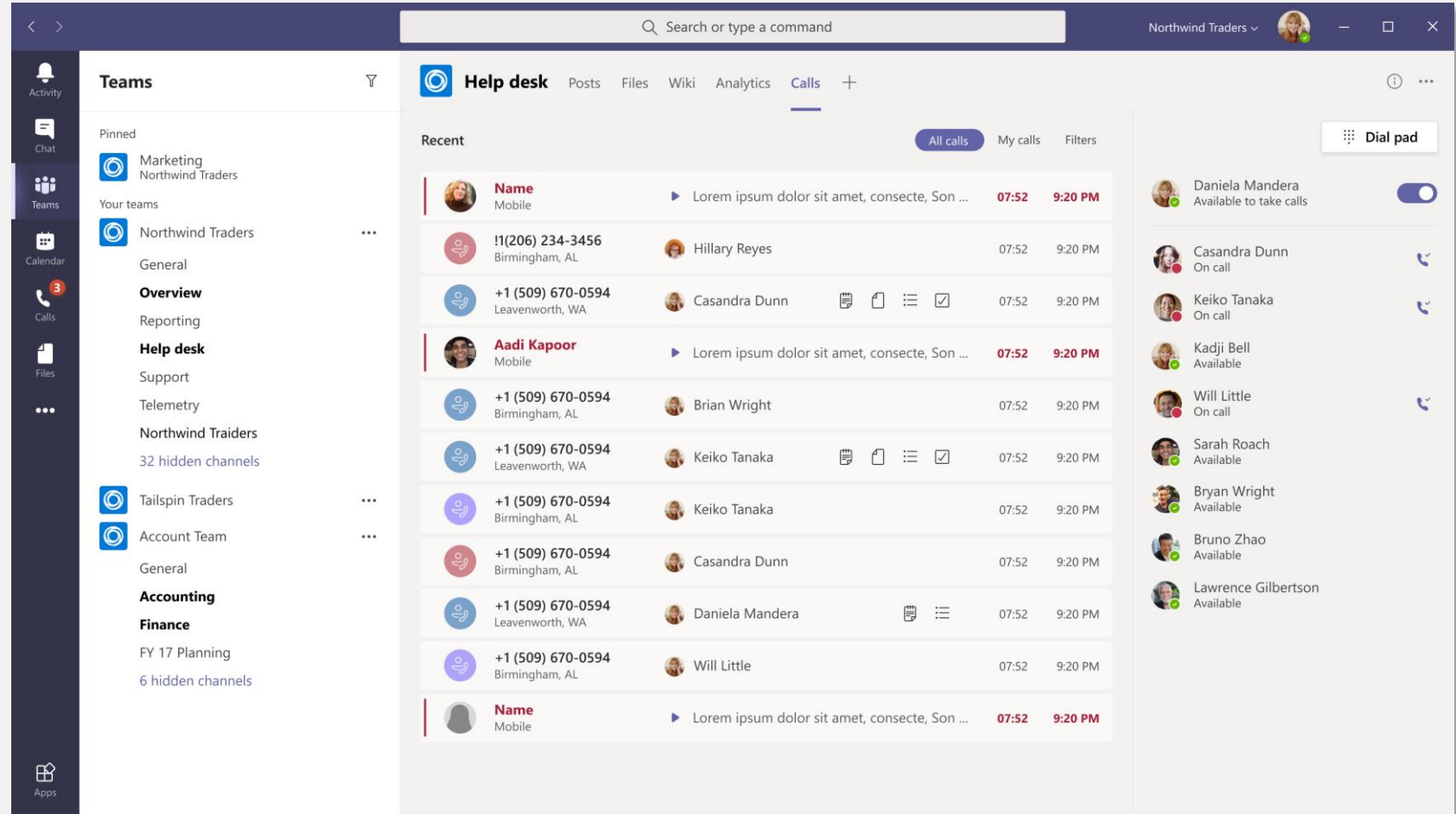
The screenshot displays the Microsoft Teams admin center interface for configuring an Auto Attendant. The left sidebar shows navigation options, with 'Auto attendants' selected. The main content area is titled 'Auto attendants \ Edit auto attendant' and contains a 'Call flow' section. This section includes a 'First play a greeting message' step with three radio button options: 'No greeting', 'Play an audio file', and 'Add a greeting message' (which is selected). Below this is a text input field containing 'Welcome to Stella&Co.'. The 'Then route the call' section has three radio button options: 'Disconnect', 'Redirect call' (selected), and 'Play menu options'. Under 'Redirect call', there is a 'Redirect to' dropdown menu set to 'Voice app', followed by an equals sign and a selection of 'Stella&Co_CQ_RA' from a list that also includes 'StellaCo_RA@CallingDemos.onmicrosoft.com'. At the bottom of the configuration area are three buttons: 'Back', 'Next', and 'Submit'.

Collaborative Calling – Voice Enabled Channels

Voice Enabled Channels gives teams who are working together to service customers via calling a user experience which enables collaboration within the Teams Channel construct, increasing efficiency and effectiveness

Status:

- Released to GA



Contact Center and Compliance Recording ISV Programs

Microsoft Teams category solution certification programs support partners in providing our mutual customers with premium communication experiences that integrate and extend Microsoft Teams.

Customers trust the certification as an assurance that the partner solutions have been tested and verified to provide the quality, compatibility, and reliability they expect from Microsoft solutions, backed by best-in-class product maintenance, service operations, and support.

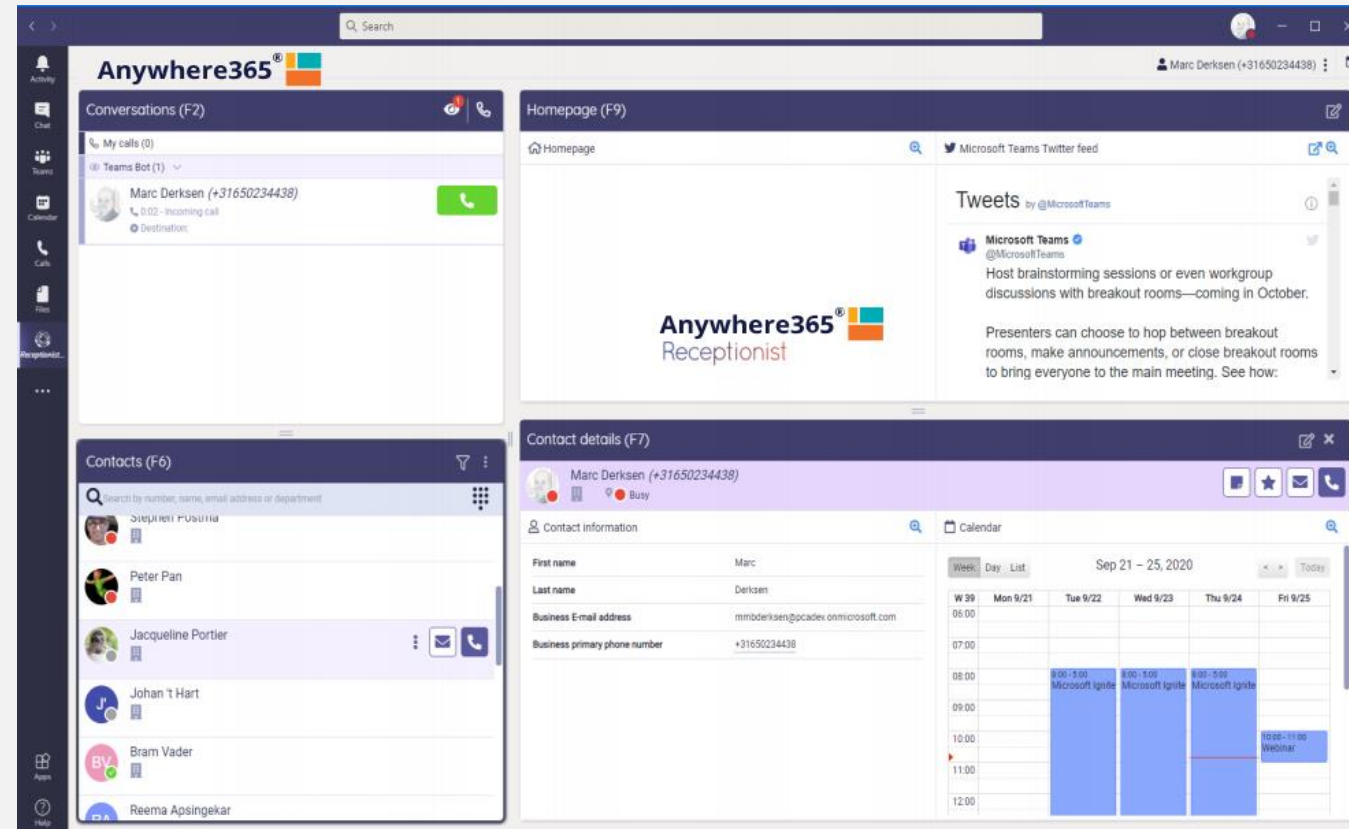
Contact Center

- 6 certified partners (10 certified solutions)
- 20 partners have joined the certification program

Compliance Recording

- 6 certified partners
- 14 partners have joined the certification program

Microsoft Teams








Microsoft Teams for VDI

Launched:

- Application screen sharing - Citrix
- Dynamic e911 calling for work from home – Citrix, Azure Virtual Desktop and Windows 365
- Large Gallery for VDI

Rolling out:

- Live Captions for Teams on VDI for Azure Virtual Desktop and Windows 365

Platforms certified for Teams	
The following platforms have virtual desktop infrastructure solutions for Teams.	
Platform	Solution
 Microsoft	Azure Virtual Desktop, Windows 365
 CITRIX®	Citrix Virtual Apps and Desktops 
 vmware®	VMware Horizon 

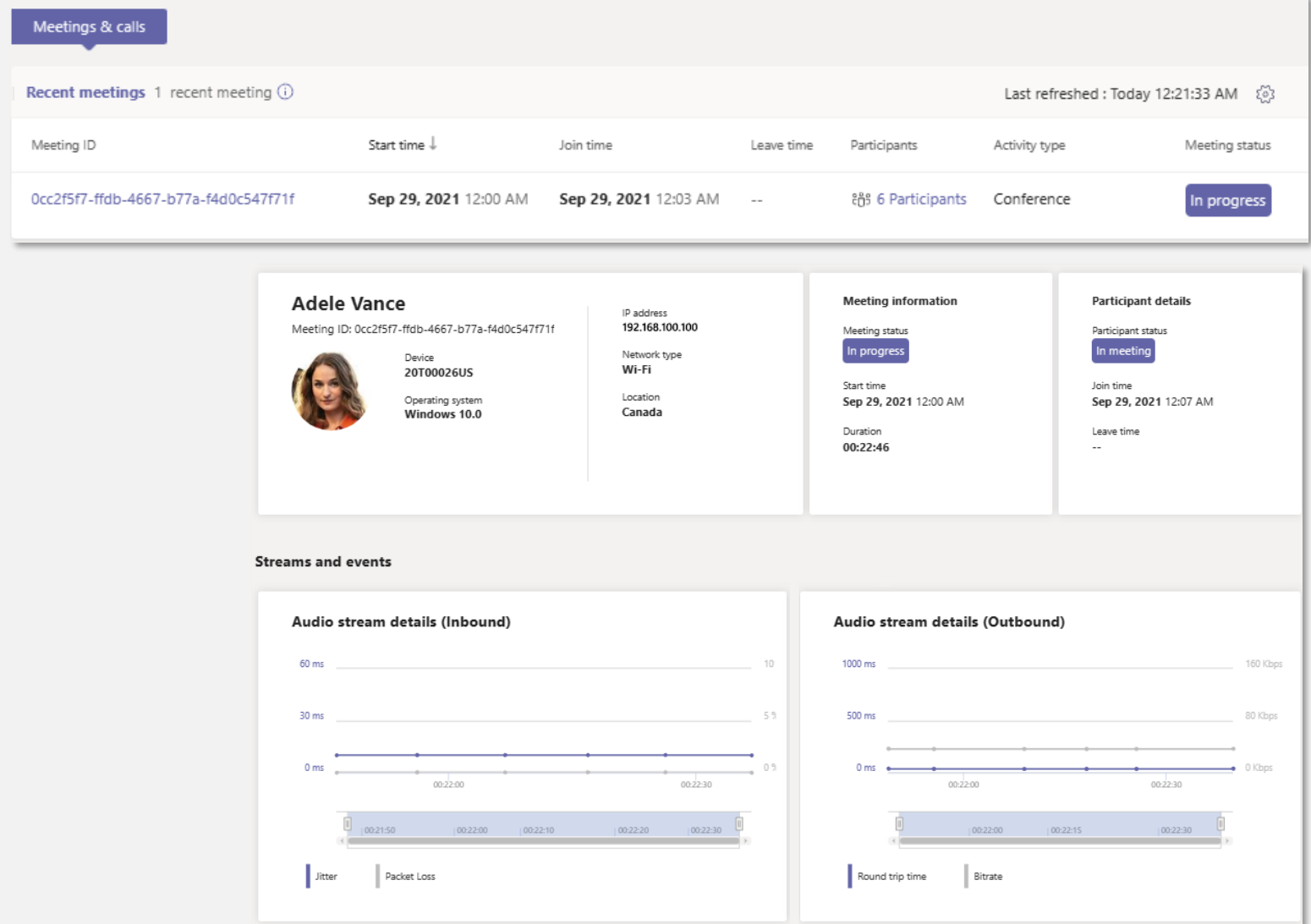
Troubleshooting & Reporting

Real time data for Teams Meetings

Real-time Analytics (RTA) lets IT Admins look at their important user's scheduled and ad-hoc meetings to see audio, video, content sharing and network related issues. As an admin, you can use this telemetry to investigate issues during meetings and troubleshoot in real-time.

Status:

- Released to GA



Microsoft Teams Experiences

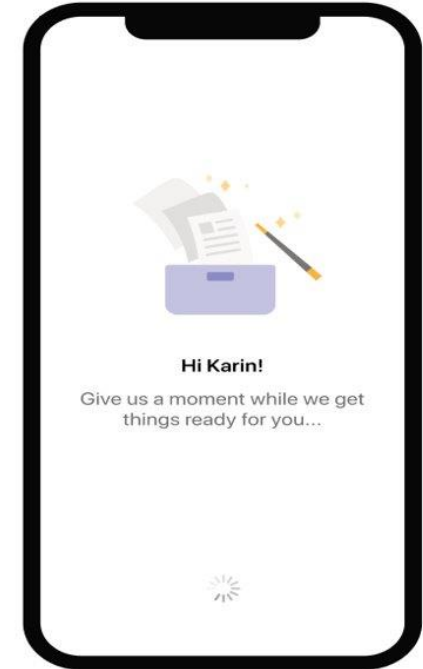
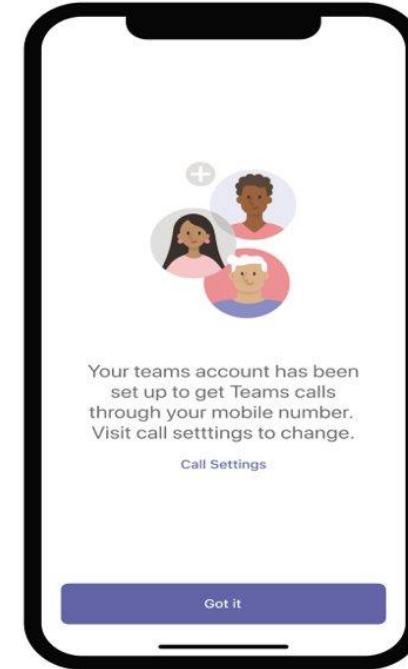
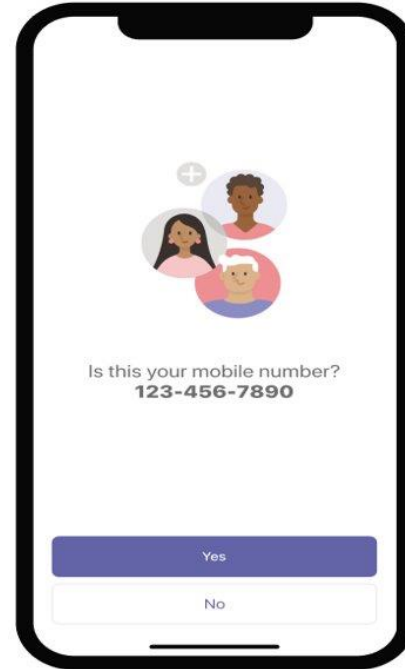
Coming Soon

Operator Connect Mobile

Mobile workers can bring the power of Teams to every call they make, with just a single phone number for work. With **Operator Connect Mobile**, your mobile number *is* your Teams number, your call history from mobile device is integrated with Teams, your presence is integrated with your native phone experience, and every call you make has the quality and compliance of Teams

Launch details:

- Preview starting in Q3 CY2022
- Five operators in initial wave: BT, Rogers, Swisscom, Telia & Verizon



Calling Feature Roadmap

Upcoming features in Teams Meetings

Host & join experience

- [Join a meeting with a digital code](#)
- [Calendar day view iOS and Android](#)

In meeting experience

- [Co-organizer Meeting Role](#)
- [Live Captions in all available languages in Teams Meeting on Web](#)
- [Live Transcription in Teams meetings on Web](#)
- [Video filters](#)
- [Share system audio from meetings on Web](#)

VDI

- Multi-window support – [Citrix](#), [VMware](#), [AVD](#), [Windows 365](#)
- Give/Take control – [VMware](#), [AWD](#), [Windows 365](#)
- Background blur – [AVD](#), [Windows 365](#)
- Live Captions – [Citrix](#)
- Dynamic e911 – [VMware](#)

Thank you