

Transforming Communication with Microsoft Teams Phone

Solutions for Success Education Series

Solutions for **Success**



POINT ALLIANCE

Agenda

- About Point Alliance
- Introduction to Microsoft Teams Phone
- Live Demo
- Licensing and Pricing
- Additional resources
- Upcoming Events



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Point Alliance

- Microsoft Solutions Partner
 - Modern Work
 - Security
 - Digital & App Innovation Azure
 - Data & AI Azure
- Microsoft Gold Partner with 11 Competencies (legacy)
- 100% Microsoft Certified Team
- pointalliance.com/companyprofile



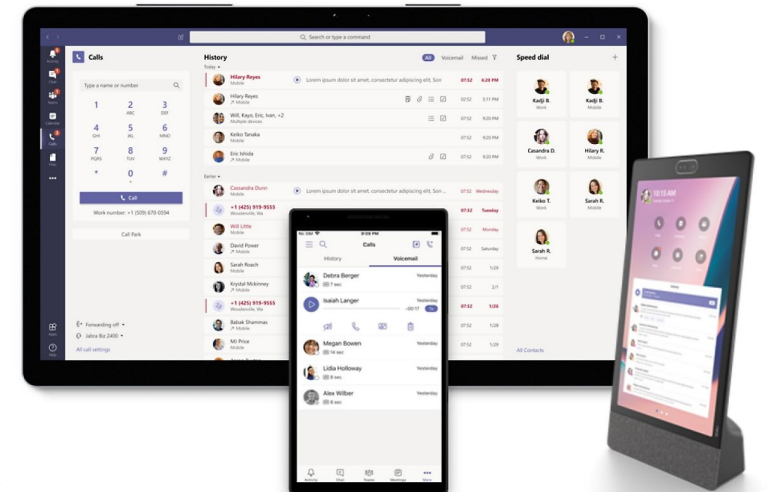
Introduction to Microsoft Teams Phone

Teams Phone

Make and
receive calls

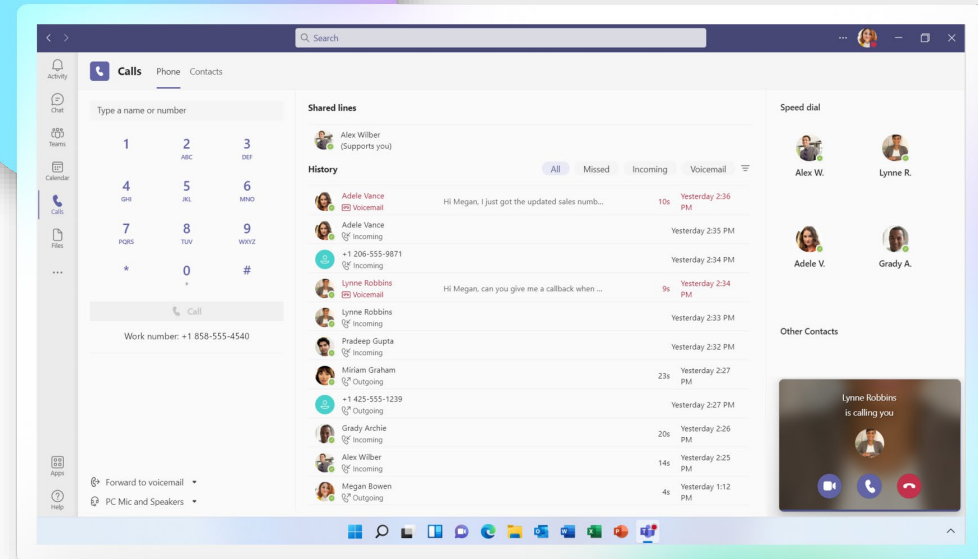
What is Microsoft Teams Phone?

- Microsoft Teams Phone is a cloud-based phone system integrated within Microsoft Teams, designed to provide a comprehensive communication solution for businesses.
- It enables users to make and receive voice calls, host video conferences, and manage communication through a unified interface.



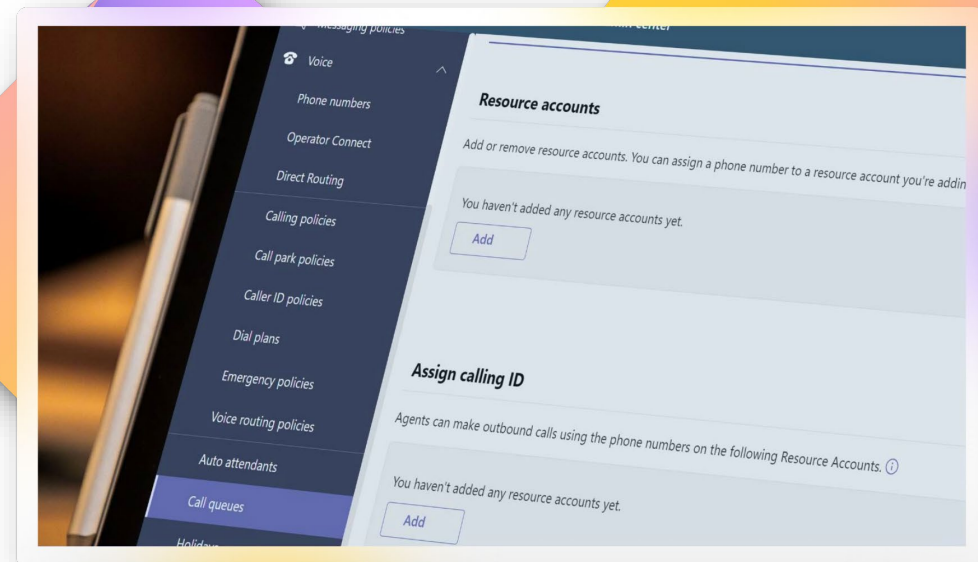
Key Features - User

- Make and answer calls
- Merge calls
- Transfer calls between devices
- Transfer and ring back
- Access your voicemail
- Transcribe your calls



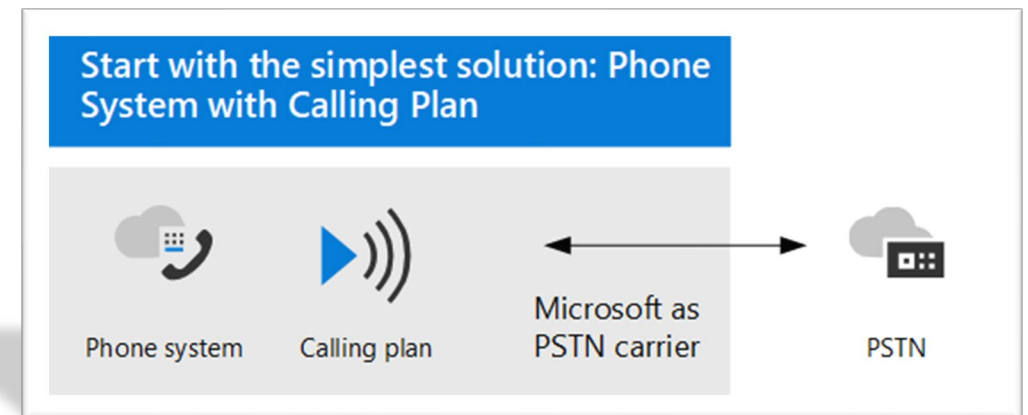
Key Features - Administrative

- Call Analytics
- Auto Attendant
- Call Queues
- Emergency Call Management
- User Management
- Policies and Permissions
- Reporting



PSTN calling

- To connect Teams Phone to the PSTN, you can choose from the following options:
 - Teams Phone with Calling Plan
 - Teams Phone with Operator Connect
 - Teams Phone with Teams Phone Mobile
 - Teams Phone with Direct Routing



SMS for Microsoft Teams Calling Plans

- **Coming Soon:** Enabling the ability to send and receive SMS messages directly from the Teams app on desktop or mobile, making it easy to connect with users outside of your organization who are not using Teams.
- This feature will be available for Microsoft Teams Calling Plan users in the United States and Canada.

Microsoft Teams Enabled Devices

- Headsets
- Speakerphones
- Business Desk Phones with Displays



Magic Quadrant for Unified Communications as a Service

Microsoft named a Leader in the 2024 Gartner® Magic Quadrant™ for Unified Communications as a Service for the **sixth year in a row**.

Figure 1: Magic Quadrant for Unified Communications as a Service



Live Demo

GET STARTED

Phone in Microsoft Teams

 Microsoft Teams

 Microsoft Teams

Licensing and Pricing

Microsoft Teams Phone Licensing

- Teams Phone Standard
- Teams Phone with pay-as-you-go calling
- Teams Phone with domestic calling
- Teams Phone with domestic and international calling
- Microsoft 365 E5

Teams Phone Standard

- Teams Phone Standard is a phone system that does not include a Microsoft-provided calling plan for customers who wish to bring their own calling plan from a third-party service provider; essentially allowing them to use their existing phone line with Microsoft Teams for calling features.

Teams Phone with pay-as-you-go calling

- With the Pay-As-You-Go Calling Plan, licensed users can call out to numbers located in the country where their Microsoft 365 license is assigned to the user based on the user's location, and to international numbers in 196 countries.
- Unlimited incoming minutes are included. No outgoing minutes are included.
- All outgoing calls are charged based on the minutes used.

Teams Phone with domestic calling

- With the Domestic Calling Plan, licensed users can call out to numbers located in the country where they're assigned in Microsoft 365, with unlimited incoming minutes included based on the license purchased.

Teams Phone with domestic and international calling

- The International Calling Plan includes both domestic and international minutes for outbound calls. Domestic minutes allow users to call numbers in the country where their Microsoft 365 license is assigned.
- International minutes allow users to call international numbers in 196 countries.
- Unlimited incoming minutes are included. Outgoing minutes are included based on the license purchased.

Microsoft 365 E5

- Everything included in Teams Phone Standard

Teams Phone Pricing

Teams Phone Standard	Teams Phone with pay-as-you-go calling	Teams Phone with domestic calling	Teams Phone with domestic and international calling	Microsoft 365 E5
CAD \$10.90	CAD \$13.60	CAD \$20.40	CAD \$43.40	CAD \$74.30
user/month, paid yearly	user/month, paid yearly	user/month, paid yearly	user/month, paid yearly	user/month, paid yearly

Additional Resources

Helpful Resources

- [Microsoft Teams Calling Plans](#)
- [Microsoft Teams Enabled Devices](#)
- [Microsoft Remote Connectivity Analyzer](#)
- [Magic Quadrant for Unified Communications as a Service](#)

Poly Voyager Free 60+ UC Giveaway



Upcoming Events

Upcoming S4S Webinars

- Third Tuesday of Each Month
- pointalliance.com/events

2025 25 FEB	SOLUTIONS FOR SUCCESS EDUCATION SERIES Transforming Communication with Microsoft Teams Phone 🕒 11:30 AM - 30 MINUTES Register	2025 18 MAR	SOLUTIONS FOR SUCCESS EDUCATION SERIES Navigating Windows 10 to Windows 11: Smooth Transition Ahead 🕒 11:30 AM - 30 MINUTES Register
2025 15 APR	SOLUTIONS FOR SUCCESS EDUCATION SERIES Effortless Document Migration: From File Servers to SharePoint 🕒 11:30 AM - 30 MINUTES Register	2025 20 MAY	SOLUTIONS FOR SUCCESS EDUCATION SERIES Unleash Productivity with Microsoft Copilot 🕒 11:30 AM - 30 MINUTES Register
2025 17 JUN	SOLUTIONS FOR SUCCESS EDUCATION SERIES Elevate Sales & Customer Service with Microsoft Dynamics 365 🕒 11:30 AM - 30 MINUTES Register	2025 15 JUL	SOLUTIONS FOR SUCCESS EDUCATION SERIES Building the Future: Migrating Your Infrastructure to Azure 🕒 11:30 AM - 30 MINUTES Register
2025 16 SEP	SOLUTIONS FOR SUCCESS EDUCATION SERIES Seamless Device Management with Microsoft Intune 🕒 11:30 AM - 30 MINUTES Register	2025 21 OCT	SOLUTIONS FOR SUCCESS EDUCATION SERIES Cybersecurity Essentials: Protect Your Business 🕒 11:30 AM - 30 MINUTES Register
2025 18 NOV	SOLUTIONS FOR SUCCESS EDUCATION SERIES Building Modern Apps with Azure, React, NextJS, and Angular 🕒 11:30 AM - 30 MINUTES Register	2025 16 DEC	SOLUTIONS FOR SUCCESS EDUCATION SERIES Transform Data into Insights with Power BI 🕒 11:30 AM - 30 MINUTES Register

Leave us a review

