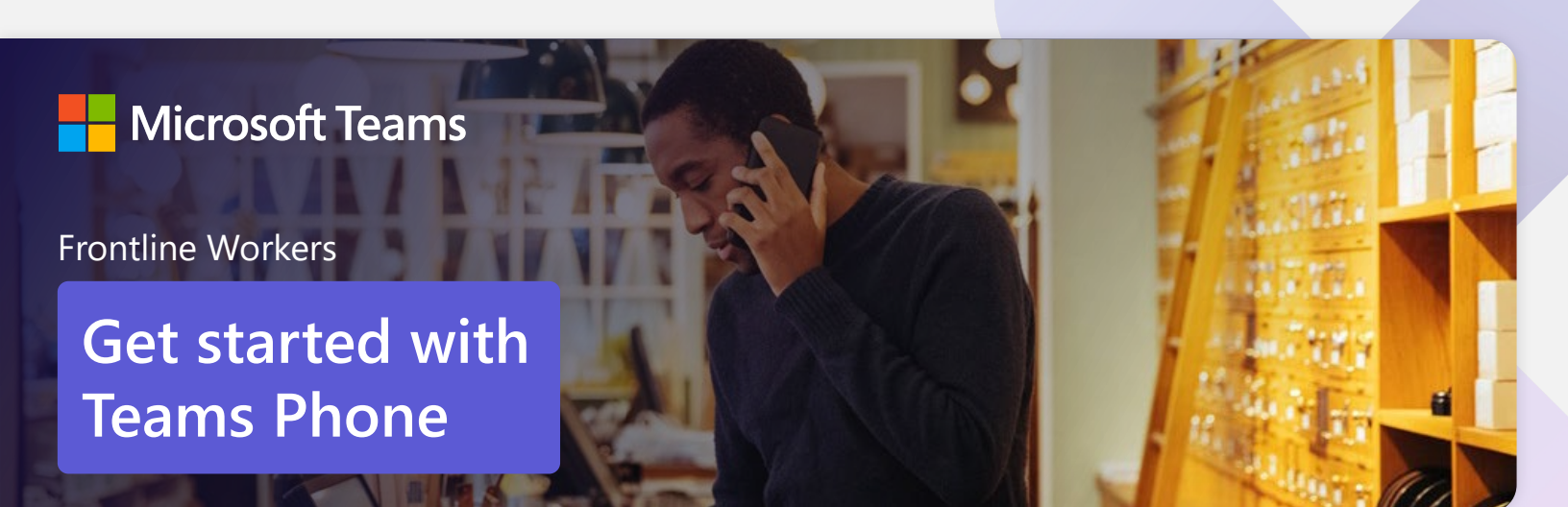


Get started with Teams Phone



Frontline workers manage an array daily tasks, and they need tools to help stay on top of them all. Fortunately, Microsoft Teams Phone can help simplify communications and better manage work.

Streamline your day by using Microsoft Teams as your phone

Initiate voice calls from the Teams App

Make **voice calls** to people inside and outside your location.

Easily transition **to voice or video** calls from Teams Chat.

Add participants at any point in the conversation.

How to call another Teams user

- Select **Audio call** directly from a chat, OR
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select **Add people**

Call a phone number from the Teams mobile App

Use the Teams mobile app to **call phone numbers** – that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the bottom rail in the Teams App
- Select **Dial a number**
- Dial any number on the keypad

Accept inbound calls for your store from the Teams mobile app

Use the Teams mobile app to take **Inbound Calls** from a customer to your department or store.

Calls from an **IVR, Auto Attendant, or Call Queue** can be routed directly to the right associate, automatically.

Easily **triage and transfer calls** to the right person quickly within the Teams mobile app.

How to accept inbound calls

- Inbound **calls** activate the Teams mobile client automatically
- Tap **Answer** to accept the call

Act as a delegate for your manager

Make and receive calls on behalf of your manager.

Forward calls from your manager's Teams account to yours.

Set up simultaneous ring when a contact calls your manager so you can answer the call.

How to make and receive calls for your manager

- Start a one-on-one chat with the person you want to call or enter a number on the dial pad
- Select the person on whose behalf you want to call

Transfer calls to your manager and other team members

Forward a call to another team member.

Ensure a seamless call handoff to your manager by transferring with consult, which enables a pop-up chat before transferring a call.

Use hold to place a user on hold while addressing other tasks.

How to transfer a call with a consult

- When on a call, select the **More actions** menu
- Select **Transfer**, then choose **transfer now** or **Consult first**
- **Search** a team member and tap on them to **transfer** directly or **consult** first

Use the Teams Common Area Phones to get things done

No mobile device? Use a Teams Common Area Phone to receive and make phone calls to and from any number.

How to use a Teams Common Area Phone to make a phone call

- Pick up the handset and dial a number

Get better ways to manage voicemail

Easily set up a voicemail message and add custom messages for **your store**.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning and to save time.

Retrieve voicemails in voice enabled call queues

Call log and voicemail is front and center in voice enabled channels.

How to view calls and voicemail in a Voice enabled channel

- From the **Teams Desktop App** select the channel for the call queue
- Select the **voice message** you want to listen to

Learn more

For more information about Teams Phone and its capabilities, please visit:

[Microsoft Teams Phone | Voice and Video Calling](#)