



Microsoft Teams Phone Adoption Guide

Welcome!

Now that you have Microsoft Teams Phone in your organization, it's time to let your users know it's available and show them how to use it.

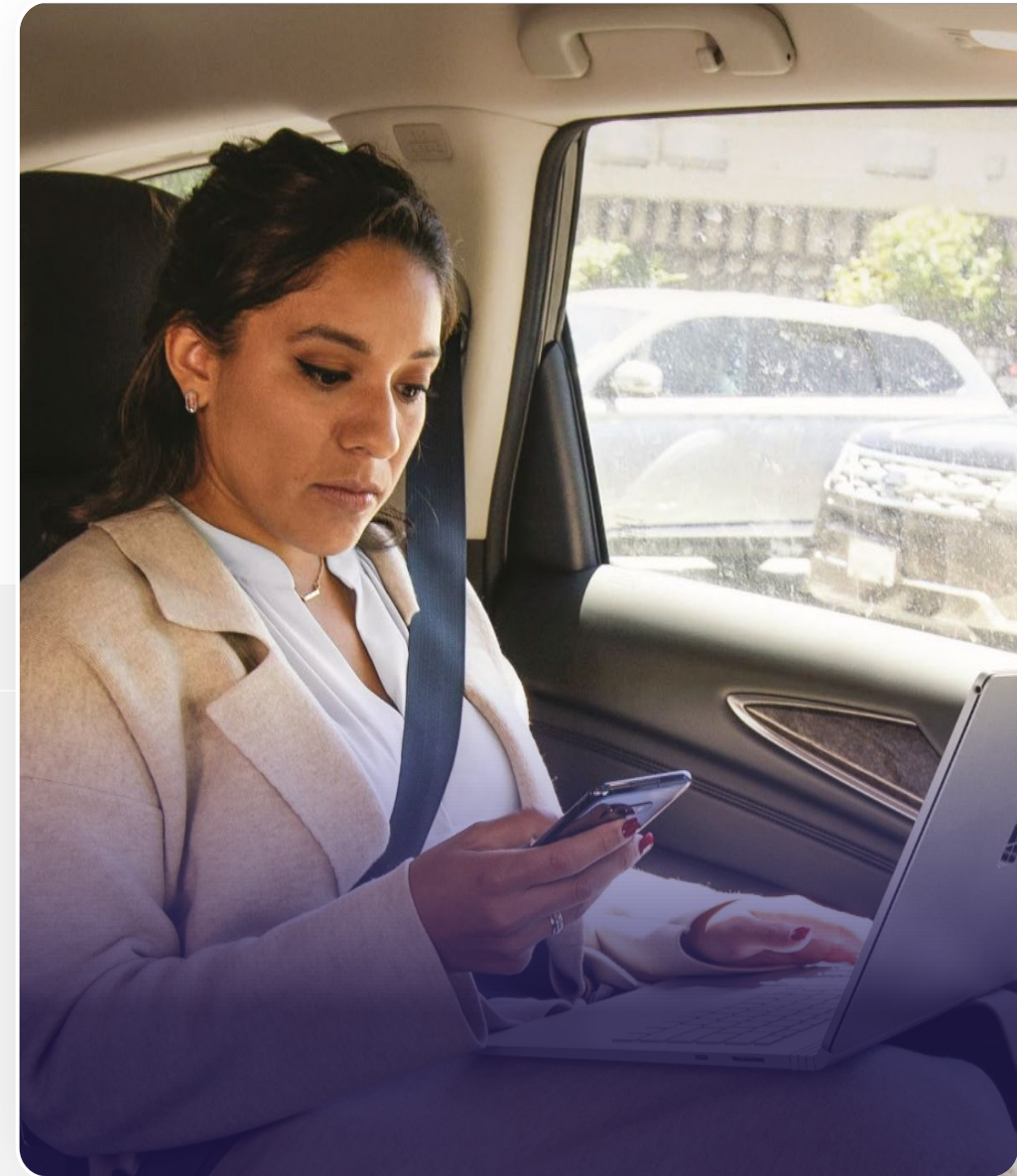
This guide is designed to help you roll out Teams Phone. It includes general guidance, along with how to use the materials provided to you in the adoption kit.

Congratulations on getting Microsoft Teams Phone

Microsoft Teams Phone is a flexible, cloud-based calling platform that seamlessly integrates all your employee devices, including your desk and video phone, mobile phone, computer, or modern Teams displays.

Here's what your employees will be able to do:

- Use Teams to make voice and video calls within your organization.
- Dial external phone numbers with the same ease.
- Get the same phone experiences on mobile devices as on the desktop Teams app.
- Switch seamlessly between devices, even mid-call.
- Easily manage contacts and communications.



Watch the video
[Get started with Teams Phone in Microsoft Teams](#)

Your users will be excited about new calling capabilities

A streamlined view that shows contacts, voicemail, and calling history together for single-click calling.

Transcriptions for voicemail and calls.

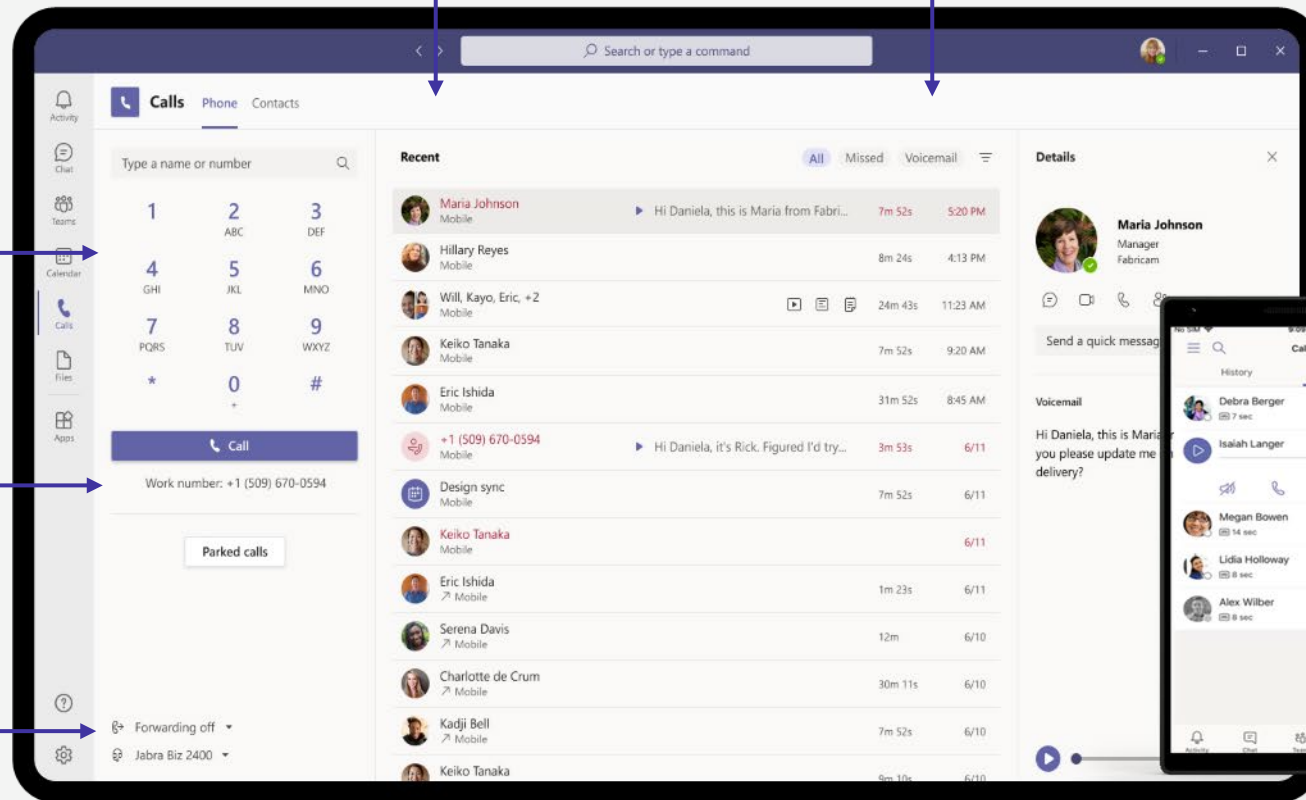
A dial pad to call landline or mobile numbers.

A dedicated phone number to receive calls from landline or mobile numbers.

Simple ways to forward, transfer, and park calls.

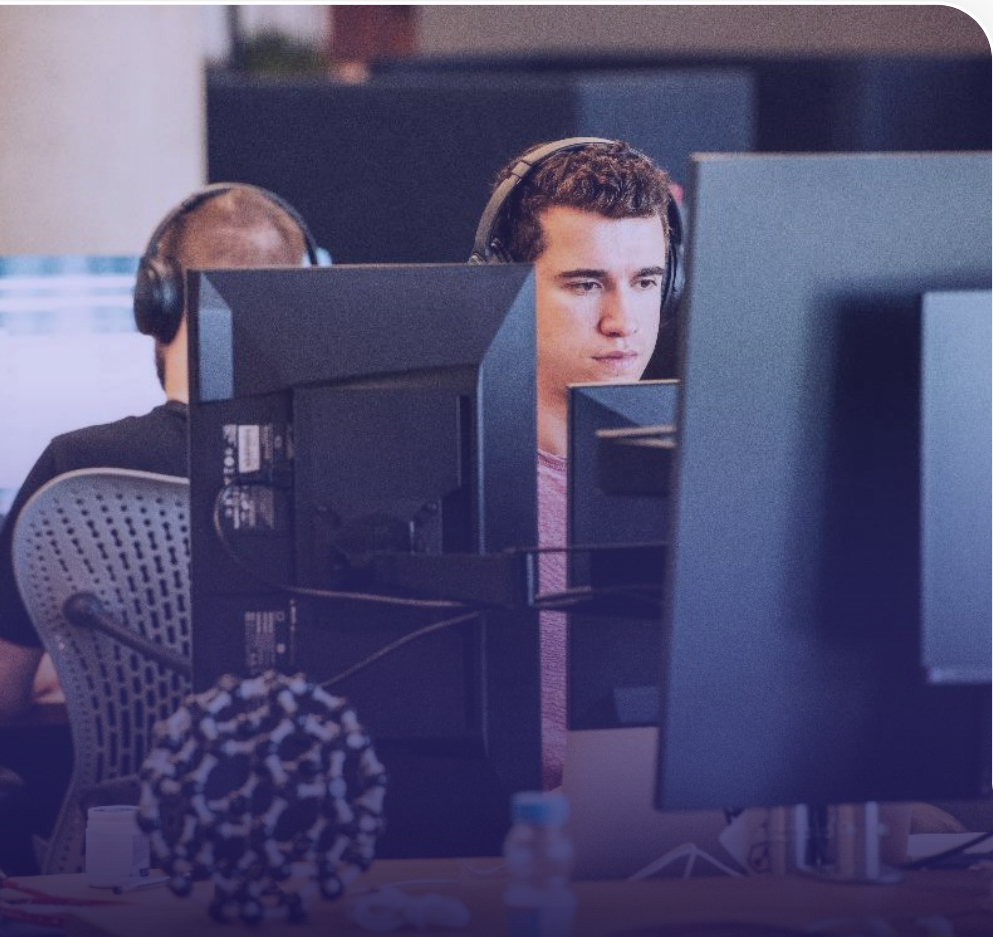
Voice and video calls with internal team members.

The ability to move seamlessly from desktop to mobile, even mid-call.



Check out
[How to make and receive calls in Microsoft Teams](#)

Here's how to roll out Teams Phone in your organization



1

Onboard early adopters and champions

- Identify key champions in different departments/areas of your organization.
- Provide early training and demos so they can act as a resource within their departments.

2

Create communication plans

- Send out your customized email to let users know that Teams Phone is ready for people to use.
- Pin up your posters to generate more awareness and excitement.
- Distribute the Get started guides; these include a general user guide and custom guides by role (executives, executive admins, helpdesk, road warriors, and inside sales).
- Set up communities: Teams Groups/Office 365, Yammer.

3

Update training materials

- Give your service desk the Helpdesk Guide to support your deployment with detailed instructions on many Teams Phone tasks, troubleshooting guides, and frequently asked questions.
- Consider creating a Teams group for training, where you can collect all training resources into one location.

4

Provide in-person/remote training options

- Get early adopters and champions to host small training groups within their departments/areas.
- Set up larger remote training options with Teams Phone demos.

Take advantage of the Teams Phone Adoption Kit

The Teams Phone Adoption Kit includes resources to help you roll out Teams Phone to your organization.

What you'll find inside

- Poster
- Email template
- "Get Started" guides
- "At a Glance" overviews
- Helpdesk Guide



Create awareness

Send out emails and pin up posters. Both can be customized with your organization's contact and rollout information.



The image displays a Microsoft Teams Phone announcement email and a corresponding poster template. The email, shown in a preview window, has a subject line "[Company name] has launched Microsoft Teams Phone" and a body with the following text:

Microsoft Teams Phone
A flexible, cloud-based calling platform that lets you stay in touch and get more done anywhere.

We are very pleased to announce that [insert your company's name] is launching Microsoft Teams Phone. This modern calling solution gives you all the convenience of calls without disrupting the flow of your work.

The good news is that it's easy. Teams meetings and one-click voice and video calls don't change. But now, you'll get a variety of new capabilities. Make calls to regular landlines and mobile phones from Teams—and get them too. Transfer and delegate calls. Put them on hold. You can even switch calls between Teams on your PC and Teams on your phone.

Ready to get started? Go ahead and start exploring calling in Teams!

Access your calls
When you select **Calls** from the left menu in the Teams app, you'll see a great new interface that puts your contacts and calling history front and center.

The poster template features the Microsoft Teams logo and the title "Microsoft Teams Phone: A better calling experience". It includes three main sections with circular images of people using Teams:

- Call external phone numbers with the same ease as internal contacts**
- Seamlessly shift from Teams on your PC to Teams on your phone**
- Enhance productivity by using features like transfers, holds, voicemail transcriptions, and more**

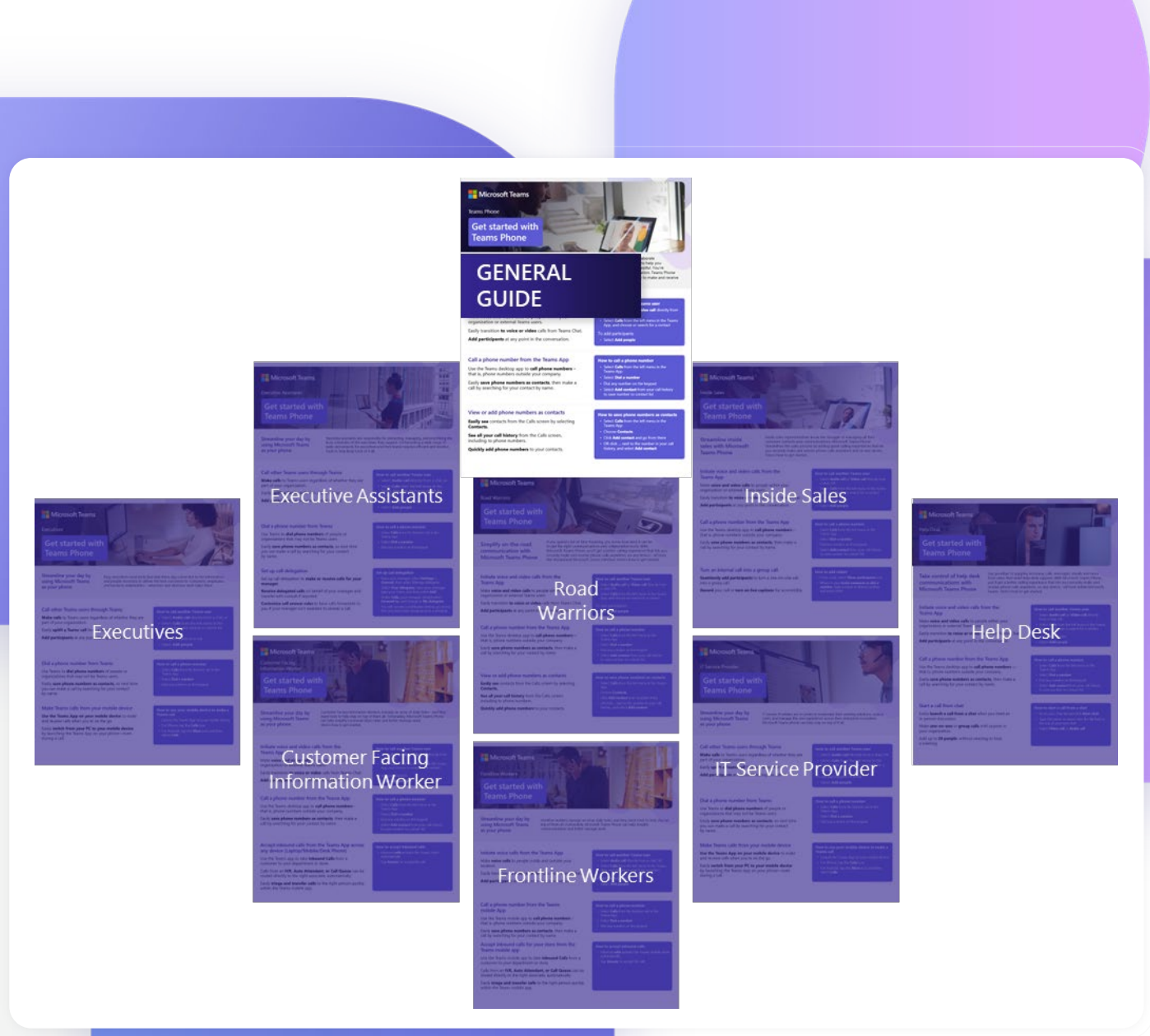
At the bottom, the poster has a section titled "Learn what you can do with Microsoft Teams Phone" with three columns:

- Training**: <If available, add links to your organization's internal training resources.>
- Community**: <Add links to your Office 365 communities or Yammer groups.>
- Events**: <Tell people about your upcoming Microsoft Teams Phone events. For example, "Join our weekly lunch and learn every Monday at noon in the cafeteria.">

A placeholder for the organization's logo is located at the bottom right of the poster.

Give users practical guidance

Help get users started by sending out targeted "Get Started" guides.



Understand role-based benefits

“At a Glance” overviews outline the benefits your different users can realize with Teams Phone.

Microsoft Teams Phone for Frontline Workers

Frontline workers are essential to the success of your business. Enabling these workers to manage an array of tasks and projects is key to maintaining business continuity.

With Microsoft Teams Phone, communication and collaboration is simplified, all under one app.

“ Teams makes in-store communication more efficient, so I get to spend more time with my team and customers doing the job I love. I wouldn't want to be without Teams now.”

Daniel Prescott
Store Manager, Boots Opticians



Learn more

[Enabling Frontline Workers with Teams](#) | [Get Started with Teams Phone](#) | [Teams Phone on mobile](#)

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Teams Phone benefits for frontline workers

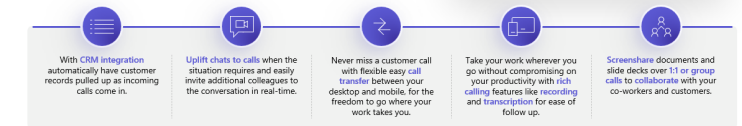
Microsoft Teams Phone for Sales Professionals

Sales professionals need to stay connected to internal and external stakeholders who can help them successfully and efficiently identify opportunities and close deals.

With Microsoft Teams Phone, communication and collaboration are brought together for a simpler, more connected experience.

“ The digital transformation of sales is an important step toward sales excellence. With Microsoft as our trusted partner, we now have the tools to improve our sales processes and enable transparency and planning across all our businesses and regions.”

Michael Peter
CEO, Siemens Mobility



Learn more

[Teams Phone Overview](#) | [Get Started with Teams Phone](#) | [Microsoft Teams for Sales](#)

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Teams Phone benefits for sales professionals

Equip your help desk

Empower your help desk to provide support and answer questions.

 Microsoft Teams

Microsoft Teams Phone Helpdesk Guide