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.
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.
Equip your help desk

Empower your help desk to provide support and answer questions.