Microsoft Teams Phone for Customer Facing Information Workers

Customer Facing Information Workers constantly switch between back-office work to customer facing and operational support duties. Being able to manage an array of tasks and projects whilst bringing in the right stakeholders to support customers is a fundamental part of the job. With Microsoft Teams Phone, communication and collaboration is simplified all under one app.

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We initially thought that we'd have to set up a whole new contact center solution to manage incoming customer calls for this business, and then we discovered that Teams could do the job just as effectively.

Ted Fagerness Manager for Voice & Video IT Infrastructure Engineering, REI

Ď---Work with your IT team Seamless teamwork. **Easily transfer calls** Check with your Work how you want Get your customers in to set up call flows that from your mobile or colleagues before front of the right person Easily manage tasks, with a range of work for you with auto transferring a call with calls and walkie-talkie Physical phone devices devices to suit your right away with call attendant and call to other workers Consultative transfers all within Teams. needs and working park and code queues. style without retrieve. compromising on your experience. Learn more **Teams Phone Overview** Get Started with Teams Phone Teams Phone on mobile Call Chat Meet Collaborate

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