

# Microsoft Teams Phone

## What is Microsoft Teams Phone?

Microsoft Teams Phone is an all-in-one communications platform that provides a secure, reliable, and scalable, cloud-based phone system for Microsoft Teams users to make and receive voice and video calls from anywhere.

## Why use Microsoft Teams Phone for your business?

### ✓ Call quality insights

Monitor call and meeting quality across the organisation through detailed dashboards. This will also help determine areas that need improvement.

### ✓ Optimisation reports

Gain access to data that will allow you to optimise the performance quality of the network, so you can continuously improve.

### ✓ Granular metrics

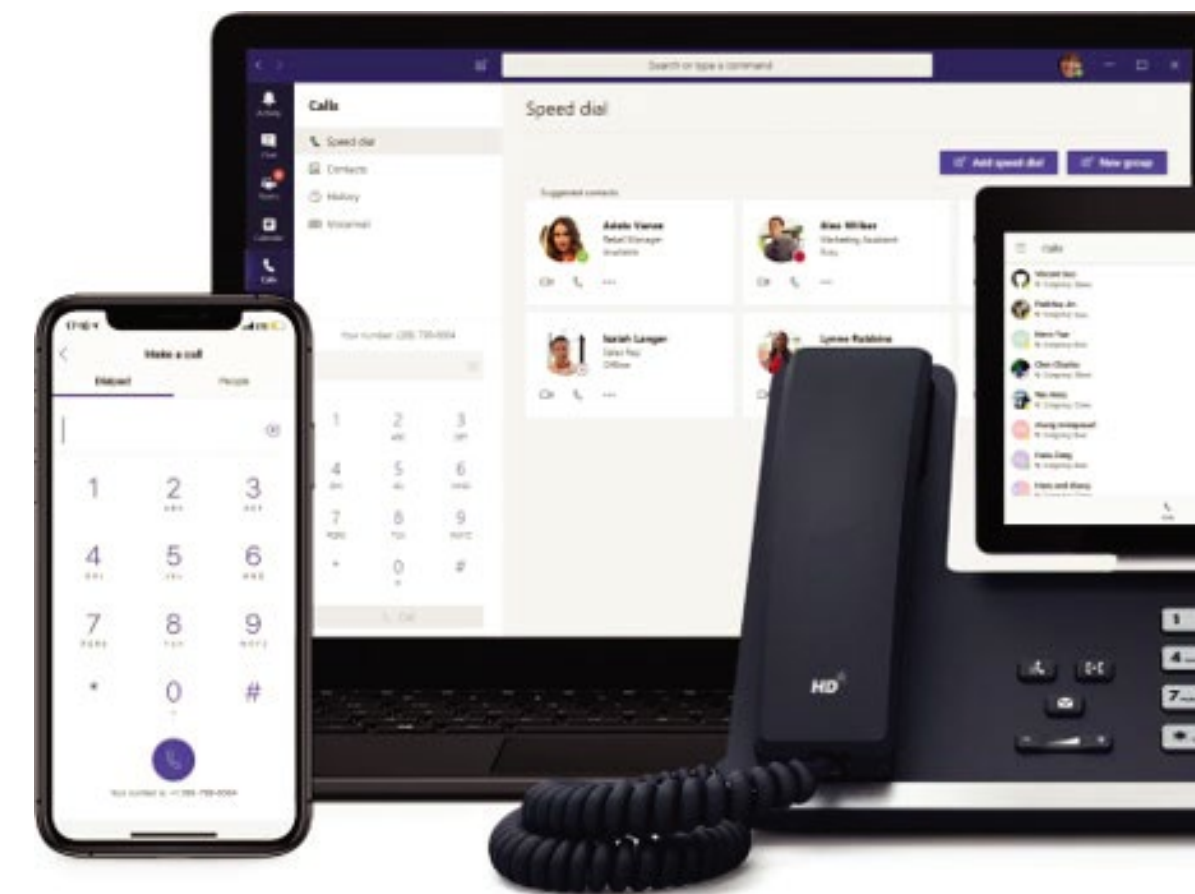
Analyse per-user call data to obtain a deeper understanding of communications effectiveness and use this information to drive further development.

### ✓ Set targets

Define and track target service metrics, to enhance productivity, efficiency and performance.

### ✓ Evaluation tools

Effectively monitor and manage the overall user experience of Microsoft Teams telephony through the in-built survey tool, Rate My Call.





# Microsoft Teams Phone features






- ✔ Cloud auto attendants and call queues
- ✔ Music on hold
- ✔ Call answering and initiation by name and number
- ✔ Call forwarding options and simultaneous ring
- ✔ Group call pickup and forward to group
- ✔ Transfer a call and consultative transfer
- ✔ Transfer to voicemail mid-call
- ✔ Call park and retrieve
- ✔ Caller ID
- ✔ Device switching
- ✔ Presence-based call routing
- ✔ Integrated dial pad
- ✔ Federated calling
- ✔ Make/receive a video call
- ✔ Cloud voicemail
- ✔ Secondary ringer
- ✔ Distinctive ring alerts
- ✔ Shared line appearance
- ✔ Busy on busy
- ✔ Call blocking
- ✔ Common area phones

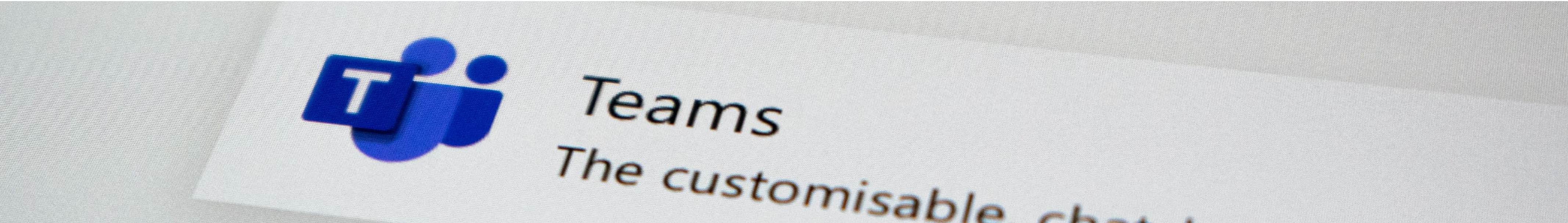
## Additional functions which can be supported

- ✔ Fax (send and receive)
- ✔ Call recording
- ✔ Attendant/Reception console
- ✔ Advanced inbound call routing (e.g., geographic-based routing)
- ✔ Support for non-Teams devices

# Microsoft Teams Phone management

## Teams Call Quality Dashboard and Power BI Report

-  Monitor your call and meeting quality organisation-wide through dashboards
-  Optimise your network and performance quality
-  Drill down and analyse per-user calling data
-  Define and track target service metrics
-  Monitor and manage overall user experience through built-in survey tool, Rate My Call





# Microsoft Certified Teams desk phones and headsets

## Featured Jabra certified Teams headsets

Clear communication is essential whether you're in a contact centre or on the go. These certified Teams headsets from Jabra will suit every user and preference.



Evolve 20 MS Mono



Evolve 20 MS Stereo



Evolve 65 MS Mono



Evolve 30 MS Stereo



Evolve 65 MS Stereo



Evolve 75 MS Stereo



## Featured Poly certified Teams desk phone

Devices certified for use with Teams ensure the best quality, whether you're taking or making calls. Choose from a range of desk phones with built-in displays for your Teams voice or video calls.



Poly CCX 400



Poly CCX 500



Poly CCX 600



# Microsoft Teams Phone licensing

How to get Teams Phone System and PSTN connectivity:



M365 E3 with Phone System Add-on



M365 E5

## Features

- ✓ Phone system: Enables PBX capabilities such as call control in the cloud with Microsoft Teams.
- ✓ Audio conferencing\*: Conduct or call into meetings from your phone, allowing up to 300 phone attendees.
- ✓ Compatibility: Works on Windows 11 Enterprise, Microsoft 365 Apps for Enterprise, Office mobile apps, Office for the web, Outlook, Exchange and more.

*\*Included with M365 E5. Additional audio conferencing add-on for M365 E3 est. \$4 per user per month.*

# Microsoft Teams Phone price structure

How to get Teams Phone System and PSTN connectivity:

Component	Set-up Fee (One-off)			Monthly (Ongoing)		
	Unit Fee	Qty	Set Up Fee	Unit Fee	Qty	Monthly Fee
Set Up						
Tenant Set Up Fee	\$300.00	1	\$300.00			
Number Porting	No charge					
Monthly Charges						
Microsoft Teams Phone Standard Per User				\$4.60	20	\$92.00
Microsoft TEAMS PSTN Calling with Outbound Call Inclusion Pack (Local/National/Mobile/13xx) Per User/Per Resource Service				\$10.00	20	\$200.00
Block of 100 sequential Australian Numbers				\$30.00	1	\$30.00
Total			\$300.00			\$322.00

- Note:
- All prices exclude GST
  - All prices are indicative. Minimum purchase of 20 devices is required.
  - Telecom service provider "Partner" to invoice directly.





Modern Work

## Why experteq?



### Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.



### Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.



### Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.



### Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.



### Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.



### Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

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