

Webinar 2025

Communicating smarter in a hybrid world

Teams Phone – 04/2025 – Online



Speakers



Rik Delva

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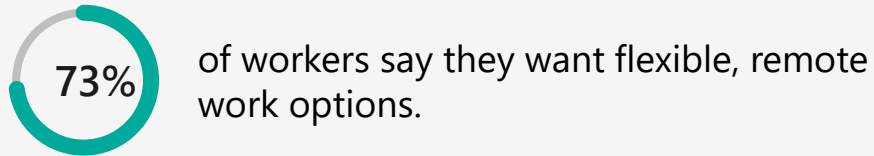
Technical Consultant

Topics

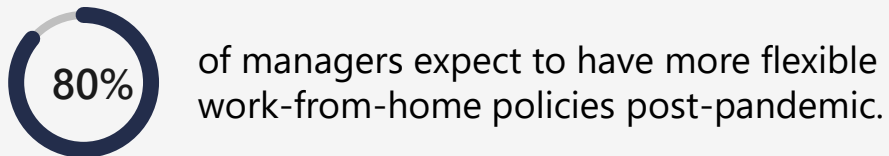
- Hybrid world and Teams Phone
- Queue apps and Teams Premium
- Devices
- Licensing
- Tendfor
- Dynamics 365 Customer Service
- Dynamics Voice & Copilot Agents

Empowering the future of work

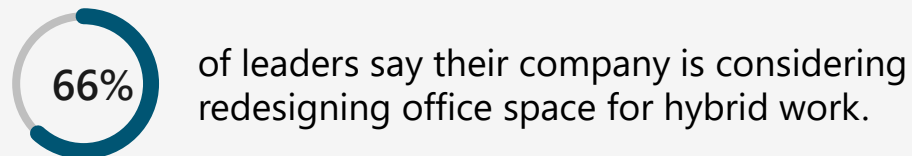
Hybrid work is inevitable



Staying connected is imperative



Work environments will change



As we move from an era of “remote everything” into a hybrid model, the future of work is being shaped before our eyes.

Designed to transform the way people work and interact with each other, with collaboration firmly in mind, **Microsoft Teams** is for everyone. Whether it’s chat, calls, or video, anyone can engage at any time, bringing everyone closer, securely.

Desires for Hybrid



Inclusive

- Regardless of location
- Include all employees
- Shared purpose and culture
- Community and social



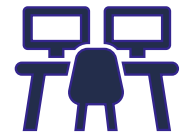
Productive

- Focus and collaboration
- Appropriate tools
- "It just works"



Supportive

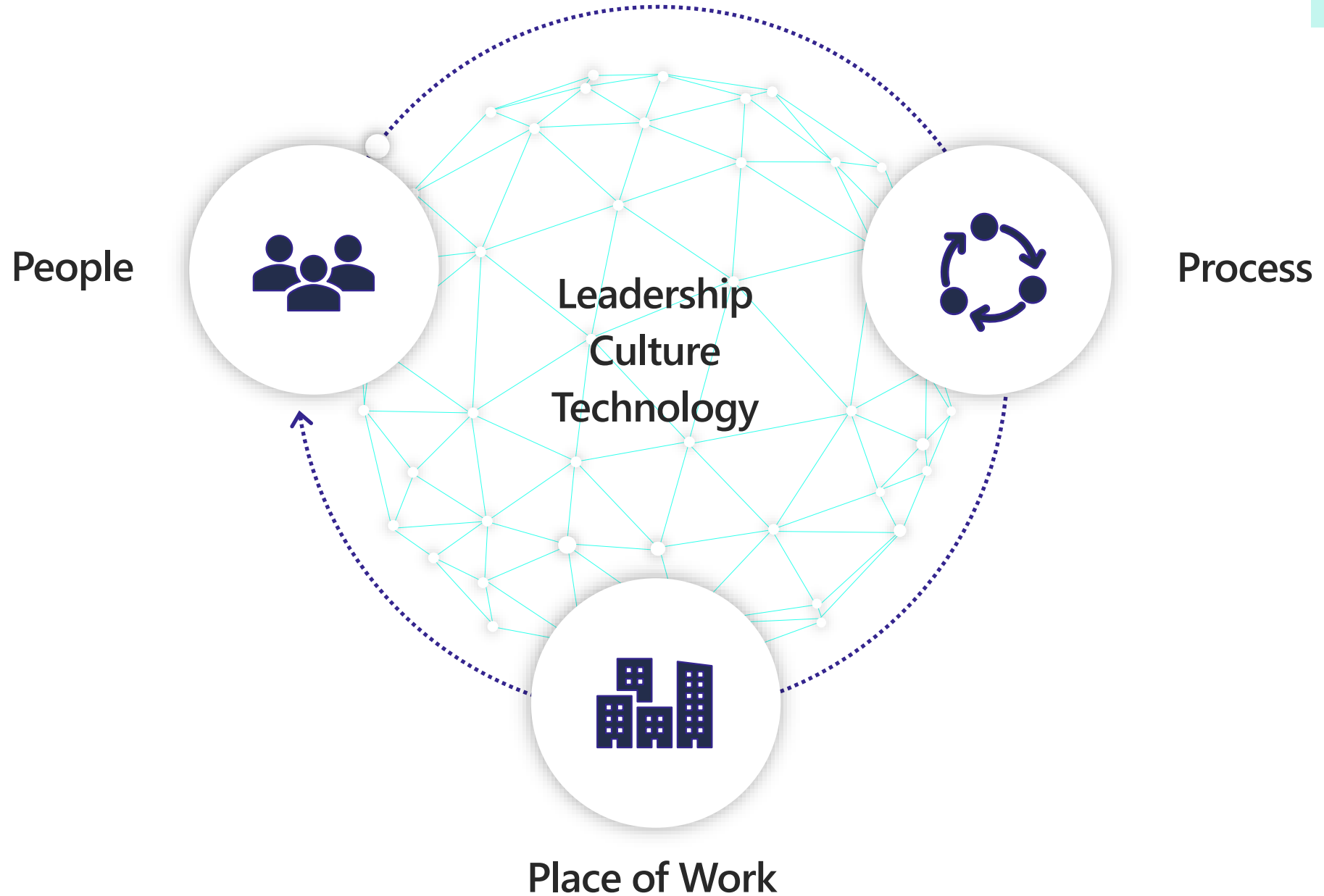
- Safety
- Comfort
- Wellness (physical and mental)
- Continuous learning



Flexible

- When and where
- Trust-based
- Outcomes not hours

Hybrid Considerations



Microsoft Teams Phone

The smart calling solution for
Microsoft Teams

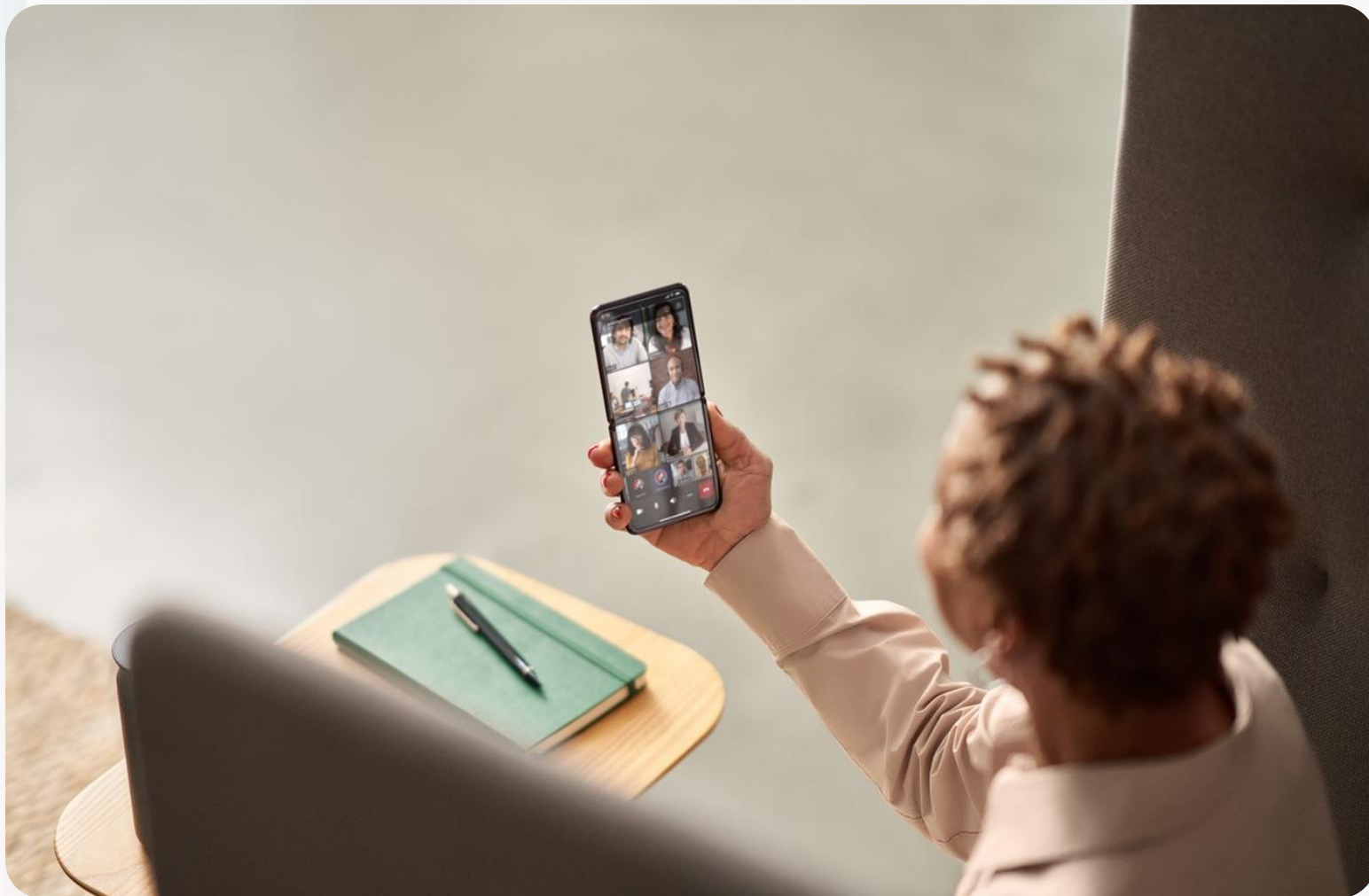


With Teams Phone you can keep your entire workforce connected from the back office to the frontline



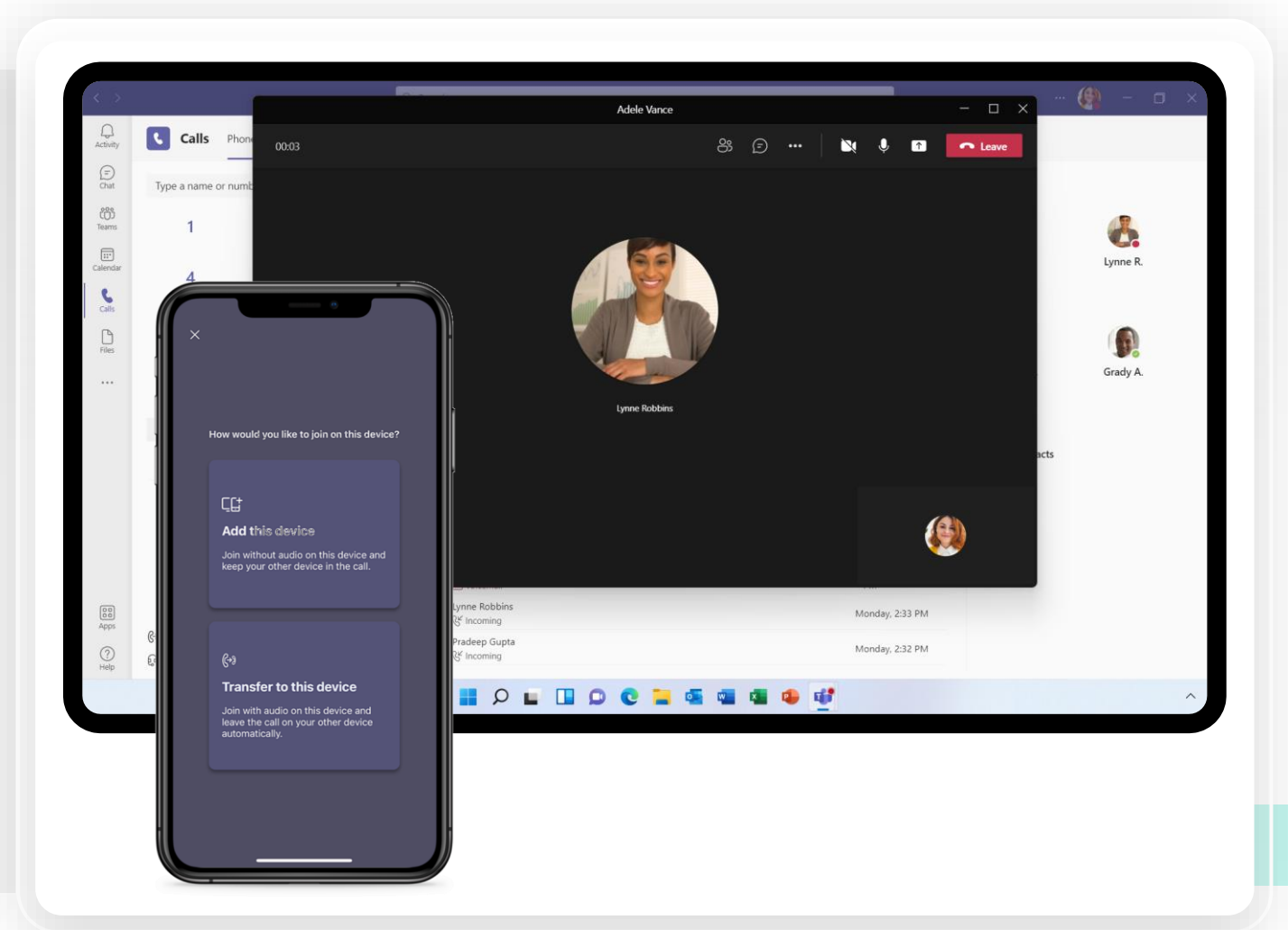


**Flexible and easy
to use**



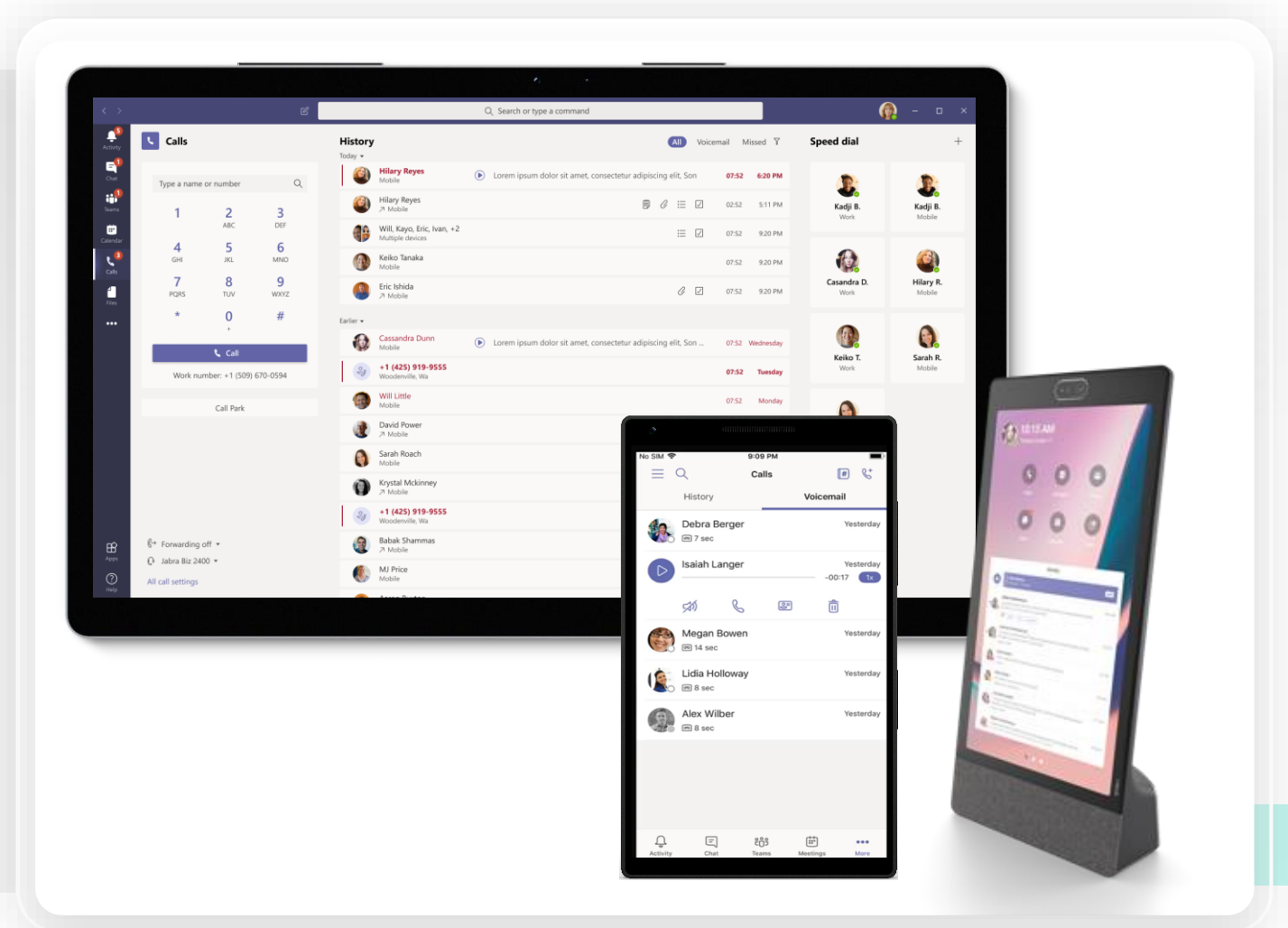
Flexibly shift calls between devices and spaces

- Transfer a call without missing a beat with **endpoint transfer**
- Effortlessly **merge or add** another person or device to an existing call
- View two devices together during a meeting without conflict with **companion experiences**



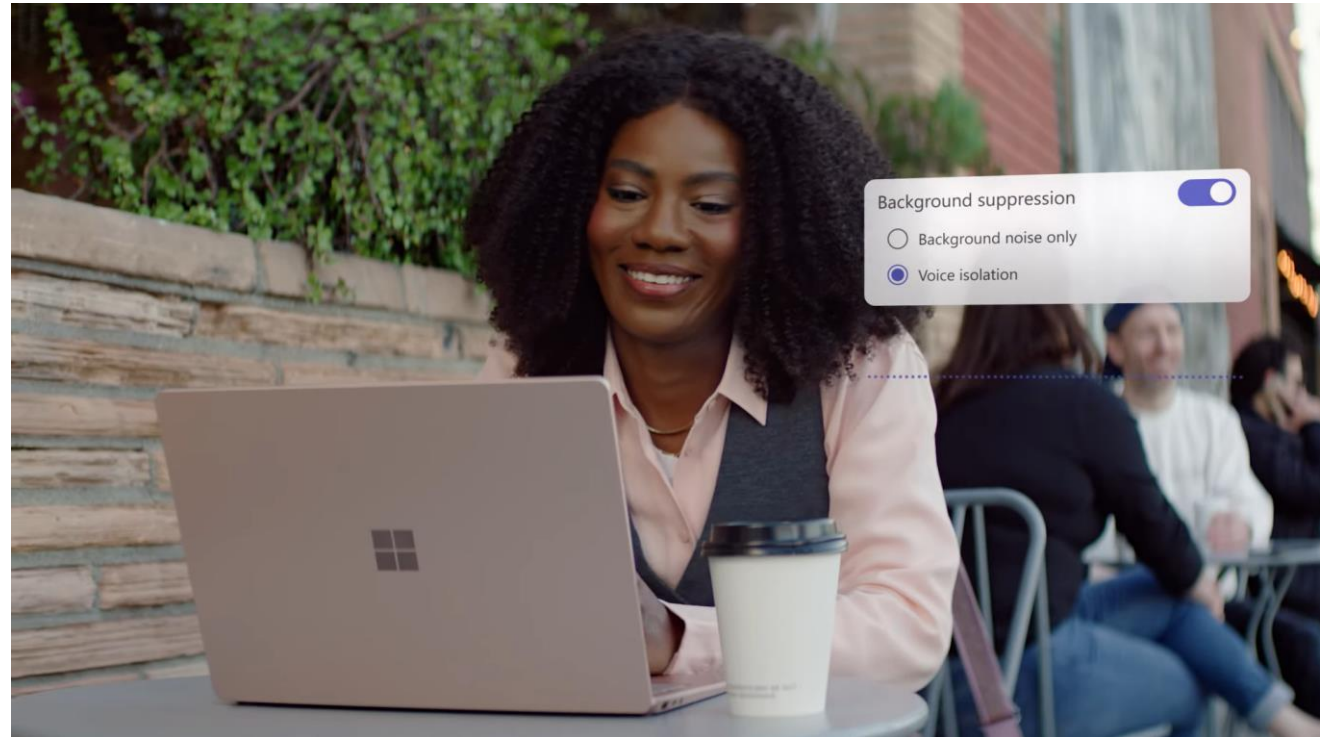
Enjoy consistent calling experiences across devices

- Choose from **Teams-certified device options** to suit varying needs and budgets
- Get a **familiar calling experience**, no matter what device you're using
- Easily start a call from any available workspace with **Teams Displays**
- Enable your front line to make and receive calls with **common area phones** in shared spaces



Make any space a working space with AI-powered capabilities

- Stay connected and work from anywhere with **AI-based speech enhancements**
- **Voice isolation** suppresses other voices and background noises so you can be heard clearly
- Speak and listen at the same time with **full duplex sound**, allowing interruptions that make the conversation more natural
- **Reduce reverberation** for improved audio quality in rooms with poor acoustics



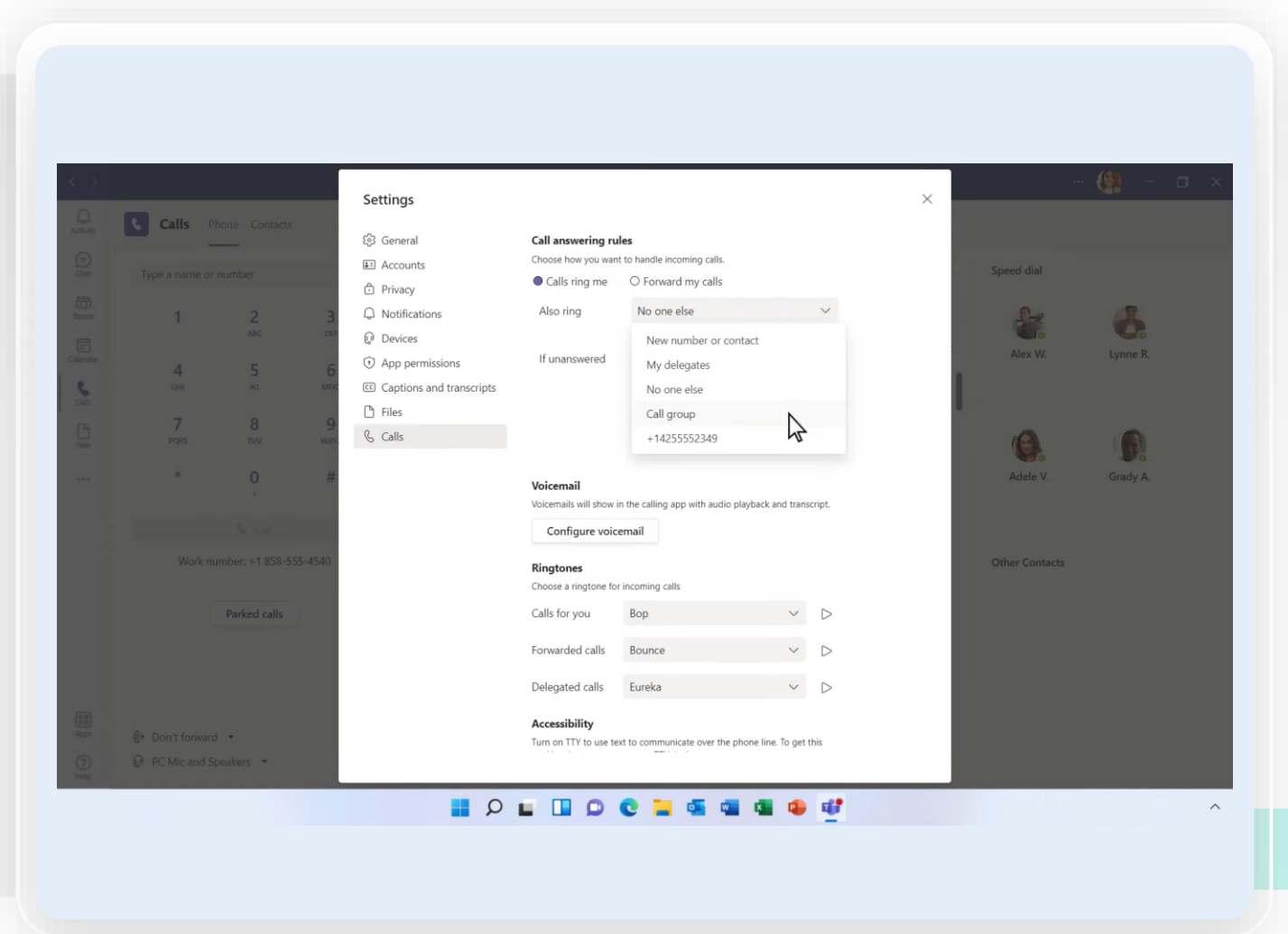


Intelligent and connected



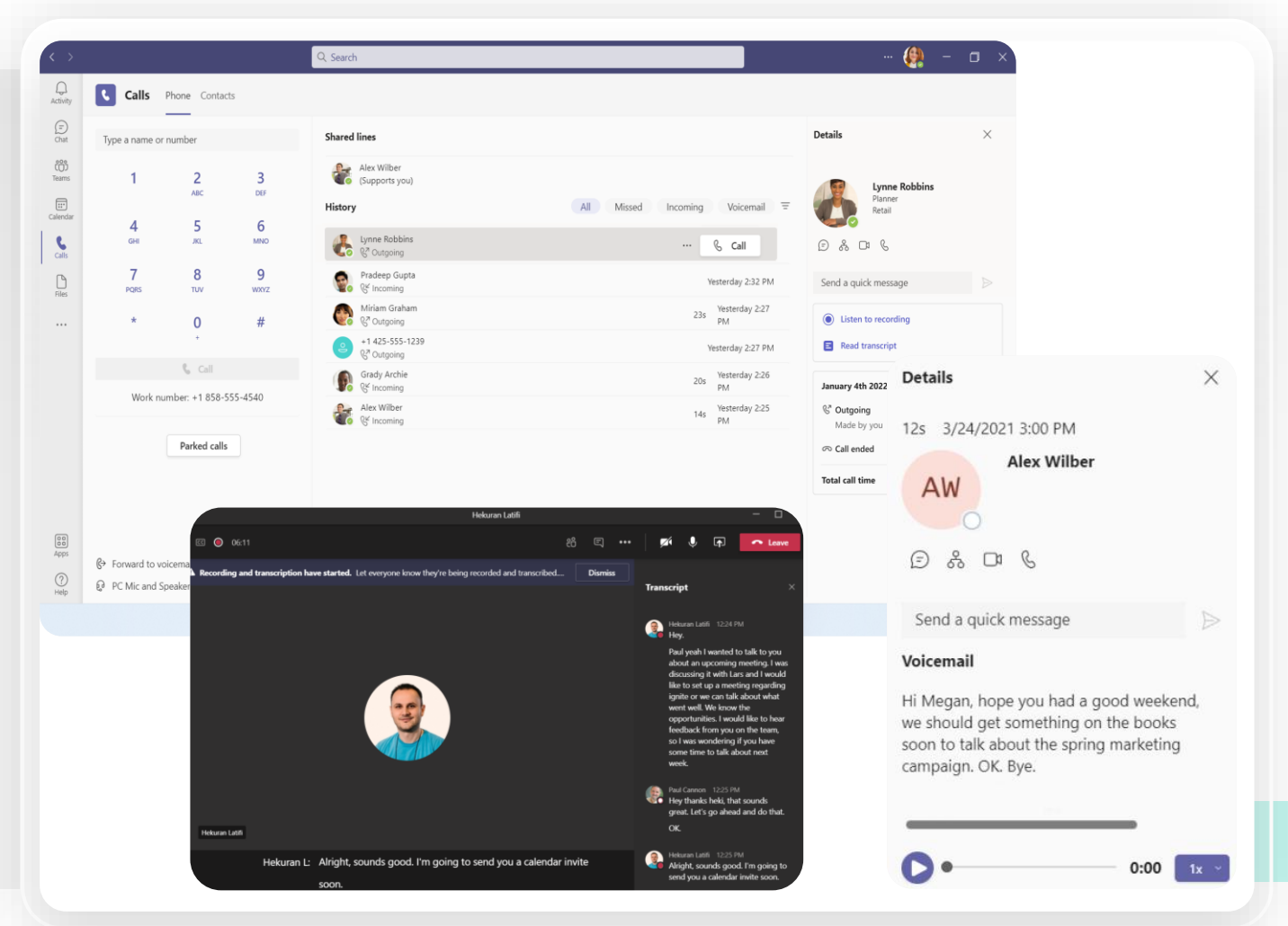
Work efficiently as a team with collaborative calling

- Manage calls collaboratively with **group call pickup** and **consultative transfers**
- Enable others to make and answer calls on your behalf with **call delegation** and **shared line appearance**
- **Call forwarding, simultaneous ring,** and **busy-on-busy** settings ensure you don't miss a beat



Promote inclusivity in your calls with accessible features

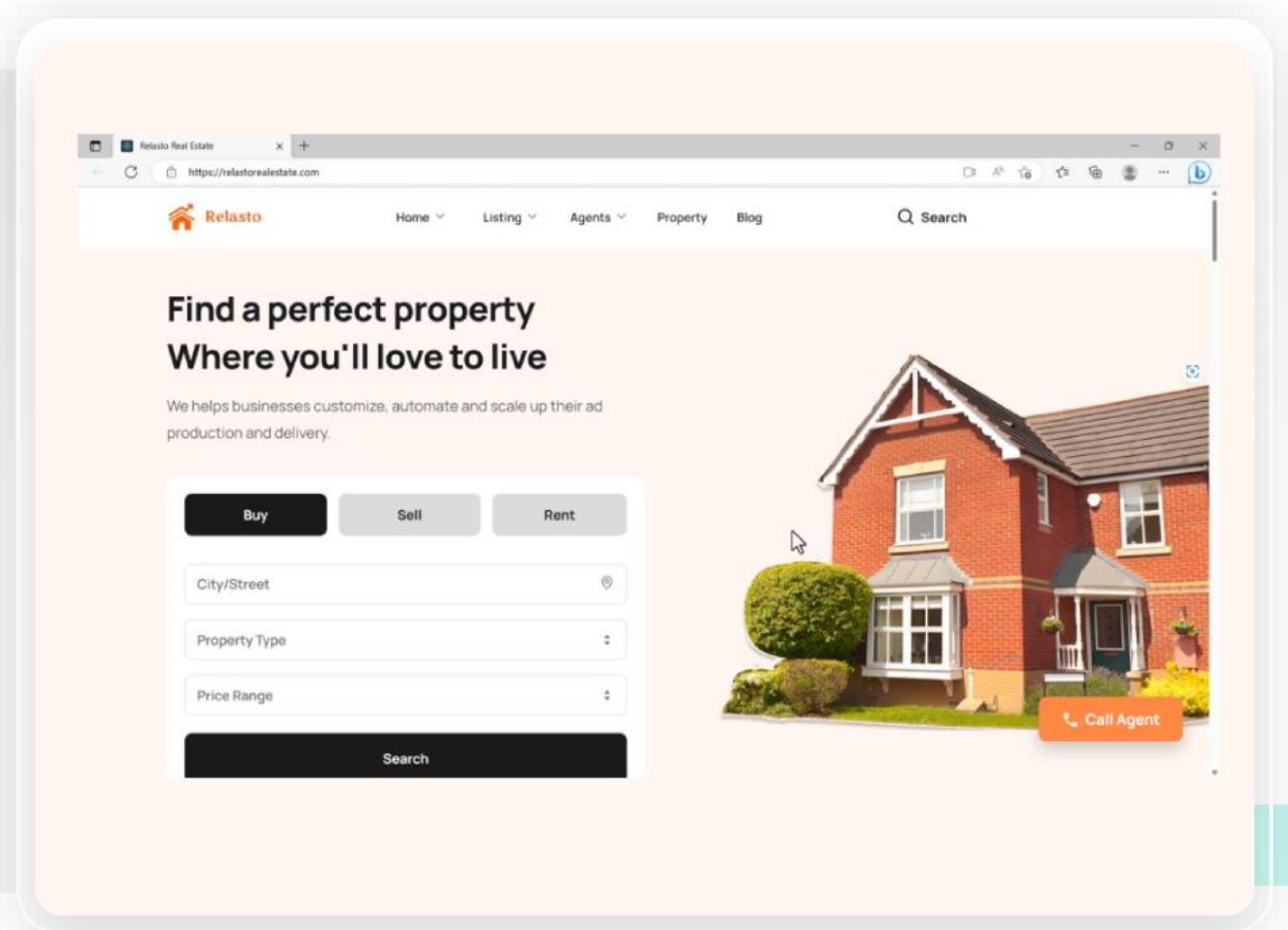
- Post-call, review the **call recording** and **transcript** at your own pace
- Access, listen to, and review voicemails with **playback controls**, **voicemail summary**, or **transcripts**
- See call captions and transcript, and ask clarifying questions in your preferred language with **Teams Premium** and **Copilot in Teams**¹



¹Copilot in Teams is part of Copilot for Microsoft 365 license

Streamline customer engagement with click-to-call

- Enable your customers to **easily reach your organization directly from your webpage** with a single click
- Add, customize, and program the click-to-call widget to **connect customers to a specific Teams call queue or auto attendant**
- Call recipients will **receive the call directly in Teams**¹



¹Voice and video calling (VoIP) usage will be billed for Azure Communication Services

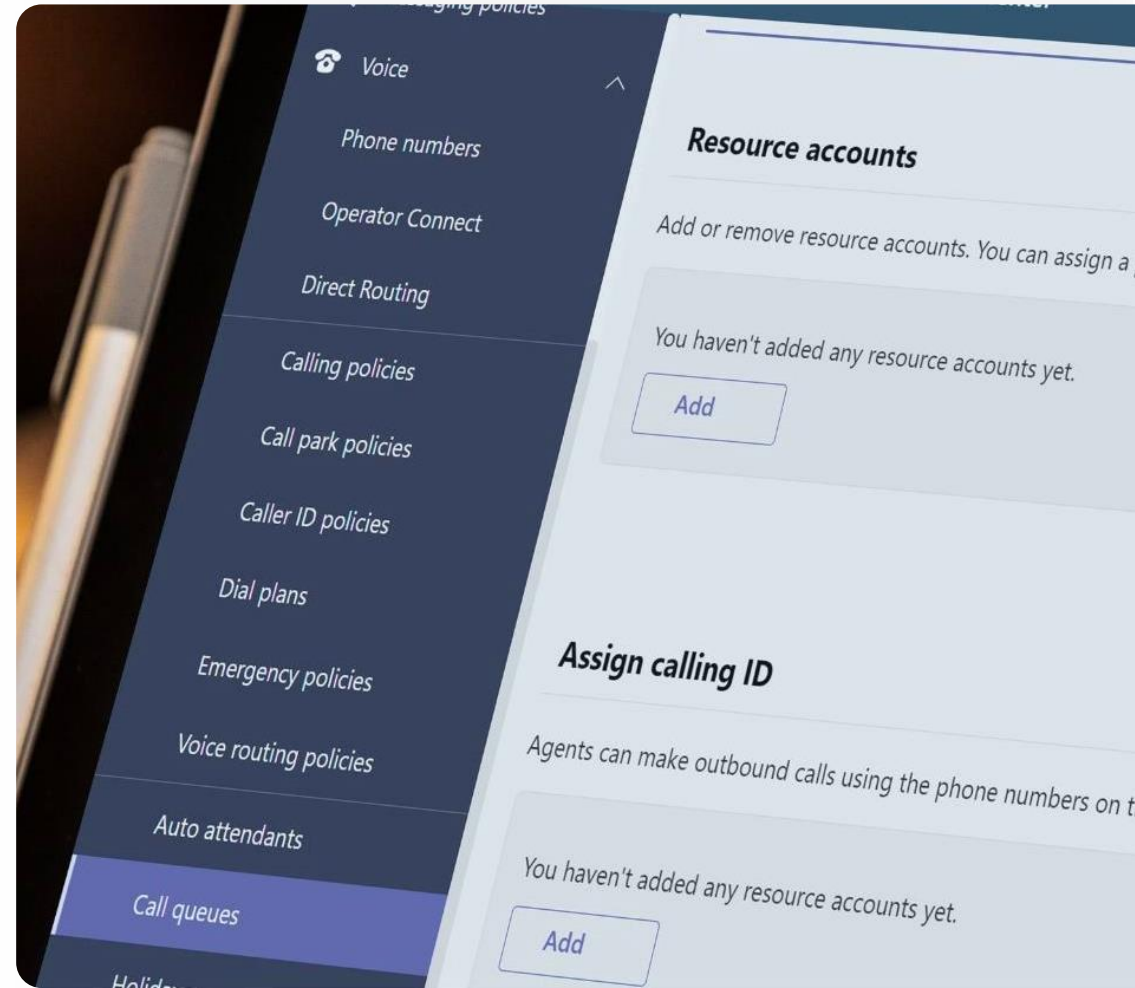
Route and manage customer calls in Teams with built-in capabilities

Call queues

- Connect callers to the right agents in your organization
- Customize your settings such as music on hold, call overflow, timeout options, and shared voicemail
- Easily manage call queues from the Teams admin center

Auto attendants

- Create advanced call routing menus or add a dial-by-name or extension
- Upload a custom audio greeting message or use built-in text-to-speech



Integrate service experiences that extend Teams

- Deliver an **integrated experience** that boosts customer service efficiency and quality
- Empower agents to **resolve customer inquiries and issues more efficiently** with seamless access to resources and expertise
- Surface relevant customer data during a call to **provide more tailored service**, without leaving Teams
- Connect only the **partner solutions that have undergone testing and validation**, ensuring quality, compatibility, and reliability



The background is a dark navy blue. It features several decorative elements: a small red square in the top right, a small red square in the middle right, a small red square in the bottom right, and a small red square in the bottom right corner. There are also several teal squares: one in the top right, one in the middle right, one in the bottom right, and one in the bottom right corner. On the left side, there are three vertical lines of varying heights, colored teal, white, and white from left to right.

Teams Premium & Copilot

inetum.

inetum.com

Introducing

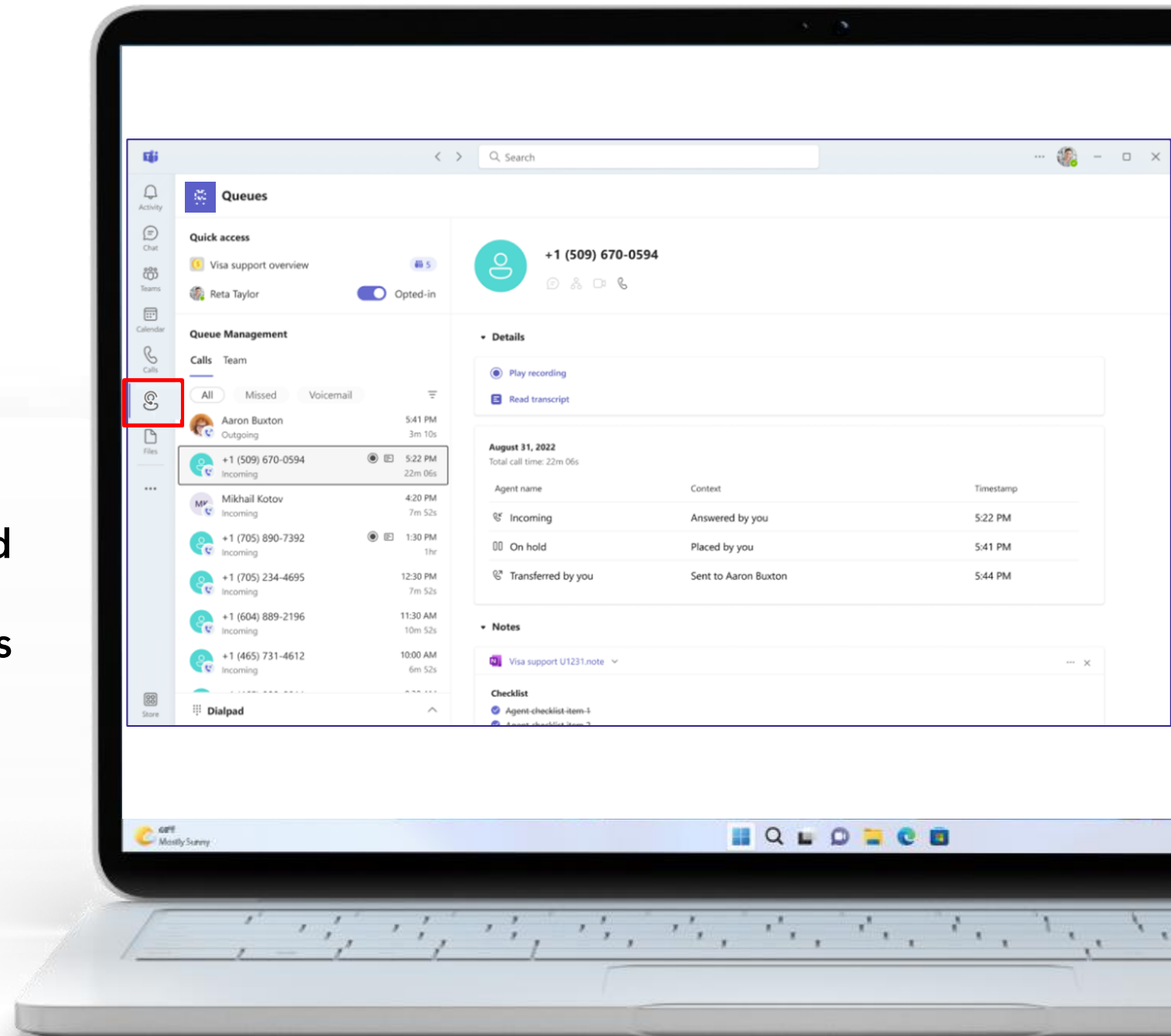
Queues app for Microsoft Teams

Empowering teams. Connecting customers



Enhance customer engagement with Queues app

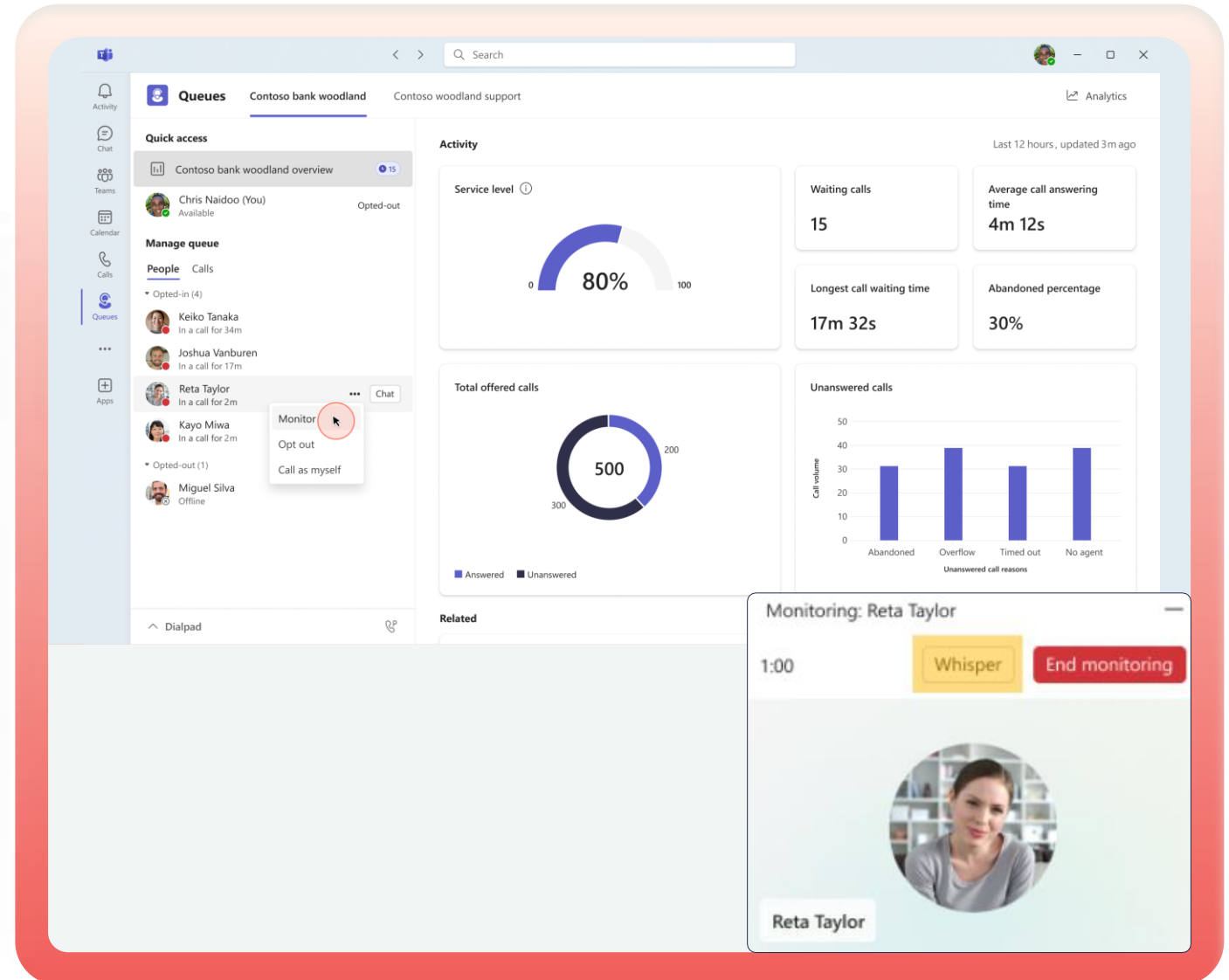
A native Teams workspace that empowers organizations to **engage and serve their customers** through enhanced call queue handling in Teams



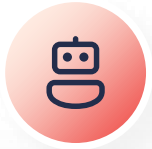
Enhance team performance with silent coaching controls



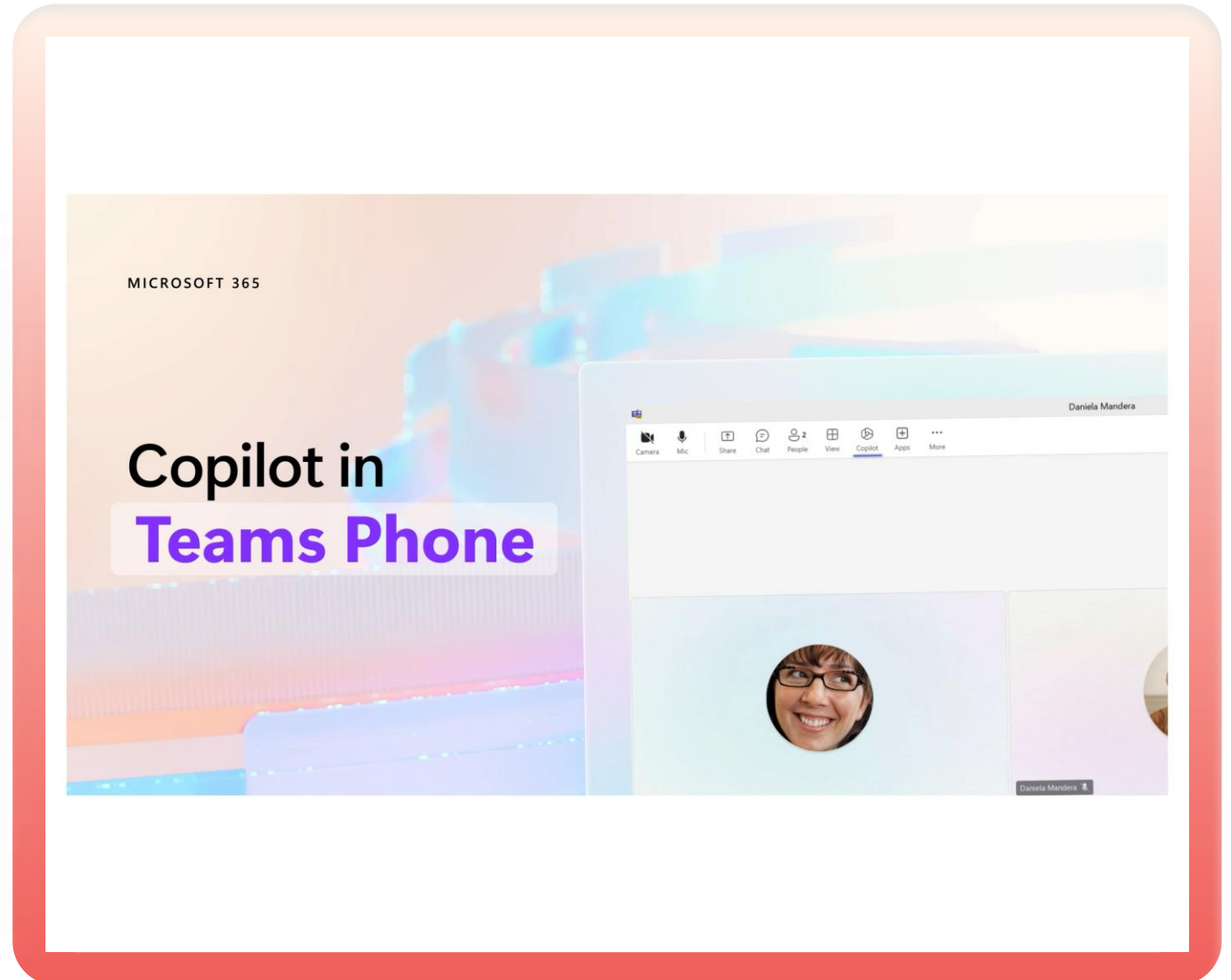
- Supervisors can provide immediate guidance to agents during calls with whisper controls
- When needed, supervisors can step in to assist directly with barge and take over controls
- Develop agents' skills and improve performance whereas needed with monitoring controls



Experience AI-powered calling with Copilot in Teams Phone



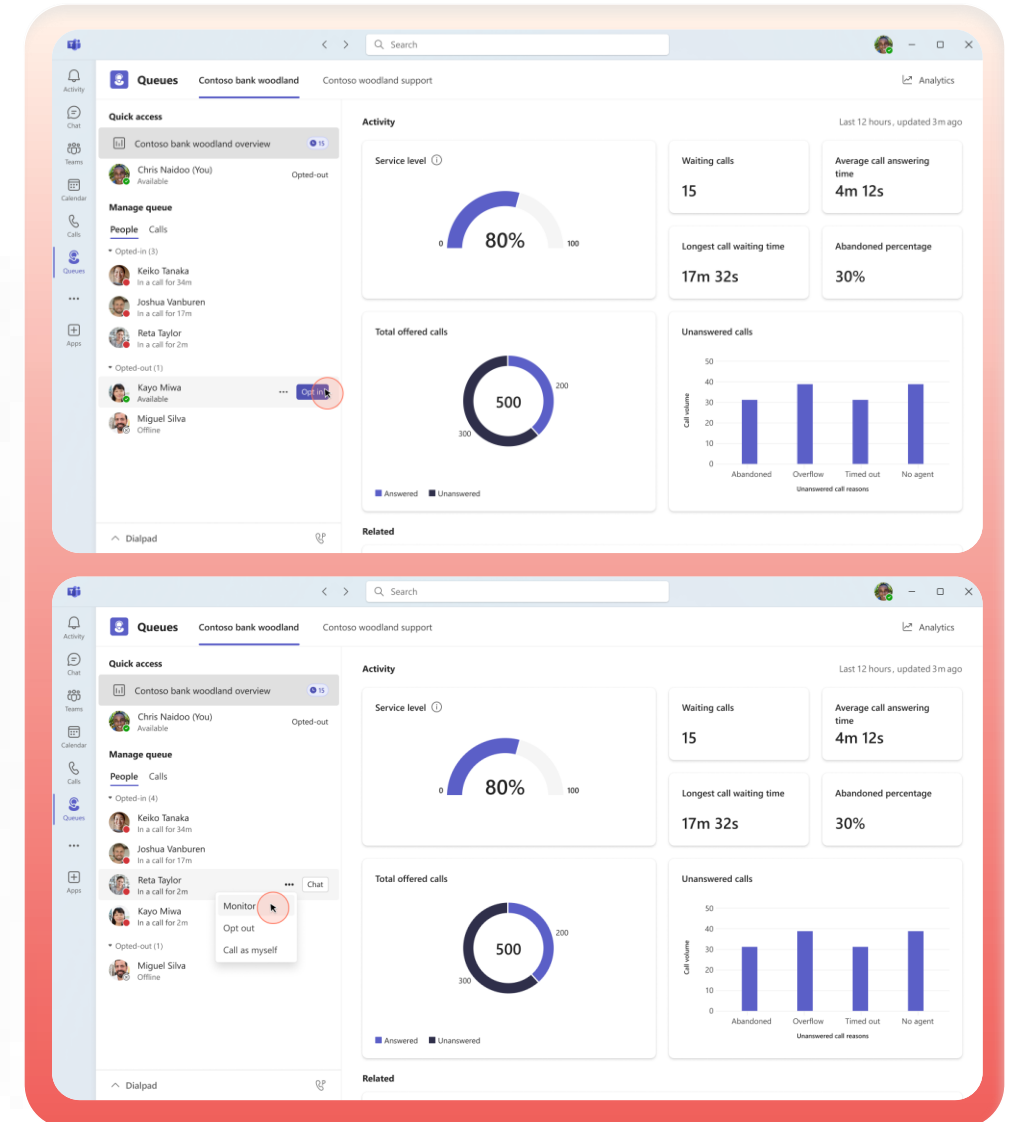
- Use Queues app with Copilot in Teams Phone¹ to automatically capture key information during or after calls
- Handle customer queries efficiently with the help of Copilot
- Easily transfer calls to colleagues with full context of prior discussions, avoiding unnecessary delays



Easy-to-configure and manage at the team level



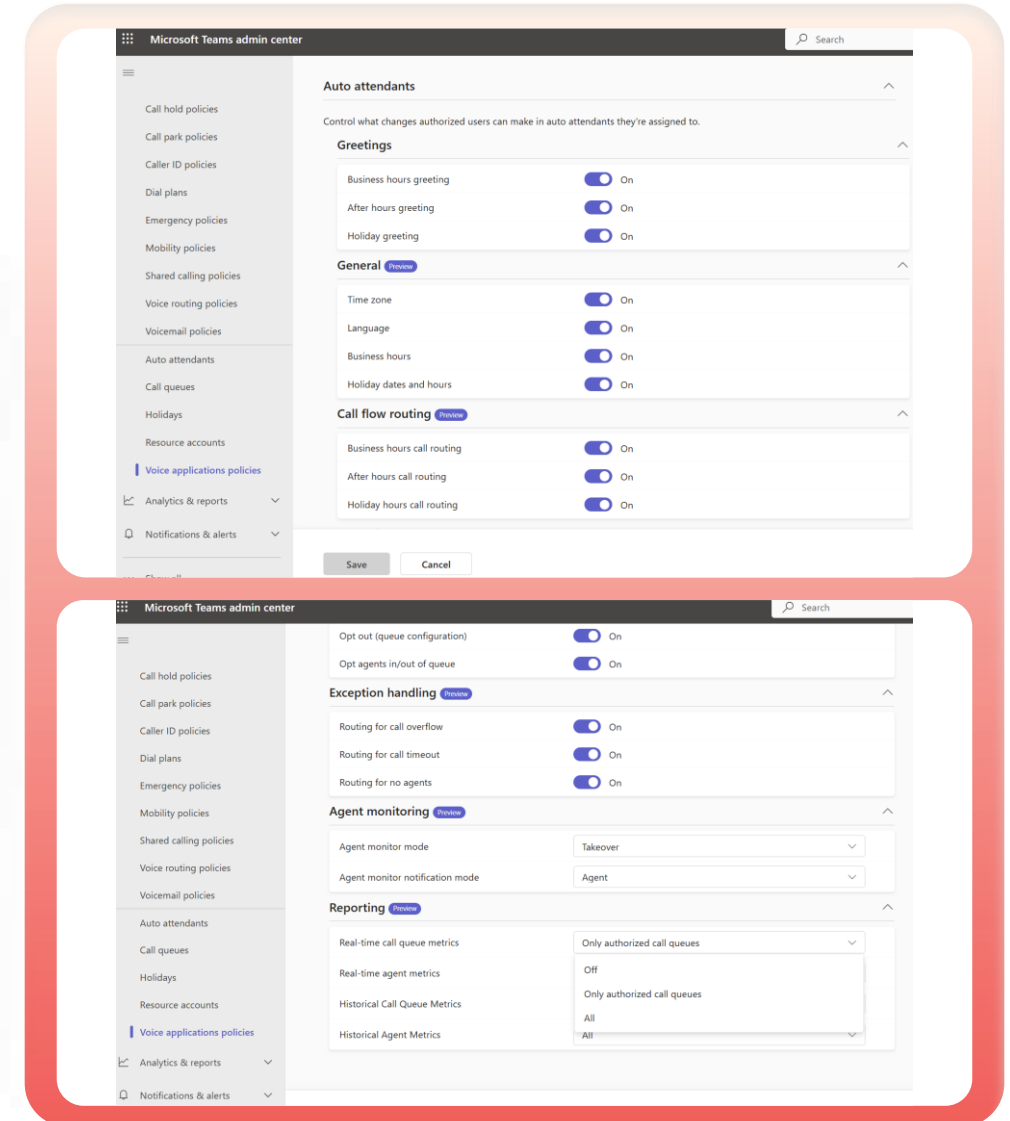
- Easy-to-use tools help leads confidently manage their teams with call queues and auto attendants
- Leads can quickly opt-in/out team members and use delegated administration controls like call handling and custom greetings
- Training and monitoring¹ tools help improve performance and overall care metrics



Easy-to-configure and manage at the org level



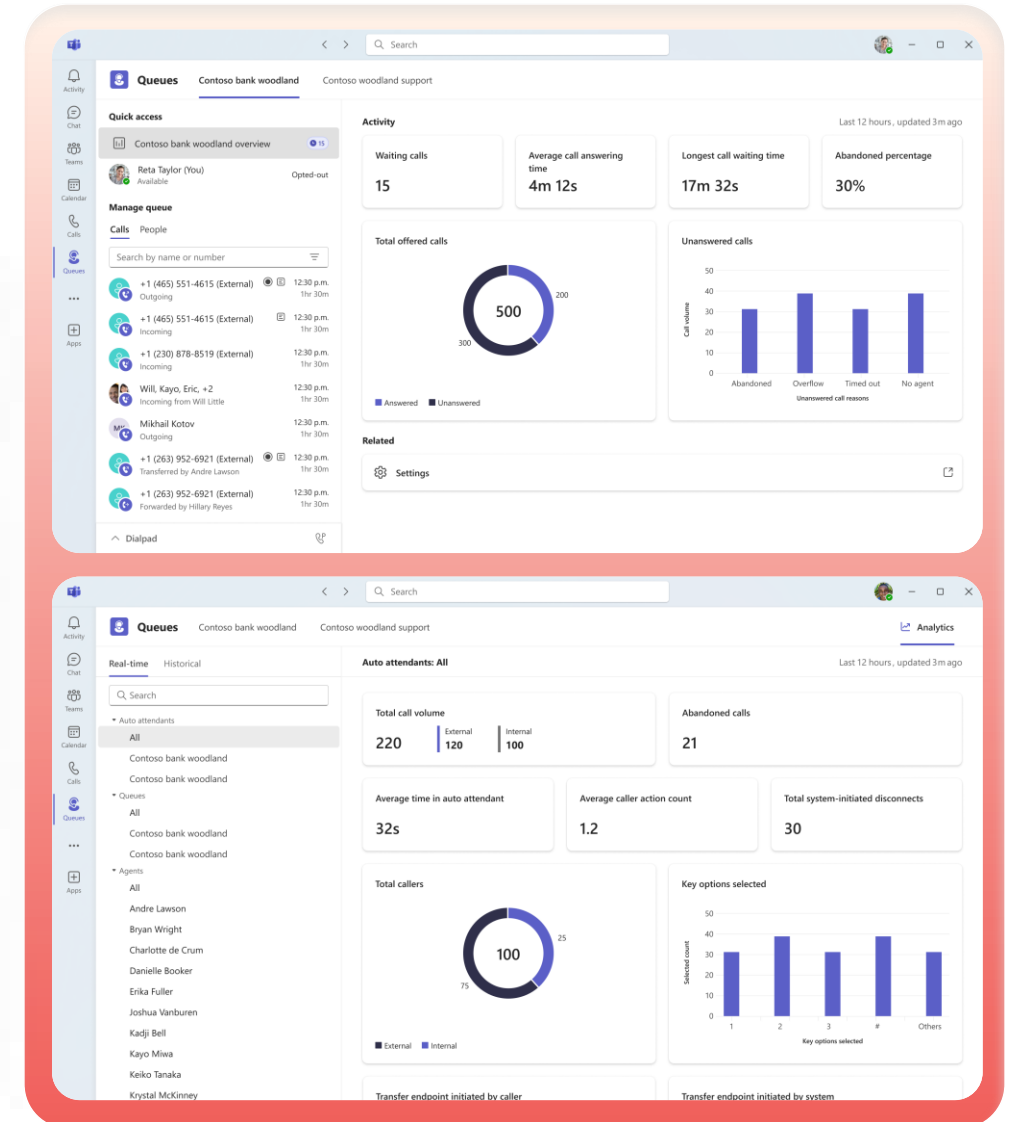
- As an admin, easily add and remove authorized users for call queues in the Teams admin center
- Flexibility to configure call queues based on the scope, responsibility, and permissions your teams need



Optimize customer care with detailed reporting and analytics



- Leads and team members have access to real-time reporting enabling better informed decision making
- Historical reporting will enable leads to optimize for team member performance and customer care





Licensing overview

Queues app for Microsoft Teams requires



Teams paid subscription



Teams Phone license either through Teams Phone Standard or ME5/E5



Teams Premium license



Microsoft Teams Calling Plan or 3rd party calling plan if calling externally or needing to allocate the call queue or agent an external number



Poll



Modern devices



Devices and endpoints for any space and use case

Peripherals



Headsets & speakers



Webcams



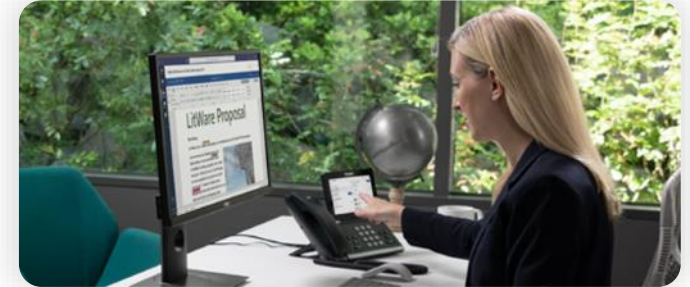
All-in-one displays



Teams displays



Desk phones



Teams Phone touch and non touch devices



Microsoft Teams personal space devices



Microsoft Teams peripherals



SENNHEISER



BOSE



EPDS



Jabra



logitech



Yealink



poly



Microsoft Teams phones



poly



CRESTRON



Yealink



audiocodes



Microsoft Teams displays



Browse full selection at Devices Showcase office.com/teamsdevices

Devices to meet the needs of any size or type of room

Wide array of certified audio and video devices to accommodate any room and any need

Supports multiple screen configurations

Simplified deployment with integrated and all-in-one form factors

Mobile collaboration with Surface Hub 2S
Steelcase Roam™ Mobile Stand and APC™ Charge Mobile Battery

Built for Android and Windows platforms

Signature Microsoft Teams Rooms introduce innovation in space configuration and room design standards



Devices to meet the needs of any size or type of room

Microsoft Teams Rooms

Modular

Individual connected devices



Maximum flexibility to scale up or down to meet any room with individual A/V peripherals such as mics, speakers and cameras

Manage the meeting without leaving your seat with a center of room touch panel

Integrated

Combined audio and video functions with separate displays



Brings the speakers, mics, camera and computer together into a single device

Can be deployed within minutes, reducing installation time and simplifying device management

Designed for smaller spaces like focus rooms or small meeting spaces

All-in-One

Complete audio, video, and display in a single unit



Surface Hub 2S is a Windows 10 device that brings together a camera, mics, speakers and a 4k touch screen

Can be wall-mounted or paired with a Steelcase Mobile Stand and APC Charge Mobile battery for mobile, uninterrupted and unplugged team collaboration

Available in two screen sizes: 50" and 85"

Teams Phone device management



Inventory management

Single portal for managing all Teams devices



Conditional access policy enforcement

User-based and device-based policy enforcement



Configuration management

Re-usable configuration profiles



Zero-touch enrollment

Enrollment without user intervention



Software update framework

Comprehensive pipeline for updating firmware and applications



Health monitoring & management

Heartbeat, ping, log collection, restart

SIP Gateway

With SIP gateway, you can make and receive Teams calls, join Teams meetings, and more, using a SIP device as a Teams endpoint.

Connect to a variety of Teams endpoints:

- Phones and speakerphones for individuals and meeting rooms
- Overhead and zone paging systems
- Intercoms, visual alerters and schedulers
- Door phones and point of entry controllers
- Single- and dual-sided display speakers
- Analog devices

SIP Gateway enables:

- User authentication
- Integration into Teams routing policies and regulations
- Device inventory management in Teams admin center
- Static emergency calling and location support with security desk notifications

Supported features:

- Inbound and outbound calls
- Call transfer and forwarding
- Audio conferencing
- Meeting dial-in
- Device-based "Do Not Disturb"
- Voicemail with message waiting indicators

Current compatibility includes:

- Skype for Business IP phones with standard SIP firmware
- Cisco IP phones with multiplatform SIP firmware
- SIP devices from a range of vendors such as Poly, Yealink, AudioCodes and more.

For a current listing of additional devices by vendors, click [Compatible devices](#)
Learn how to configure your SIP devices for SIP Gateway at [Configure SIP Gateway](#).

DECT

spectralink 



S - SERIES



Licensing Overview



Teams Phone devices licensing overview



Personal devices

Phones assigned to a specific user which require user login



Teams Phone license



Shared devices

Devices used in common areas which do not require user login



Teams Shared Device license



Shared services

Required for services such as auto attendant and call queues



Resource Account license

Teams Phone Standard for Frontline Workers license

- This add-on license provides Teams Phone capabilities for **frontline workers**
- Can be purchased as an add-on to **Microsoft 365 F1, F3, and Office 365 F3** for \$4 user/month
- Users **must meet the FLW definition** and eligibility criteria for FLW SKUs
 - Uses a primary device with a single screen smaller than 10.9"
 - Shares their primary work device with other licensed Microsoft or Office 365 Frontline Worker licensed users, during or across shifts



Teams Shared Device licensing

- This add-on license allows offices to designate devices as shared devices including **common area phones**, **teams displays** and **teams panels**
- Teams shared devices license includes the following service plans:
 - **Teams**
 - **Teams Phone**
 - **Microsoft Intune**
 - **Azure Active Directory Premium Plan 1**
 - **Exchange Online Plan (Cloud-based voicemail capabilities only)**
- Functionality includes **call queue** and **auto attendant** support, **call park** and retrieve, **cloud voicemail** and **group pickup**



Resource Accounts licensing

- **Required for certain services**
Auto Attendant and Call Queues
- **Higher concurrency**
These services allow 100s of calls simultaneously
- **Bring your own number**
Get a Service Number from Microsoft or port your own
- **Toll and Toll-Free**
Service numbers can either be toll or toll-free numbers
Toll-free numbers will leverage pay-as-you-go options
- **Teams Phone Resource accounts at no extra cost**
When licensed for Teams Phone, you automatically get 25 Teams Phone Resource Account licenses +1 for every 10 Teams Phone licensed user



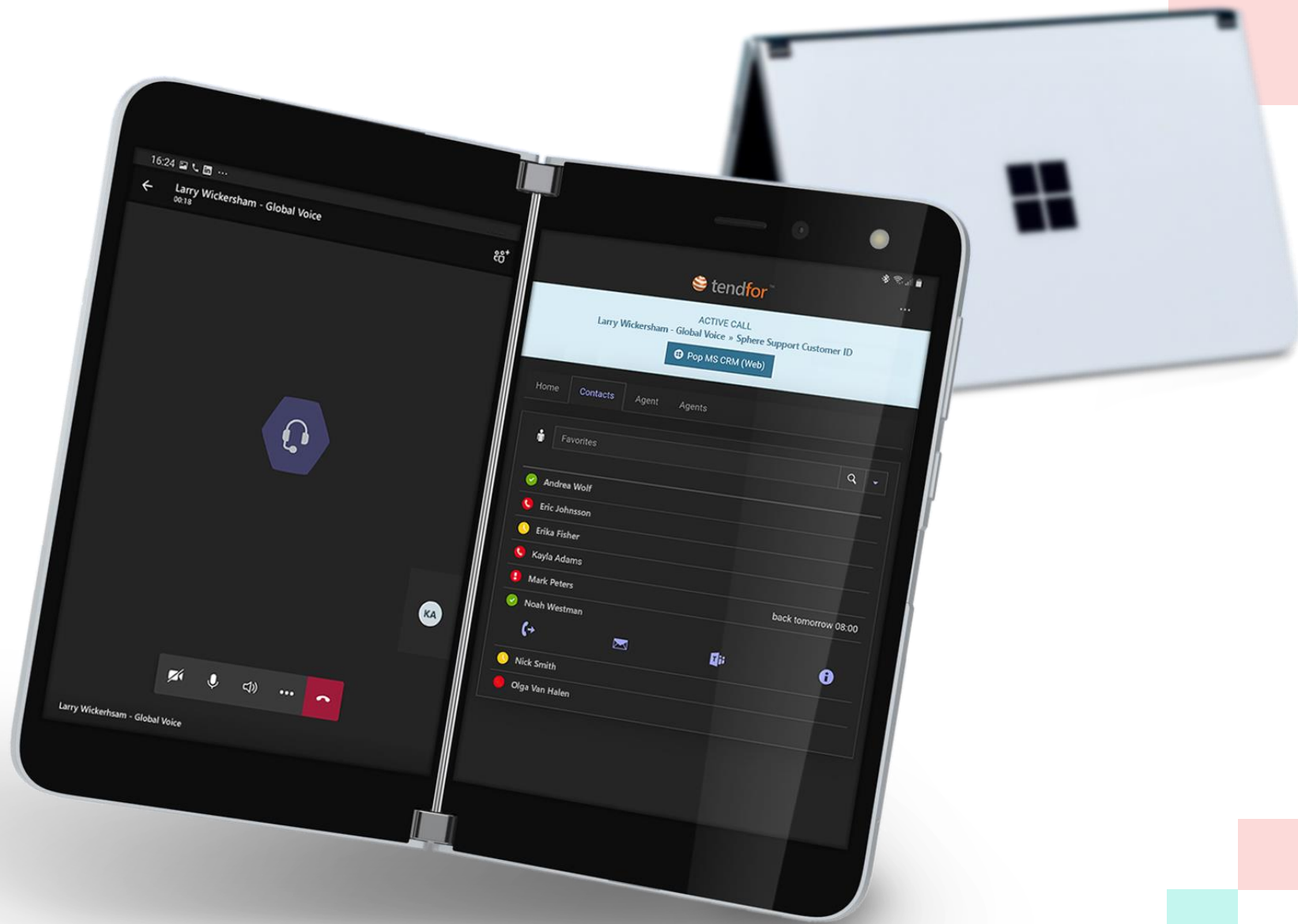


Tendfor



Tendfor

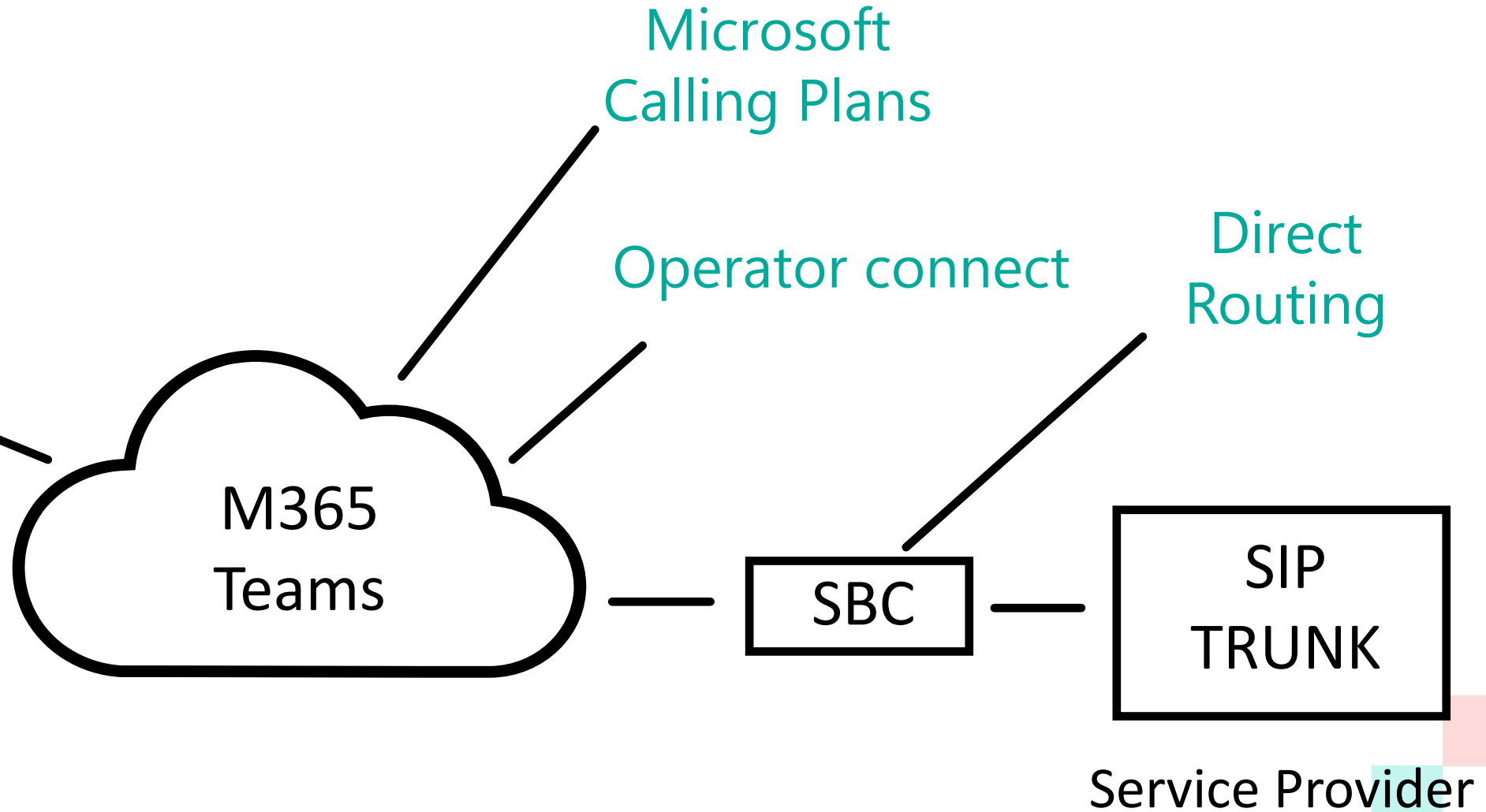
Voice of the future



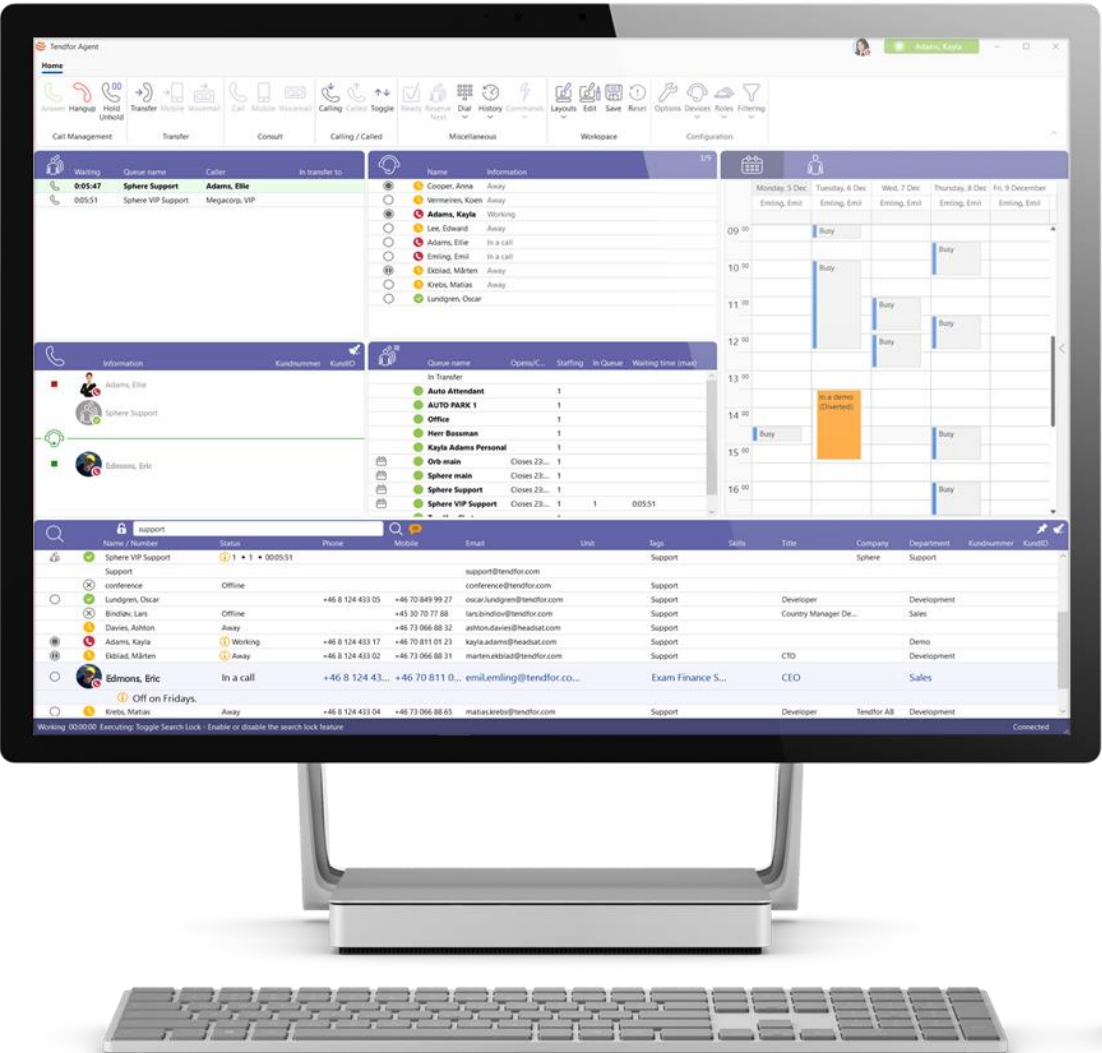
Tendfor natively api integrated



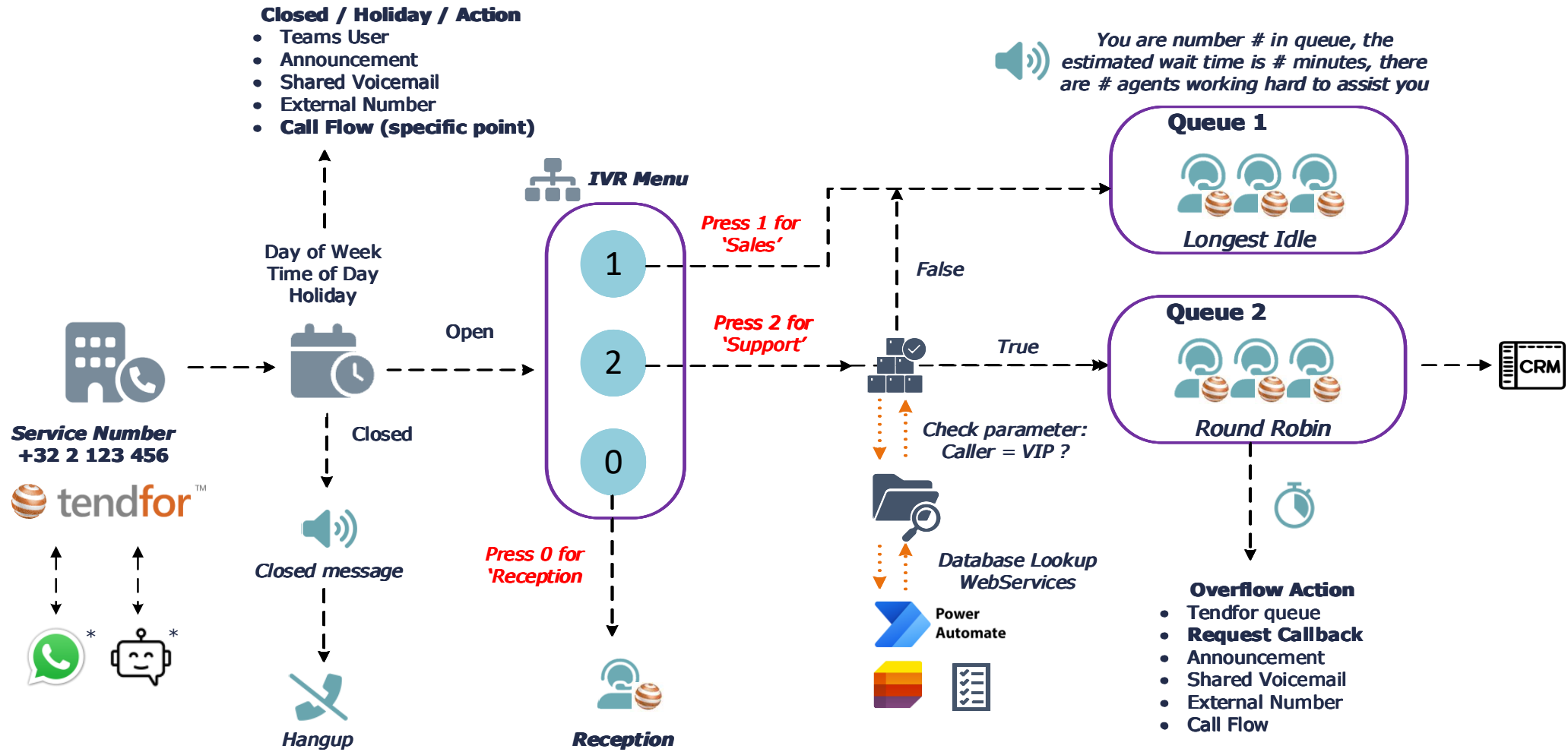
Native API
integration in Azure



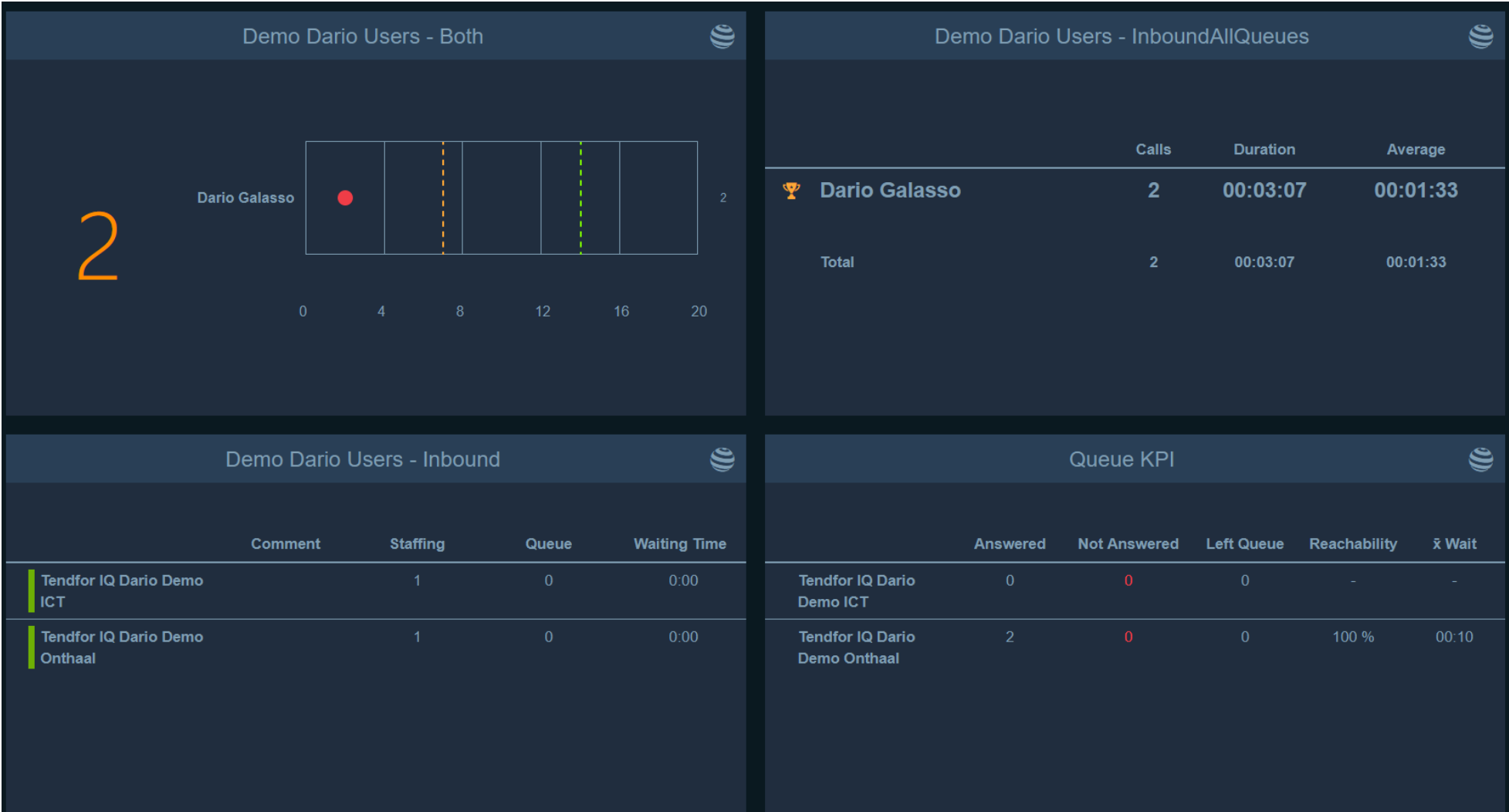
Interface for everyone



Tendfor Advanced Call Flows



Dashboard



Interactions

Queues

All Queues

Agents

All Agents

Types

All Types

Direction

All

Predefined

Custom

Period

This week

Only recorded

Only missed

Include active

Show most recent first

Customer Parameter

Select data field

Parameter value

Caller ID

sipjane.doe@acme.com

GUID or ID

GUID or Database ID

Show

Interactions Report

(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Found 4 interactions in 37 ms

When	(Descending)		Direction	Until answer	Duration	Caller	Transferred by	Called	Recorded																												
2025-04-22 10:50:10			in	16 s	1 min 2 s	+442083398588		Reception Realdolmen																													
<div><div>Interaction data</div><div><div>Call arrived</div><div>2025-04-22 10:50:10</div><div>Caller</div><div>+442083398588</div></div><div><div>Call terminated</div><div>2025-04-22 10:51:12</div><div>Transferred by</div><div></div></div><div><div>Type</div><div>Call</div><div>Called</div><div>sip:R_tenfor_realdolmen_reception@realdolmen.onmicrosoft.com</div></div><div><div>Duration</div><div>1 min 2 s</div></div></div>																																					
<div><div>Customer parameters</div><div>None</div></div>																																					
<div><div>Queues and Agents</div><table><tr><th></th><th>Cause</th><th>Queued</th><th>In queue</th><th></th><th>Assigned</th><th>Result</th><th>Answered</th><th>Responded</th><th>Talked</th></tr><tr><td>Reception</td><td>Primary</td><td>2025-04-22 10:50:23</td><td>3 s</td><td>Chantal Verheyen</td><td>2025-04-22 10:50:23</td><td>Ok</td><td>2025-04-22 10:50:26</td><td>3 s</td><td>44 s (1 s)</td></tr></table><div>Show raw data</div></div>											Cause	Queued	In queue		Assigned	Result	Answered	Responded	Talked	Reception	Primary	2025-04-22 10:50:23	3 s	Chantal Verheyen	2025-04-22 10:50:23	Ok	2025-04-22 10:50:26	3 s	44 s (1 s)								
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<div><div>Interaction data</div><div><div>Call arrived</div><div>2025-04-22 09:31:34</div><div>Caller</div><div>+32495557067</div></div><div><div>Call terminated</div><div>2025-04-22 09:32:34</div><div>Transferred by</div><div></div></div><div><div>Type</div><div>Call</div><div>Called</div><div>sip:R_tenfor_realdolmen_reception@realdolmen.onmicrosoft.com</div></div><div><div>Duration</div><div>1 min</div></div></div>																																					
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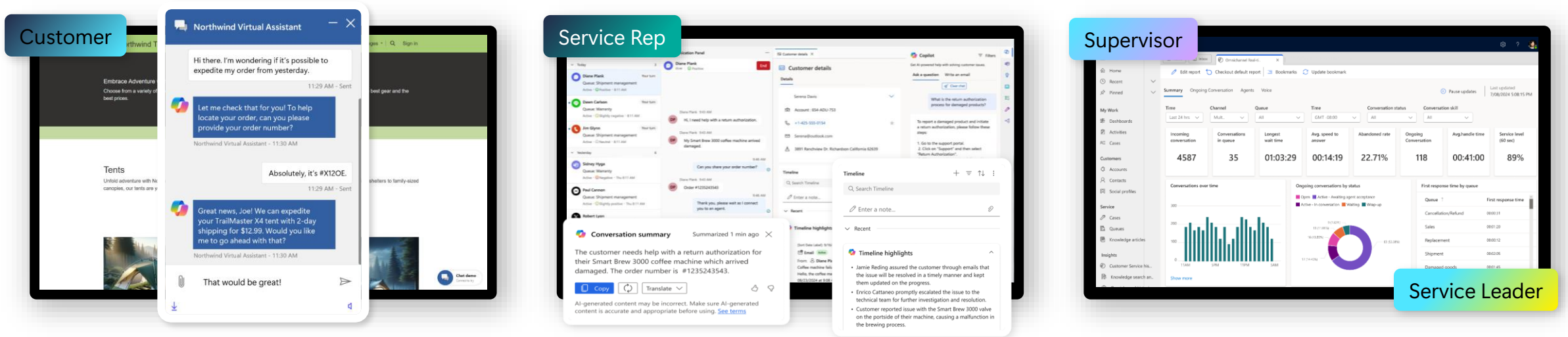


Dynamics 365 Customer Service

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Dynamics 365 Customer Service



Personalize the service experience

Delight customers with faster resolutions without compromising personalization

Lighten the load for service representatives

Fuel collaboration and productivity across service reps with built-in generative AI and other tools that help make work lighter

Optimize service operations

Generate outcome-based value for customers that promotes business growth, while scaling operations and driving efficiency with automation

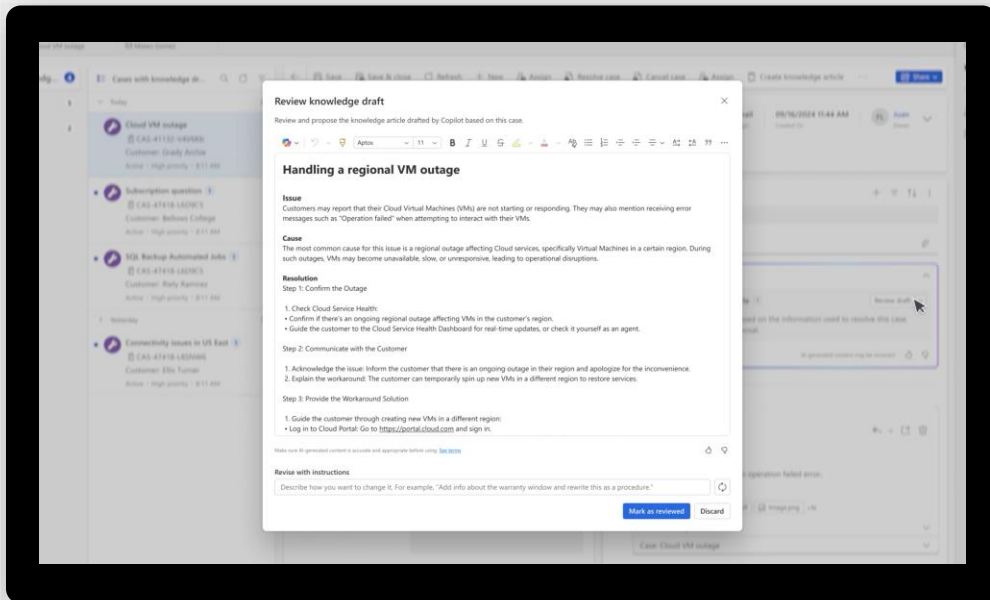
Customer

Personalize the service experience

Autonomously respond to emerging issues with the Customer Intent Agent¹

Autonomously maintain knowledge with the Customer Knowledge Management Agent¹

Empower Customers with AI Agents (formerly virtual agents)



¹Autonomous agents are targeted for public preview in Q1 of CY2025 and after.

Deliver effortless digital self-service

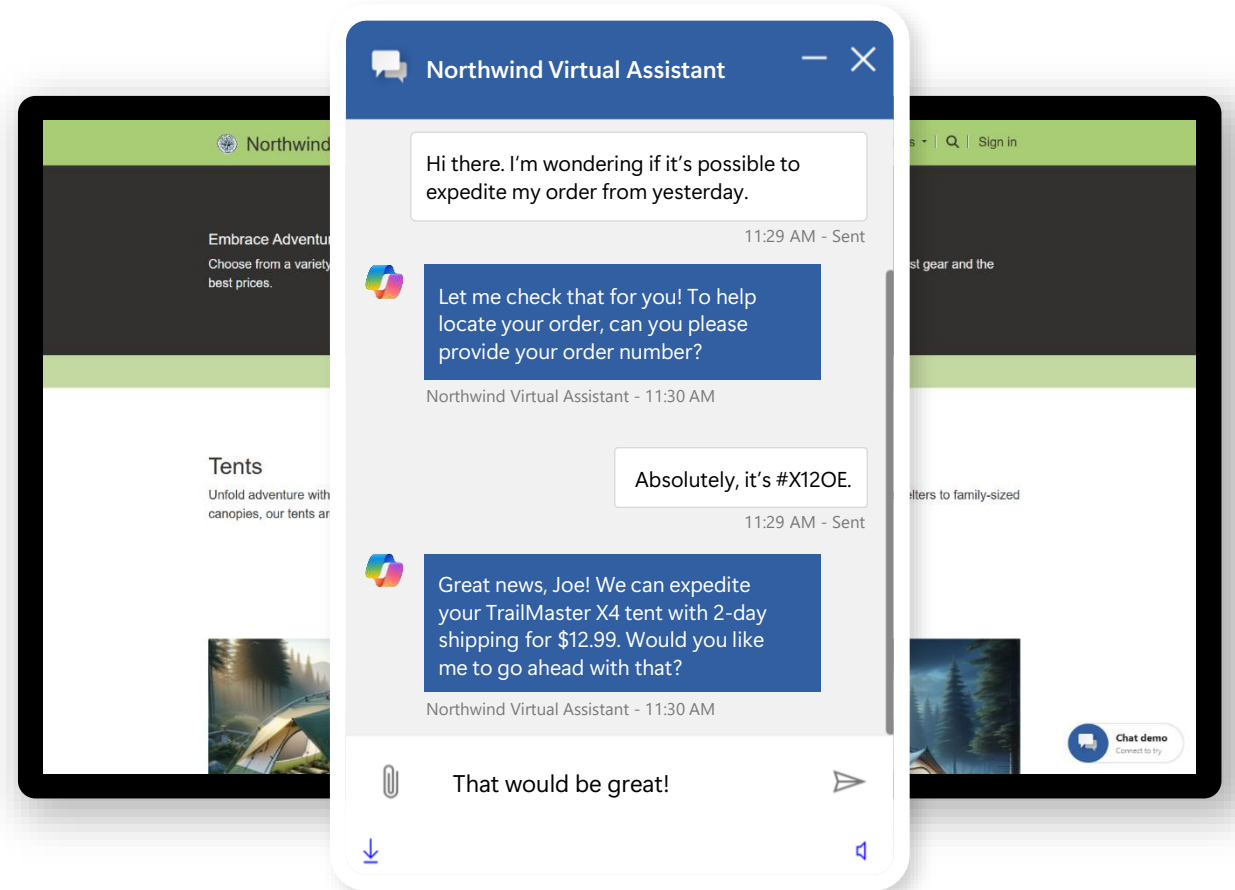
Through intelligent, customer-facing agents¹

Help customers get answers instantly through chat, improve self-service success and reduce agent workload.

Go beyond simple rules-based responses and deliver natural, engaging, and personalized conversations.

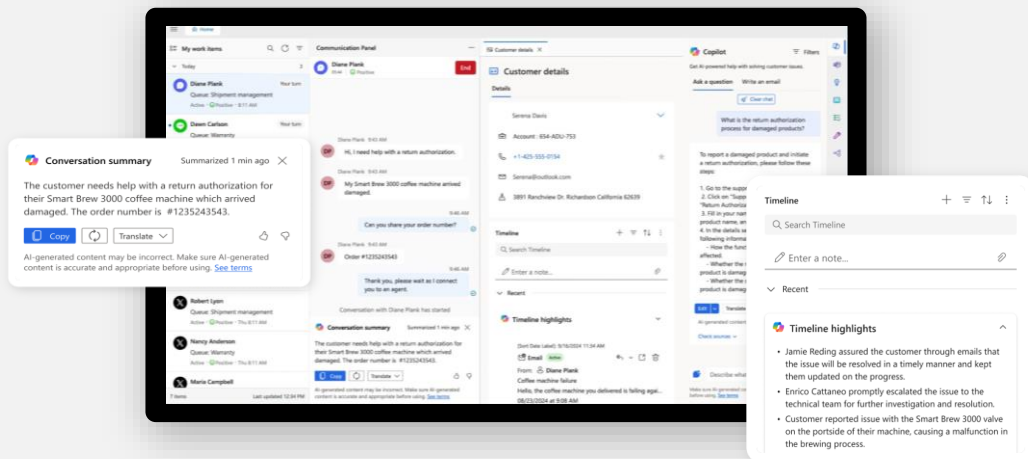
Easily connect to trusted knowledge sources, websites, and business applications.

Automate conversations to provide consistency and accuracy for common scenarios like order status, policy questions, or account balance.



Service Rep

Lighten the load for service representatives



Ensure seamless cross-channel transitions with intelligent unified routing

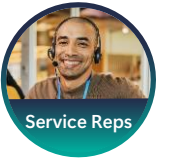
See a 360-degree view of the customer from a single dashboard

Experience real-time, AI assistance through Copilot

¹The autonomous agents are targeted to be available in public preview in Q1 of CY2025 and after.

Lighten the load for service representatives

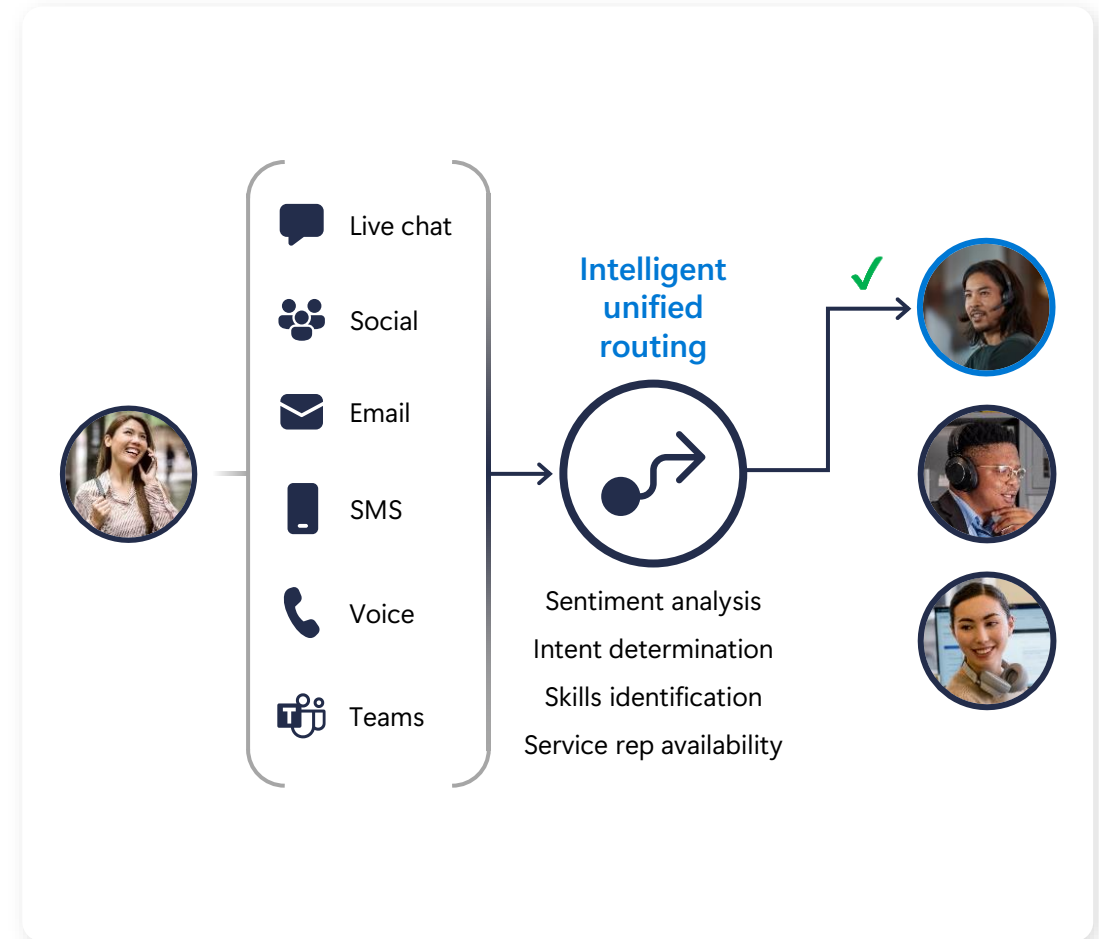
Ensure seamless cross-channel transitions with intelligent unified routing



Ensure customers connect with the right service reps in any channel through AI-powered unified routing

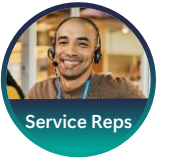
Assign requests based on AI analysis of customer sentiment, estimated effort, intent, service rep skills, and availability

Improve resolution rates by routing service requests based on data from your existing CRM



Lighten the load for service representatives

See a 360-degree view of the customer from a single dashboard

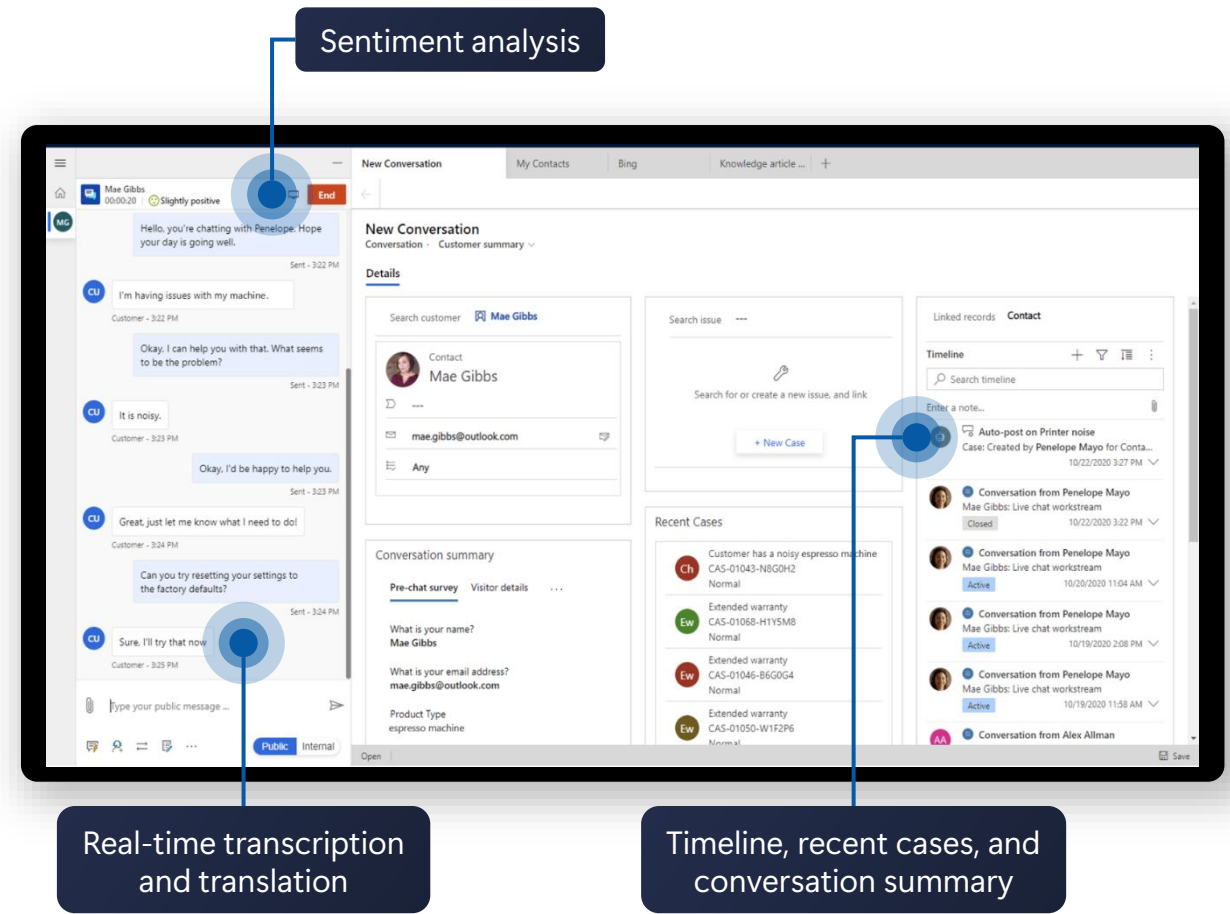


Meet customer needs by viewing timeline, recent cases, and conversation summary in a single desktop view

Provide full context with real-time transcription and the ability to re-align the conversation based on real-time sentiment analysis

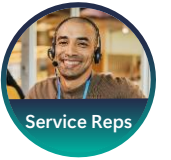
Interact with multiple apps, across multiple channels without losing context through a single console

Take customer requests from any channel and handle multiple sessions at a time



Lighten the load for service representatives

Experience real time, AI assistance through Copilot

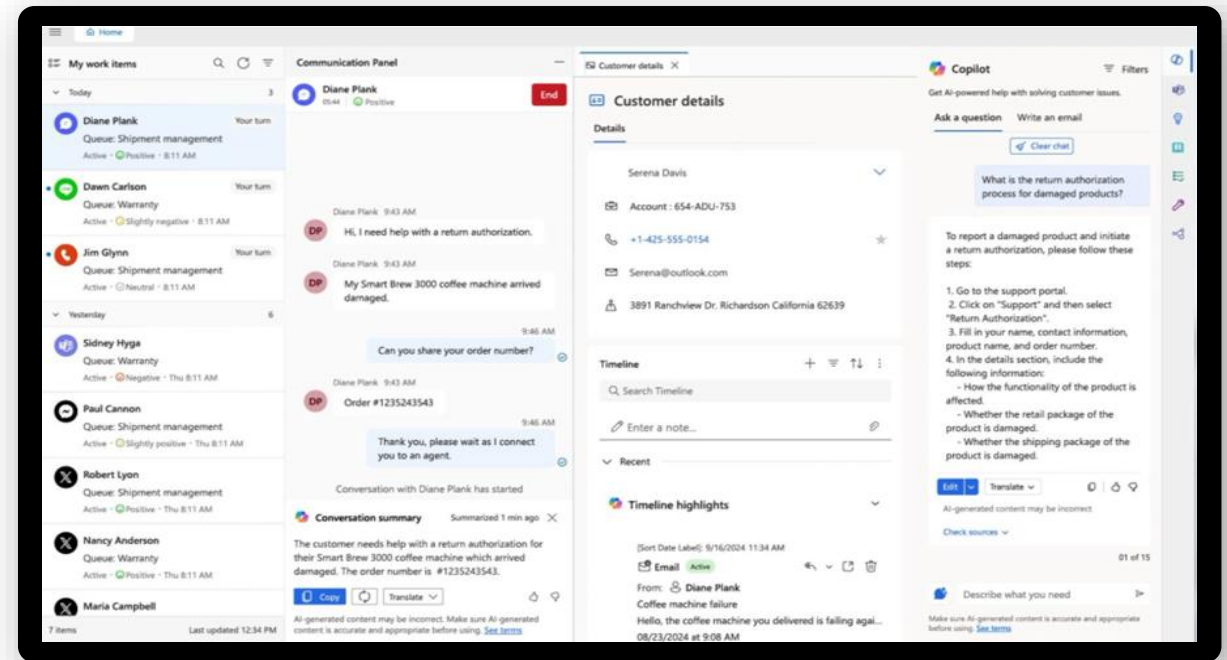


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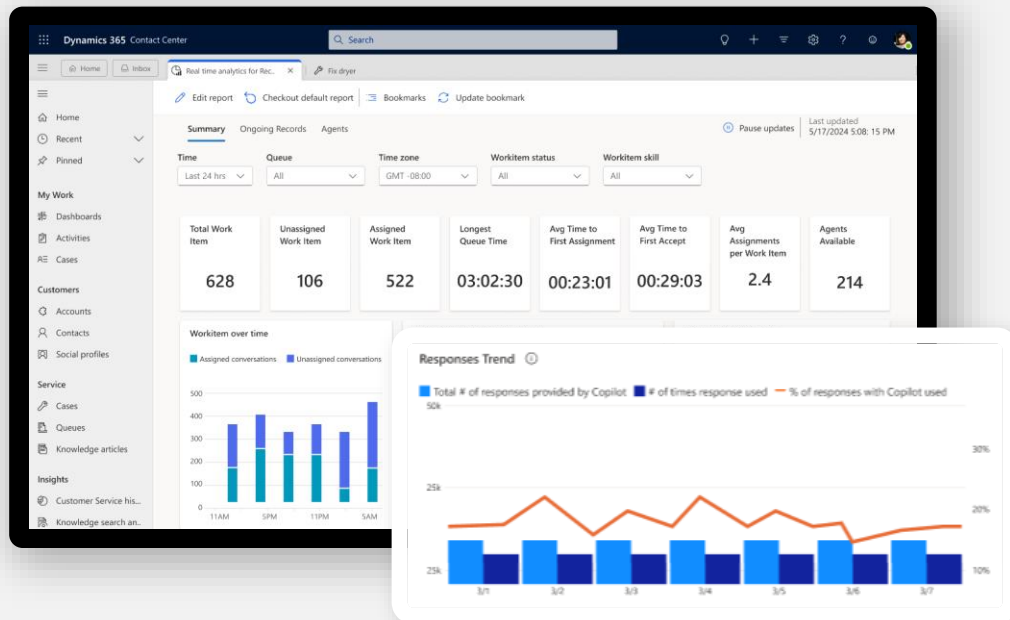
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Supervisor

Service Leader

Optimize service operations



Make data-driven decisions with AI-powered key insights

Access AI-driven analytics and key insights in one, comprehensive supervisor dashboard

Get a comprehensive understanding of the support experience through omnichannel insights that highlight KPIs and trends

Gain rich insights from voice KPIs and conversation and channel analytics, and customer sentiment

Get access to reports that include availability, average length of time in conversations, average response time per session, and incoming conversations by channel



Dynamics Voice & Copilot Agents

inetum.

inetum.com



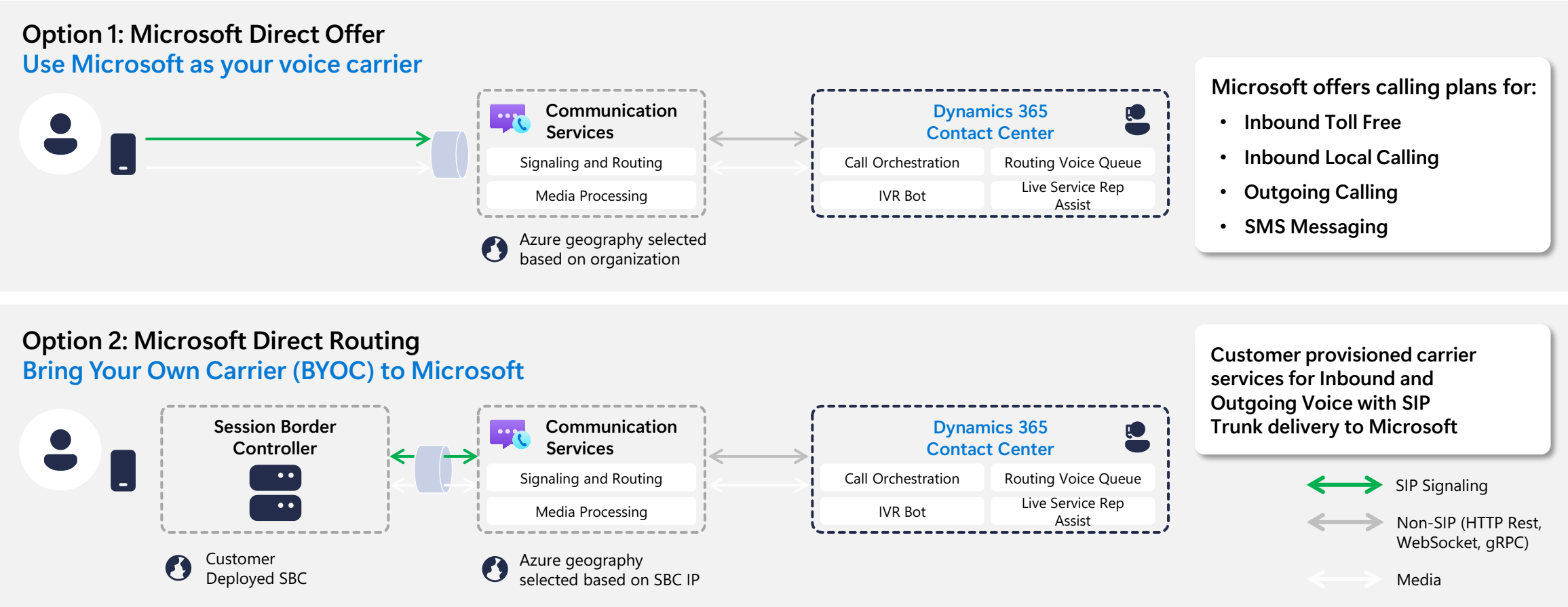
Contact Center Modernization

Transform the way you connect with customers and deliver service across channels with **Dynamics 365 Contact Center**



Decision point for voice carrier:

Two options provided by Azure Communication Services



Drive efficiency and reduce costs

Reduce complexity with Teams Phone extensibility

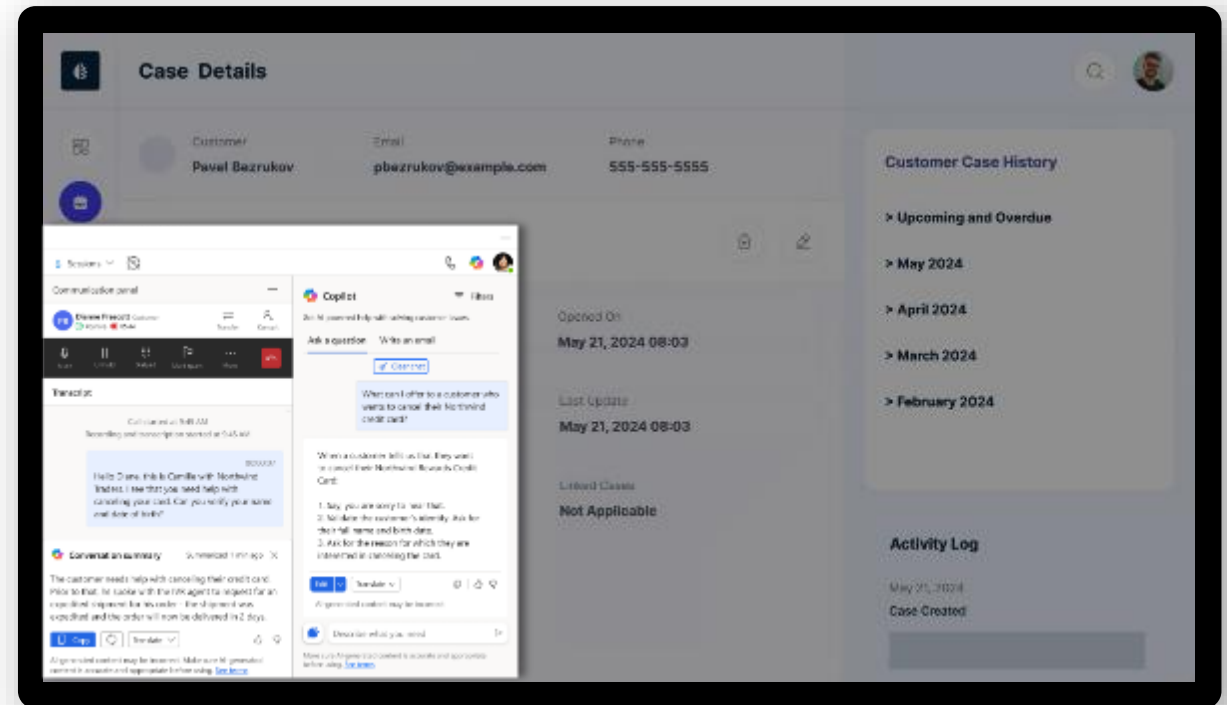
Use Microsoft Teams Phone for telephony in Dynamics 365 Contact Center

Alleviate the need to configure and administer a separate phone system for contact center deployments

Apply Teams Phone licenses to enable telephony for Dynamics 365 Contact Center users

Leverage the broad geographic availability of Teams Phone numbers

Take advantage of Teams Phone enterprise features, including the familiar Teams management interface



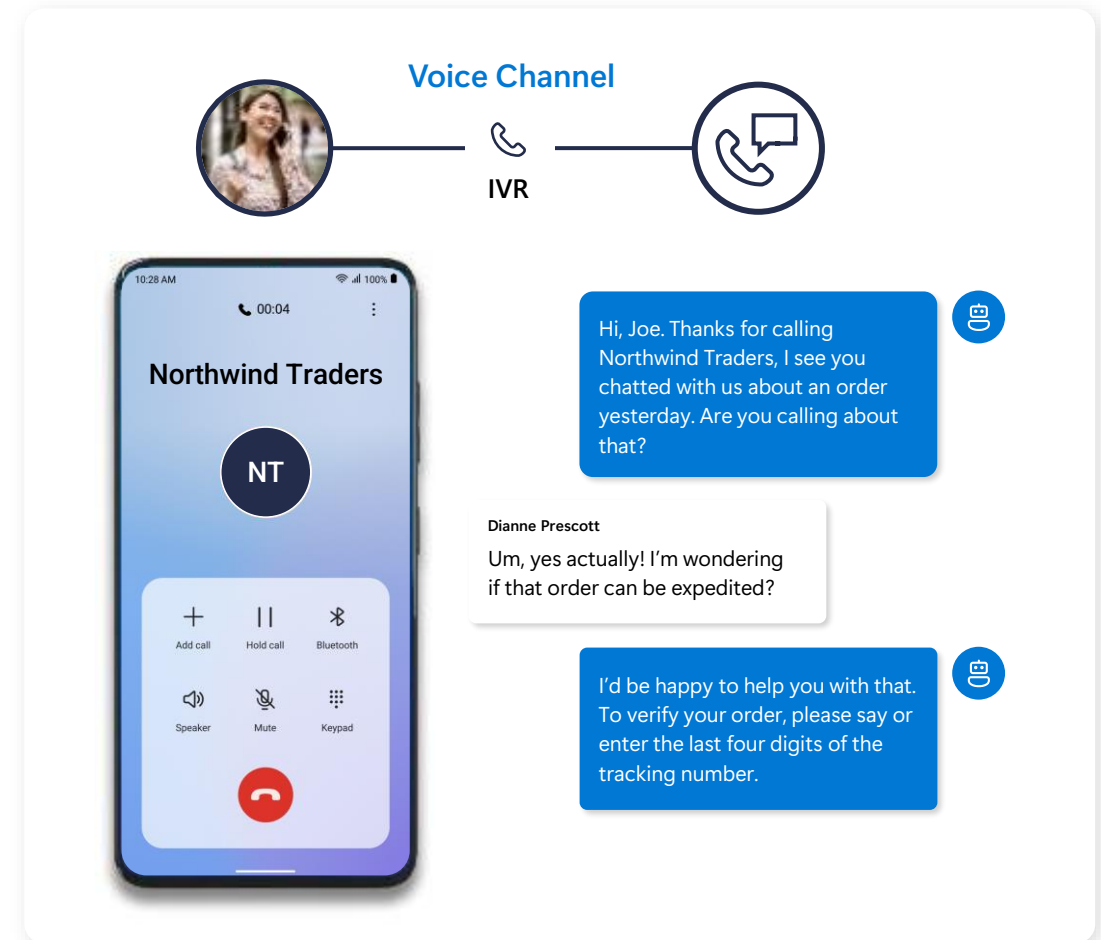
Deliver effortless voice self-service

Through frictionless, conversational IVR

Provide a frictionless conversational IVR experience in real time through natural, human-like interactions.

Deliver fast, accurate answers from conversational bots that reference trusted knowledge sources, websites, and business applications.

Make customers feel understood and process complex speech instructions with conversational AI from Nuance.



Deliver effortless voice self-service

Optimizing the Caller Experience with IVR



Enhanced speech recognition accuracy

Powered by Nuance speech recognition technology, accuracy is boosted based on bot content to improve speech recognition accuracy for business scenarios



Native DTMF authoring support

Single and multidigit DTMF recognition for menu building and collecting information from users



Silence detection

Configure the silence detection timer, reprompt, escalate or start custom flow



Background noise resilience

Filter out background noise from end user to reduce unintended interruption and unrecognizable speech input



Speech optimized authoring

Use SSML to fine tune the speech, test with speech or DTMF



Barge-in

Allow users to interrupt the flow at any time with speech or DTMF



Long running operation latency message

Play a loop message when the backend operations are running long



Dialog Experiences

Use of Anaphora, topic switching, multi-entities enables a natural conversational experience



Copilot Studio

Copilot Studio is an end-to-end low code conversational AI platform for **extending Microsoft Copilot** or **building your own agent** with generative AI and large language models



SaaS/no infrastructure management



Conversational orchestration

The screenshot shows the Copilot Studio interface for a solution named 'Northwind Trader'. The top navigation bar includes 'Copilot Studio', 'Northwind Trader', and environment settings ('Environment', 'Production'). A left sidebar lists navigation options: Home, Building blocks (GPTs, Topics, Plugin actions, Prompts), Copilots (Create a copilot), Extend Microsoft Copilot (Publish, Analytics), Settings (AI integration tools, Channels), and Test your copilot. The main content area features a 'Boost your conversations (preview)' section with a text input 'Enter your website' and buttons for 'Use generative answers' and 'Advanced options'. Below this are three cards: 'Extend a Microsoft Copilot (preview)' with an 'Extend with plugins' button, 'Add plugins for dynamic chaining (preview)' with a 'Go to plugins' button, and 'Meet people where they are' with a 'Go to publish' button.



Copilot Studio

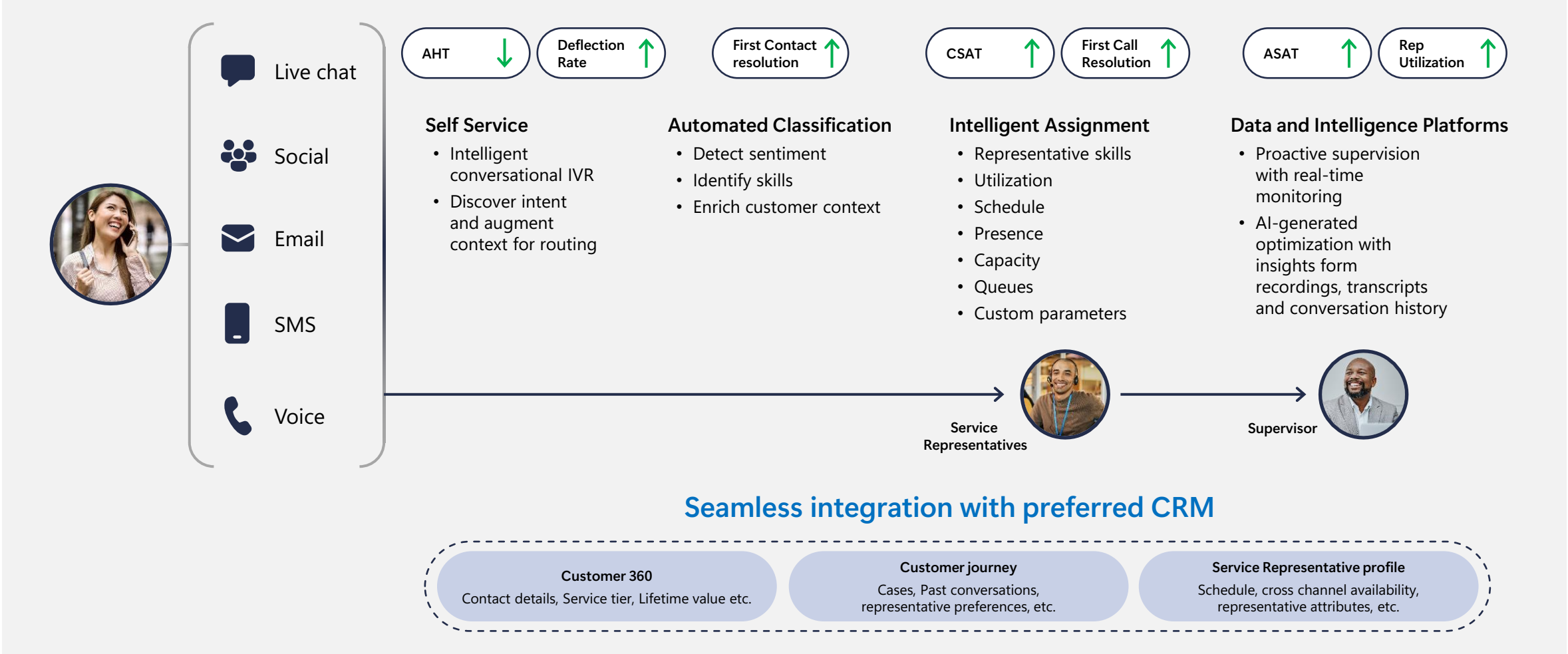
Copilot Studio Voice Agent Example (Eng)



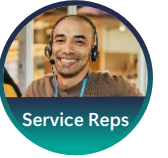
AI Voice Agent Example (Dutch)



Self-Service and Unified Intelligent Routing



Accelerate assisted service

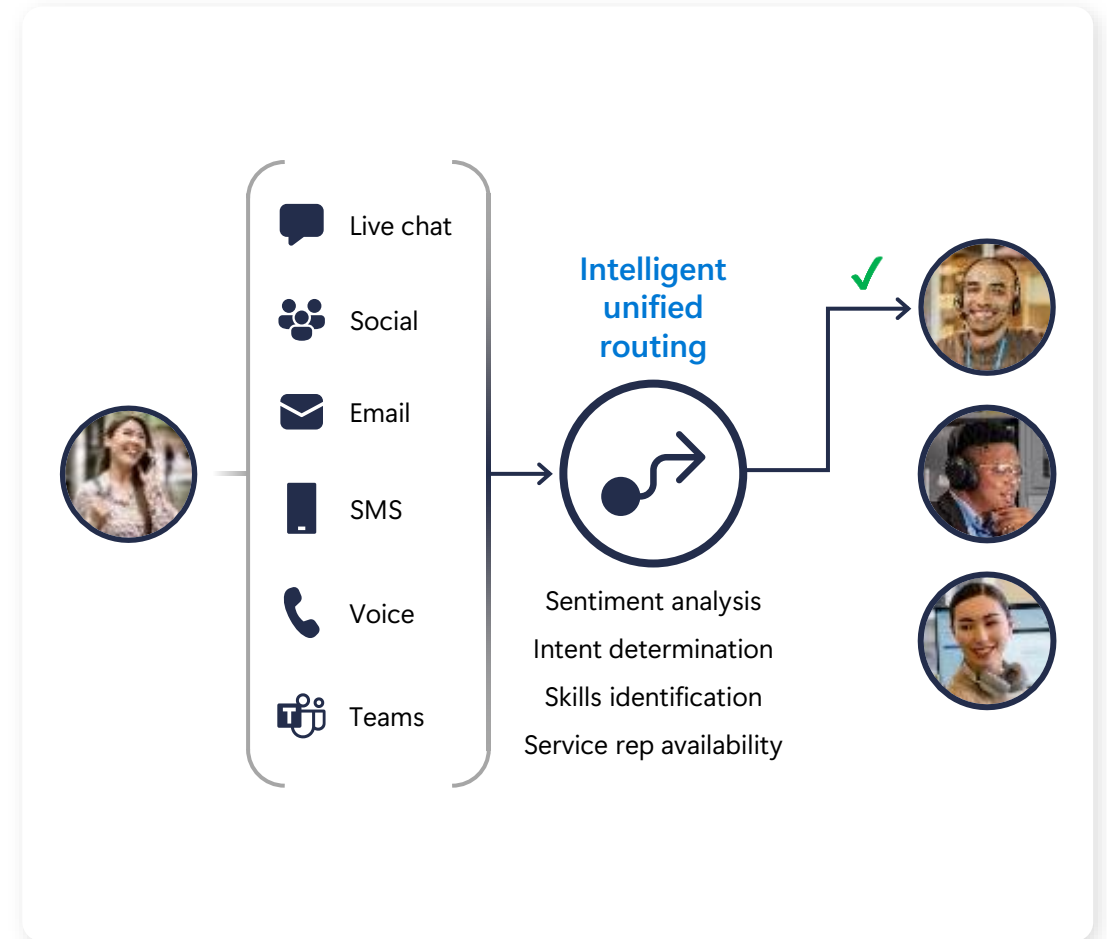


Connect with the right service representative every time

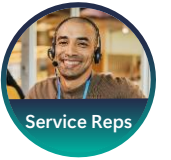
Ensure customers connect with the right service representative in any channel through AI-powered unified routing.

Assign requests based on AI analysis of customer sentiment, intent, service representative skills, and availability.

Improve resolution rates by routing service requests based on data from your existing CRM.



Accelerate assisted service



Automatically surface AI-driven suggested knowledge articles and similar resolved cases with Smart assist

Easily configure search filters, author language and manage knowledge categories

Save time by creating article templates in Power Apps

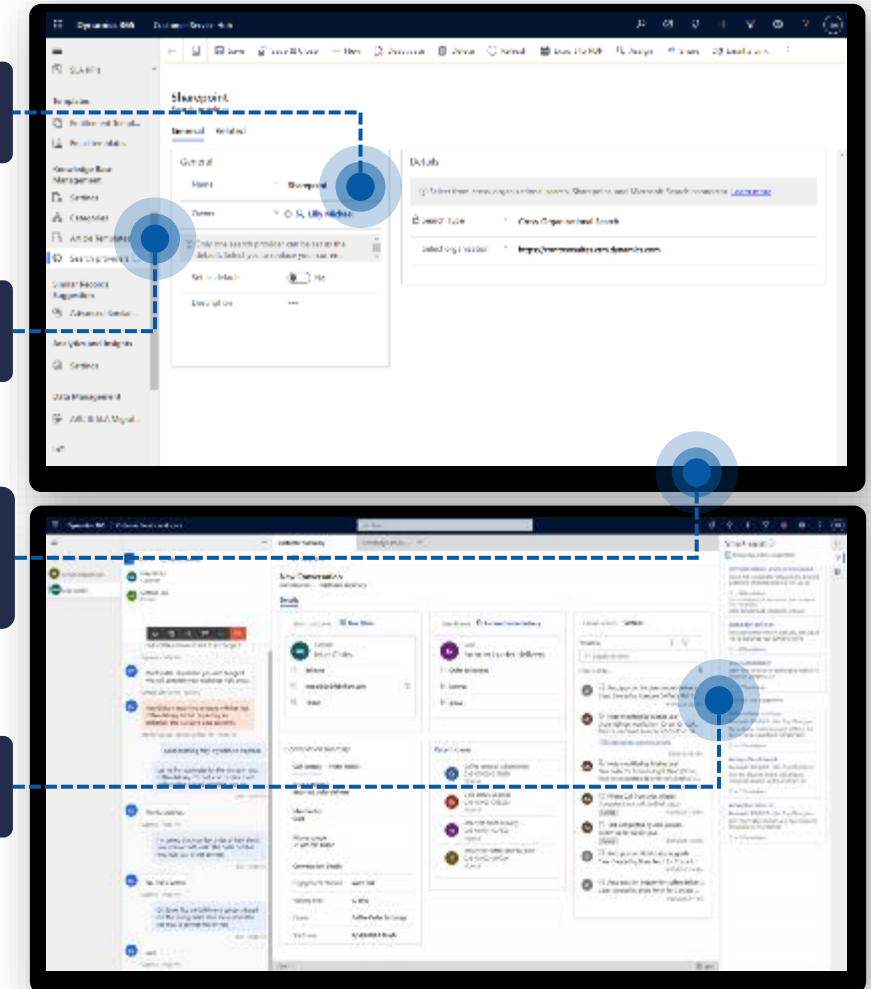
View knowledge base content inline, including images and videos, and easily share with customers

Configure search filters, categories

Save time with article templates

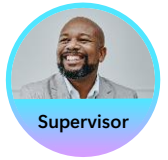
Knowledge article suggestions from Smart assist

Recommended similar cases



Accelerate assisted service

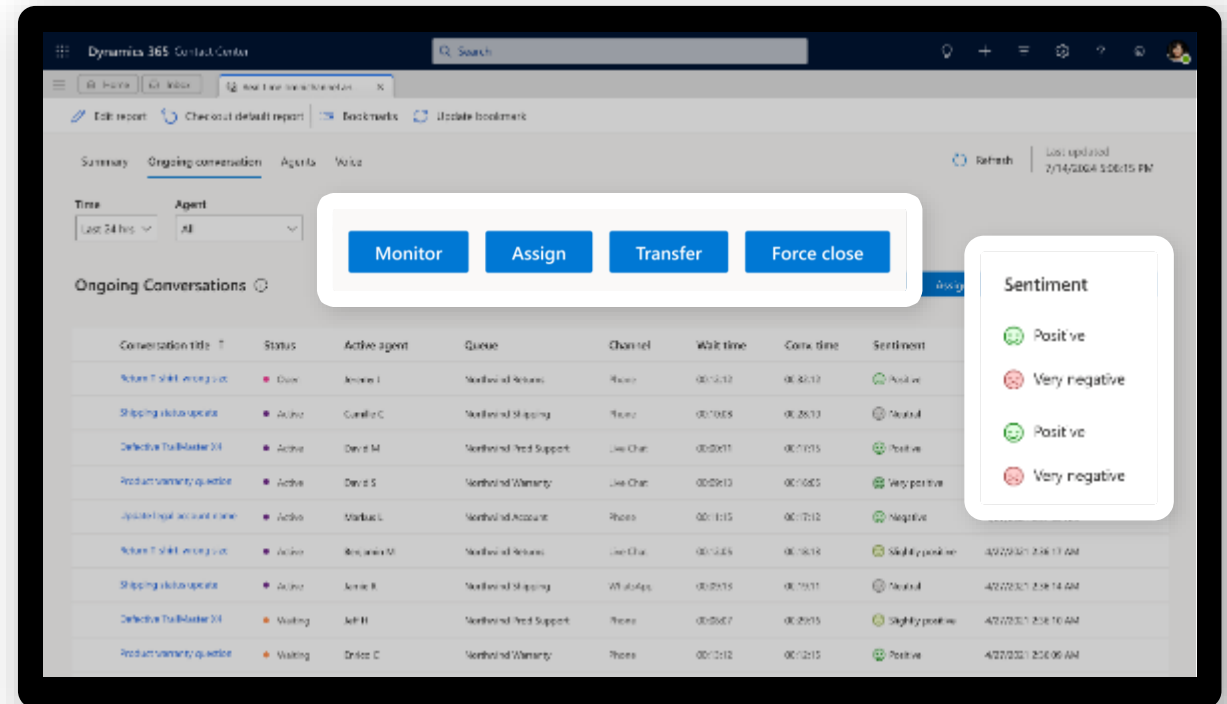
Empower supervisors to provide hands-on support



Give supervisors visibility into ongoing sessions and tools to provide hands-on support through monitoring and barging.

Monitor key operational metrics like AHT, hold time, and service representative ratings, to make course corrections and keep service levels high.

Improve outcomes for complex requests by connecting service representatives with supervisors and experts across the organization while sharing conversation and case data.



Supervisor dashboard

Make data-driven decisions

AI-driven analytics and key insights in one, comprehensive and easy to view supervisor dashboard

Omnichannel insights dashboard provides KPI and trends to understand overall state of the support experience at-a-glance

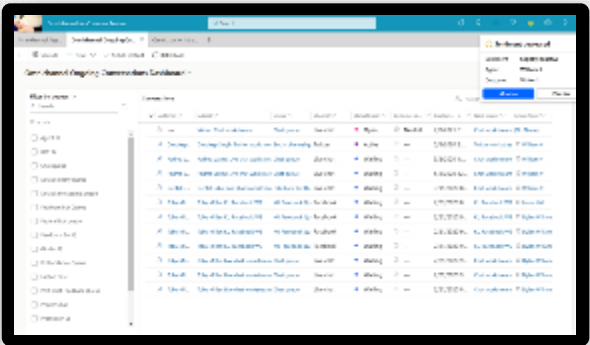
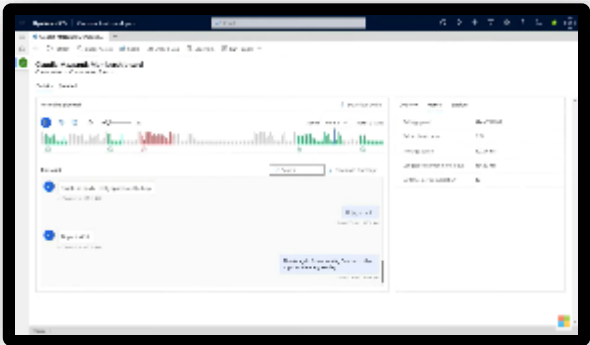
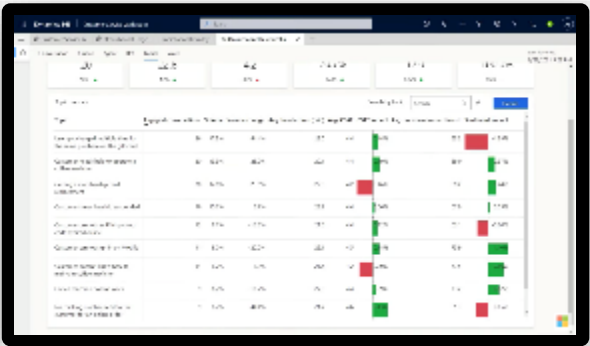
Use transcription and sentiment analysis of conversations to train and coach service representatives

Get full visibility into support conversations with alerts for conversations that may require intervention



Comprehensive omnichannel dashboards

Topic discovery highlights improvement opportunities



Transcription and sentiment analysis of conversations

Monitor, whisper, or join ("barge") into an active conversation

Our Offering



Teams Phone

Basic telephony features for seamless communication.



Queues + Copilot

Add customer service features to enhance user experience.



Tendfor

Advanced routing and receptionist panel for better call management.



Dynamics 365 Contact Center

Full contact center capabilities with AI Voice Agents integration.

Thank you

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