

Transforming telephony with Teams Phone Mobile

Your team for today..



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Hybrid brings new challenges and opportunities



Hybrid working

Employees need to communicate from any worksite, on any device



Evolving calling scenarios

Organizations require flexible phone capabilities—while keeping classic calling features



Focus on IT budget & resources

Modern solutions must be cost-effective and easy to manage



300M

Microsoft Teams
active users
worldwide



80M

Teams Phone
active users



1B+

monthly 1:1 Teams calls



12M

Teams Phone PSTN users,
nearly 2x from last year



90%

of Fortune 500 companies
use Teams Phone

450+

New features

Chat & Collaboration

- 250 GB file size support in Microsoft Teams
- New files experience powered by SharePoint
- 25,000 person teams
- Shift settings and permissions
- Enhanced tasks publishing capabilities
- Templates in Teams
- Low-bandwidth/offline Teams access
- Contextual search
- New file sharing experience
- Approvals in Teams

Meetings & Calling

- Meeting recap
- Live transcription with speaker attribution
- Dynamic meeting experiences
- Breakout rooms
- Invite-only meeting options
- Raise hands
- Bookings app in Teams
- Together mode
- Meeting chat moderation settings

Apps & Workflow

- New Teams UI Design Kit and UI Library
- Toolkit for Visual Studio and Visual Studio Code
- Enhanced workflow automation with Power Automate + Teams
- Cloud communications APIs
- New Power BI app in Teams
- New meetings extensibility points for Teams apps
- App certification
- New mobile device capabilities

Admin & Security

- Microsoft Teams Secure Score recommendation
- Microsoft Information Protection
- App customization and branding
- Custom policy packages
- Legal hold for Teams private channel messages
- Communication compliance
- Education Policy Wizard
- Advisor for Teams
- Simple Periodic review for guest users
- ...and much more

Microsoft Teams Phone

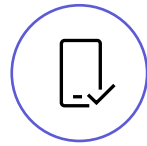
An enterprise-grade cloud communication service built for all the ways you work.



Simplified communication and collaboration through a single app.



Enterprise-grade communication features.



Flexible, mobile-first experience and devices.



Inclusive communications with more accessible features



Total Economic Impact™ of Microsoft Teams Phone

Forrester study shows Teams Phone saves time, reduces costs, and improves business performance



Time Savings

1.6 hours per week saved by highly mobile staff freeing time for more productive work



Financial Impact

\$19.7 million in cost savings and efficiencies over 3 years



Return on Investment

Three-year ROI of 143% with a <6-month payback



Reduced IT Burden

Simplified management reduces support FTE by 33%



“Having everything in one platform is highly efficient and encourages more communication, more collaboration, and it’s easy to implement... From a technical standpoint..., it’s going to save you time, effort, and money...”

– CIO, Financial Services

“Historically, we had servers that did nothing but calls. That’s all they did all day. We were able to get rid of a lot of that. We’ve reduced that infrastructure footprint by probably 90%. We have very little telephony infrastructure for internal use in our data centers anymore.”

– Lead IT Engineer, Telecommunications

Figures represent benefits for a composite enterprise organization and may differ by organization size and workforce characteristics.

Source: [The Total Economic Impact™ Of Microsoft Teams Phone](#), a commissioned study conducted by Forrester Consulting, 2022

Benefit of Converging Communications with Teams Phone



Reducing Costs

Simplified management on a single platform; rationalisation of licence, hardware maintenance, telephony support costs.



Save on Automation and Process Improvement

Productivity gains from improved voice communications and collaboration on a single platform.



IT Administration and Deployment Savings

Simplified user & device management via optimized workflows & incisive dashboards

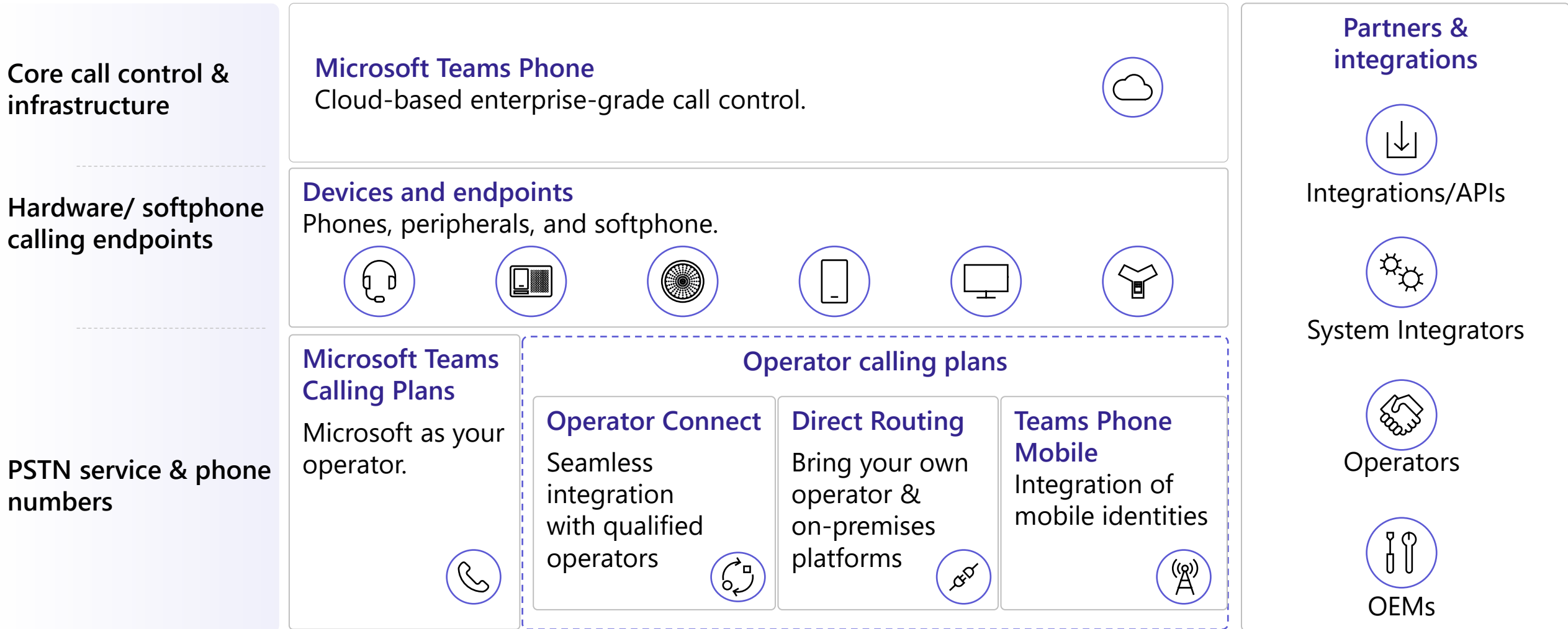


Reduced Risk

Fewer data stores, apps and admin interfaces.
Reduction in attack surfaces.



Teams Phone Overview



The background features a white area on the left and a light gray area on the right. A large, dark blue shape with rounded corners spans across the middle. On the right side, there are overlapping purple and blue shapes, including a large purple circle and a blue rounded rectangle.

Introducing Teams Phone Mobile

Teams Phone Mobile unlocks the power of mobility in your organization

Now you have a way to seamlessly integrate your users' mobile identities with Microsoft Teams



Assign a single business-provided mobile phone number

Users have one number for mobile, desk, and Teams to enable work from any location, device, or network.



Enable secure and compliant mobile communications

Implement enterprise-grade business policies that are secure and compliant across mobile devices.



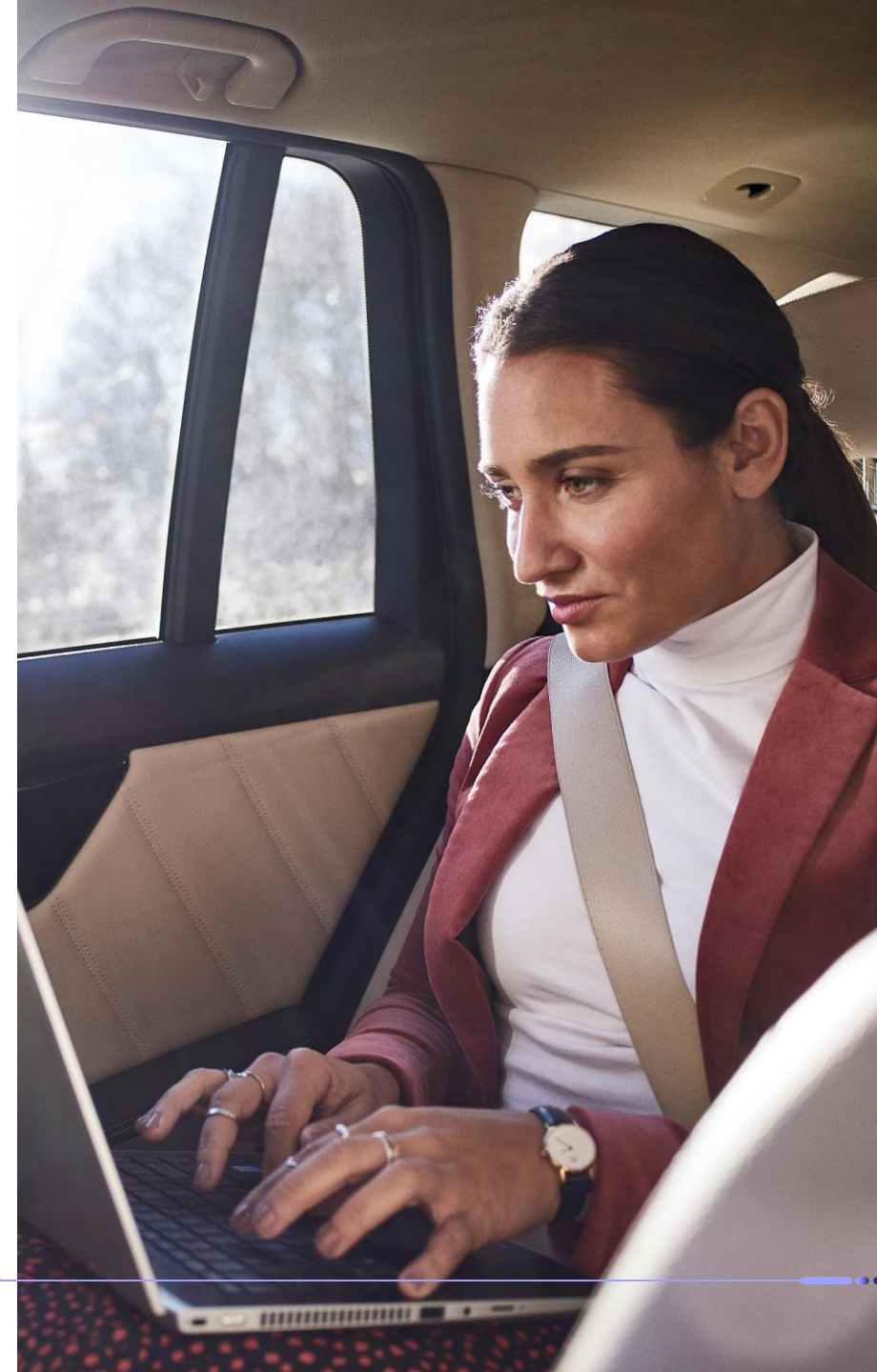
Realize true mobile integration

Unify business communications including combined call history, voicemail, and presence across devices.



Reduce costs of redundant services and devices

Trim costs on redundant fixed-line services as well as the number devices and hardware to purchase, manage, and support.



Keeping your mobile workforce connected across devices and networks

Enable flexible calling and collaboration, from [anywhere](#).



Calls just work

Stay productive anywhere, across devices and networks. Move between devices and Teams endpoints without dropping calls.



The power of Teams

Uplift native mobile calls to Teams for greater collaboration by adding others, sharing screens, and leveraging the power of video.



Unified and integrated collaboration and communication tools

Increase productivity with a centralized view of all business communications.



Security and compliance across mobile devices

Keep mobile communications secure and compliant with company policies.





Microsoft Teams Phone

for your business mobile number.

Benefits of Teams Phone Mobile

Now you have a way to seamlessly integrate your users' mobile identities with Microsoft Teams



One single tariff per user

Reduce the cost associated with multiple calling contracts.



Extend compliance recording across all calling scenarios

Enable simpler compliance and a better User Experience across regulated industries.



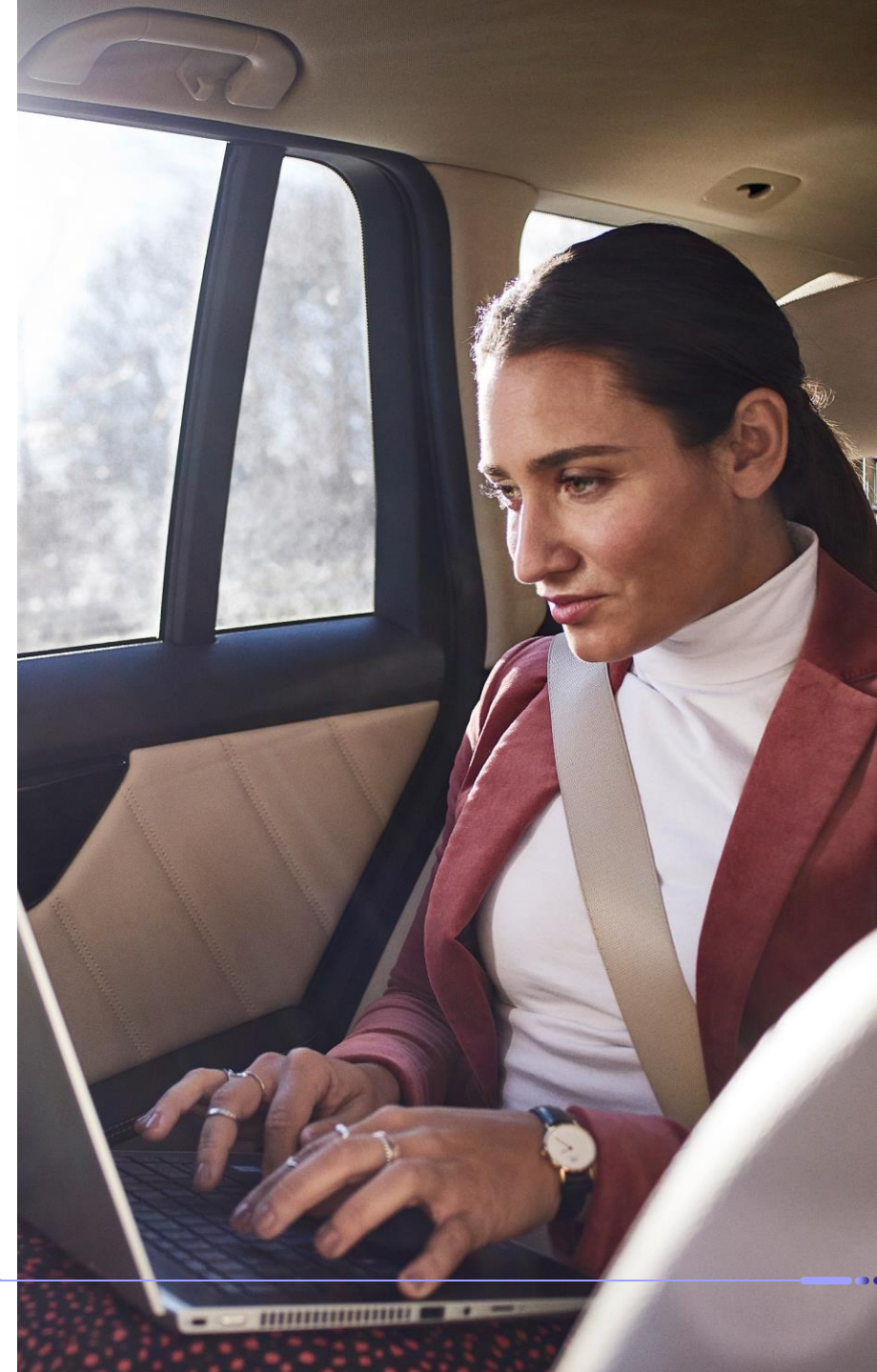
Reduce unanswered calls

Leverage unified call presence to understand availability before making a call.



Support hybrid & flexible working

Offer users full choice of devices and calling experience for their particular context.



The background features a white area on the left and a light gray area on the right. A large, dark blue shape with rounded corners spans across the boundary. On the right side, there are two overlapping shapes: a light purple circle and a darker purple rounded rectangle.

Teams Phone Mobile with BT

Communication & Collaboration Fabric

We provide choice

User experience ear-to-ear matters

Innovating to expand our capabilities



A Better Network for Better Experiences

Award Winning

- [UK's No. 1 Mobile Network](#) for performance, data, speed, reliability, calls and texts*
- 'Unbeatable 5G'* in more places than any other network in the UK
- Widest 4G geographic coverage at 86%* set to reach ~90% of the UK by 2025



58.5Mbps
UK Wide Speeds

109
UK Metro Area RootScore
Award tally
(outright wins + ties)

Industry Leading

- Fixed voice network built in Azure for Operators, peered with Microsoft and underpinned by the network reliability and security
- **32%** of the available mobile spectrum, with the widest usable range, mixing range and capacity to give the **UK's fastest speeds**

Together with Partners

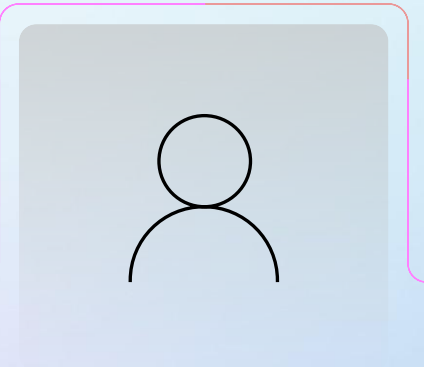
- Eco-system built with strategic partners



* UK'S BEST NETWORK: Rankings based on the RootMetrics® UK RootScore® Report: H2 (July-Dec) 2022. Tested at locations across the UK with the best commercially available smartphones on four national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. [Visit ee.co.uk/claims-for-more-details.](https://www.ee.co.uk/claims-for-more-details)

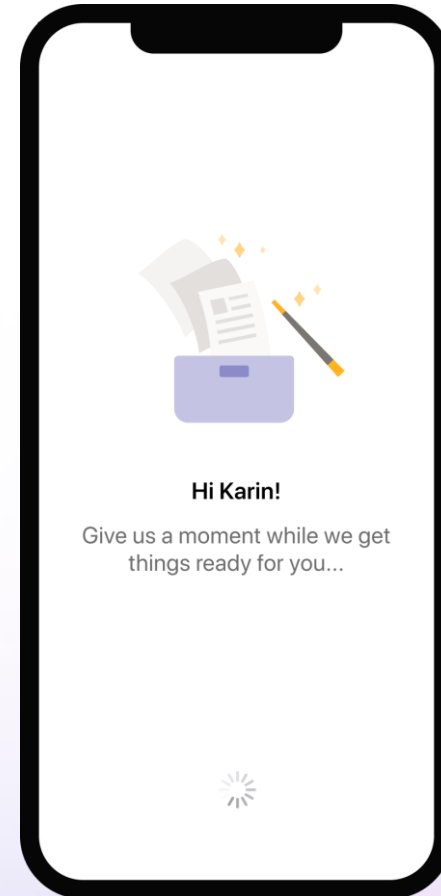
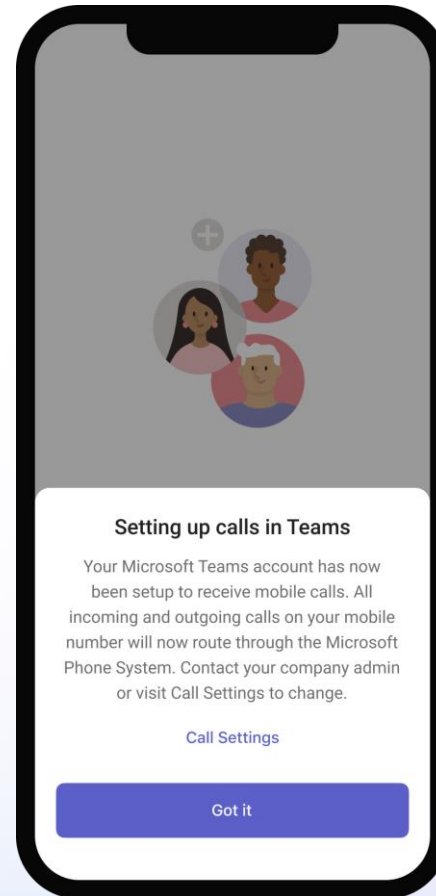
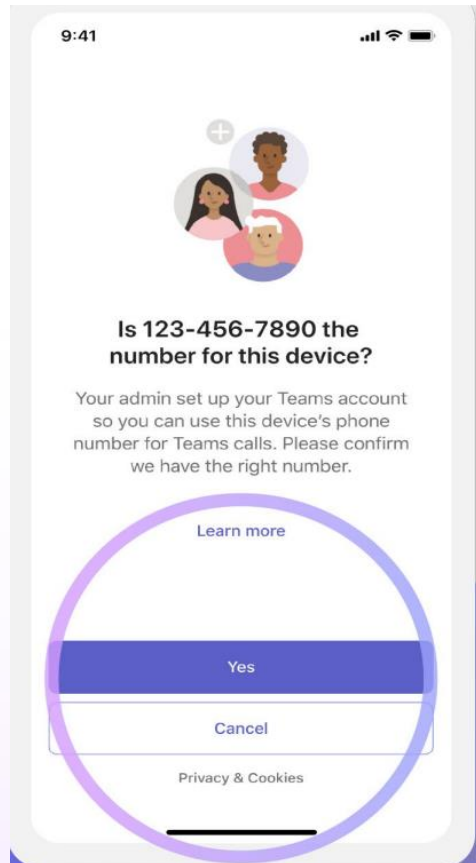


Teams Phone Mobile User Experience



First-run user experience

After the company-provided mobile number is provisioned, the user verifies the number and is guided through a quick setup.



Simultaneous ringing in Teams *and* native dialer

Reduce the chance of missed calls with alerts on multiple endpoints.



AND



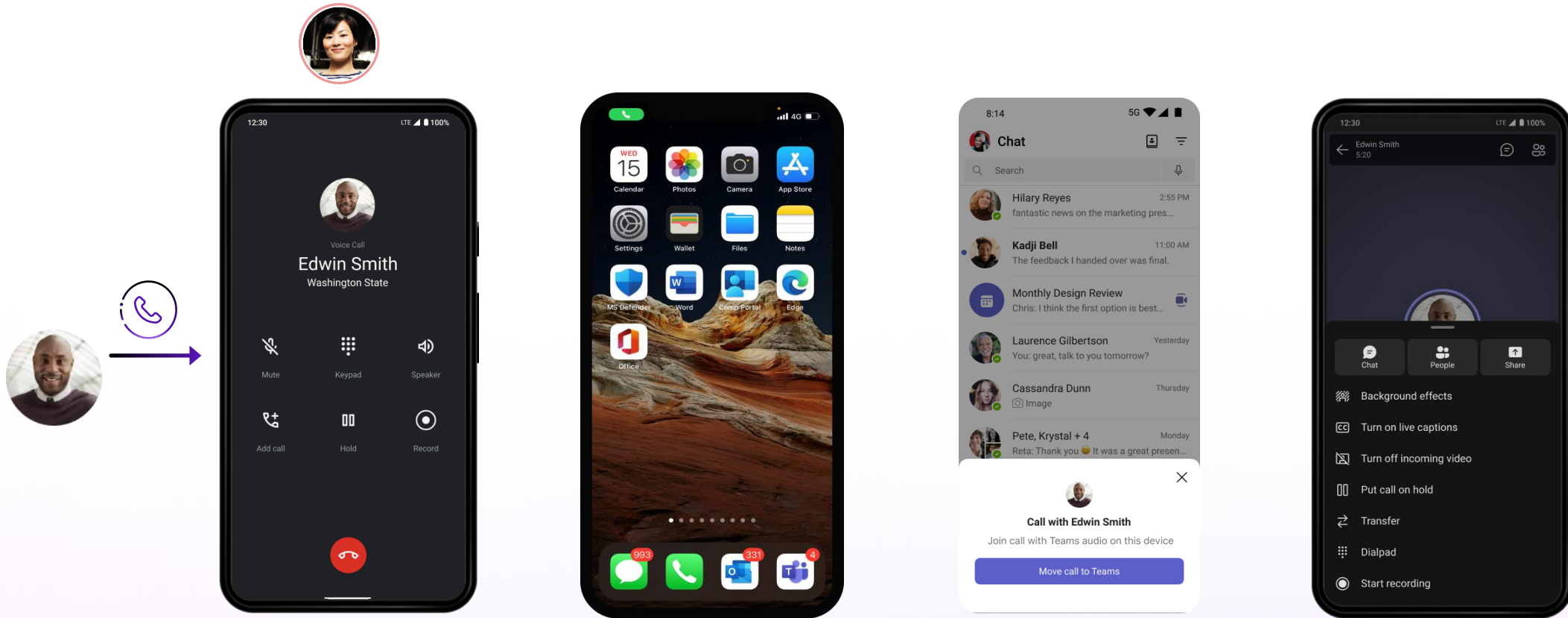
Native dialer

Teams desktop/mobile app



Easily “uplift” native calls to Teams

Begin calls on native dialer and move to Teams on mobile or desktop.



Native dialer

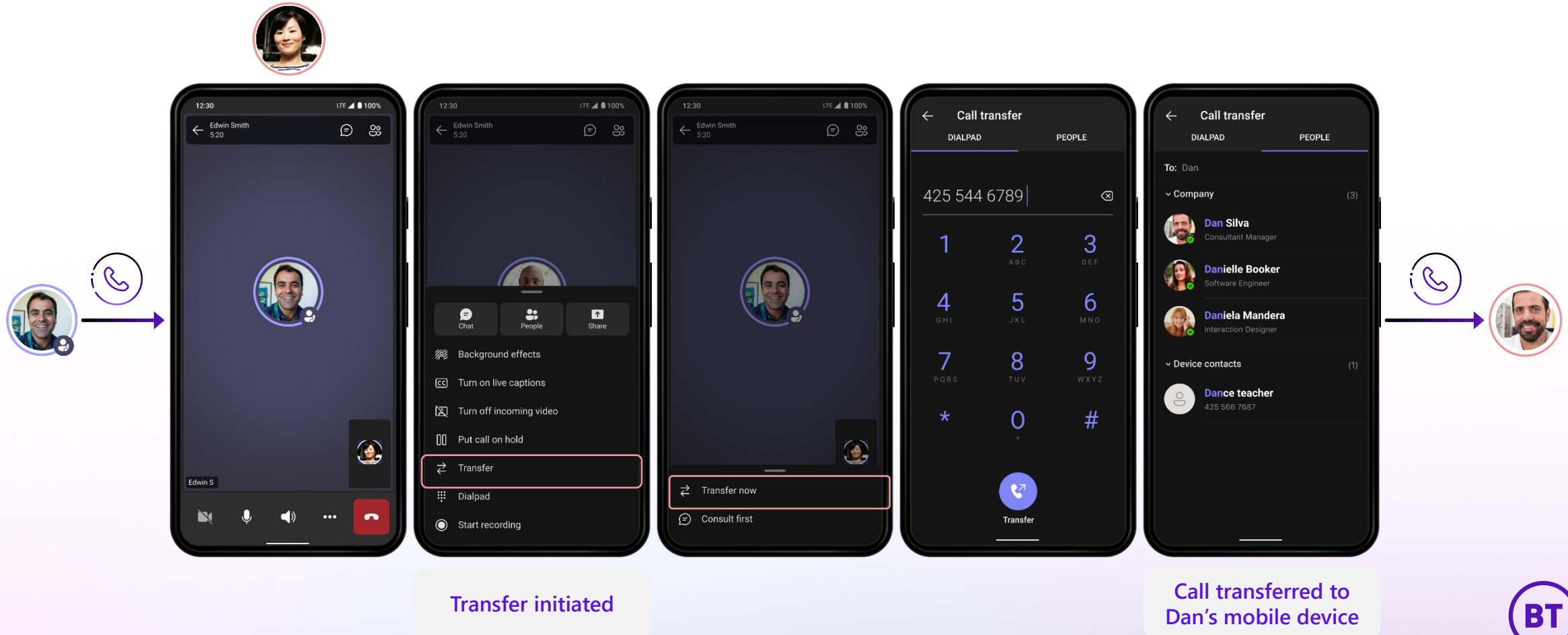
Switch to Teams app

Teams mobile app

Call moved to Teams

Transfer calls in Teams or the contact's mobile device

Route calls easily to a recipient's Teams profile or their mobile number.

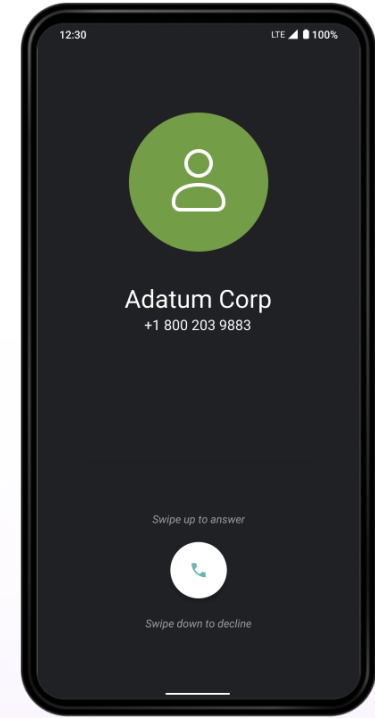
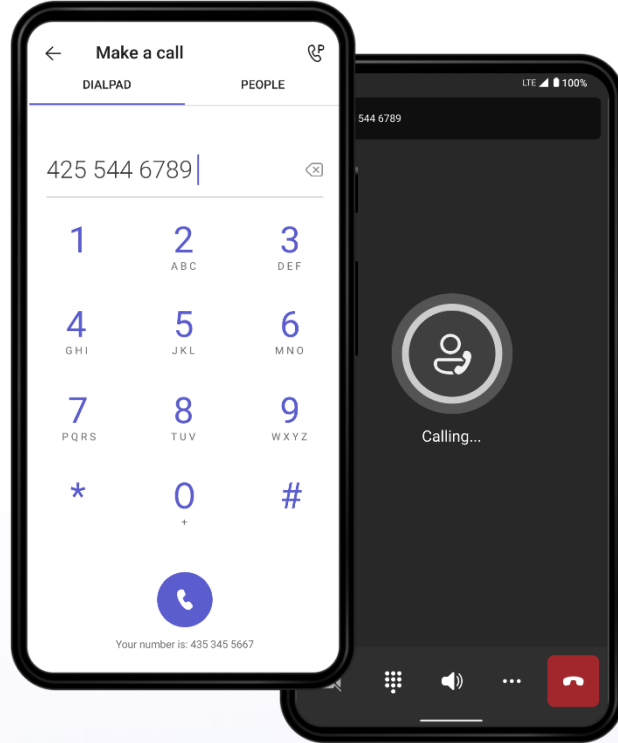


Show business ID for calls from native dialer or Teams

Protect caller's mobile number and maintain company branding for calls to customers.



OR



Edwin calls his customer from his native dialer

Edwin calls his customer on Teams

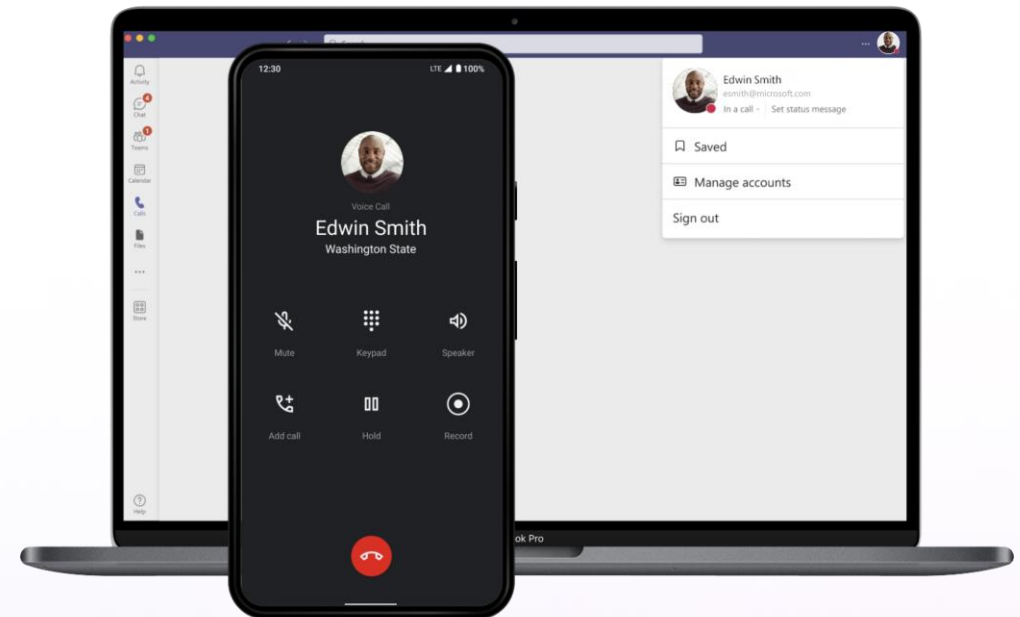
Caller ID reflects Edwin's company name and number

Unified presence reflects calls using native dialer

Set Teams presence to reflect active native dialer calls as "In a call".



On a native dialer call

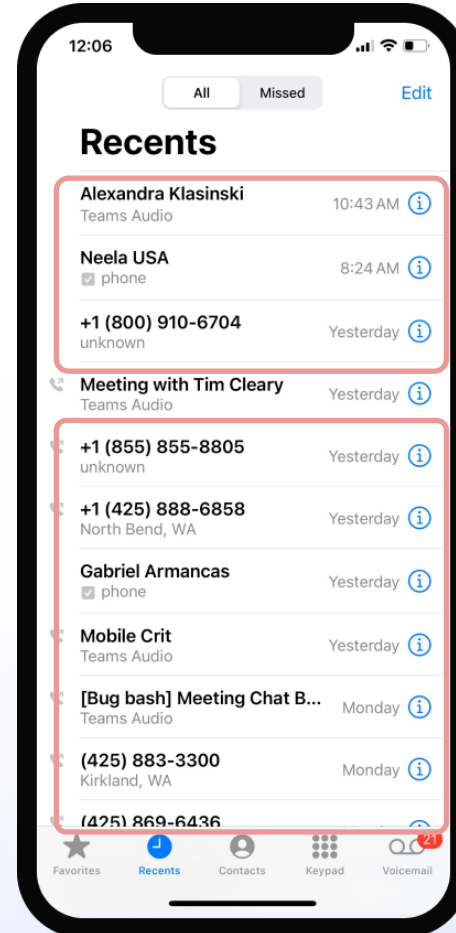


Native dialer presence reflected in Teams

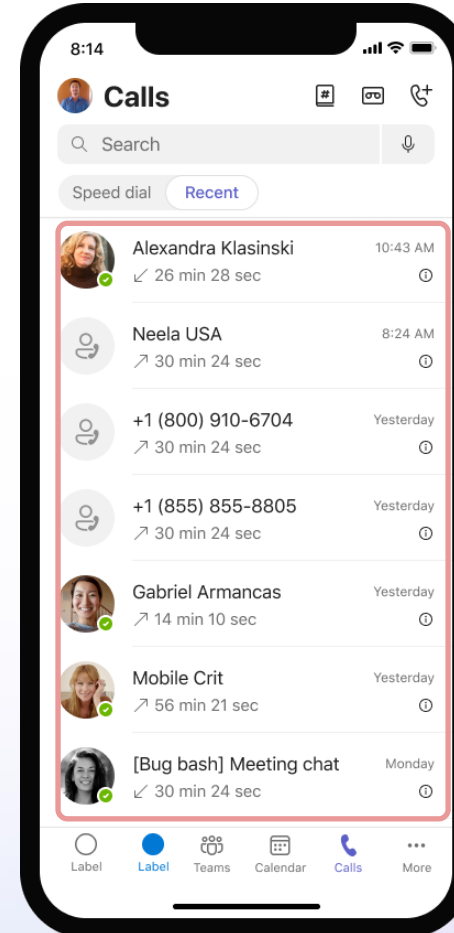
Unified call history across native dialer and Teams

Azure cloud backup for call history

Call history on native dialer

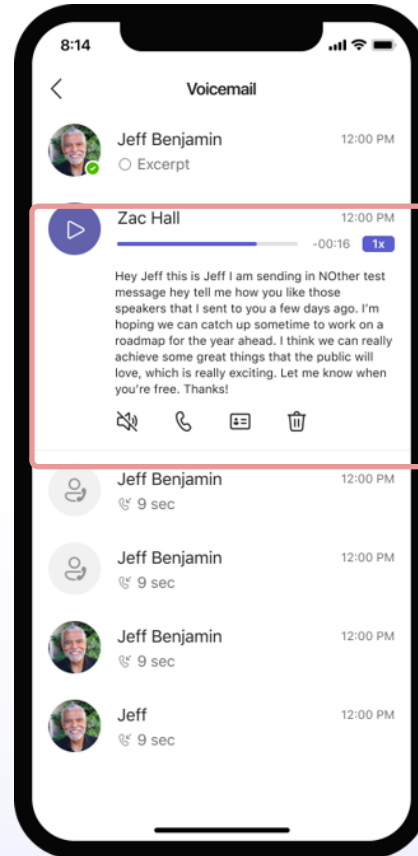


Call history in Teams



Unified voicemail in Teams

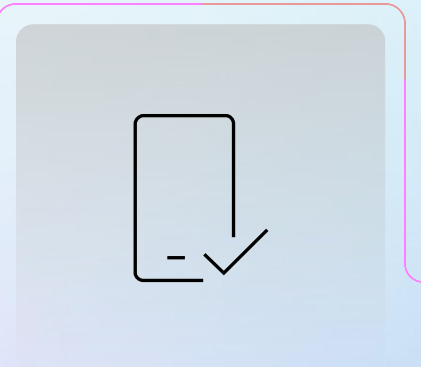
Integrated voicemail from native dialer and Teams



Integration of voicemail –
accessible from all your
Teams endpoints



Teams Phone Mobile Admin Experience



Identify operators and enable Teams Phone Mobile for your organization

Find operators easily by geography and capability

Simplified setup journey through Teams Admin portal.

The screenshot displays the Microsoft Teams Admin Center interface for managing Operator Connect. The left-hand navigation pane includes sections for Home, Teams, Users, Teams devices, Teams apps, Manage apps, Permission policies, Setup policies, Customize store, Meetings, Messaging policies, Voice, Phone numbers, Operator Connect (highlighted), Direct Routing, Calling policies, Call hold policies, Call park policies, Caller ID policies, Dial plans, and Emergency policies.

The main content area is titled "Teams Phone Mobile" and includes a sub-header: "Manage partnerships with your phone number providers. You can only get phone numbers from providers you've established a partnership with. Learn more".

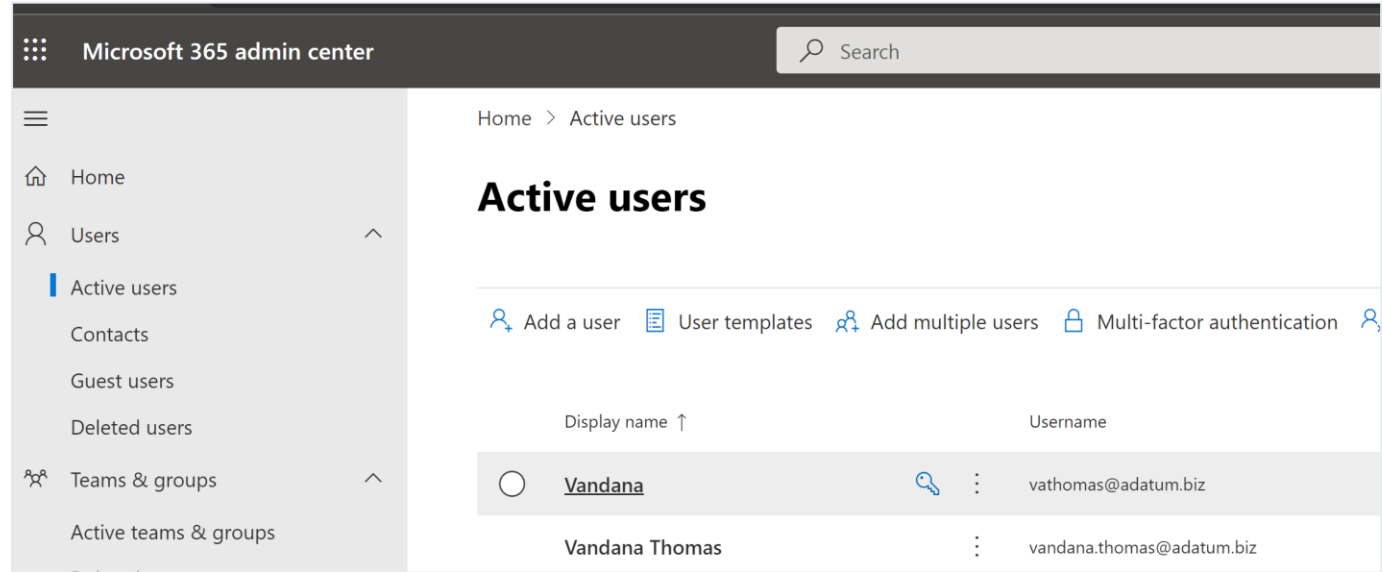
An "Operator summary" box shows 6 All operators and 5 My operators. Below this are tabs for "All operators" and "My operators". A dropdown menu shows "United States, Australia, Belgium, Canada,..." and "Operator Connect Mobile".

The interface displays a grid of operator cards, each with a logo, name, and details:

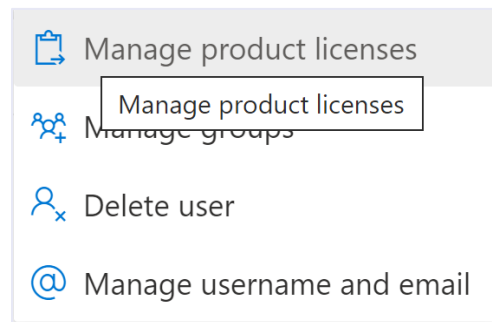
Operator	Available products	Served regions
Deutsche Telekom	✓ OCM ✓ Calling	Germany
BT	✓ OCM ✓ Calling ✓ Audio conference	Australia, Belgium, +19 more
ROGERS BUSINESS	✓ OCM ✓ Calling	Canada
Telia	✓ OCM ✓ Calling	Sweden
swisscom	✓ OCM ✓ Calling	Switzerland
verizon	✓ OCM ✓ Calling	Canada, Mexico, +1 more

Assign licenses in the Teams Admin Center

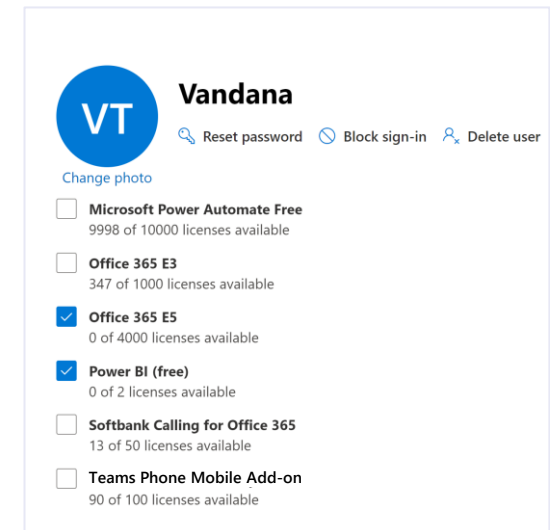
Select a user in the tenant to assign Teams Phone Mobile license.



The screenshot shows the Microsoft 365 admin center interface. The left navigation pane includes Home, Users, Active users (selected), Contacts, Guest users, Deleted users, Teams & groups, and Active teams & groups. The main content area is titled 'Active users' and shows a list of users. The user 'Vandana Thomas' is selected, with her email address 'vathomas@adatum.biz' and 'vandana.thomas@adatum.biz' visible. The top navigation bar includes a search bar and the text 'Microsoft 365 admin center'.



The screenshot shows a dropdown menu with the following options: 'Manage product licenses' (highlighted), 'Manage groups', 'Delete user', and 'Manage username and email'.



The screenshot shows the user profile page for 'Vandana Thomas'. The profile includes a photo placeholder with the initials 'VT', a 'Change photo' link, and a list of licenses. The licenses are: Microsoft Power Automate Free (9998 of 10000 licenses available), Office 365 E3 (347 of 1000 licenses available), Office 365 E5 (0 of 4000 licenses available), Power BI (free) (0 of 2 licenses available), Softbank Calling for Office 365 (13 of 50 licenses available), and Teams Phone Mobile Add-on (90 of 100 licenses available). The Office 365 E5 and Power BI (free) licenses are checked.

Enable users for Teams Phone Mobile

Choose a Teams Phone Mobile-capable number to connect user with the assigned license.

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues. Learn more

Numbers Order history

+ Add ↓ Port ✎ Edit 📞 Release

Phone number	Number Provider	Location	Number usages ⓘ
+47 907 48 985	Carrier-X	All locations, Norway	User
+47 907 71 491	Carrier-X	All locations, Norway	User
+47 907 71 518	Carrier-X	All locations, Norway	User
+47 907 84 489	Carrier-X	All locations, Norway	User
+47 907 86 455	Carrier-X	All locations, Norway	User
+47 907 92 286	Carrier-X	All locations, Norway	User
+47 907 92 672	Carrier-X	All locations, Norway	User

Assign/unassign

+47 907 92 286

Number usages
User

Number type
Mobile

Number features
Teams Phone Mobile

Assigned to
Select a person that you want to assign this phone number to

vandana

VT Vandana Thom... Assign

Emergency location
Select a location within the country or region where emergency services must arrive when a call comes from this phone number.
Add an emergency location if you want to create a one.

Apply Cancel

Organisations face challenges

79%

of HR leaders agree
frontline worker attrition is
a problem

83%

of deskless workers are asked
to use less-than-ideal devices
to do their work

63%

of frontline workers are
excited about the job
opportunities technology
creates

46%

of Frontline Workers feel
pressure to adapt to new
technology over fear of losing
their job

20%

Increase in revenue due to
improved productivity as a
result of giving frontline
workers more tools

55%

of frontline workers say
they've had to learn new
technology on the fly, with
no formal training



Source:

- 2022 Microsoft Work Trend Index
- 2022 IDC Predictions for the Future of Work
- 2022 Gartner Flexibility for Frontline Workers
- 2021 Gartner Trends for the Future of Frontline Workers
- 2020 Emcap State of Technology for Deskless Workforce

If your organisation uses Teams for communication, Teams Phone Mobile offers benefits to all your employees



Field workers

Operations-based workforce such as engineers – often processing workloads, inputting data and communicating back to head office

Benefits

- Greater reach and availability
- Deeper collaboration for working more effectively
- Ability to improve workloads with better UX and automation
- Secure devices and communication



Frontline workers

Customer-facing/shop floor staff, responding to customers and communicating with other teams

Benefits

- Simplifies communication between frontline and back-office staff
- Frees up frontline staff to spend more time with customers
- Improves workflow with better UX
- Secure devices and communication



Mobile-centric hybrid workers

Workforce blending working from different locations: home, on the go, or in the office

Benefits

- Simultaneous ringing on mobile device and Teams desktop app
- Seamless switch between devices without dropping calls
- Uplift of mobile voice calls to Teams for video and screen-sharing
- Seamless collaboration including addition of multiple people
- Enables recordings and transcription on the go



Secure Hybrid Working

Users in regulated industries that are mobile-centric in their working but restricted in their digital workplace due to compliance

Benefits

- Allows recording of fixed and mobile calls
- Enables transcription of calls for easy search
- Single storage for fixed and mobile calls

Teams Phone Mobile from BT – Enabling the best collaboration experience for field & mobile users



The image features a minimalist abstract design. A dark blue horizontal bar with rounded ends spans across the middle. To the right, a light purple circle overlaps a darker purple horizontal bar. The background is split into white and light grey sections by a vertical line.

Roundtable

Round table...



Gareth Bleasdale

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Speak to us!

For further details on this exciting new offer, don't hesitate to reach out to your dedicated BT or Microsoft account teams.

Alternatively, if you don't have those contacts, please get in touch with:

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Thank you

