



# Teams Phone Mobile

Intelligent Telephony – Microsoft  
& Telia

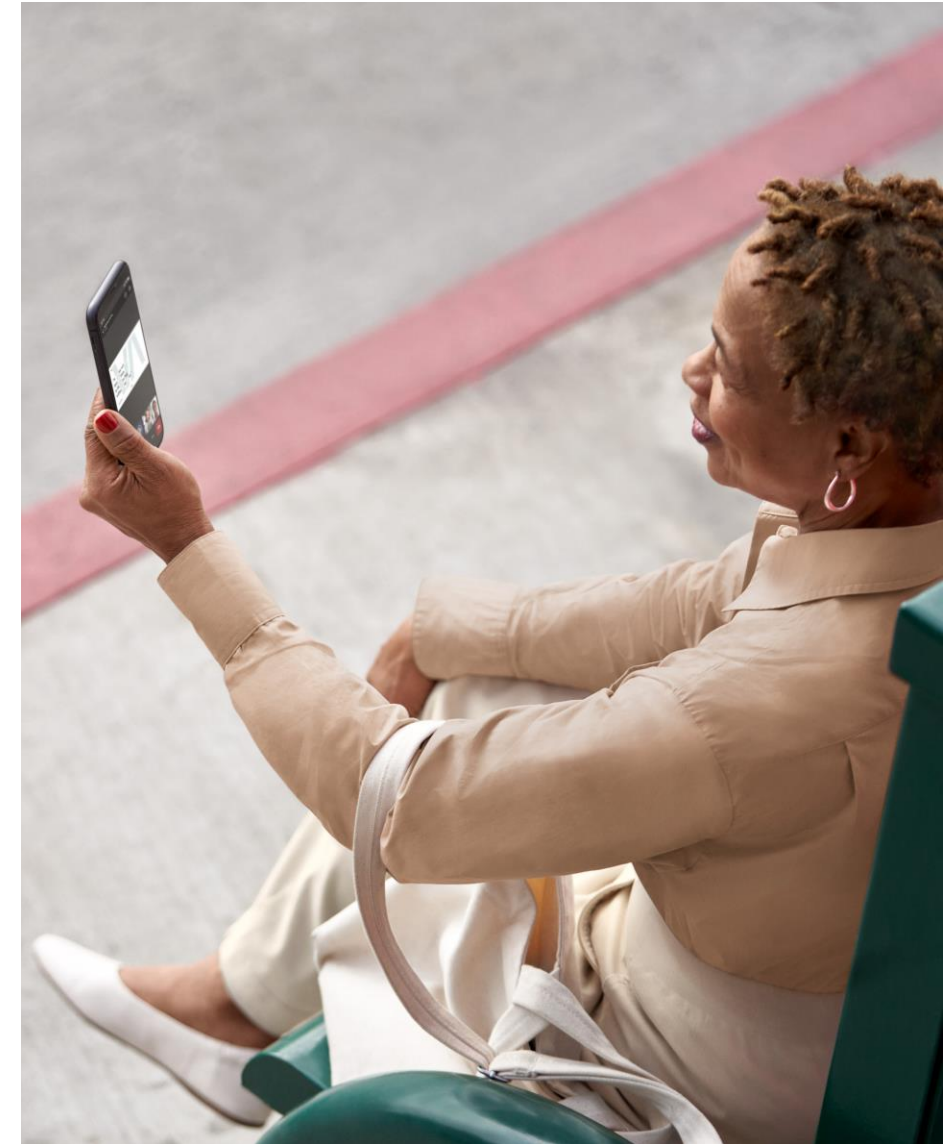
# Teams Phone Mobile

*(Formerly Operator Connect Mobile)*

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Online or on-the-go, never miss a call.

Peter Lippert – Sr. Technology Specialist



# Mobility has changed the ways we work

## Creating new opportunities ...

Improves worker flexibility, responsiveness and productivity.

Enables business continuity during uncertainty and change.

Facilitates heightened safety when situations require remote work.

## ... and challenges

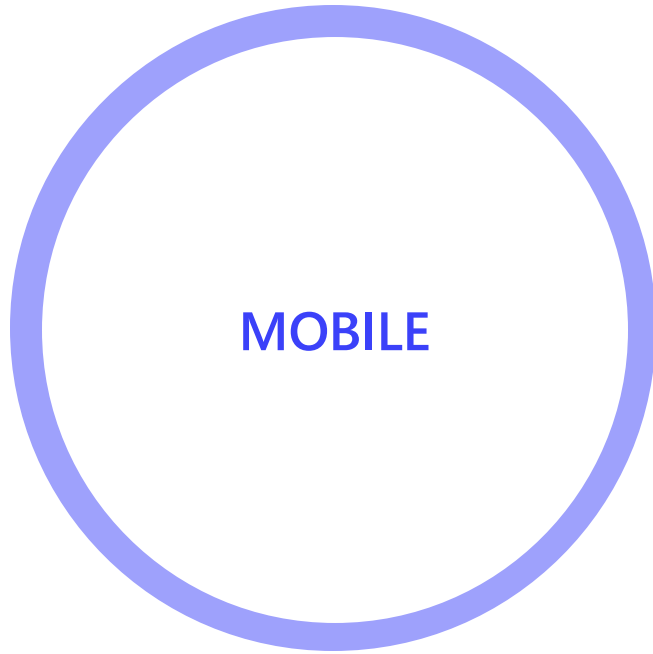
Siloed and inconsistent experiences for calls and collaboration.

Increased costs for redundant devices, voice services, and support.

Increased likelihood of insecure and non-compliant devices and configurations.

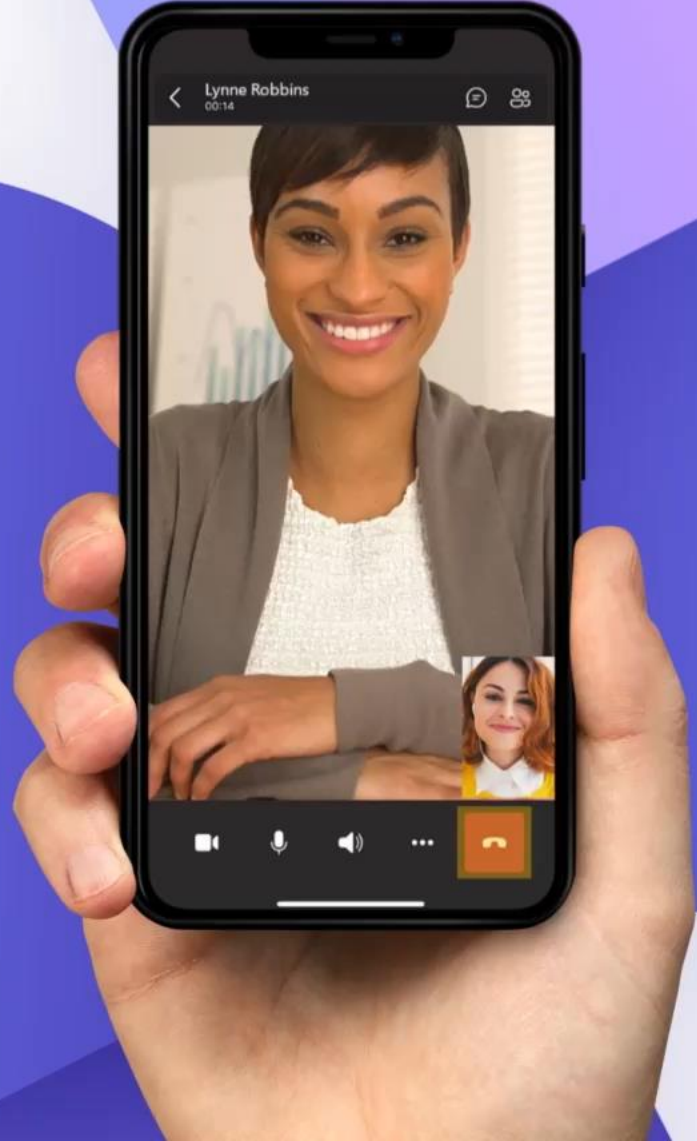


# Mobile phones are essential in the modern hybrid workplace



**F**lexible  
**I**nclusive  
**R**eliable  
**S**ecure  
**T**ruly Productive





# 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.



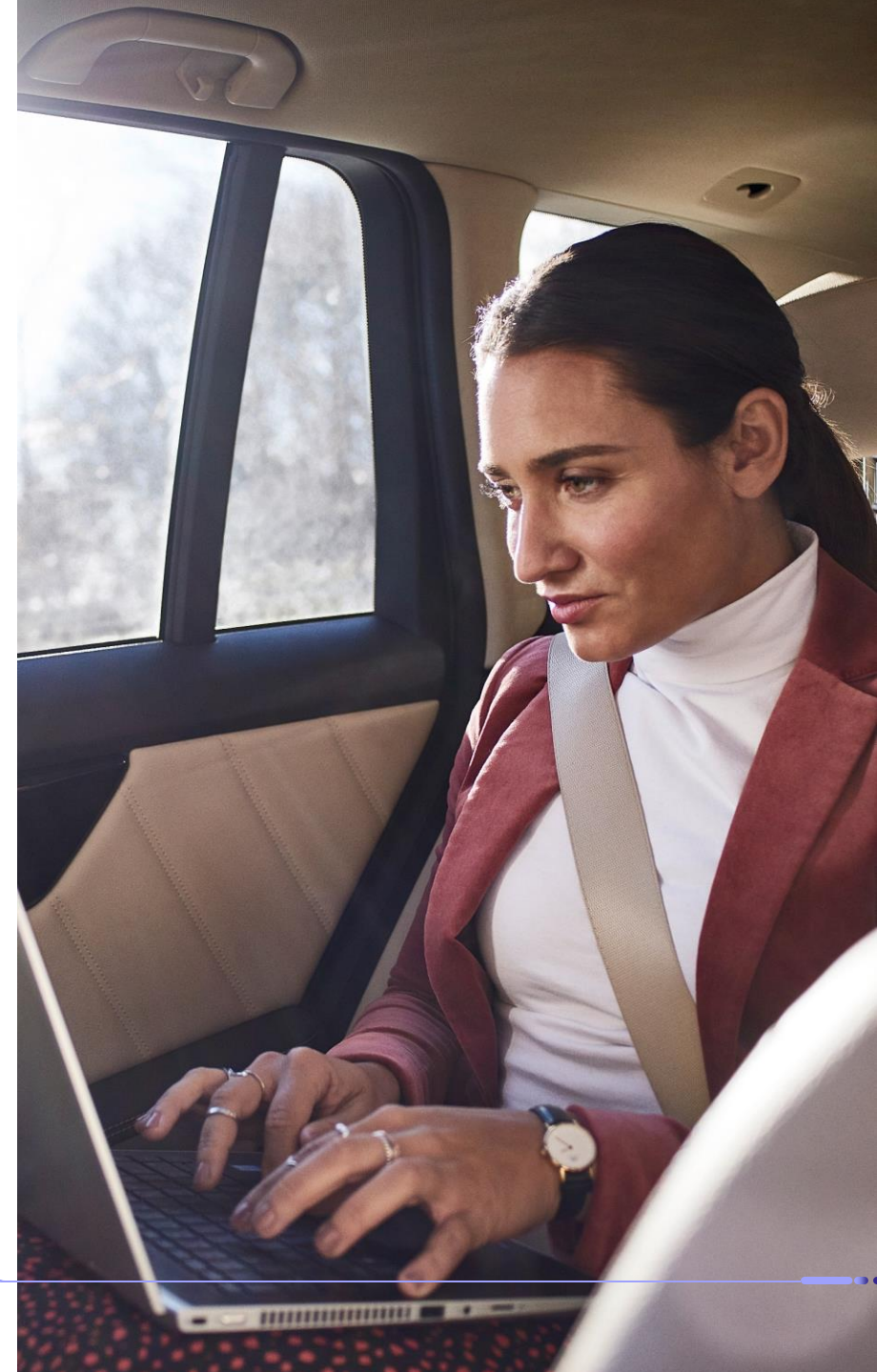
## Realize true mobile integration

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.



# Teams Phone Mobile keeps 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.



# Teams Phone Mobile launch features



- 1** **Make and receive calls** from your smartphone's native dialer or Teams endpoints using your single business-provided mobile number.
- 2** **Move between devices and Teams endpoints during a call** without dropping the call.
- 3** **Transfer calls** to colleagues on Teams by uplifting the call to Teams on same device.
- 4** **Combined call history** across Teams and native mobile dialer.
- 5** **Presence integration** enabling status updates to "In a call" when on a call on the native dialer.
- 6** **Unified voicemail & business unanswered settings** on all Teams endpoints and email with business enforced archival periods.
- 7** **Enterprise grade calling policies and compliance** implemented on employee's mobile calls on Teams and native dialer.
- 8** **Show mobile number or company's main number** as outbound caller ID when making outbound calls from the native dialer or any Teams endpoint.
- 9** **Add mobile number** to company call queues and PBX.
- 10** **Reliable calling** via cellular voice network or internet connection.



# Teams Phone Mobile

## Launch details

- Operators at launch will provide coverage largely throughout North America and Europe
- Further operator/geographic expansion planned for 2023

## Licensing requirements

- Requires Teams Phone Standard/E5 license
- Part of Phone System license \*

\* Will require to be added as \$0 add-on SKU at launch. Engineering work underway to integrate Teams Phone Mobile into Phone System license.

## Currently Available



# Teams Phone Mobile User Experience

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# Microsoft Teams Phone

for your business mobile number.

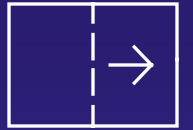
Live demo

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# Teams Phone Mobile: What's next?

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# Resources to dive deeper

Blog posts and technical guidance to help you plan for Teams Phone Mobile

- 1 [Microsoft Teams Tech Community announcement blog post](#)
- 2 [Teams Phone Mobile product page](#)
- 3 [Teams Phone Mobile readiness guidance](#)
- 4 [Teams Phone Mobile end-user guide \(to come\)](#)



# Teams Phone Mobile

Intelligent telephony from  
Telia & Microsoft

September 20<sup>th</sup>, 2023



# The content

**The overall picture**

**Telephony for Teams from Telia**

**Features and advantages**

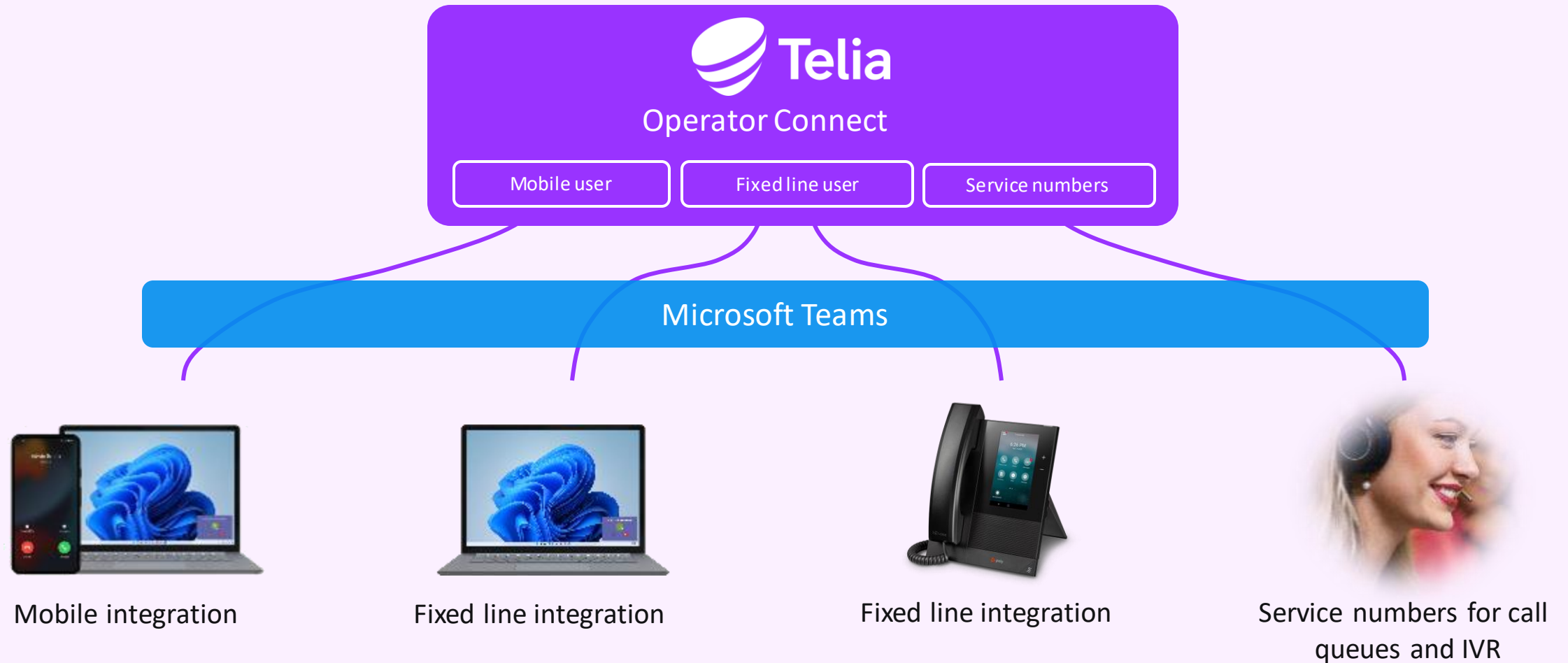
**How to get Teams Phone Mobile**

**Some technical details**



# Teams Operator Connect

## Telia delivers telephony for Microsoft Teams

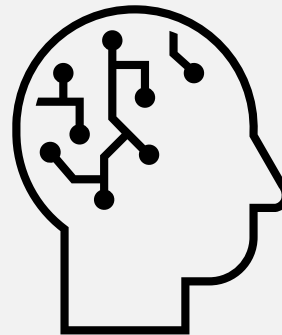


# Telia and Teams Phone Mobile – why?

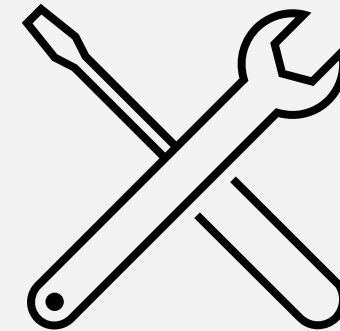
## 3 reasons for Telia to offer Teams Phone Mobile



Merger of mobile and Teams  
– two ubiquitous work tools



Intelligent solutions for  
mobile telephony - now and  
onwards



Expand Telia's competencies  
within phone systems design



# MICROSOFT TEAMS PHONE SYSTEM



MOBILE APP  
ANDROID or iOS



SOFTPHONE  
PC or MAC



FIXED PHONE  
TEAM CERTIFIED DEVICES



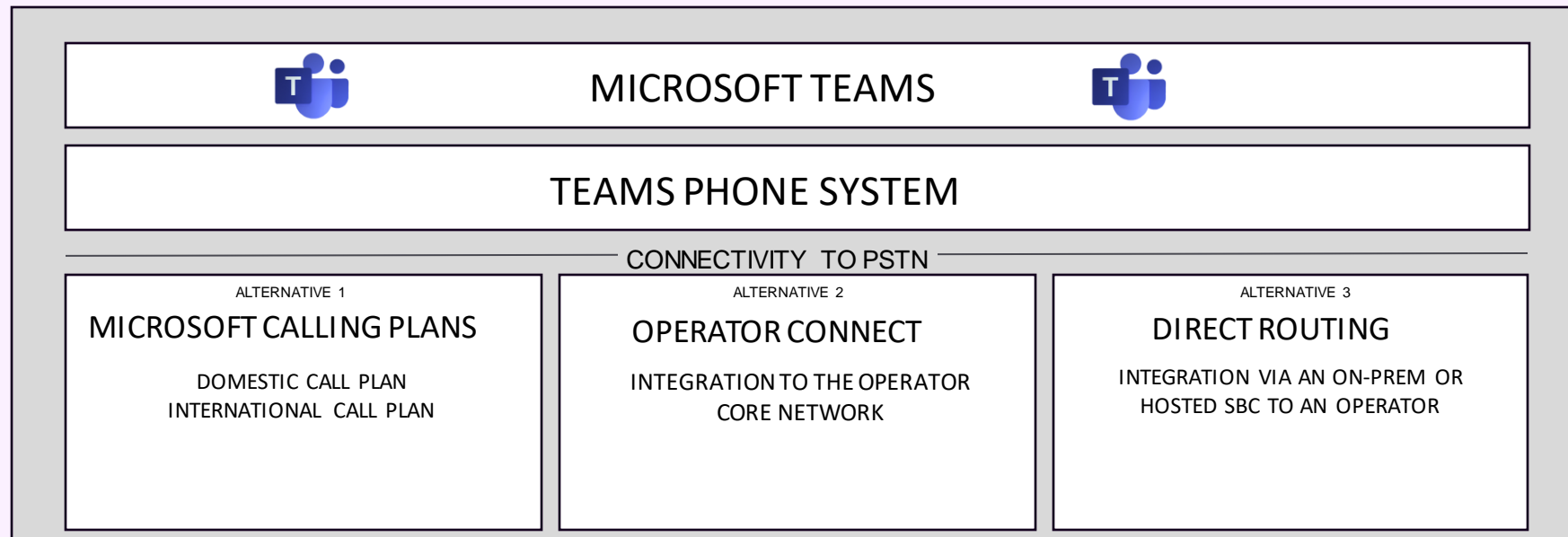
FIXED PHONES  
STANDARD SIP PHONES



ATTENDANT & CONTACT CENTER  
TEAMS CERTIFIED 3<sup>rd</sup> PARTY

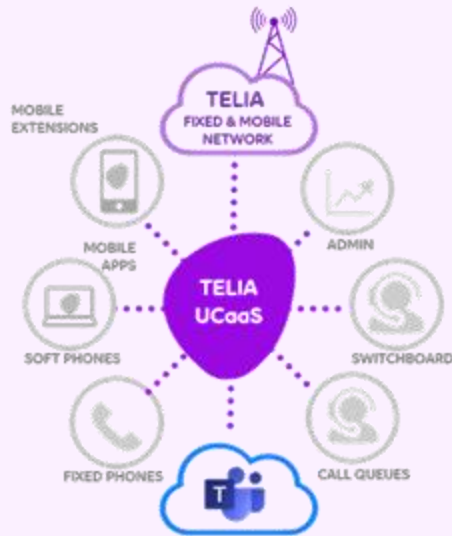


CONFERENCE ROOMS  
COLLABORATION BARS  
TEAMS ROOM SYSTEMS



# Teams Telephony Solutions

## Different tracks from Telia



### Cloud PBX with Teams integration

**Cloud based “multi-tenant” PBX from Telia. PBX application is an add-on to the mobile subscription.**

**Telephony in Teams is also an add-on.**

Integration via  
Direct Routing with presence status  
using Graph API's



### Telephony integrated with Teams

**Teams is the telephony system.  
All features natively in Teams.**

Integration to Telia's core network via  
Operator Connect offering Teams Phone Mobile  
and enabling Teams certified applications

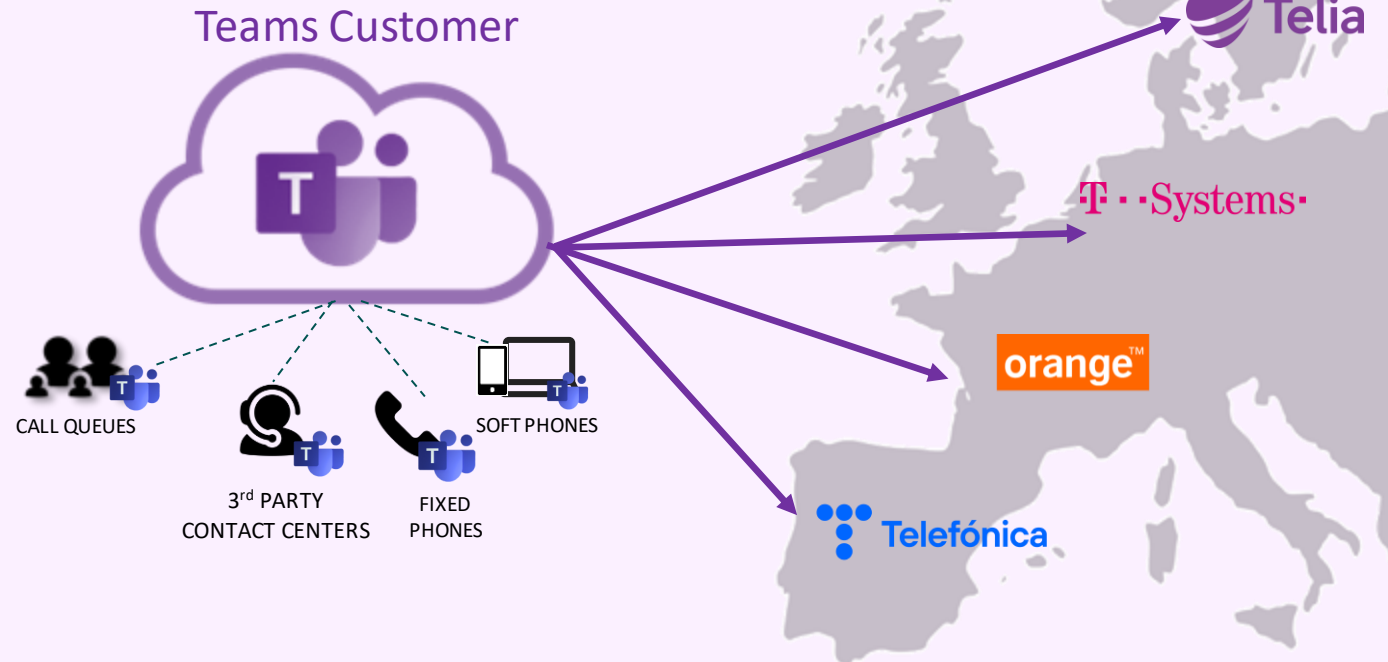


# Teams Phone System

## Include more countries and operators

Possible to have different operators from one country to another




- **One interface for administration** all countries and operators in Teams Admin Center
- **Uniform functionality for all users** independent of country and operator
- **Implement one joint internal IT-helpdesk & IT-process**
- **Same Teams-certified 3<sup>rd</sup> party systems can be used independently of country and operator**



# Telia Teams Phone Subscriptions from Telia



Teams Phone for Microsoft Teams

 <p><b>Teams Phone Mobile User</b></p>	 <p><b>Teams Phone (fixed)</b></p>	 <p><b>Teams Phone Service Number</b></p>
<ul style="list-style-type: none"> <li>• Mobile telephony for Teams</li> <li>• Native dialer, PC &amp; mobile app</li> <li>• Standard mobile subscription</li> <li>• One number</li> <li>• Calls invoiced via mobile subscription</li> </ul> <p><b>49 DKK</b> per month</p>	<ul style="list-style-type: none"> <li>• Fixed line telephony</li> <li>• One fixed number &amp; one voice channel</li> <li>• App on PC and mobile phone</li> <li>• Calls invoiced via fixed line subscription</li> </ul> <p><b>39 DKK</b> per month</p>	<ul style="list-style-type: none"> <li>• Aimed at call queues, IVR and main number</li> <li>• Fixed number</li> <li>• Voice channels (can handle more simultaneous calls)</li> <li>• Fixed line subscription</li> </ul> <p><b>99 DKK</b> per month</p>
<p><b>Telia Mobile Subscription</b> Mobile Subscription with a mobile calling plan with pay-per-minute or flat rate for domestic and international calls</p>		<p><b>Telia fixed line subscription</b> Fixed line subscription agreement – usage based or flat rate for domestic calls</p>

-  Save cost with one subscription  
With Teams Phone Mobile only one subscription for calls both from the mobile and Microsoft Teams is needed
-  Teams Phone (fixed) Teams Phone Service Numbers ready Q1, 2024
-  Easy to get started  
Telia provision all phone numbers via an API to customer 365-tenant
-  Support included by Telia  
All incidents with external call quality. Telia will contact Microsoft
-  Robust & reliable service  
Based on a shared & redundant infrastructure from Telia & Microsoft, 99,99% Uptime



# Telia Teams Phone Mobile

<u>Features and advantages</u>	
<ul style="list-style-type: none"> <li>• Answer and make mobile calls in the mobile or in the Teams PC Client using your mobile number</li> </ul>	<ul style="list-style-type: none"> <li>• Add participants to Teams-meetings simply by calling their phone number</li> </ul>
<ul style="list-style-type: none"> <li>• Synchronization of activity and presence – when in a call on the mobile phone, Teams indicates status as busy in a call</li> </ul>	<ul style="list-style-type: none"> <li>• All admin configuration via Teams Admin Center</li> </ul>
<ul style="list-style-type: none"> <li>• Seamless uplift mobile calls to Teams Mobile App for video and document sharing</li> </ul>	<ul style="list-style-type: none"> <li>• All user configuration in the Teams Client/App</li> </ul>
<ul style="list-style-type: none"> <li>• Seamless move mobile calls to Teams in the PC</li> </ul>	<ul style="list-style-type: none"> <li>• When abroad, handle calls in Teams via e.g. WiFi to avoid roaming charges</li> </ul>
<ul style="list-style-type: none"> <li>• Recording &amp; voice mail in Teams for mobile calls</li> </ul>	<ul style="list-style-type: none"> <li>• Possibility for one global solution, which is administered centrally</li> </ul>
<ul style="list-style-type: none"> <li>• One voice mail for mobile and Teams calls</li> </ul>	<ul style="list-style-type: none"> <li>• In case of problems with Teams, the mobile phone can be used as normally</li> </ul>
<ul style="list-style-type: none"> <li>• One call history for mobile and Teams</li> </ul>	<ul style="list-style-type: none"> <li>• Jointly supported by combined resources from Telia and Microsoft</li> </ul>





# Teams Operator Connect

## 4 steps to buy from Telia...



Step 1

### Check Microsoft licenses

Microsoft licenses should be purchased as part of existing Microsoft license agreement

#### Microsoft Office 365 licenses

- Business B/S/P + Teams Phone Standard
- E1/A1 + Teams Phone Standard
- E3/A3 + Teams Phone Standard
- E5/A5 + Includes Teams Phone Standard  
Common Area Phone






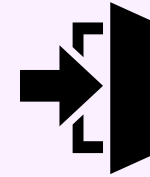
Step 2

### Decide OC Subscriptions

Chose the mix of user subscriptions from Telia that fits your need

#### OC Subscriptions from Telia

-  Teams Mobile User
-  Teams Fixed User
-  Teams Service Number



Step 3

### Decide Pricing and phone numbers

Decide the phone numbers and the length of the agreement with Telia

#### Numbers and calling plans

- New or port-in numbers?
- Local area codes or nongeographical numbers?
- Mobile subscriptions and calling plans
- Agreement period



Step 4

### Add Optional extras

Other applications and devices can be added from Telia

#### Options

- Pilot and getting started services
- Headsets and phone devices
- Contact centers and switchboards



# Teams Operator Connect

## How is it delivered?

### 1. Telia Agreement

Telia and customer signs a subscription agreement for existing or new phone numbers

### 2. Provisioning in Teams

Telia is provisioning all phone numbers to customer's Teams tenant.

### 3. Support via Telia

Any problem with the phone numbers or voice quality is handled by Telia with possible support by Microsoft

### Operator Selection

Customer selects Telia for Teams Mobile Phone .  
This triggers a lead and consent to Telia.  
Consent is necessary for Telia to provision numbers to TAC

Phone number	Number Provider	Location	Number usages	Assignment status
+46 8 394 758 34	Telia	Stockholm, Sweden	User	Unassigned
+46 8 394 758 33	Telia	Stockholm, Sweden	User	Unassigned
+46 8 394 758 11	Telia	Stockholm, Sweden	User	Unassigned
+46 8 394 758 10	Telia	Stockholm, Sweden	User	Unassigned
+46 656 41 86 06	Telia	All locations, Sweden	User	User assigned
+46 656 41 86 05	Telia	All locations, Sweden	User	User assigned
+46 656 41 86 04	Telia	All locations, Sweden	Voice app	Voice app assigned
+46 656 41 86 03	Telia	All locations, Sweden	Voice app	Voice app assigned
+46 566 41 78 04	Telia	All locations, Sweden	User	Unassigned

### 4. Easy customer Admin

Customer assigns users or call queues to phone numbers

### 5. Users start calling

Users start calling in Teams with their assigned number

### 6. Telia Invoice

Telia will charge and bill the customer for the service and mobile subscription

### Telephony Solution

Customer can attach telephones or 3<sup>rd</sup> party Switchboard, CC or recording solutions



# Teams Phone Mobile

## Telia Denmark in Teams Admin Center

Operator Connect \ Telia

**Telia**  
Acquired phone numbers: 0  
Available products: Teams Phone calling, Teams Phone Mobile calling

**Operator settings**

Review products by region and select where to partner with this operator

- Norway  
Teams Phone calling
- Sweden  
Teams Phone calling, Teams Phone Mobile calling
- Denmark  
Teams Phone Mobile calling

**Operator can contact me using this information**

Company name \*  
Contoso

Company size \*  
[Dropdown menu]

Full name \*      Email \*      Phone number (optional)  
[Input field]      [Input field]      4255550100

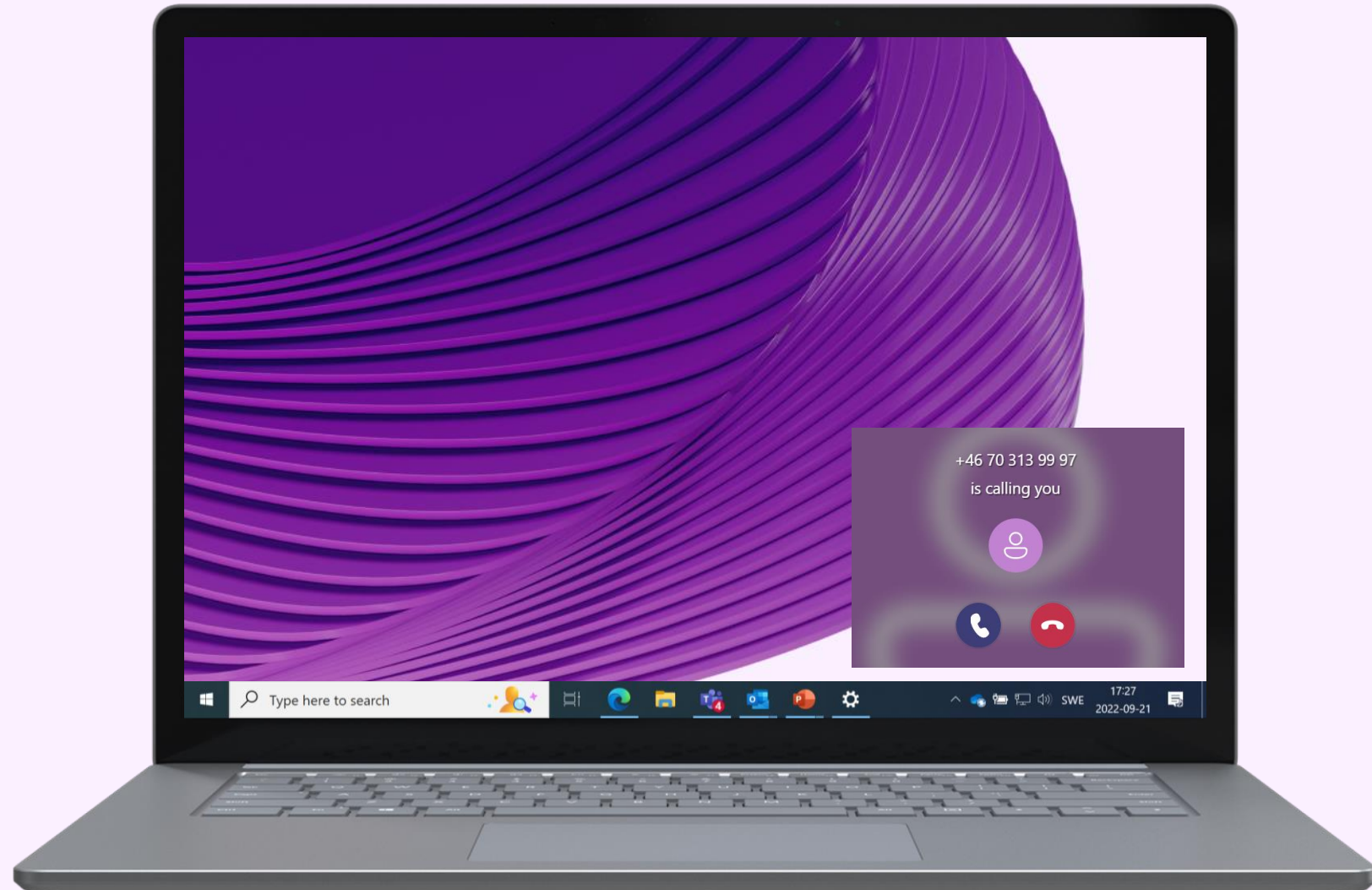
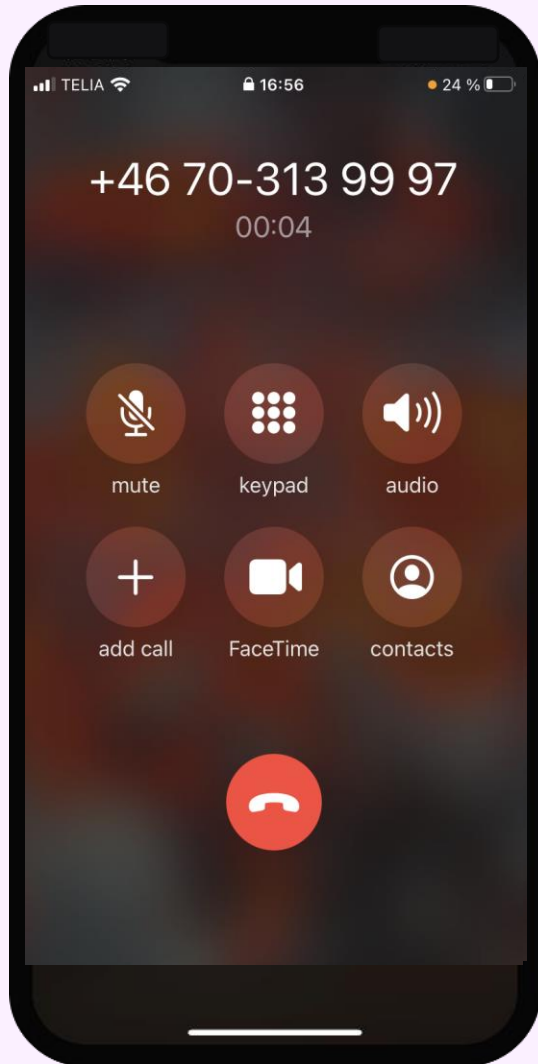
+ Add another contact

I accept the data privacy terms



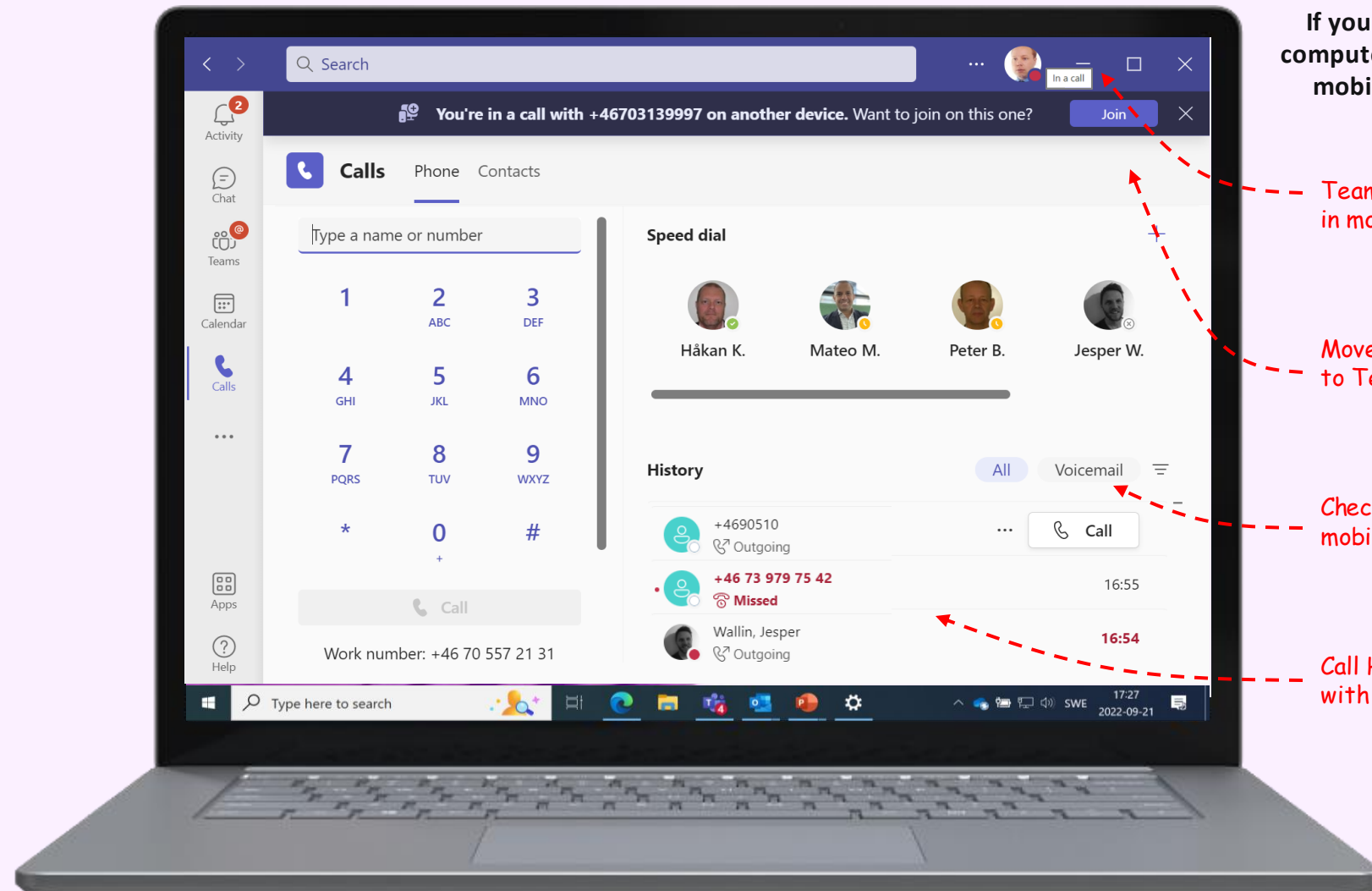
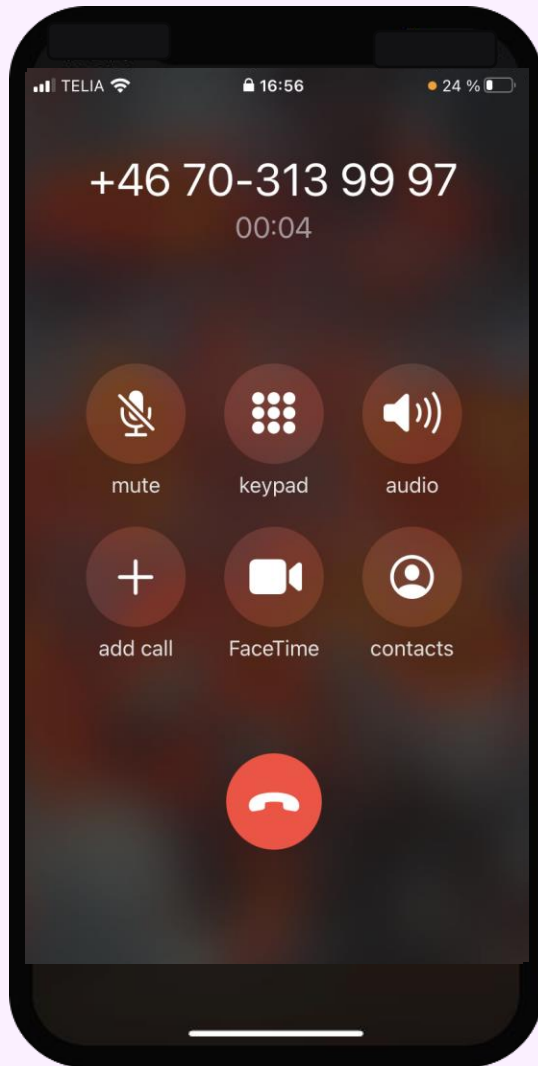
# Teams Phone Mobile

Incoming call to your mobile number (Answer and move)



# Teams Phone Mobile

## Incoming call to your mobile number (Answer and move)



If you open Teams in the computer during a call in the mobile phone, you see:

Teams Presence when busy in mobile call

Move an ongoing mobile call to Teams in this device

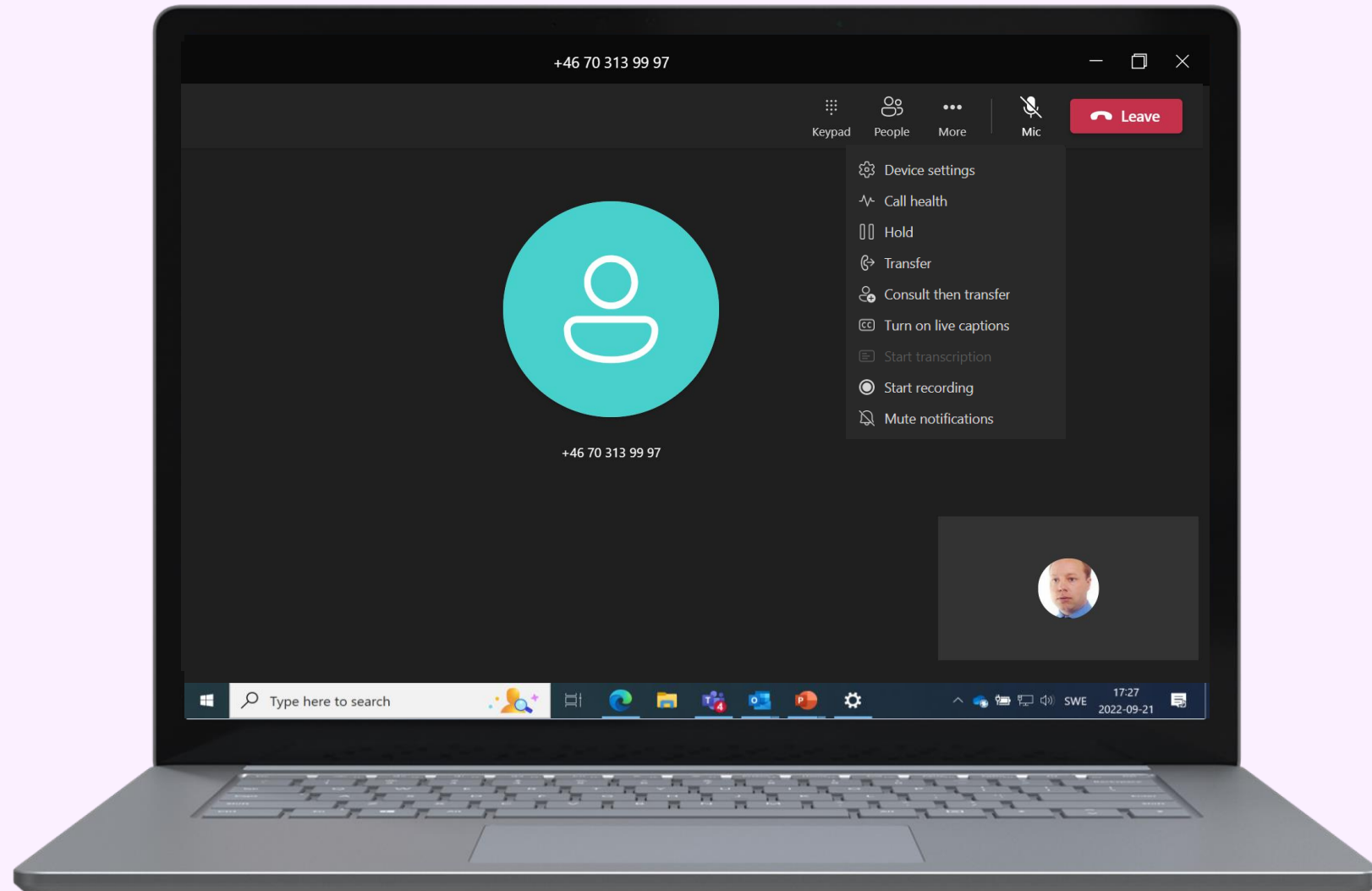
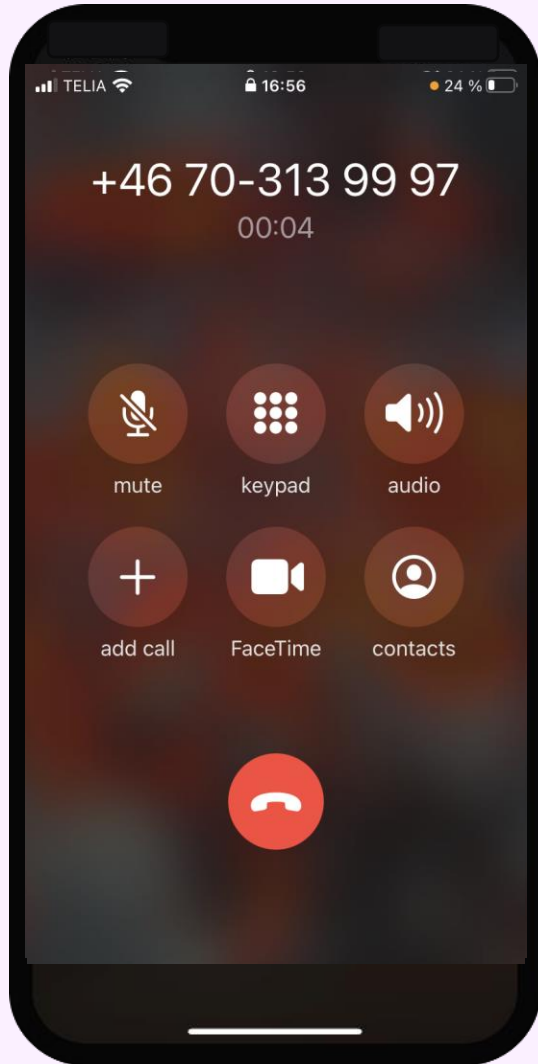
Check voicemails on your mobile number

Call History is combined with one in mobile phone



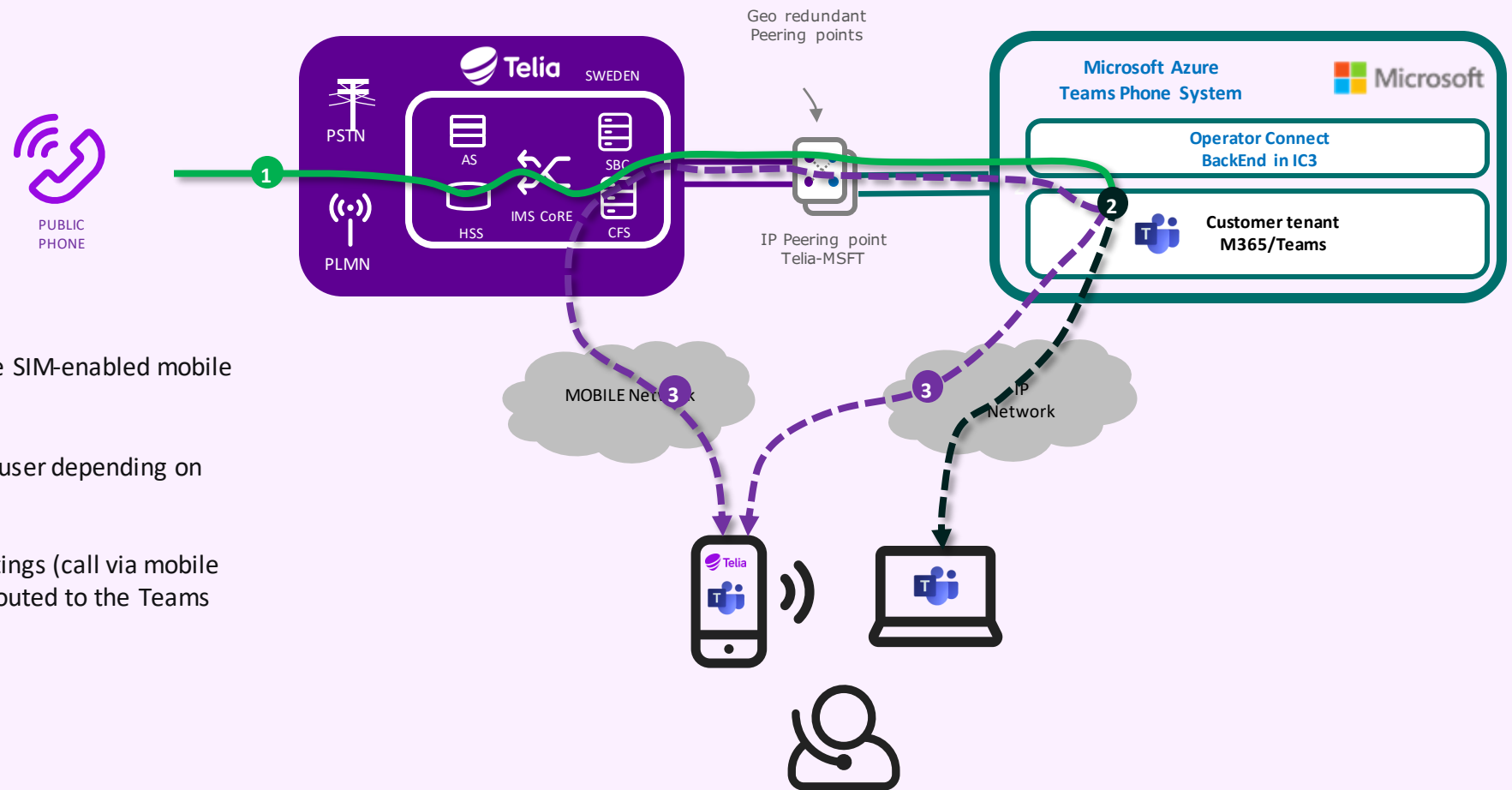
# Teams Phone Mobile

## Incoming call to your mobile number (Answer and move)



# Telia Teams Phone Mobile

## Incoming calls to a Teams Phone Mobile user

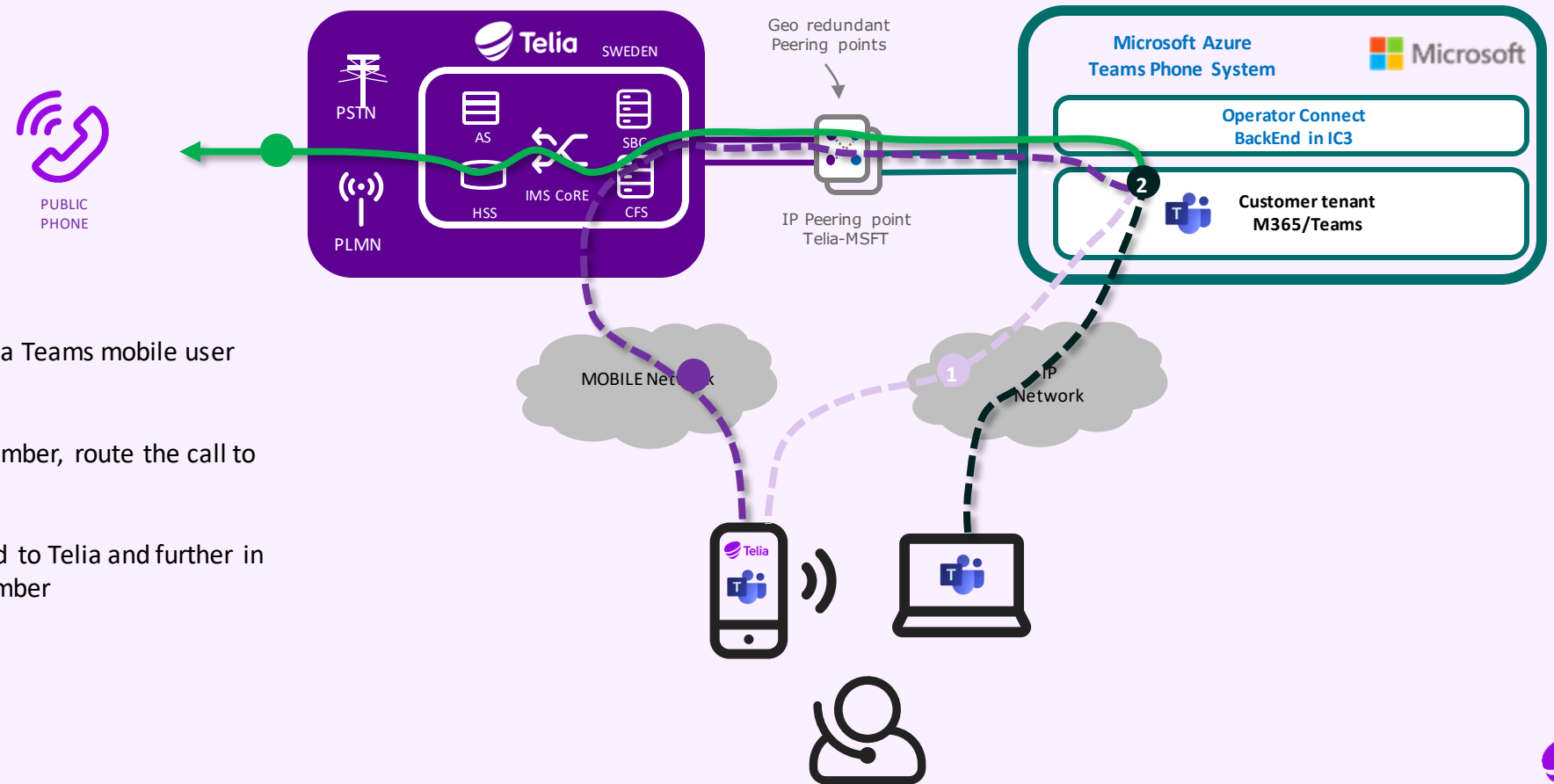


- 1 Telia will route all incoming calls on the SIM-enabled mobile number to Teams
- 2 OC will route it to the assigned Teams user depending on presence and user settings
- 3 Depending on the user's preferred settings (call via mobile network or via IP network) the call is routed to the Teams user's mobile handset



# Telia Teams Phone Mobile

## Outgoing calls from a Teams Phone Mobile user



- 1 Telia will route all outbound calls from a Teams mobile user through Teams (except 112)
- 2 Teams will, depending on the called number, route the call to internal user or to external number
- 3 Call for external numbers will be routed to Telia and further in the operator network to the dialed number





# Telia Operator Connect for Microsoft Teams

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## 3 reasons for Teams Operator Connect

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### Easy administration

In Teams Admin Center you will automatically find your number series from Telia to easily be assigned to the corresponding users for calling.



### Reliable support

For help with quality and incident issues you will get the help you need with combined resources from Telia and Microsoft.



### Carrier grade quality

Telia is integrated directly to Microsoft's Cloud with full Quality of Service without calls over the Internet. This secures a carrier-grade telephone experience in Microsoft Teams.





# Welcome to GN

Reflections and Learnings

Thank you!