



Power your workday with productive mobility

Microsoft Teams Phone Mobile

Employees' demands for flexibility have set a new precedent in today's modern workplace

90%

want flexibility in where and when they work¹

57%

say smartphones are essential to their jobs²

70%

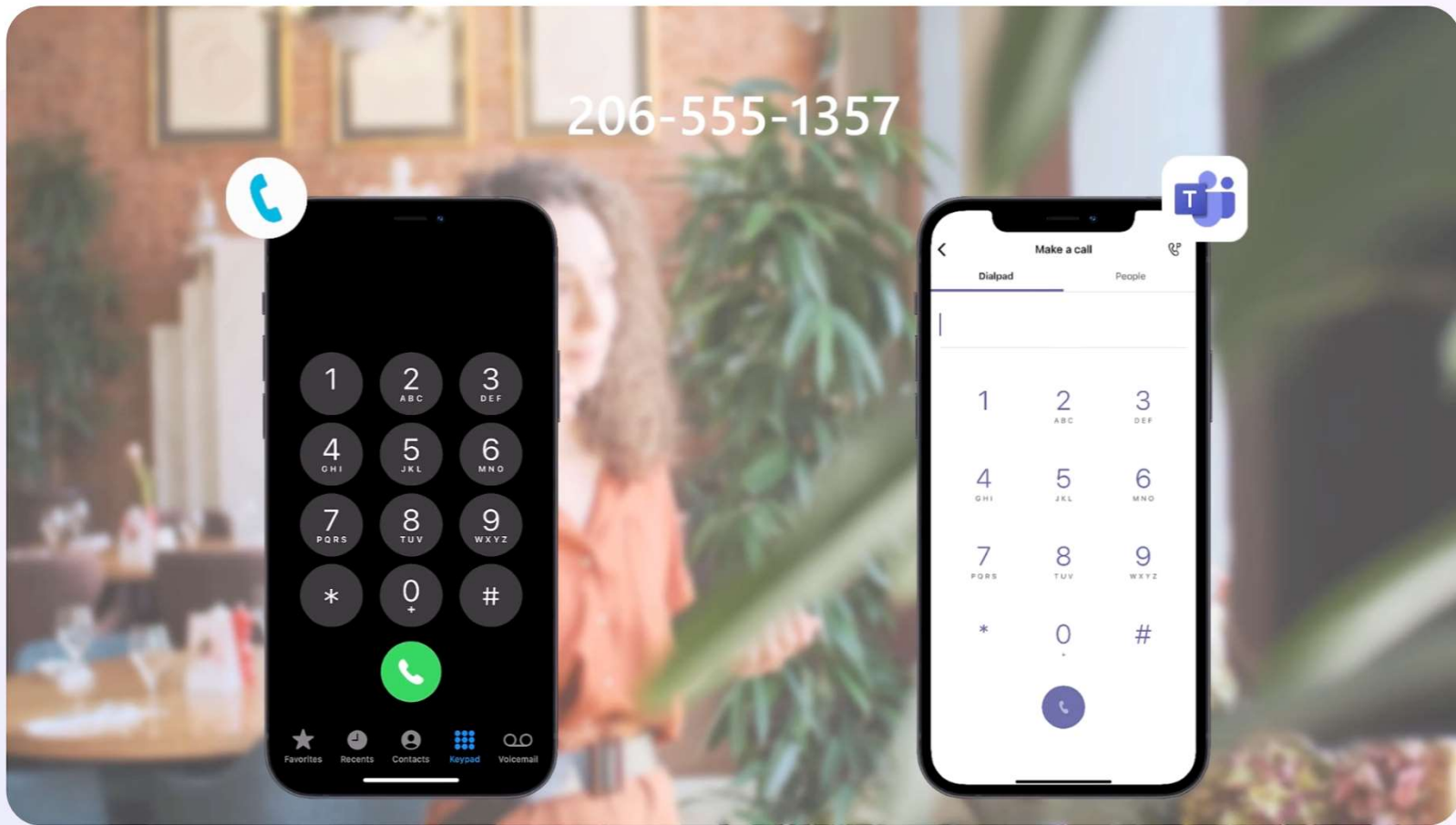
say productivity is affected by switching between applications³

¹ More than half of employees would quit, 2021, EY

² Maximizing mobile value, 2022, Oxford

³ Collaboration By Design In An Age Of Generative AI And The Modern Workplace, 2023, Forrester Consulting study commissioned by Microsoft

Introducing productive mobility from Teams Phone Mobile



Flexibility means enabling your organization to stay connected and productive on the go

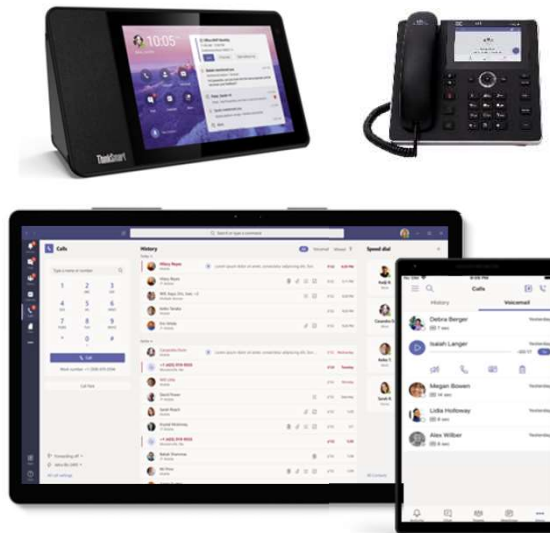
- | Enable employees to work wherever and however they want on the devices they love
- | Boost productivity with optimized calling experiences that keep you in the flow of work
- | Provide high quality and reliable calling while on the go with shared service level agreements with operators
- | Reduce security risk with compliance recording support and policies

Start a call from wherever you're working with Teams Phone

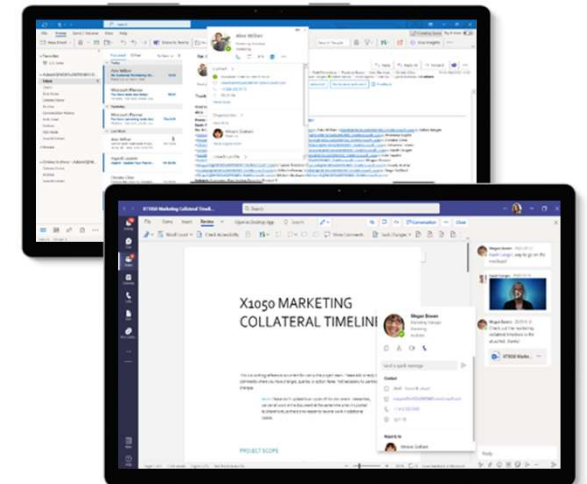
Teams Phone Mobile *part of Teams Phone*



Native dialer in your mobile phone



Call tab in the Teams app

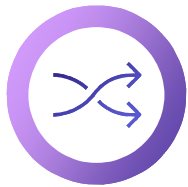


Contact card in Microsoft 365 apps

← Teams Phone →

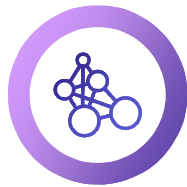
Connect your mobile number to Teams

Teams Phone Mobile, part of Teams Phone



Flexible and easy to use

Optimize and simplify your mobile experience with a single business-provided mobile and Teams number for increased flexibility and efficiency.



Intelligent and connected

Create meaningful engagements when you integrate your mobile native calling and the smart capabilities of Teams Phone in one connected solution.



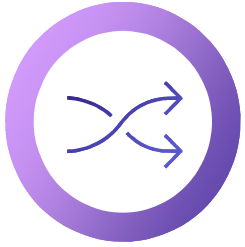
Secure and reliable

Extend your security and compliance policies to all your calls regardless where it starts so you can feel confident your communications are protected.



Simple to manage

Consolidate redundant fixed-line and mobile service for streamlined management and support.



Flexible and easy to use

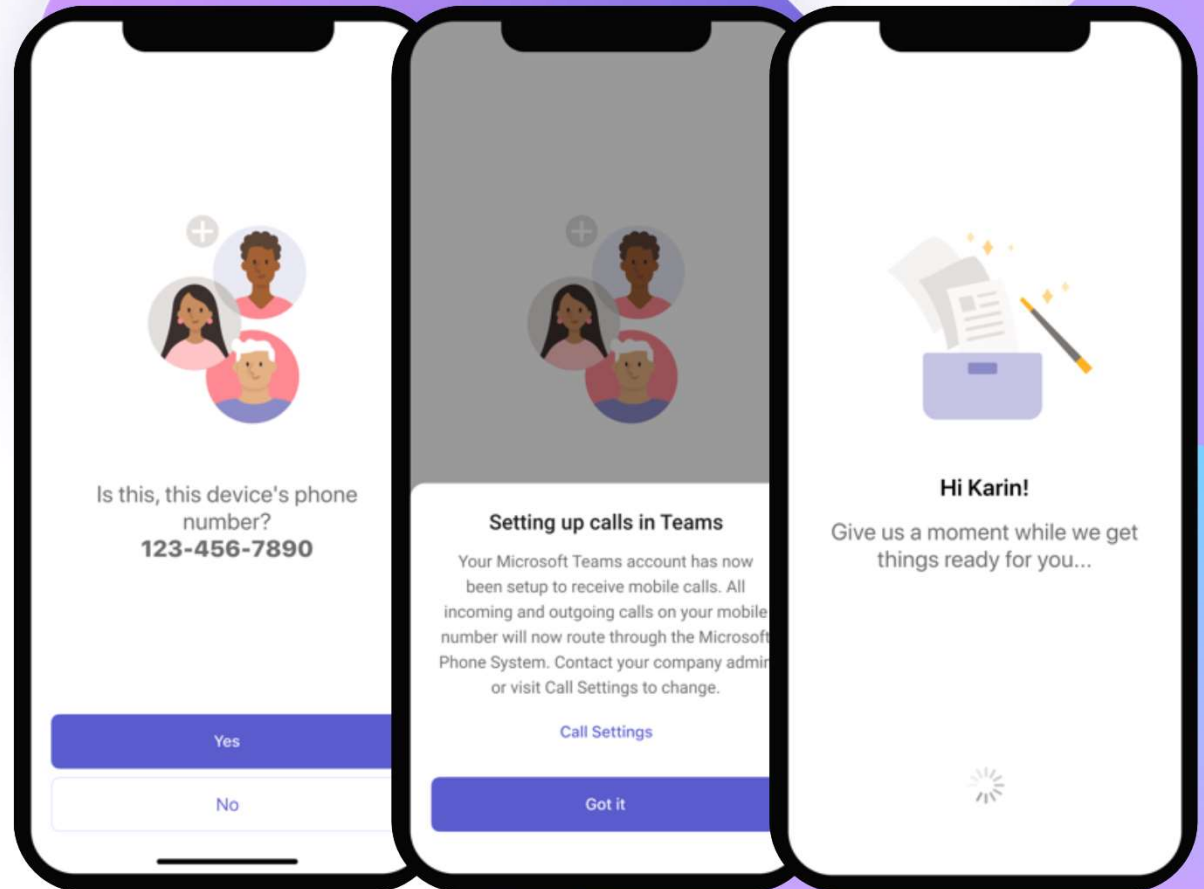
Optimize and simplify your mobile experience with a single business-provided mobile and Teams number for increased flexibility and efficiency.



Make and receive calls wherever you are with one number

Use your business-provided mobile number as your Teams phone number

Enjoy a seamless and secure communication experience on any device or network

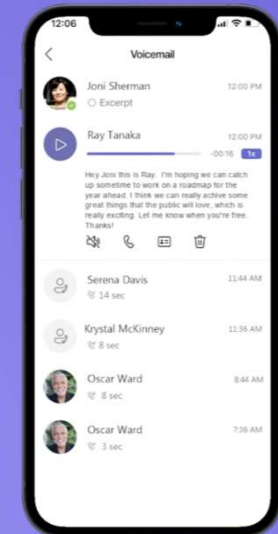
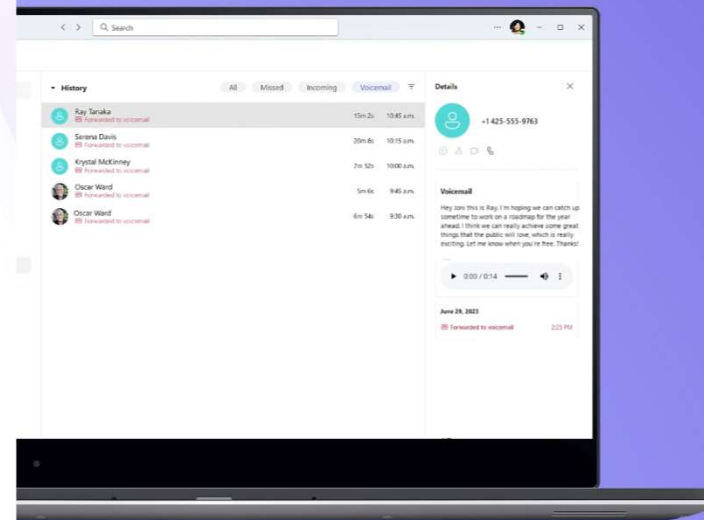


Create a unified communication experience

View a consolidated log of calls made and received through the Teams app and your mobile phone

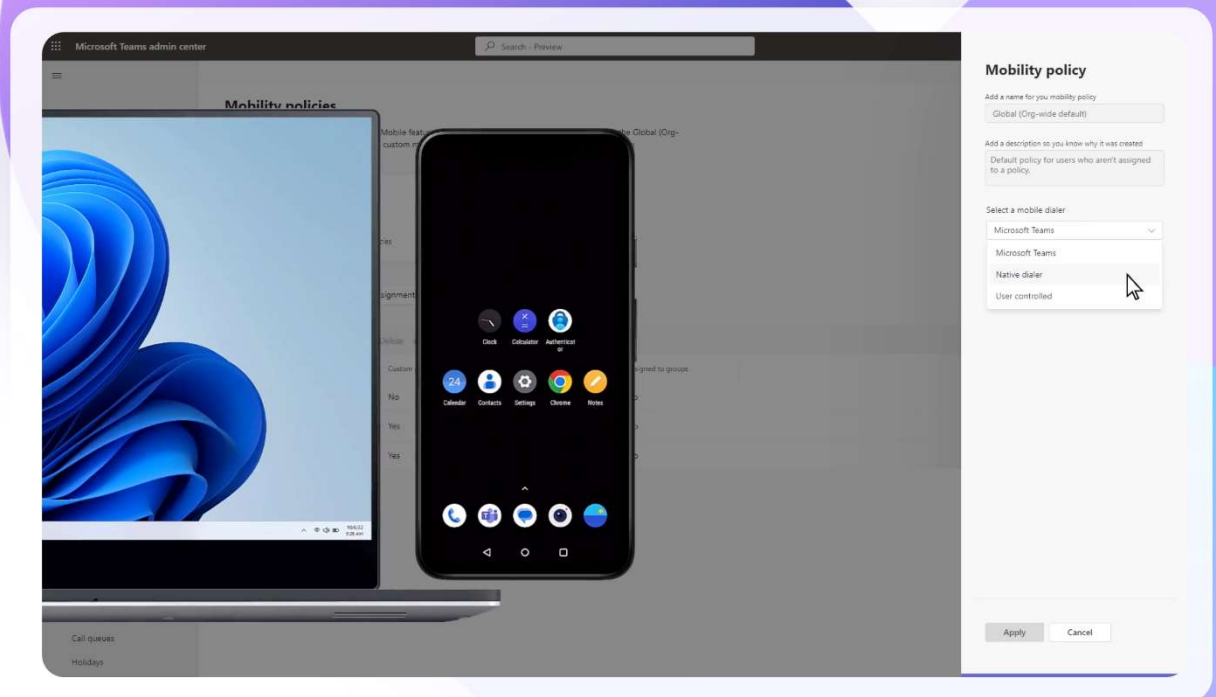
Access voicemail in Teams and benefit from speech-to text transcription and mailbox notification

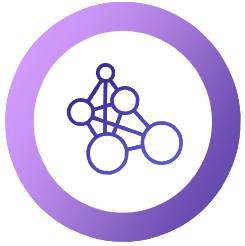
Automatically show “on a call” presence whether you’re calling through the Teams app or natively on your mobile phone



Never miss a call with ringing on multiple devices

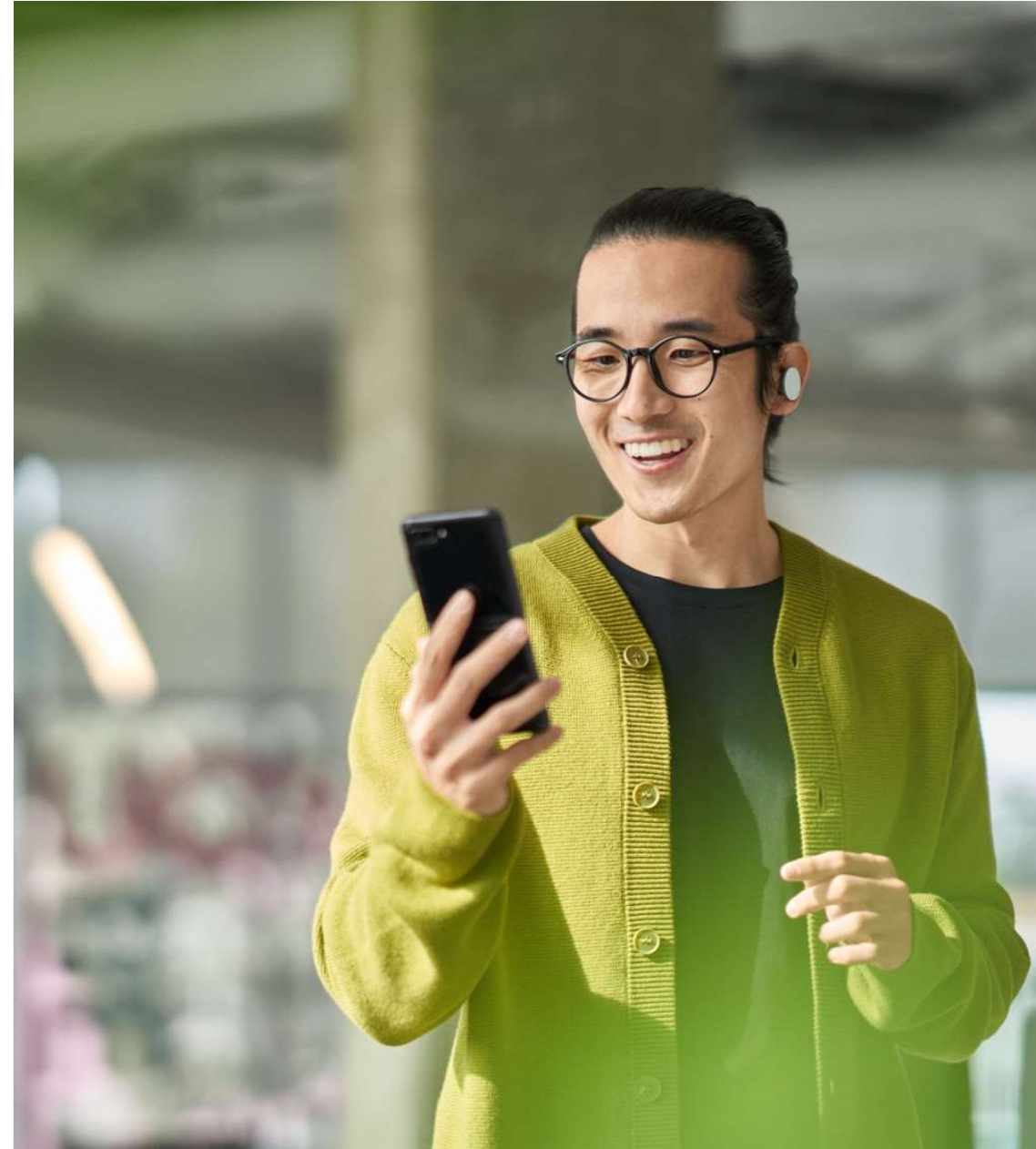
- | Set up ring settings for your mobile phone and Teams app
- | Answer calls on either your mobile phone or any active Teams endpoint





Intelligent and connected

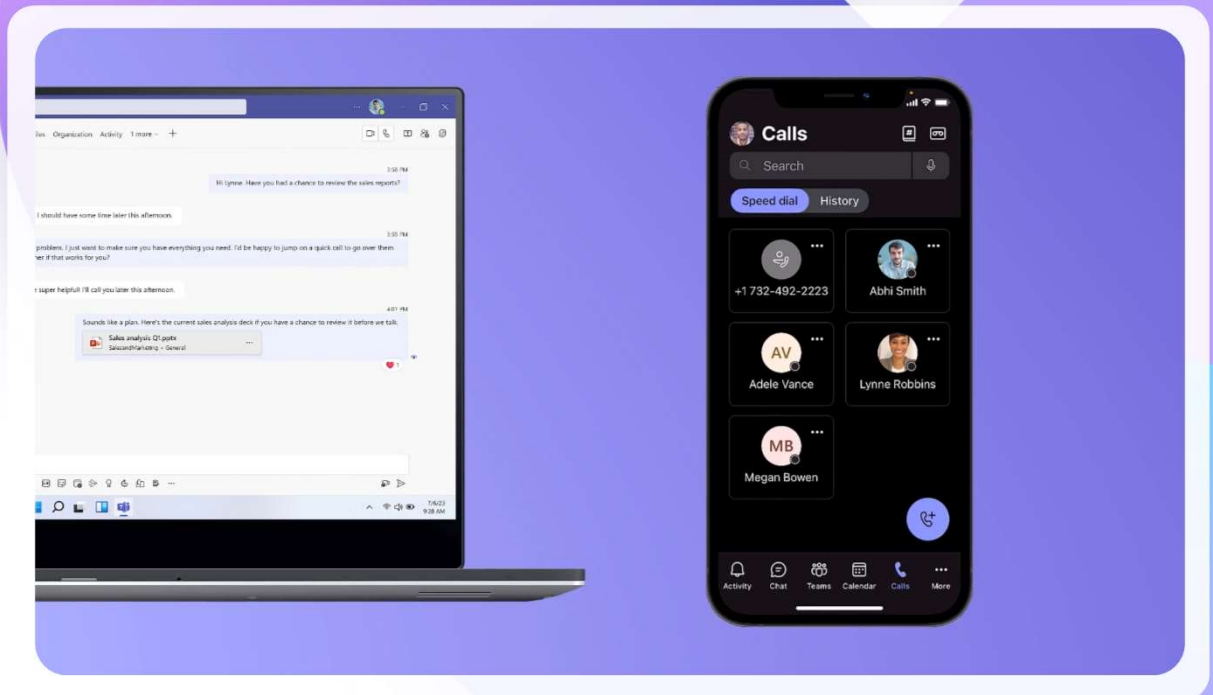
Create meaningful engagements when you integrate your mobile-native calling and Teams Phone smart capabilities in one connected solution.



Uplift your call to a collaborative experience

Enhance communication and collaboration by seamlessly uplifting calls started on your mobile phone to the Teams app

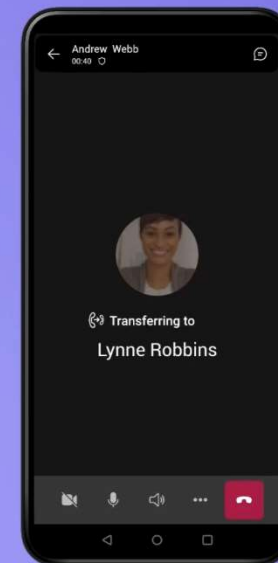
Share content, turn on video, and convert your 1:1 call into a conference by inviting additional participants



Connect the right people quickly and seamlessly

Whether using the mobile dialer or the Teams app, you can transfer your 1:1 calls to another person without interrupting the call

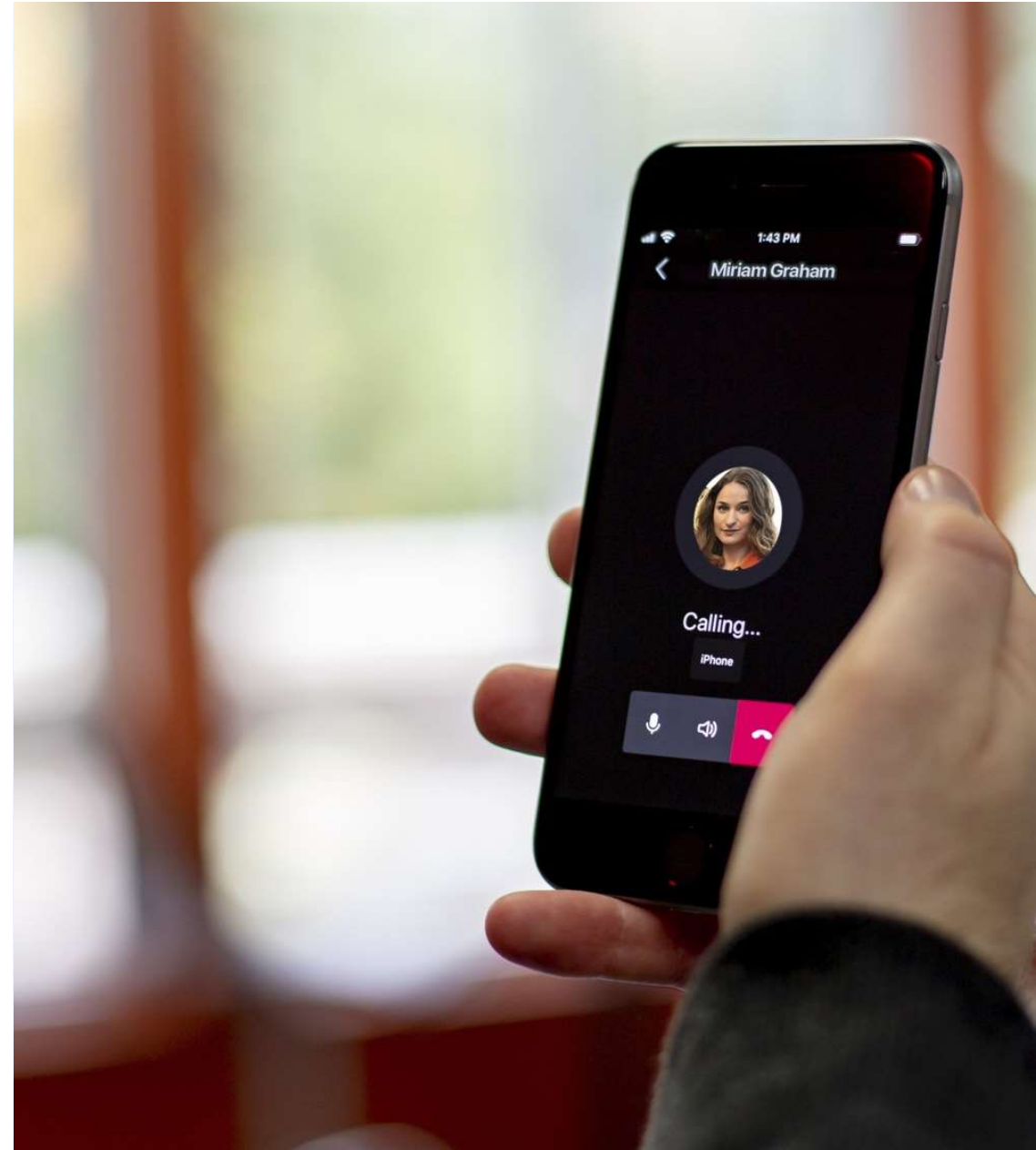
Check with someone before you transfer the call using consultative transfer





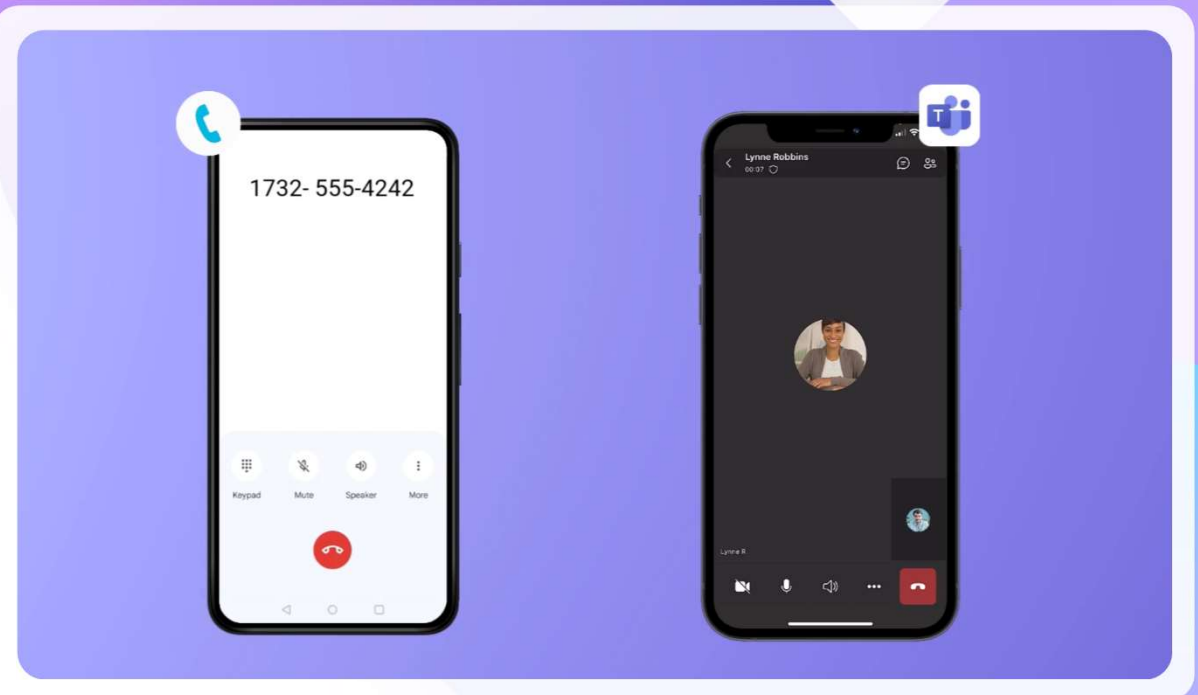
Secure and reliable

Extend your security and compliance policies to all your calls regardless where they start and feel confident your communications are protected.



Feel confident your sensitive calls stay secure

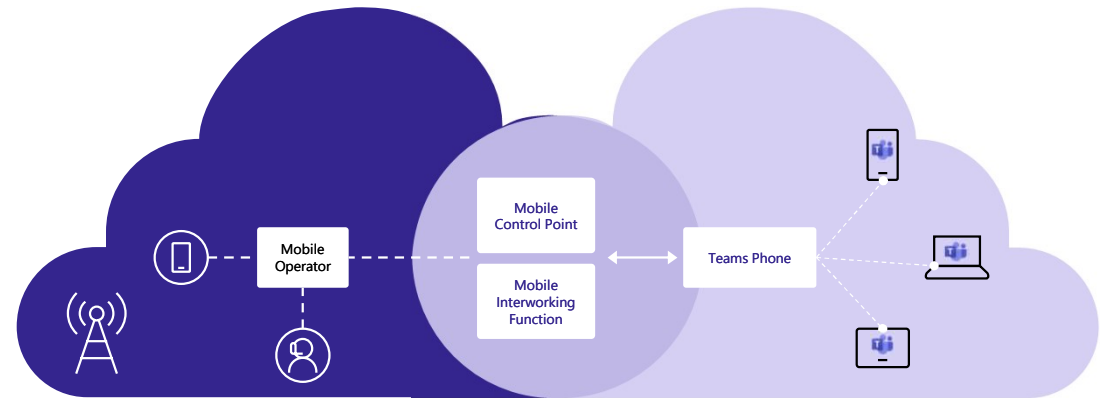
Security policies and compliance recording solutions are enforced regardless of where a call is initiated



Stay connected no matter what, with enhanced reliability

Help ensure consistent call quality and reliability through unique integration with operators

Automatically switch between Wi-Fi and mobile network



Protect your privacy with number masking

Determine how your phone number appears to others in Teams calls

Maintain your corporate branding with caller ID policies set by the administrator





Simple to manage

Consolidate redundant fixed-line and mobile services for streamlined management and support.

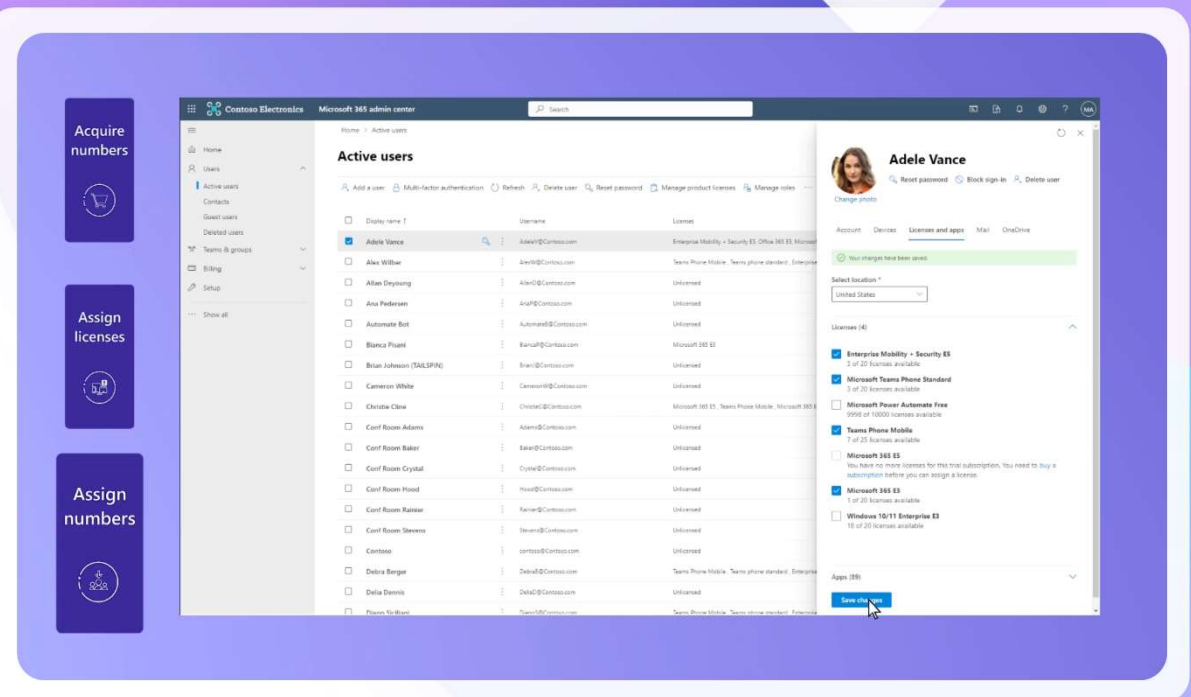


Simplify management of your mobile communications

Easily acquire, assign, and manage phone numbers provided by your operator from the Teams admin center

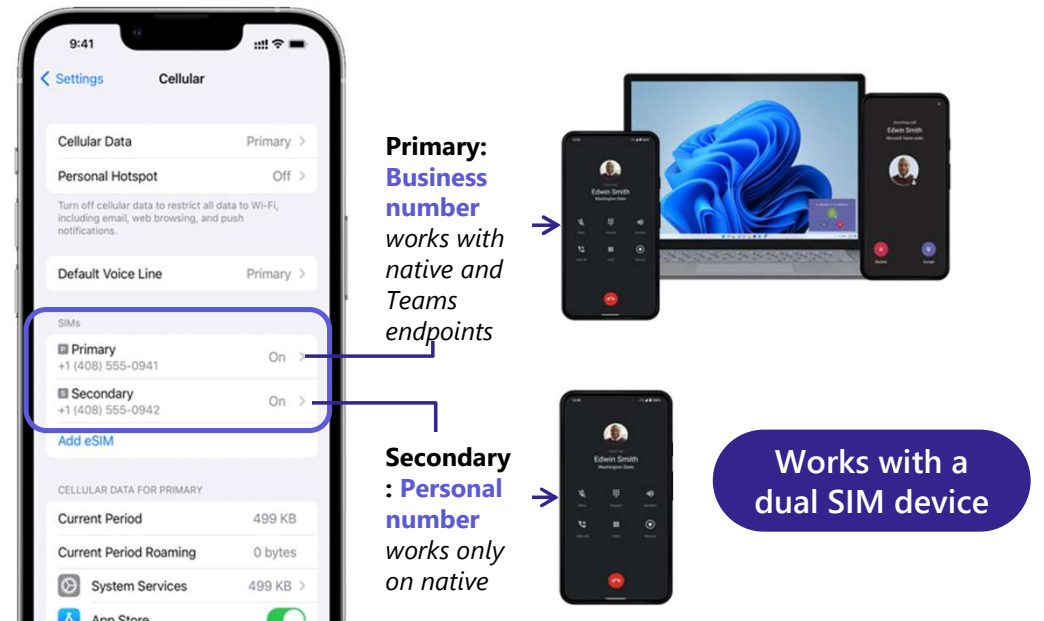
Manage both PSTN and mobile communications from the same console

Consolidate services from multiple vendors and reduce costs



Experience the benefits of Bring Your Own Device (BYOD) with the simplicity of a managed service

- Allow employees to use the same device for their work and personal numbers
- Increase employees' efficiency by supporting their preferred device
- Reduce the number of end points your team manages for communication



Help service technicians get more done with Teams Phone Mobile

7:38 AM

Before Jean arrives at her first service call, she needs to let the customer know her ETA.

She calls from her mobile phone and the company number and **name shows up as the Caller ID**. She leaves a message asking the customer to call back.

8:13 AM

While Jean's getting coffee, the customer calls back and tells her they need to reschedule the visit.

Jean **uplifts the call to the Teams app** and messages her scheduling team to see if anyone is available to help.

Larry is free and tells Jean to transfer the call to him.

11:49 AM

Jean gets a call from her coworker, Ryan, who is servicing an account she just visited last week. He needs help accessing the main valve.

Jean **uplifts the call to the Teams app** and asks Ryan to turn on his video so they can talk through the approach together.

3:44 PM

Later in the day, Larry tells Jean's supervisor how well she handled the call with the customer and the visit.

The supervisor asks Larry to **pull up the call recording** so he can include it a new hire training he's leading next week.

1:17 PM

On her way to her 1:30 appointment, Jean calls Larry to inquire about technician capacity and ask him about the outcome of his conversation with the customer earlier.

Together, Larry and Jean **dial in** the customer so they can assess the immediacy of the situation and determine who is best suited to handle it if Jean can't.

1:07 PM

After lunch, Jean checks her phone and sees she's missed a call from her customer that canceled in the morning.

She **skims the voicemail transcript** from the customer and learns they've had an emergency break and need to help sooner than anticipated.



Jean is a technician for a utilities company

Improve your sellers' productivity with Teams Phone Mobile

7:45 AM

Before heading to the office, Anna checks her mobile phone. She sees she missed a call from a client and has a voicemail in Teams.

She reads the **voicemail transcript** and decides to connect with her client on her way into the office.

8:35 AM

In the car, Anna clicks on the number in her mobile phone call history and initiates the call back. The customer sees the **company name for the caller ID**. Once connected, Anne puts her client on speakerphone and heads out.

Once Anna arrives at the office, she **uplifts the calls to the Teams app** on her laptop to be able to turn on video to connect with her customer.

10:00 AM

Anna gets a Teams chat from her direct report, Leo. He has questions about recent invoices.

Anna is out grabbing a coffee and calls Leo directly from her cellphone so that they can discuss next steps live.

Anna suggests that Leo connects with the the department that handles billing. She **transfers the call directly** from her mobile phone to the billing team.

3:05 PM

After the presentation, Lina talks through slides to help Anna improve the story and the transitions.

Anna **uses Copilot** so she can stay focused on the conversation and refer back to the feedback after the call to double check what she heard as the main points and action items.

2:30 PM

While on her way to a customer account, Anna calls her manager Lina to discuss the conference she is attending the following week.

Lina asks Anna to do a practice run of the presentation, so Anna uplifts the call to the Teams app and **shares her screen using her mobile phone**.

1:00 PM

After lunch, Anna is on a call with Maria, a new sales coordinator on her team, to help her troubleshoot an issue their customer is experiencing.

Anna recommends Maria reaches out to the support team who can assist her and the customer. Using the **consult then transfer feature** Anna is able to help connect Maria with the right person on the support team.



Anna is a senior account manager for a technology company

Make secure, compliant calling easy for financial advisors with Teams Phone Mobile

9:08 AM

On his way to a client meeting, Frank receives a call on his mobile phone from his colleague Sue. She is on a Teams call with a customer who wants to consolidate their retirement plans from different employers into one.

She consults with Frank to see if he has experience with the plans. He tells Sue to **transfer the call** through to his mobile.

9:10 AM

As soon as the call is transferred, **an audio announcement** comes over the line letting everyone know the call is being recorded.

Frank continues the call from his car knowing that the recording will be available in the Teams app once he gets back to the office and the compliance policies required by his organization are applied by using a compliance recording solution.

11:34 PM

At the end of his in-person meeting, Frank is asked about the performance of portfolio that his colleague, Jeff, manages. He calls Jeff on his mobile phone and Jeff offers to share the report on the portfolio that he just finished.

Frank **lifts the call to the Teams app** so he can **Jeff can share his screen** and the report with him and the client.

2:14 PM

Back at the office, Frank pulls up the recording of the consult call he took for Sue earlier in the day.

He uses the information from the **call recording** to help him compose a follow-up email that summarizes the conversation and offers times for a meeting next week to start the paperwork.

1:17 PM

During the conversation, the analyst offers a lot of helpful information about market expectations.

Not wanting to miss any important details, Frank uses Teams Phone's **call recording and transcription** capabilities so he can continue to focus on the flow of the conversation and doesn't need to take notes.

1:07 PM

After lunch, Frank sees he missed a call from an unknown number that he suspects is the analyst he has been trying to reach.

When he returns the call, the **caller ID settings** his administrator has set, allow him to mask his name and phone number with the company name and number.



Frank is an investment banker for a wealth management firm

Teams Phone – The flexibility you need, on the platform you trust

Start with voice over IP audio and video calling

Cloud-based phone system
Enables Voice over IP audio and video calls and PSTN calls when set up with a calling plan
Supports shared calling

Add PSTN calling with flexible connectivity options

Microsoft Teams Calling Plans

Microsoft is your operator

Third-party calling plans

Operator Connect

Seamless integration with qualified operators

Direct Routing

Bring your own operator and on-prem infrastructure

Teams Phone Mobile

Seamless integration of mobile identities with Teams

Optimize your calling experience with certified devices

Devices and endpoints

Phones, peripherals, and softphone



Enhance your calling solution with 3rd party integrations

[Certified contact center solutions](#)

[Certified compliance recording solutions](#)

ISV integrations and API's

**Learn more about
Teams Phone and
Teams Phone Mobile**

[Teams Phone](#)

[Teams Phone Mobile](#)

**Demonstrate business
value and cost savings**

[Microsoft Value Calculator](#)

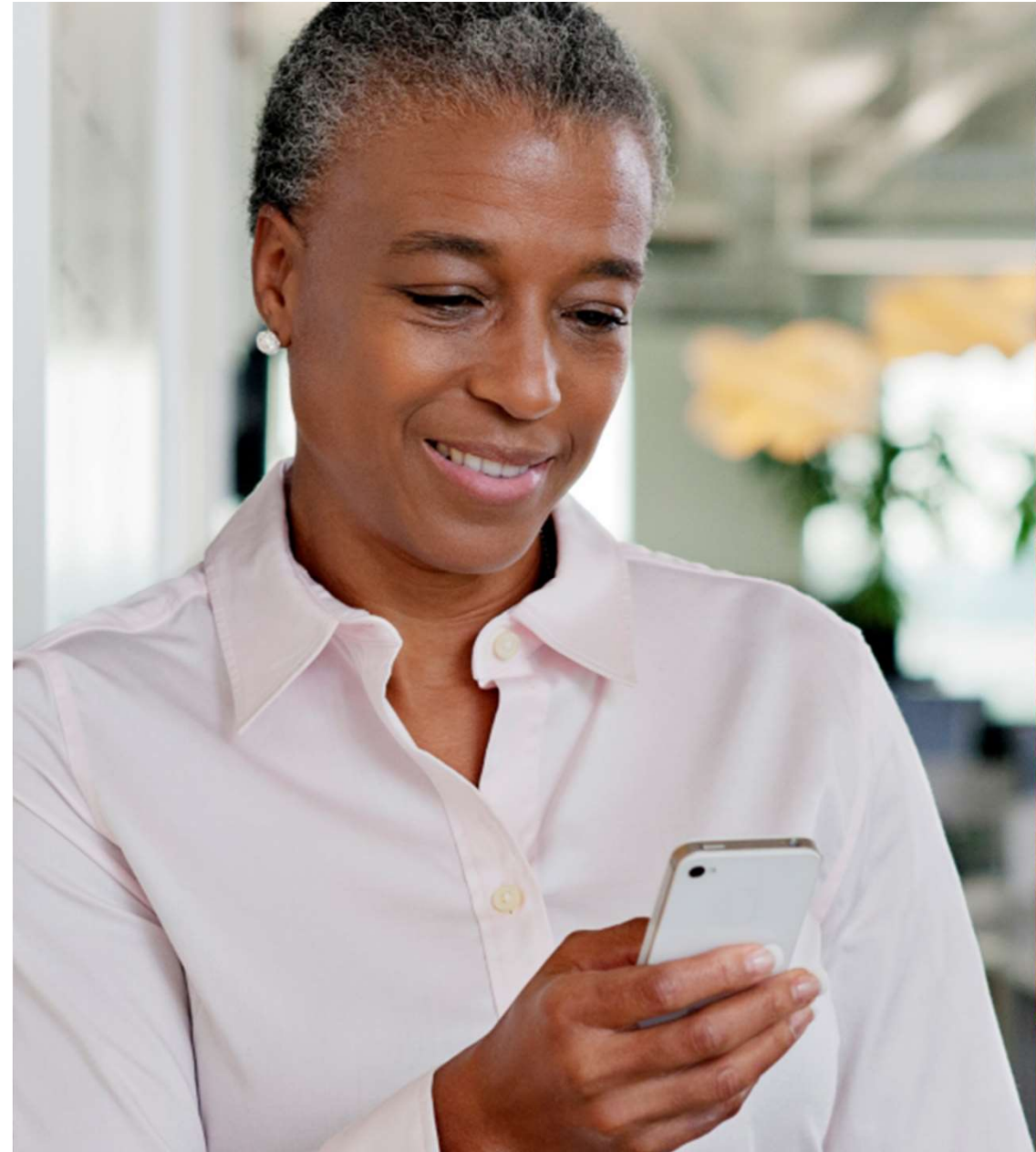
[Teams Phone TEI](#)

**Experience the value of
Teams Phone**

[Try Teams Phone](#)

Get started today

[Find a participating operator](#)



Teams Phone Mobile coverage

Generally available



Canada



UK



Switzerland &
Liechtenstein



USA



Sweden &
Denmark



Germany

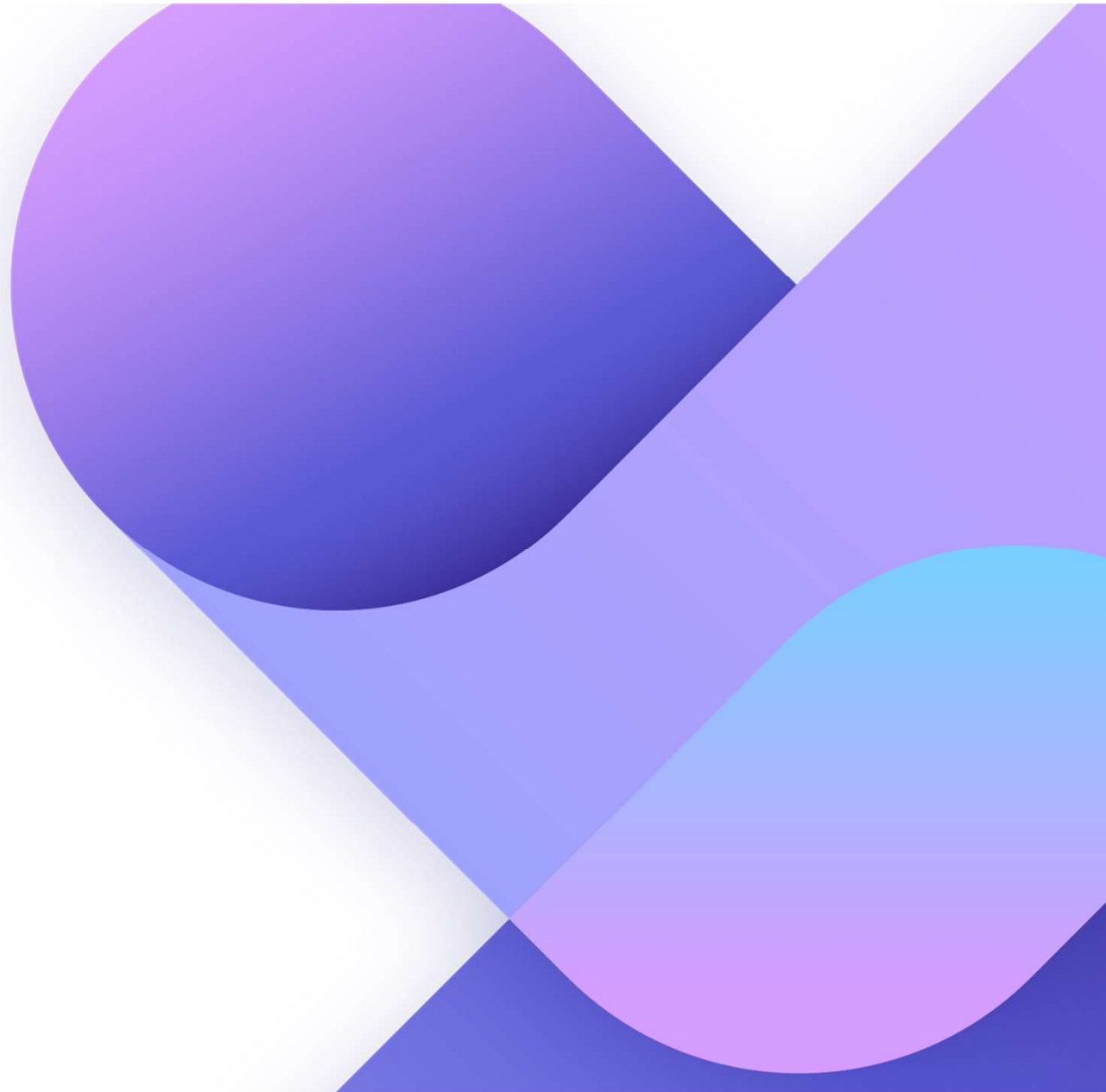
Coming soon



Norway

Getting started with Teams Phone Mobile

- ✓ Mobile plan and number from a participating operator
- ✓ Teams Phone license (requires a Teams plan)
- ✓ Teams Phone Mobile \$0 SKU (assigned in the Microsoft 365 Admin Center)





Thank you.