



Microsoft Teams Phone



Microsoft Teams Phone is an integrated telephony solution that allows users to make and receive PSTN-like calls directly from their Microsoft Teams app.

Preparing Your Environment

Acquiring licenses:

- A Microsoft 365 license that includes Microsoft Teams.
- A Teams Phone license with a calling plan

User Configuration

- Assigning Teams Phone licenses to users who require calling capabilities.
- Ordering and allocating phone numbers to users through the admin center.
- Configure call settings for each user, such as voicemail and call forwarding.

Configuring Auto Attendants and Queues

- Create resource accounts.
- Configuration of a standard automation and/or queue.

Configuring Advanced Options

- Call ID Policy.
- Receiving "After Hour" calls
- If necessary, creation of a general voicemail.

Test the configuration

- Make test calls to verify that incoming and outgoing calls are working correctly.
- Ensure that features such as voicemail and call forwarding work as expected.

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