

A blue-tinted background image showing a group of business professionals in a meeting. A woman in the foreground is wearing glasses and holding a smartphone to her ear, smiling. Other people are visible in the background, some looking at documents.

# A Comprehensive Guide to Microsoft Teams Phone: From Assessment to Adoption

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# Introduction

As workplaces all over Australia come out of the grips of COVID-19, they are modernising to suit the new normal. We have resurfaced from lockdowns remote-ready, virtual collaboration ready, and team-oriented. We have mastered working with colleagues, partners and customers, without needing to be in physical proximity.

We have also discovered the frustrations that surface from working and communicating digitally. On any given day, professionals make phone and video calls, send instant messages, email documents, access files, etc. When each interaction occurs on a different platform, people waste time switching between applications, and information becomes lost between platforms. “Did my colleague send me that document via email or through instant messaging?”. “Did my team member attach that file in WhatsApp, or in Slack?”, “Did my manager request me for the files via email or through a text chat?”. These questions make up the everyday work experience.

In addition, the expectation of employees is now to communicate from anywhere, at anytime, leveraging a device of their choice. Governance does not work when people leverage the communication methods of their choice. To prevent this from happening, you need solutions that allow them to execute more of their professional requirements on one platform. It is not necessarily about buying more tools, but leveraging a solution with more capabilities within one platform.

Many organisations now need a central hub where teams can communicate, collaborate, meet, engage, store and share information, and be productive, effective and efficient - all in one place. Microsoft Teams can become this hub where staff, partners and customers can collaborate and communicate.

Despite the proliferation of email and instant messaging, phones remain essential to workplace communication. With today's workforces following remote and hybrid models, people need the capability to make and receive calls from one application no matter their location. Microsoft Teams Phone\* enables you to do so with an internet-based phone system for making and managing calls from the same place you send messages, hold video meetings and share files.

*\*Please note that the solution's previous name was Microsoft Teams Calling. 'Calling' now refers to Microsoft's plans, and 'Phone' refers to the voice and video calling functionality for desktops, laptops, mobile phones and handsets.*



”  
A new world of work requires technology to bring company culture to life—digitally.

Source: Microsoft



**270 million**  
active users rely on  
Microsoft Teams to  
work and collaborate.

*Source: Microsoft*


# What precisely is Microsoft Teams Phone?

You are undoubtedly familiar with Microsoft Teams - Microsoft's business communication, collaboration and productivity platform. Teams was one of the key software applications to support remote workers through the COVID-19 crisis, and it has become an integral component of the overall Microsoft ecosystem with more than 270 million monthly active users.

Microsoft Teams is the Microsoft 365 chat-based collaboration service. It is a collection of technologies that act as a central location for modern coworkers. You would be familiar with its essential functions: instant messaging, video calling, file sharing, etc. Teams shares the same management, compliance, security, and extensibility models as the other Microsoft 365 stacks (such as SharePoint and OneDrive) for a streamlined administrative experience. Azure Active Directory maintains the identities in Microsoft Teams and employs the same mechanisms and engines as other tools for authenticating, authorising, and storing identities.

Microsoft Teams' powerful phone and video conferencing capabilities are two of the product set's most fascinating (and under-utilised) aspects.





Microsoft Teams Phone currently has 80 million active users, with over 90% of Fortune 500 companies included in this user base.

*Source: Microsoft*

Microsoft Teams Phone enables the replacement of conventional Voice over Internet Protocol (VoIP) and conference room solutions. In addition, you can configure it to be compatible with Public Switched Telephone Network (PSTN) phone systems, calling plans, and direct routing. Microsoft Teams enables internal and external conversations, audio and web conferencing, and screen and file sharing to be accessible from a single location, optimising your communications experience and remote work capabilities.

It is also a solution that frees your team from their desks. While you can leverage handsets with Microsoft Teams Phone, it enables people to take calls from their laptop or mobile wherever they have an internet connection, whether in the office, the local cafe, at home or on the go.

Users can make calls from their Microsoft Teams instance with one click. Calling includes the same features as traditional phone systems: contacts, dialling, voicemail, hold, call transfer, etc. Microsoft Teams Phone has even more advanced calling features, such as full-featured dialling, call history, call forwarding, cloud voicemail, enhanced delegation on busy, group call pickup, and more.

Microsoft Teams Phone truly brings unified communication (UC) to your organisation. Rather than supporting and paying for a dedicated telephony infrastructure, you only need to pay for the appropriate Microsoft Teams licences.



Hybrid workers need reliable and mobile calling solutions. These users are discovering that they can remain productive across a range of devices, including their PCs and mobile phones, and often use several different devices throughout their day.

*Source: Microsoft*

By integrating voice calling with Microsoft Teams and Microsoft 365 via Direct Routing, you can accomplish more with a single, unified solution. A centralised system results in a single learning curve for your team, allowing them to concentrate on what matters most to your business.

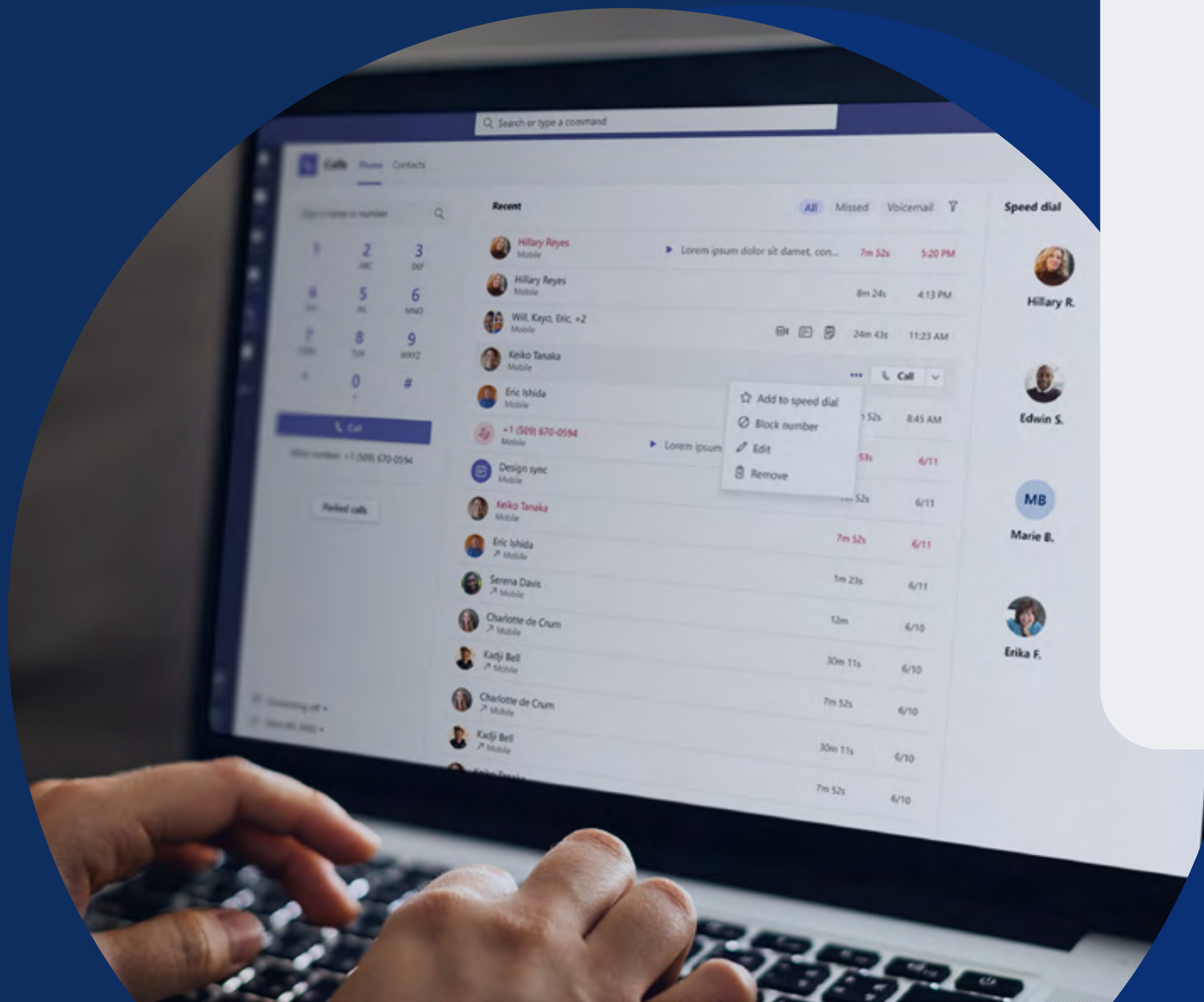
# Why bother with Microsoft Teams Phone?

## Stop application switching

How many applications are your staff leveraging every day to do their work? A [study by Asana](#) found that knowledge workers switch between ten apps twenty-five times in one day. Not all of these apps work together seamlessly. While applications like Slack and Wrike have integration features, the fact is that two different companies created them. On the other hand, Microsoft 365 delivers all of the capabilities you need under one roof, including voice calls.

Microsoft Teams Phone mitigates the amount of app switching one person will need to do daily owing to its full integration with the Microsoft 365 suite. If someone reaches out to a colleague via instant messaging and organises to speak with them, they can message, plan the call and dial them from one app. A process that used to require three separate apps now takes place in one.

With Teams, contacting people takes significantly less time. You can search for them within the app, check their presence status and place the call. You will no longer need to ask for someone's mobile number if they are not in the office or disrupt them while in a meeting. When you leverage one platform to support all workplace communication, you foster an environment that genuinely supports hybrid work.



## Support the hybrid workforce

Work no longer takes place in the office on a strict nine to five schedule. We are in a time of great diversity when it comes to preferred methods of work. Some people prefer working flexible hours, strictly from the comfort of their home, while others still find an office and the nine to five their preferred modus operandi. Many companies have adjusted their company policies to enable hybrid work, allowing people to move between home and the office.

Microsoft Teams Phone is a cloud-based infrastructure, meaning everyone can make and receive calls wherever they have an internet connection. A group of people can initiate conference calls and connect no matter where they work. A person's availability no longer relies on whether they have a desk phone within reach; if you need to contact someone when they are not in the office, you can reach them on their mobile or laptop. Of course, if someone takes leave, they can change their presence status to 'Unavailable' and redirect all calls.

## Productivity of in-app calls

Microsoft Teams Phone places productivity at the centre of voice interactions. Traditional calling experiences often feel siloed. A person wishing to speak with three people over the phone must call one person and dial in the others - assuming they are available. They lose time corralling people, leaving voicemails and trying to organise a time to speak. Once everyone is on the phone, you need to use a different platform to share your screen or any documents and links.

Microsoft Teams Phone boosts productivity for calls made via the app. In one window, you can chat while sharing your screen and any documents pertinent to the call. When you do not have to switch between applications, the calling experience becomes much smoother and productivity increases. Microsoft Teams' integration with the Microsoft 365 suite makes it easier to share documents and create tasks to ensure everyone can follow up on the action items addressed in the call.

The number of unscheduled, ad hoc calls has risen by 8% since March 2020 and now make up 64% of all Teams meetings. 60% of these meetings have a run time of less than 15 minutes.

*Source: Microsoft*

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### Pricing and reduced costs

Traditional telephony infrastructure, like PSTN, is a pricy endeavour requiring cabling and other complicated setups. Microsoft Teams Phone frees your business from cabling and enables you to take advantage of a more cost-effective calling solution: VoIP.

Your monthly costs for Microsoft Teams Phone depend on your current Microsoft 365 licence. You might have voice calling included in your current licence, but you may need to pay a small additional fee if your current licence does not support voice calling. Either way, it delivers excellent opportunities to reduce your telephony costs.

Reducing costs also goes back to mitigating the number of applications your organisation leverages. You could be spending more than you need simply by paying for multiple licenses across cloud storage, instant messaging, telephony and video conferencing. When you leverage Microsoft Teams Phone alongside the Microsoft 365 suite, you significantly reduce costs by paying for one platform.

### Accessible calling options

One of Microsoft Teams' greatest strengths is the capability to make and receive calls from your desktop app and on your mobile phone. Your contact list will also sync within the app, so if you call someone from your desktop and need to call them from your mobile later, you can do so with one click. If you are on the move, you can also transfer calls from your mobile to your desktop (and vice versa). No longer will you have to call someone back through another number or on another line.

International calling is essential if your organisation operates from more than one country, but international calling has a long reputation for poor quality. Microsoft Teams Phone remedies this issue by processing calls through VoIP, significantly improving call quality compared to international calls processed via PSTN. You must upgrade your Domestic Calling Plan if you need international calling capabilities.



For many, the days of a fixed phone on a fixed desk in a fixed office are over, and Teams enables you to cut the cord. *Source: Microsoft*

## Direct Routing integration

You might already have a robust calling system across your organisation. Perhaps many of your team members have used the same phone numbers and calling features throughout their time with you. In this case, jumping from your current infrastructure to Microsoft Teams Phone might be too disruptive as you will need to port your existing phone numbers and train your team on the new platform.

Direct Routing in Microsoft Teams Phone is an excellent solution for organisations who want to keep their existing telephony infrastructure but still take advantage of all the features Microsoft Teams has to offer. Direct Routing enables you to connect your on-premises or cloud-based telephony infrastructure to Microsoft Teams, so you can continue leveraging your existing phone system alongside Microsoft Teams' capabilities. In addition, it gives you more control over settings for calling features and allows the flexibility to use third-party voice providers as part of your solution.

## Cloud auto attendants

Above, we have spoken about the excellent features available when you leverage Microsoft Teams Phone. We have not yet touched on how Microsoft Teams Phone serves you when you are not available to pick up the phone. The cloud auto attendant redirects callers when they call your business number, or the person they wish to speak with is unavailable.

The cloud auto attendant delivers a menu system for the caller to navigate. When calling your business, they would hear something like this:

*'To enquire about an order, press 1. To make a payment, press 2. For all other enquiries, press 3.'*

If they call an unavailable person, the auto attendant might direct the caller to someone else or send them to voicemail. You can set different auto attendants for outside of business hours. Essentially, the cloud auto attendant is there to work the phones when your team cannot.

# Why Microsoft is the right voice technology solution

## Traditional Phone System

Traditional phone systems require specific devices to connect to fixed, physical telephone lines managed by regional, national, and international carriers through an exchange infrastructure known as the PSTN.

## Internet-Based Telephony System

An internet-based telephony system allows people to make voice calls online, using Internet Protocol (IP) networks, independent of the PSTN - also known as VoIP or Cloud VoIP.

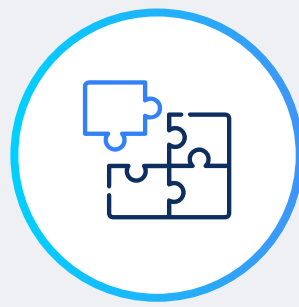
**With a Microsoft telephony service, your business enjoys an array of benefits:**



Liberate your business from the access limits of a system relying on physical telephone lines and stationary devices.



Historically, only enterprise-level organisations could afford VoIP systems due to their high price. Microsoft now also provides SMBs with cost-effective telephony services.



Businesses increasingly seek integrated solutions, services, apps, and features. The more integrated a system is, the easier it is to utilise and manage across functions. Microsoft's Teams Phone subscriptions are compatible with Microsoft 365 Teams and Office 365 Teams, which have become the de facto and preferred productivity package worldwide.



Microsoft Teams Phone requires no servers or hardware as a cloud-based, digital phone system. However, if you prefer to utilise your current telephone system and gadgets, that is not an issue.



By eliminating the need for a distinct telephony infrastructure and integrating the software with the services and apps your staff use daily, there is no need to switch devices to place a call. People have the tools needed at their fingertips, enhancing accessibility and productivity.

# Key features of Microsoft Teams Phone

Adopting Microsoft Teams as a business PBX and utilising its calling features is a highly advantageous solution for any organisation. Making and receiving phone calls is quite simple, and you can effortlessly transition between chat, calls, and video meetings. It is a unified communications solution that lets you utilise your company phone number outside the office.

Some features in Microsoft Teams Phone would remind you of the capabilities integral to traditional phone systems. Many of the features you find familiar, such as call transfers, are central to Teams Phone and have a set of new cloud-based features to complement them.

## 1 Cloud auto attendants

When an internal or external person places a call to your organisation, they may not know who they need to speak with and need your phone system to reroute them. Auto attendants are a menu system to direct callers. When someone calls, they will hear a list of options to direct their call to the correct department or person. You can select different call routing options to play during business hours, after hours or on holidays and weekends. You can generate auto attendants through text-to-speech or by uploading a voice recording. You also have a choice on whether the caller interacts with the auto attendant through voice recognition or the keypad.

For example, you might remember hearing something like this when contacting a call centre: *'To place an order, press 1. To make a general enquiry, press 2.'* Auto attendants in Microsoft Teams Phone work exactly like this, except within a cloud-based solution, unlike traditional phone systems.

## 2 Call queues

You would be familiar with waiting in a call queue. Whether you have contacted a call centre or waited for a colleague to get back to you, the waiting-room feeling of sitting on hold will be familiar. Microsoft Teams Phone supports call queues for any person or function where they receive more calls than they can handle.

If someone places a call, but the line is busy, the caller will hear an automated greeting and hold music will play while they wait in the queue until the next available person can answer the phone. You can choose whether users can opt out of taking calls or have them automatically rerouted based on their presence status. You can set wait time limits, and if the caller is on hold for longer than that amount of time, you can choose whether the call reroutes to voicemail, another person or an auto attendant.

### 3 Make and answer calls in one place

Users can answer an inbound call with one touch or click. They can also initiate outbound calls simply by searching and selecting the person's name in their contacts. Speed dial lists make it easy to find and get in touch with people they contact often. Microsoft Teams parks missed calls and voicemails in one place, so it is easy to check messages and call back.

A full dial pad is also available if the user does not already have the person's information in their contact list. Users can call any phone number from Microsoft Teams with the dial pad.

### 4 Call sharing and group calls

There might be more than one person within your organisation capable of taking calls for a specific department or query when other people are busy. Call sharing is when users select colleagues to answer calls on their behalf while unavailable. The user can also choose simultaneous ringing, which means that more than one person can receive and answer the call when it comes through.

Group calls are a less disruptive feature than call sharing. Users can switch on this feature and choose how they want to receive call notifications. The user can set up a call group (of up to twenty-five people) by adding the appropriate people and selecting whether they would like to be notified by simultaneous ringing or forwarding the calls to others in the group. Each user within the group needs to configure their notification settings, as the group administrator cannot do so.

### 5 Call transfer

Call transfer has remained an essential feature of phone systems for a very long time. It is natural that cloud-based phone systems, too, would include robust call transfer features. In Microsoft Teams Phone, users can transfer calls to another person or group if needed. A capability like this is essential for collaborating and ensuring efficient call handling.

There are two types of call transfers that a user can make. A blind transfer reroutes the call without selecting the recipient and speaking to them first. Blind transfers are useful for quickly transferring a call or if the user is unsure of the best person to handle the call. A consultative transfer is where the user speaks to the person taking over the call before transferring it. Consultative transfers enable users to brief the recipient on the situation before they take the call.

## 6 Park and retrieve calls

The call park and retrieve feature enables flexibility when people need to put someone on hold or pass calls between each other. It works a little differently than call transfer.

Users place a call on hold and park it in the Microsoft Teams cloud for retrieval later. Microsoft Teams Phone generates a unique code upon storing the call in the cloud. Users can access the call and continue with it after retrieving the call; the person who initially took the call or someone else can retrieve it. For example, people working on a warehouse floor might not be available to answer the phone. One person in the office might answer the phone, and they need someone on the floor to take the call. They can announce the call over the PA system and provide the retrieval code for the other person to pick up the call.

## 7 Caller ID

Caller ID includes a person's phone number or name. Users can also set their Caller ID as anonymous if needed or an alternative phone number for an auto attendant. In the Caller ID policies, administrators can also decide whether a user's ID will show up as the company contact number rather than their personal number.

Caller ID for external inbound calls will show up as a few different things depending on that person's contact information. An external caller with a phone number attached to Azure Active Directory (AD) will have the caller ID associated with their account information. If they do not have a phone number associated with Azure AD, their caller ID will be the display name registered with their telco provider.

Microsoft Teams Phone has limitations on setting some phone number types as the Caller ID, so ensure you check these before set-up.

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## 8 Device switching

Some people within the organisation might need to work and take calls while in transit. On any day, they might take calls from their mobile, laptop, tablet or desktop computer.

Users can easily switch between devices while on calls in Microsoft Teams by selecting the current call from the target device. That device picks up the call and drops it from the first device. So, users can continue talking without asking the other person to call back or hold while transferring the call.

## 9 Block calls based on availability

If a user is already on a call, in a meeting or unavailable for personal reasons, they can configure settings that enable call routing for when their presence status is 'Busy'. They can choose to automatically reject calls and send them to voicemail or reroute them to another person or an auto attendant like the options available with call sharing and group calls. An administrator can establish these options for all users in the Microsoft Teams tenant, or users can configure these settings at an individual level. Users can select calls from specific people to come through, even when the user is in a meeting.

## 10 Video Calling

If your users have an account with video call enabled, they can take advantage of Microsoft Teams' most widely known feature. Users need a device with a camera, microphone, or headset to convert voice calls into video calls. On a desktop or mobile device, you can easily change an audio call into a video call with a single click.

Moving from voice to video calling becomes useful if you wish to share your screen with the person you are speaking to or want to expand the meeting.

## 11 Cloud voicemail

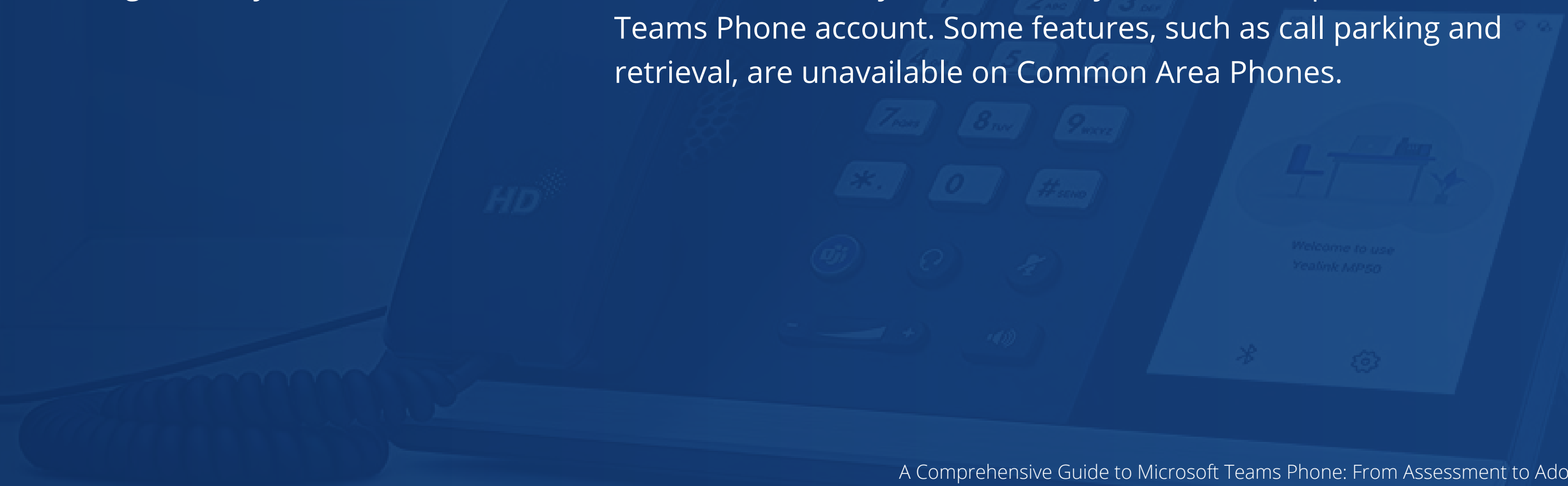
Microsoft Teams Phone includes the cloud voicemail feature, allowing users to receive voicemail messages and transcripts via their Exchange inbox like regular emails. Voicemail and transcript recordings are available in the Calls section within your Microsoft Teams instance and on the desktop phone if the user has one.

By default, all calls will be routed to cloud voicemail if the user is not available. However, administrators can configure their voicemail settings to disable call routing to voicemail, send to voicemail after ringing for a specified amount of time, or whether individual users are allowed to configure voicemail settings for themselves. Cloud voicemail includes security protections, such as encryption, safeguarding voicemail messages left by internal and external users.

## 12 Common Area Phone

While everyone will have calling capability on their mobile or PC, not everyone will need or use a dedicated desk phone. In this case, you might have a Common Area Phone, which multiple people leverage and access from a common area within your offices, such as the front desk or conference rooms. Microsoft Teams Phone accommodates Common Area Phones with specific licenses you can buy in addition to the Microsoft Teams licenses needed to enable calling. Administrators can remotely sign into Common Area Phones via the Team admin centre, which is especially useful if you have numerous phones to set up.

It is pertinent to note that some policies, such as call forwarding, will work differently from how they do in a user's personal Microsoft Teams Phone account. Some features, such as call parking and retrieval, are unavailable on Common Area Phones.



### 13 Usage analytics

Administrators have access to usage analytics for individual users. It enables you to dig into problems that users experience and how these might occur.

The usage report shows data for the last thirty days and includes information on calls made, minutes used, peak usage times, call quality, failed calls, etc. It also shows the speaker and microphone used during the call and if the user turned on video so that you can isolate potential hardware problems. For your IT function, analytics are critical to identifying and troubleshooting problems causing poor call quality.

Usage analytics can also be valuable for understanding how your team leverages Microsoft Teams Phone and ensuring you get the most from the service.

### 14 Call recordings and transcriptions

Each of us, at some point, has spoken with a colleague or client and missed a critical detail in our notes. It could have been an incorrect email address, the goal for a project or a change to a document. The experience is frustrating and leaves you wishing you had a written source to confirm these details. Microsoft Teams Phone enables users to record the audio of a one-on-one call and have it transcribed for reference. Users can share call recordings and transcripts with other relevant parties if needed. Users can find the recordings and transcripts via their OneDrive account.

When leveraging this feature, it is best practice to ask the person you are speaking with if they are happy for you to record and share the call. They will also receive a notification as soon as you start recording.

# Evaluating whether Microsoft Teams Phone is right for you

When evaluating whether Microsoft Teams Phone is the right solution for you, you will need to answer the following questions:

- How widely spread is your workforce and client base?
- Do you have an existing plan with a telephony provider?
- What are your business' unique communication needs?
- How much time would you like your team to spend on training?

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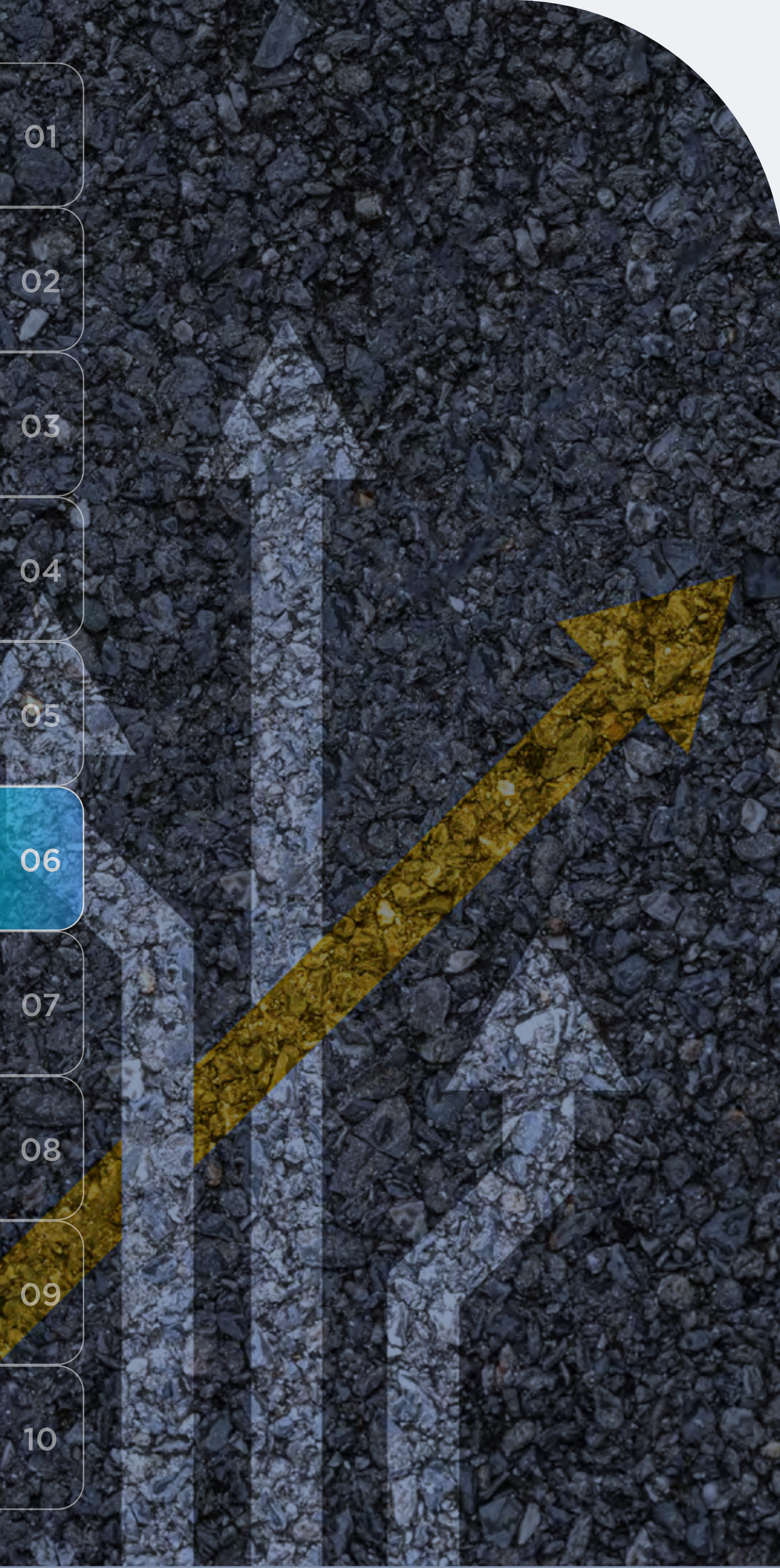
## Consider how much coverage you need

First, we recommend evaluating the telephony coverage needed. Microsoft Teams Phone offers plans for domestic and international coverage, so the plan you choose will depend on the size and reach of your business. International coverage will cost more, but it will connect your business no matter where people work. In addition, you should consider your usage needs, such as how many people will need the solution and require domestic and international calling.

It is pertinent to note that if you plan on leveraging PSTN with your Microsoft Teams Phone solution, your coverage may be limited, especially if you have staff across several locations. If you are a business operating locally, this likely will not become a problem for you.

Considering these points will be especially useful when evaluating the plans and licences to select the right one for your business needs.





## How do you choose between Direct Routing or a Calling Plan?

Calls via the Microsoft Teams client are free if your business only needs to make calls with other Microsoft Teams users. However, if you expect to make or receive calls from users without Microsoft Teams accounts and/or via handsets, you will need a Calling Plan to use Microsoft Teams as your central solution.

Before purchasing a Calling Plan, you should consider the following:

- You can easily port your existing phone numbers into Microsoft Teams for your business communications to be entirely supported by Microsoft.
- If you only need domestic or international calling, you can purchase these as standalone licences. If you need Domestic and International calling, you can pay for licenses that cater to both.
- If people within your organisation have different needs – for example, some people need international calling, but most do not – you can buy and assign separate licences to suit the needs of specific people or departments.

If your business' existing infrastructure leverages the PSTN, then a Direct Routing set-up is likely the best option for you. If a Microsoft-certified vendor manages your telephony solution, you can set up Microsoft Teams Phone via your existing solution.

Direct Routing might be your best option for a few reasons. We recommend considering these points:

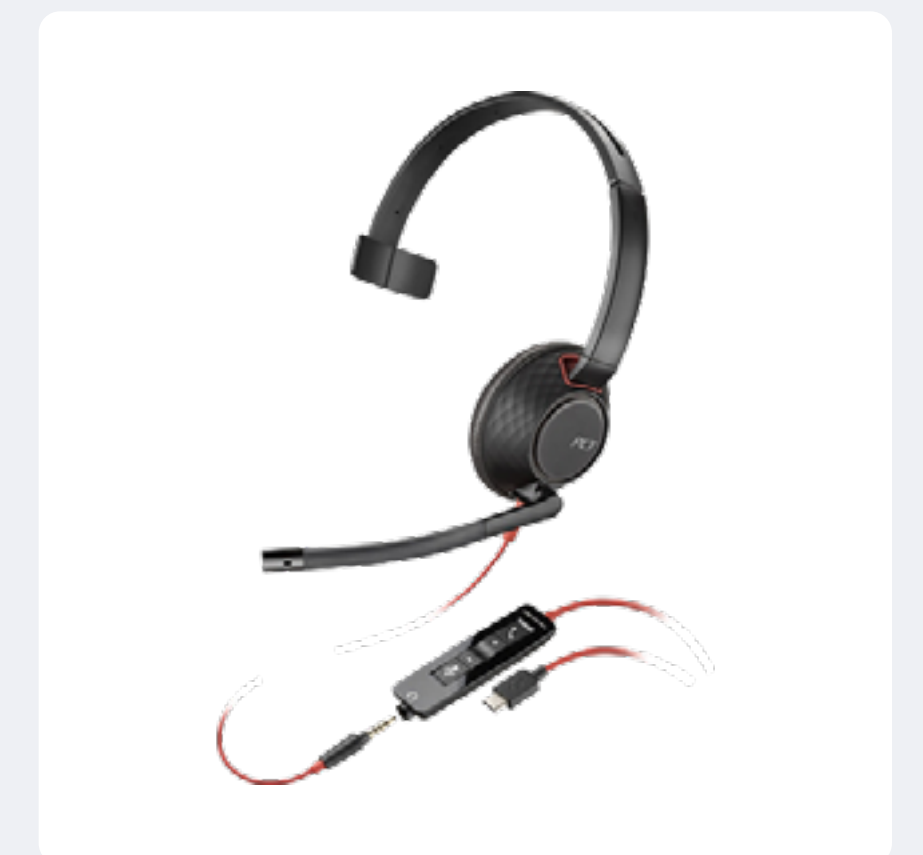
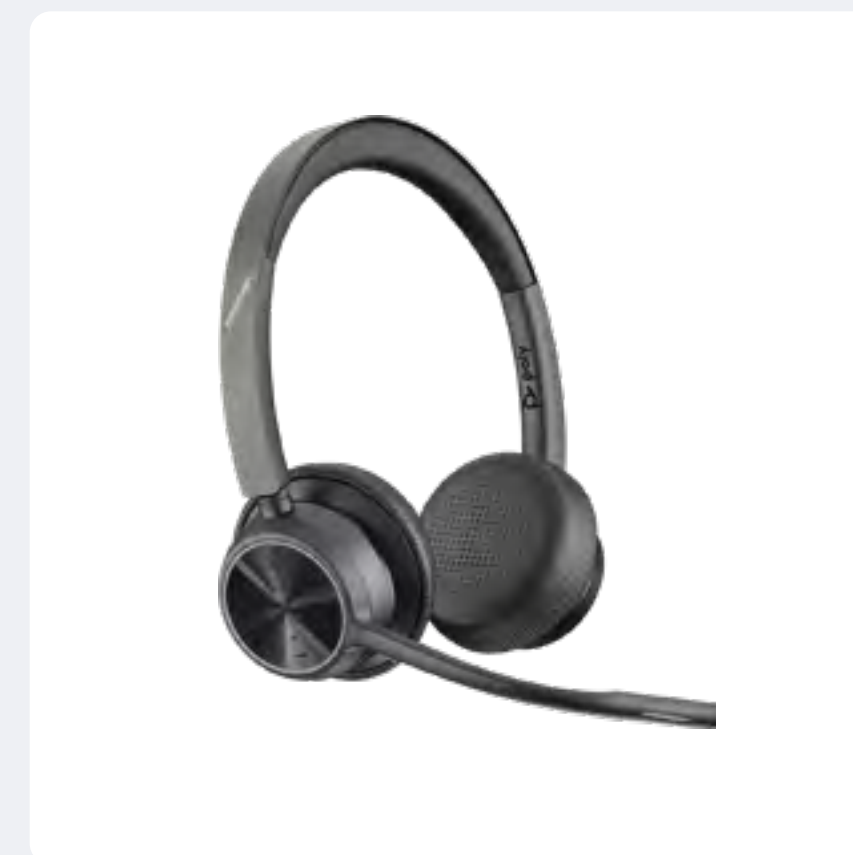
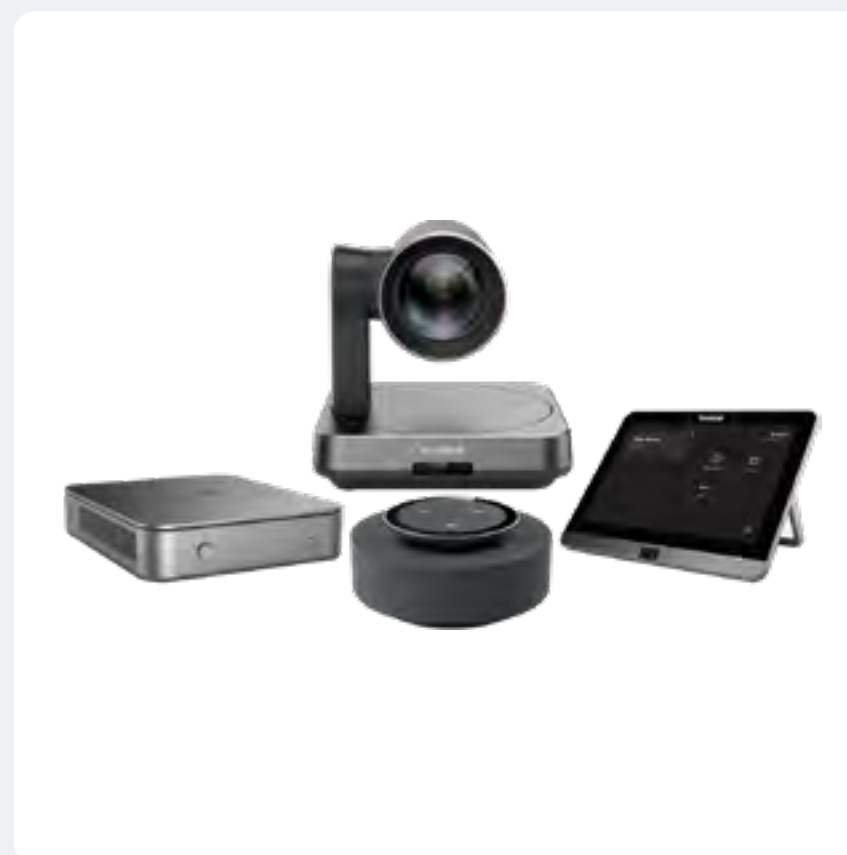
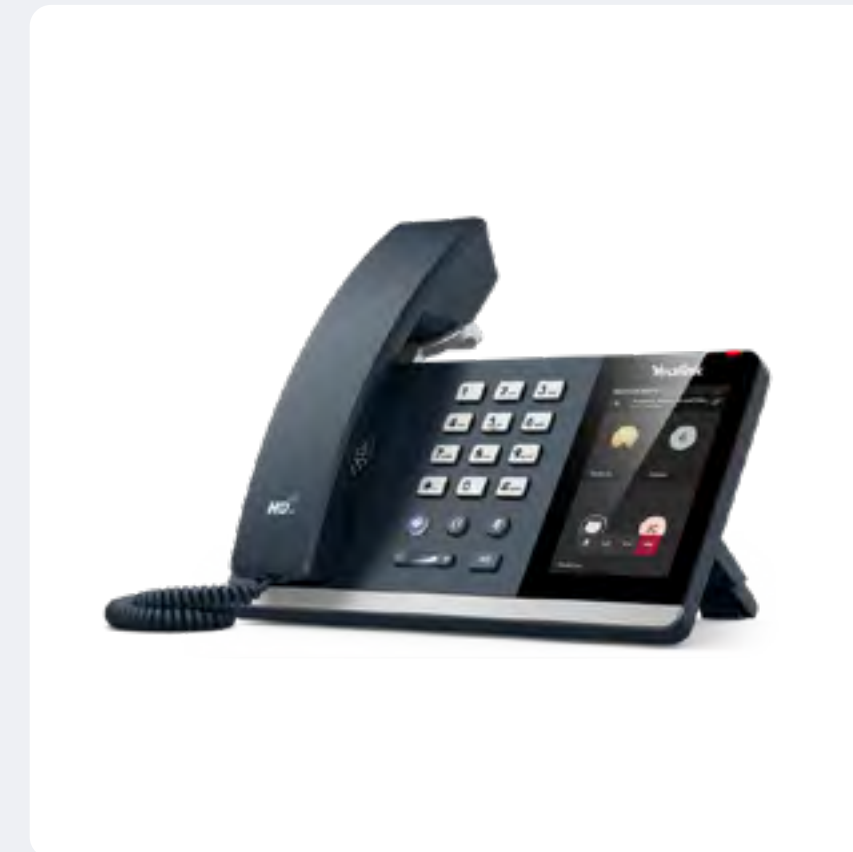
- You can leverage the full benefits of Microsoft Teams while still using your preferred provider for calling.
- Rather than migrating to an environment managed 100% by Microsoft and re-training your team on a brand new phone system, Direct Routing enables migration to Microsoft Teams without the headaches.
- Each business has unique needs, especially when it comes to communication. You can build a technology stack that best suits your needs by leveraging Direct Routing rather than purely a Microsoft solution.

# Devices for Microsoft Teams Phone

Microsoft Teams supports a variety of desk phones for consumers desiring a conventional phone experience, with universal headsets also available.

Microsoft permits the usage of SIP phones with Teams Phone. Some phones may not allow access for all Phone services, but they may prove useful in the short-term while migrating.

soma offers a large selection of devices for desks, mobile employees, and meeting rooms so your business can leverage a comprehensive voice calling solution.



# soma's approach for migration to Microsoft Teams Phone

No single prescribed path exists for a business to migrate to Microsoft Teams Phone. However, we have described below a high-level overview of how your organisation should begin implementing or migrating to Teams. If you currently have a voice and chat solution for your organisation, you must plan your change differently.

## Discovery

The initial discovery step involves consumer involvement, followed by a comprehensive systems audit, whiteboard sessions with customers, and an effect assessment.

## Planning

Next, we collaborate with the business to examine the findings of the research phase and develop an implementation / migration plan.

## Implementation

Once planning is complete, we manage the installation and migration of the system through your project manager. We do an initial trial of the solution with a small group, followed by a full migration.

## Validation

Finally, we assess the migration's progress and resolve any difficulties to guarantee the solution is operational. Then, we walk the customer through a training and adoption plan.

## Support

We provide ongoing support for our customers, delivering updates and resolving any future issues with the solution.

# soma's approach to adoption of Microsoft Teams Phone

Once you have migrated to Microsoft Teams Phone, you need a plan to encourage user adoption. People who do not receive the proper training or resources to use the platform may become frustrated and struggle to experience the full benefits.

After we have deployed Microsoft Teams Phone for your organisation, we leverage the following tactics to improve user adoption:

## Training

We begin by conducting a one-hour training session for the administrators. We cover tasks such as accessing the admin portal, creating call queues, setting up auto attendants, changing company settings, etc. We also provide guided remote sessions for your team so they have the tools and resources to begin using Microsoft Teams Phone successfully.

## Microsoft guides

In our adoption strategy, we provide Microsoft-certified links to support user training and guides on the surface-level features for users to peruse. Microsoft also has a range of detailed guides for users to follow if they need to access or change specific settings. Either way, if someone becomes stuck with finding or using features, they can self-educate.



# Why choose soma for your Microsoft Teams Phone project?

soma is an award-winning ICT solutions firm and managed IT services provider based in Broadbeach, Queensland. We specialise in advisory and consulting, managed services, IT infrastructure, networking and connectivity, collaboration and productivity, business intelligence and cyber security. Our passion is bringing enterprise-level productivity, scalability and security to your business.

We are the Australian experts in delivering projects that enable your team to efficiently collaborate and communicate no matter where they decide to work. Our goal is to enable business growth through effective solutions that enable your business to operate at its best.

soma does more than simply deploy Microsoft Teams Phone; our focus remains on your communication needs, and we design the platform in line with what your business and end-users require. We align expectations by conversing with the key leaders in the project, gathering preferences and requirements, going through call flows and designing the solution. Our team considers how users worked previously, what Microsoft Teams Phone delivers and how to get the most from the platform. We maintain this collaboration throughout the project to ensure your needs and our approach remain aligned.

If you want end-to-end deployment and support of your Microsoft Teams Phone project, please do not hesitate to contact us.

Ready to make the switch?  
Our local expert team are ready  
to guide you on your unified  
comms journey.

Let's get started →

**soma**  
technology group

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[soma.com.au](https://soma.com.au)