



Must-See Features in Microsoft Teams Phone and Rooms

Remote work has dramatically increased by over 150% in the last decade, with virtual communication tools becoming essential for modern business operations.

[Microsoft Teams](#) has been leading this transformation. It has evolved from a simple messaging app into a comprehensive platform for collaboration and communication. Microsoft Teams Phones and Rooms are crucial in this ecosystem, providing robust solutions for smooth business communication.

This blog will delve into the most awaited features and updates for Microsoft Teams Phones and Rooms, which are designed to enhance productivity, foster better collaboration, and provide an enriched user experience.

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New Features and Capabilities of Microsoft Teams Phone and Rooms

Microsoft acclaims Teams as the ultimate messaging app. However, this description needs to capture the platform's extensive capabilities. It serves as a comprehensive workspace facilitating virtually every type of business communication. It provides a centralized hub for instant messaging, virtual meetings, file and app sharing, and real-time collaboration.

Within that productivity environment is Teams Phone. This technology seamlessly integrates PBX and voice call control into Microsoft Teams within the [Microsoft 365 cloud](#).

It offers significant benefits for large, multi-site companies. One of these is that it enables internal calls within the organization to bypass the Public Switched Telephone Network (PSTN), thereby eliminating long-distance charges. However, it also supports external calls by connecting to the PSTN. Users gain more versatility that extends beyond interoffice communications.

Feature 1: Service Level Agreement (SLA) for Microsoft Teams Phone System with 99.999% Uptime

Description:

Starting April 1, Microsoft is improving the Teams Phone SLA to ensure 99.999% uptime, emphasizing our commitment to reliable calling services, including Microsoft Teams Calling Plans, Teams Phone, and PSTN Audio Conferencing. If uptime drops below 99.999% in a month, Microsoft calculates downtime and offers service credits based on the duration and impacted users.

Benefit:

This feature benefits users by ensuring dependable and continuous communication services backed by financial guarantees in case of service interruptions. This reliability supports business continuity and enhances overall productivity for organizations using Teams for communication.

Feature 2: Autopilot for Teams Rooms on Window

Description:

Customers can streamline device setup with touchless remote provisioning through Autopilot for Teams Rooms on Windows. This integration of Windows Autopilot and Auto-login technologies automates device enrollment and configuration from the cloud. It uses credentials stored in Teams Rooms Pro Management service. This initiative aims to cut

deployment time and costs for IT (Information Technology) teams while bolstering security and compliance.

Benefit:

Autopilot for Teams Rooms on Windows improves deployment efficiency, enhances security, and optimizes costs. It leads to a better user experience for those using Teams Rooms for collaboration needs.

Feature 3: Join Meetings with a QR Code on Teams Rooms for Windows and Android

Description:

Easily join a meeting from a Teams Room by scanning a QR code with your mobile device. This takes you into the companion mode experience on Teams mobile. The QR code on the Teams Room home screen can also be used to initiate an ad-hoc meeting or cast content from your mobile device to the Teams Room display.

Administrators can manage the QR code feature through device settings and the Teams admin center. This feature will be available in the first half of 2024.

Benefits:

This feature streamlines meeting participation by enabling users to join meetings effortlessly using mobile devices. It eliminates the need to enter meeting details manually, thereby reducing errors.

Feature 4: Shared call history for call delegation

Description:

Shared call history is now available for call delegation, allowing attendees and their managers to view a common call history.

Benefit:

This feature ensures that both parties can track and manage incoming calls efficiently, enhancing team coordination and communication.

Feature 5: Click-to-call

Description:

Enable your customers to easily reach your sales and support teams directly from your website with just a click. Developers can customize the click-to-call widget to connect customers to specific Teams call queues or auto attendants, which secures seamless communication directly within Teams.

Benefit:

The Click-to-call feature allows customers to contact your organization directly from your website with a single click. It connects them to the right Teams call queue or auto attendant without dialing a number. Developers can customize the widget to direct calls to specific teams like sales or support, enhancing service efficiency and customer satisfaction. This streamlined communication boosts customer engagement and improved response times.

Getting Started with Teams Phone

Starting with Microsoft Teams Phone is straightforward. You can use your current phone number or obtain a new one with a Microsoft Teams-compatible phone.

For typical users, this involves having the appropriate [Microsoft license](#) and selecting the right PSTN connectivity option. In most countries, this can be managed entirely from the cloud.

Complex cases may require additional support.

ECF Data has been helping organizations deploy Teams Phone globally since its inception.

We offer numerous services to ensure your Microsoft Teams Phone success, including Direct Routing, Operator Connect PSTN connectivity, consulting, and [managed solutions](#). Contact us to learn how to begin or enhance your Teams Phone journey, including acquiring a Microsoft Teams phone number.

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