



# The Role of Microsoft Teams Phone in Modern Business Communication



Communication tools have evolved throughout the years, from email to live chat. The telephone, in contrast, remains a vital, unchanging channel. Despite new methods, phone systems are still essential for direct, immediate contact with customers and within teams.

While Slack and [Microsoft Teams](#) have transformed team collaboration, they can't match the immediacy and effectiveness of a phone call. For urgent issues or personal touches, the phone remains essential.

In this blog, we'll dive into how the Teams Phone system is revolutionizing traditional phone systems. It seamlessly integrates with your existing tools, enhancing communication for today's businesses. Join us as we uncover how this solution bridges the gap between classic methods and modern digital demands.

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# Microsoft Teams Phone Explained

Microsoft Teams Phone is a cloud-based system that allows you to make and receive voice and video calls over a Public Switched Telephone Network (PSTN) or an internet connection. With Teams Phone, you can take incoming calls from various devices and seamlessly transfer calls between them. It offers features like call queues, auto attendants, recording, transcription, and more.

Though we have discussed the new Teams Phone features [here](#), we have also listed below some of its features:

## **Call Park and retrieve – Holding a call when the recipient isn't available**

Users can place a call on a cloud server, generating a unique code. Anyone on your team can use this code to retrieve the call from any location.

## **Auto-attendant – Directly connect callers to the correct department without manual transfers.**

It enables creating a menu system to help callers find, place, or transfer calls to the appropriate user or department.

## **Cloud call queues – Keep callers engaged and valued while they wait in call queues**

Allows you to manage call queues with options like greetings, hold music, or auto-transfers to the next available employee.

## **Device switching – Allow users to switch between their desk phone, mobile device, or PC during team meetings.**

It lets you play a call or meeting from any connected Teams device, no matter where you are.

# Essential Factors to Consider When Starting with Teams Phone

Although Microsoft Teams Phones offer many benefits.

Factors considered before switching:

**Security and Compliance:** [Data security](#) should be a top priority, especially in regulated sectors. Collaborate with your legal and IT teams to ensure customer data meets industry standards and avoid future issues. Features like multi-factor authentication, encryption, and access controls can protect your organization and customers.

**Integration:** Considering the technical implications of integrating Microsoft Teams Phones into your current communications systems is essential. These systems must be unified, so each must be incorporated into the new platform. Ensure your IT team assesses your current infrastructure and requirements before creating a plan for integration.

**Change Management:** [Change management goes hand in hand with migration.](#)

Supervisors should guide, support, train, and communicate with workers to ensure they use Microsoft Teams Phones effectively and safely.

## Modernize Your Phone System Using Microsoft Teams

Microsoft Teams Plans are cloud-based solutions that enable SMBs to replace traditional phone systems. These plans allow users to make, receive, and transfer calls to and from PSTN through Microsoft Teams.

With a Teams Calling Plan, you can set up toll numbers, toll-free numbers, and automated phone menus and assign phone numbers to employees. It turns any computer, phone, or tablet into a Teams phone, allowing you to respond to calls anytime and anywhere, essential for remote workers and field personnel. Transfer your current phone numbers over.

To get a Microsoft Teams Calling Plan, your organization must have 300 or fewer employees and one of the following Microsoft 365 subscriptions:

- Microsoft 365 Business Basic
- Microsoft 365 Business Standard
- Microsoft 365 Business Premium
- Microsoft 365 F1
- Microsoft 365 F3

- Office 365 F3
- Microsoft and Office 365 Enterprise E1 or E3
- Microsoft 365 and Office 365 Education A1 or A3
- Microsoft 365 and Office 365 Government G1 or G3
- Microsoft 365 Nonprofit Business Basic
- Microsoft 365 Nonprofit Business Standard
- Microsoft 365 and Office 365 Nonprofit E1 or E3

For more access to Easy Microsoft Purchases from ECF Data, press the button below.

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# Maximize your Teams' Potential with The ECF Data's Expertise

In the remote work age, a unified communication platform is crucial. It helps eliminate errors, miscommunications, and redundancies while saving money and providing flexibility. Over 80 million people have switched to such solutions.

We offer custom telecom solutions with over 14 years of experience nationwide. We can help you utilize Microsoft Teams Phones to consolidate your communications and create a seamless, collaborative environment.

If you're ready to discuss a Teams Calling Plan or want to know more about Teams pricing, click the button below to contact our ECF Data licensing experts.

[\*\*CLICK HERE\*\*](#)