Microsoft Phone System - key features to meet your business needs

Feature	Notes
Busy on Busy	New or incoming calls can be rejected with a busy signal
Call escalation	Easily go from a 1:1 to group calling with screen sharing, video and more
Call Park	Park a phone call and others can answer by entering the code
Call Quality Dashboard	Monitor and trouble your calling deployment
Caller ID Masking	
Calling Transfers and Handling	Consultative transfers, Forwarding, Safe, Hold, block, and transfer to PSTN
Click to call	One click or touch to call
Cloud Auto Attendants	
Cloud Call Queues	
Cloud Voicemail with Transcription	Voicemail with transcription that is stored in your Exchange mailbox
Custom Contact Groups	Group your contacts in Teams
Custom Ring Tones	Makes it easy to know when it is your phone ringing
Dial Plans	
Direct Routing	Bring your own telco and use with Teams Calling
Direct Routing dashboard	Monitor connections between Session Border Controllers and Direct Routing
Do not Disturb and Breakthrough	Block unwanted calls while allowing important callers to ring you
Dynamic Emergency Calling	Support for requirements such as e911
Extension Dialing	
Full Delegation Support	allowing other to answer calls on behalf of others
Group Call Pick up	Easily answer your teams calls and configure from Teams Settings
Location-Based Routing	Configure how PSTN calls are handled based on the regulatory environment
Media Bypass (Direct Routing)	Shorten the media traffic path and hops for better performance
Microsoft Calling Plans	Easy and fast setup with Microsoft as your dial tone provider
Number Porting for Calling Plans	Port your existing numbers into Microsoft Calling Plans
Out of Office support	
Routing Rules	
Screen Sharing from chat	
Secure Calling between Tenants	Easily make calls with other companies who also use the Microsoft Cloud
Shared Line Appearance	
Simultaneous Ringing	Have your choice of devices ring for incoming calls
Speed Dial	Configure the Teams client with your important numbers to save time
Teams admin center	Centralized management for your calling deployment in Microsoft Teams
Teams and SfB Calling	Use VOIP between these products and avoid unnecessary PSTN charges
Three-way PSTN calls	No special conference licenses needed
TTY Support	

Please visit https://aka.ms/MicrosoftCloudVoice to learn about more about these and other Phone System features in Microsoft 365