



## Teams Phone Mobile



# Teams Phone Mobile

## Your mobile number and Teams become one

Teams Phone Mobile integrates your Telia Mobile Subscription with Microsoft Teams. Besides the normal way of calling with your mobile phone, you can then also use Teams for answering and making mobile calls in your computer or any other Teams enabled device. This ensures a seamless user experience for combining mobile phone calls with enriched features for chat, video and screen sharing to become more productive.

Teams Phone Mobile routes all calls for your SIM enabled mobile number via Microsoft Teams. This enables you to use many of the features in Teams during the call, for example an ongoing mobile call can easily be uplifted to Teams, your colleagues will see your presence as “Busy in a Call” and you get a combined call history both in your mobile phone and Teams.

### Teams Phone Mobile

Teams Phone Mobile was launched by Microsoft in October 2022, where Telia became the first operator in Europe to support it. Some of the benefits:

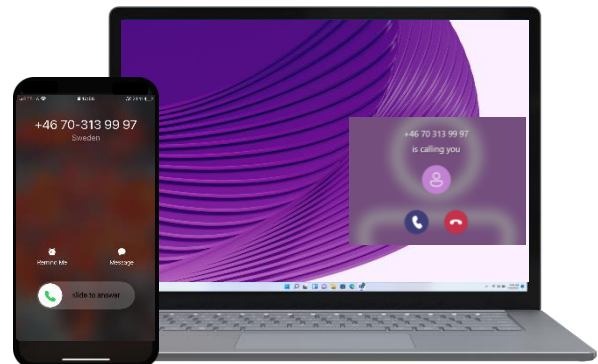
- Make and answer mobile calls in Teams
- Uplift the call and enrich it with Teams features
- Move ongoing calls between devices
- Teams presence with mobile line status
- Combined call history
- All messages in Teams Voice Mail

### Easy to use and deploy

The service is configured in Microsoft Teams Admin Center, where the mobile number can easily be assigned to the user. The user can then change some of the settings in their own Teams app for call waiting, call history and voice mail.

### Carrier grade voice quality

The mobile number will be integrated directly to Microsoft Cloud over a robust and reliable connection. This guarantees Quality of Service and secures a high voice quality.



## Teams Phone Mobile with Telia

Teams Phone Mobile offers and empowers employees to work efficient in remote, in-office and hybrid work environments. Calls can be made and answered from any device with a seamless experience between the mobile and Teams. This ensures that you don't miss any calls and can work in the best way depending on the situation.

### Make and receive calls from mobile dialer and Teams

Call from the mobile number can be done both from the native dialer in the mobile phone and any Teams app (for example the Teams PC client). If the mobile phone is lost, the call can always be answered in Teams.

### Uplift an ongoing mobile call with video

An internal call that has been made or answered in the native dialer in the mobile phone can seamlessly be uplifted in the mobile phone to a richer communication with Teams video, chat or screen sharing.

### Move an ongoing call between devices

When the user has an active call in the native dialer (or the Teams mobile app), the call will be display in the Teams PC client "You are in a call with XX on another device. Do you want to join this call?". The call can easily be moved with one click.

### Presence with mobile line status

If you are on a call on the native dialer in the mobile phone, your status in Teams will be updated to "In the Call".

### Busy when busy in a Teams Call or Teams meeting

If the user is busy in another call, the caller can get busy-tone or routed to voice mail. The missed caller ID will be presented in the Call history in Teams.

### Combined call history

All call history will be stored in Teams call log, irrespective of the call has been made to/from Teams or the native dialer in the mobile phone.

### Be part of Call Queues and other Teams features

Users can be part of Teams Call Queues, Boss-Secretary features, or Call Pickup Groups. Users can also choose to present these phone numbers instead of their mobile number for outgoing calls.

### Unified voicemail

The user will use the Teams Voice Mail even for the calls to the mobile number. This enables a common visual voicemail with transcript-to-text and other helpful features.

### Record the calls

Call to the mobile number can be recorded by the user with the inbuilt Teams recording feature or as part of a Teams compliant recording solution.

### Save cost with One Calling Plan

All calls made from Teams will be charged on the mobile subscription calling plan. This means that users only need one calling plan, which can save a lot of cost compared solutions with a fixed number and a mobile calling plan. Since many users in the Nordics have Mobile Calling plan with domestic calls for free, the calls from Teams will also be free.

### Telia Teams Operator Connect

Teams Phone Mobile can only be configured with a mobile number. This user cannot on the same time also be configured with a fixed phone number.

However, the Teams Phone System can be combined with other users in Telia Operator Connect, like user/devices with Fixed Phone Numbers, Call queues with Service Numbers and applications for switchboard attendant and contact centers.



### Reliable support

Telia's implementation of Teams Phone Mobile has a failover mode in case of Microsoft Cloud/365/Teams outage so all calls will be routed automatically to the mobile phone. For help with quality and incident issues you will get the help you need with combined resources from Telia and Microsoft.

### Target Group

Teams Operator Connect & Teams Phone Mobile with Telia targets midsize and large enterprise customers.

#### Prerequisites

- Teams Phone Mobile is an add on the Telia's Mobile Subscriptions.
- Microsoft license *Teams Phone Standard* is required as an add on for Enterprise E1/E3 or Business users. The license is included in Enterprise E5.
- Additionally, the "free of charge" license "*Teams Phone Mobile*" is needed for every user.

#### Next Step

If you are interested, please contact your Telia representative, For more information about the service and how to contact Telia:

[Operator Connect \(teliacompany.com\)](https://telia.com/operator-connect)

