THE VALUE OF VOICE

GUIDE

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The internet has opened up many new communication opportunities for businesses to explore, from email and live chats to social networking sites. Nevertheless, one thing that has remained the same throughout is phones. Voice or phone systems have traditionally been the crucial gears in the enterprise machine,, empowering direct, immediate, and effective communication and interactions. The dynamics of modern work are changing, with remote work increasingly becoming the norm. As a result, there is increased dependence on communication platforms to stay in touch, facilitate work, and collaborate on projects. The trend has seen unified communication systems become the go-to collaboration and communication platforms for remote teams.

Microsoft Teams Phone is becoming increasingly preferred by companies with now over 12 million PSTN users, nearly double the number a year ago (source: https://tomtalks.blog/microsoft-teams-phone-has-12-million-pstn-users-fy22-q4-earnings-call-details/). Learn more about what it is and how it enables businesses to stay connected as collaboration continues to evolve.

WHAT'S MICROSOFT TEAMS PHONE?

Microsoft Teams Phone is a cloud-based phone system that allows users to make, receive, and transfer voice calls to and from landlines and mobile phones. Its goal is to support all communication and collaboration needs of remote work. It is designed to help you and your team stay organized, enable real-time conversations, and schedule meetings to complete your projects efficiently.
With Microsoft Teams Phone, you can stay connected virtually anywhere with voice and video calling on any device from smartphones, computers, tablets, or desk phones. It is more than a voice communication tool that enables rich, reliable, and secure calling; it also doubles as a productivity tool.

Features
Microsoft Teams Phone combines the best of voice over internet protocol (VoIP) and video conferencing capabilities. Therefore, its features closely resemble those of a typical VoIP solution. Examples include call holding, call queuing, caller ID, music on hold, call flipping, digital faxing, call monitoring, call barging, call recording, and hot desking.

The phone system's advanced video conferencing features separate it from the rest.

It allows organizations to get all their members, including those working remotely, together using its voice or video conferencing functionality. In addition, Microsoft Teams Phone comes with call management capabilities that gives a company a higher degree of control control over its cloud telephony. Some of the call management features include reverse number lookup, do not disturb, voicemail, and delegation.

With direct routing, Teams Phone users can still connect with their teams using their existing telecom provider. Large organizations that depend on phone systems for heavy call volumes can now also benefit from the contact center integration feature, eliminating the complexities of call management. It is a great way to access all communication from a single app by allowing you to integrate business voice calling.

Teams Phone is also integrated with an auto-attendant feature, so you don't miss any calls. It lets you add a professional touch to your communication by customizing based on language, time zones, and your availability for answering calls.

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BENEFITS OF MICROSOFT TEAMS PHONE

UNIFIED COMMUNICATION PLATFORM

The biggest benefit of a powerful voice system such as Microsoft Teams is the ability to unify your communications and productivity channels. Teams Phone allows you to answer all calls on the go. Simply download the app to make and receive calls in any location. However, its usefulness is felt more in its ability to seamlessly integrate and work with the main workspace app—Microsoft Teams.

Microsoft Teams Phone works hand in hand with your cloud services, server architecture, and email: instant messaging, productivity tools and all the rest by keeping everything under the Microsoft banner. You no longer have to worry about compatibility issues and the frustrations of using multiple systems simultaneously. It simplifies user experience and improves efficiency by reducing the number of apps your team needs to use daily. Besides, the support for all of these apps and tools can be found in one place—Microsoft.

High-Level Security and Reliability

Teams Phone is, by design, a secure platform with robust security features such as data encryption, single sign-on, and multi-factor authentication, with security protocols constantly updated to stay ahead of cybercriminals. So, even as cyberattacks become more sophisticated, you can rest assured that your data and critical information are protected at all times.

The phone system is also reliable, with a 99.9% uptime guarantee as part of its service-level agreement (SLA). Teams Phone is based on Microsoft's cloud technology, Azure, which is an network spanning the entire world with hardly any cases of connections dropping out. Therefore, you are guaranteed high-quality calls from anywhere, on any device.

International Communication

The entire Microsoft Teams platform, including the phone system add-on, is built on the foundation of cloud-based infrastructure. The biggest advantage of any cloud-based service is the ability to access it anywhere. If your call center is set up in your office, all your employees and representatives can access it worldwide. This includes those working from home, those attending trade shows overseas, or foreign employees working remotely in their countries. Accessing your phone system is easy and fast - all it takes is an internet connection.

Flexibility and Scalability

Another benefit of being a cloud-based service is that it is easy and fast to deploy and scale Teams based on your needs. Structure that can change based on the rapidly evolving work environment. The flexibility of Teams Phone extends beyond the ability to make and receive calls from anywhere and on any device. It supports VoIP phone calls to anyone, whether on the Teams app, mobile phone, or landline. It also comes with flexible plans to allow you to scale based on your at-the-moment needs.

Boost Productivity

Several other virtual meeting platforms offer excellent opportunities for teams to collaborate effectively. However, the majority of them require switching between different apps and require additional subscriptions that can take more of your time and resources, ultimately hampering productivity. For instance, Forbes estimates that companies waste at least 32 days a year switching between different platforms. Problem by creating an ecosystem with all the tools and apps your team needs.

Instant Organization-Wide Updates

Teams Phone expedites communication and makes the process more effective. It does not matter whether your staff consists of 15 or 50,000 employees; no one is left behind on critical company updates. Everyone can dial into important company announcements on either voice or video calls and get real-time information no matter where they are. The ability to communicate instantly with all members of an organization is critical in dealing with or responding to emergencies. Employees from wherever they are can tune in and play their role in responding to emergencies.

No Hardware or Software Limitations

Teams Phone is not like the traditional phone system that requires the adoption of specific hardware and sometimes software to function. You only need a device that can access the internet and an internet connection to make or receive a call. Teams Phone is also supported on Windows, Mac, Android, and iOS.

Minimize Costs

No setup or installation costs are involved in adopting a cloud-based phone system such as Teams Phone. Therefore, when you switch from the traditional phone system to Teams Phone, you can save up to 50% of phone costs. You also get to save up significantly on running costs.

GET MICROSOFT TEAMS PHONE TODAY

Phone systems have always been the lifeblood of communication for every business. They have always allowed direct and immediate contact with customers and enabled effective internal organizational interactions. Microsoft Teams Phone is changing the role of phone systems in business by making it even more valuable. It is a phone system for organizations embracing remote and hybrid work.

The benefits of Teams Phone are tremendous. It supports flexibility, scalability, secure communication, and productivity and reduces operational costs. It also enriches the employee experience and boosts customer satisfaction. It is a modern phone system with remote work or hybrid work in mind.

If you would like to learn more about Microsoft Teams Phone, how it works, and how it can transform your business, please don't hesitate to contact us.

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More and more SMBs are deploying inventive meeting solutions powered by Microsoft. Whether it's for improved functionality or a more inclusive experience in a a hybrid workforce, organizations are realizing the productivity and collaboration advantage of Teams Rooms. If you would like to discuss how you can transform your meeting spaces to live up to the new hybrid reality, please reach out to one of our experts.

Calling for Microsoft Teams

Enhance Microsoft Teams with flexible and intelligent calling capabilities for staff working from anywhere.

Teamwork Fundamentals for Microsoft Teams

Expert planning and implementation of your company's Microsoft Teams deployment.

TRANSFORMING SMB FOR HYBRID WORK

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