

MS Teams Phone: A Square Peg in a Round Hole



MS Teams Phone: A Square Peg in a Round Hole

Agenda

- What is Microsoft Teams for O365 Business
- Competitive Review - MS Teams Phone
- MS Teams Phone Integration with Hosted PBX Service



MS Teams

What is Microsoft Teams

Per Wikipedia

Microsoft Teams is a proprietary business communication platform developed by Microsoft, as part of the Microsoft 365 family of products.

Teams primarily competes with the similar services Slack and Webex, offering workspace chat and videoconferencing, file storage, and application integration.

Teams is replacing other Microsoft-operated business messaging and collaboration platforms, including Skype for Business and Microsoft Classroom...

MS Teams

What is Microsoft Teams

It's a collaboration platform used primarily for

- Teams and channels - conversation boards between teammates
- A chat function - chat function between teams, groups, and individuals
- Document storage - contains a default document library folder
- Video calling – provides video calls like Zoom, Slack or Google Meet
- Online meetings – One to many meetings with file sharing which can be scheduled
- Audio conferencing - anyone can join an online meeting via phone using invites
- Lots of 3rd party app integration – allow users 3rd party app use within Teams

Competitive Review - MS Teams Phone

Is Teams also a Phone System?

This presentation is not offering any opinion on Teams as a workplace collaborative product.

This presentation is only about Teams Phone capabilities as a business phone system.

Competitive Review - MS Teams Phone

Review

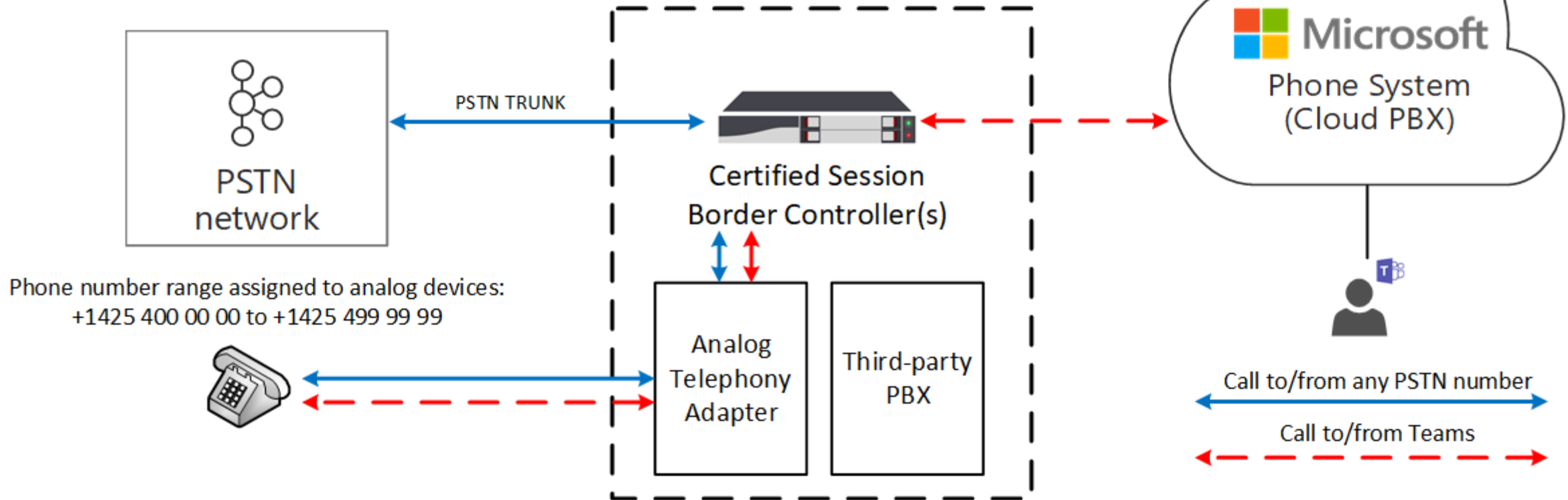
- **Overview – Strengths & Weaknesses**
- **Purchasing MS Teams Phone**
- **Basic Call Handling on App**
- **Call Flow**
- **Call Features**
- **General Features**
- **Equipment Support**

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Route to/from Teams: Any call between +1425 4XX XX XX and +1425 5XX XX XX must take the **red route (dotted line)**

Route to/from PSTN: Any call between +1425 4XX XX XX and any other number except +1425 5XX XX XX must take the **blue route (solid line)**

Phone number range assigned to Teams users:
+1425 500 00 00 to +1425 599 99 99



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Overview of Major Strengths

Tightly integrated to Office 365 and Teams

Already on a lot of desktops and in OS and O365 by default

Number of teams users? 250M worldwide, number seems inflated, probably 40% are education

Built in voice auto attendant

Transcriptions of voice calls

Hot desking on Yealink MP-56 by logging in as your account

Teams Mobile App supports calls

Loads of 3rd party applications

Price if already have Teams License and only need the minimal features of Teams Phone System

Competitive Review - MS Teams Phone

Overview of Major Weaknesses	Solved by Teams Integration with Hosted PBX Service
Constrained by Teams environment which wasn't designed originally for PSTN Calling processing	Yes
Most developers are likely not experienced PBX developers	Yes
Support is poorly designed and cannot function in an efficient manner	Yes
Desk phones - cannot be taken home, update status slowly (2 or more minutes), require periodic login	Yes
Invoicing	Yes
All phones (including common area) require DID and will ring regularly with SPAM calls	Yes
Dysfunctional support for analog equipment	Yes
No cordless phones	Yes
Potential Accumulating Tax Liability	Yes
Changes can take affect immediately, 4 hours or 24 hours	Yes
Call Park will ring back only once. If ring back is missed, call will stay parked but no one will know about it	Yes
Different Endpoint Required for a Main Answering point	Yes
Price if Key System or PBX Features Are Needed	??

Competitive Review - MS Teams Phone

Overview of Major Weaknesses	Solved by Teams Integration with Hosted PBX Service
No unavailable options for redundancy	Yes
CDR is minimalistic and reports are limited and only available through 3rd parties or spreadsheet manipulation	Yes
Clumsy call handling	No
No paging through phones and difficult/expensive integration to external paging	Yes, for service phones with support feature
No Fax Support - need 3rd Party Solution	Yes
No SMS Support - need 3rd Party Solution	Yes
Recording All Calls requires 3rd Party Solution	Yes
No Call Pickup	Yes, for service phones with support feature
Calls forwarded to external number cannot be drawn back to system voicemail	Yes
May require several 3rd Party Relationships to assemble a complete phone system	Yes
Typical PC Softphone Audio Setup and Adjustment Problems	Yes

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Customer Requirements

Example Configuration for Small and medium-sized business (fewer than 300 users)

- Microsoft 365 Business Basic - **\$5.00 user/month** or Microsoft 365 Business Standard - **\$12.50 user/month** or any larger 365 Business platforms
- Microsoft 365 Business Voice - **\$15.00 user/month**
- Includes:
 - Cloud-based phone system supporting auto attendants (requires Service Number **\$\$**), and call queues (requires Service Number **\$\$**)
 - Calling plan (Domestic US and Canada or Domestic plus optional International dialing**\$\$**)
 - Dedicated Dial-in audio conferencing (requires Service Number **\$\$**)
 - Microsoft Teams app on desktop and mobile

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Invoice

December 2021
 Invoice Date: 12/12/2021
 Invoice Number: E01 [REDACTED]
 Due Date: 01/11/2022

71.08 USD

Microsoft 365 Business Voice (US) Adoption Promo										
Service Period	Days	Qty	Monthly Price	Charges	Discounts	Credits	SubTotal	Tax %	Tax	Total
12/11/2021 - 01/10/2022*	31	4	10.07	40.26	0.00	0.00	40.26			40.26
12/11/2021 - 01/10/2022	31	4	4.94	19.74	0.00	0.00	19.74	9.25 %	1.82	21.56
11/23/2021 - 12/10/2021*	18	4	10.07	24.16	0.00	0.00	24.16			24.16
11/23/2021 - 12/10/2021	18	4	4.94	11.84	0.00	0.00	11.84	9.25 %	1.10	12.94
11/11/2021 - 12/10/2021*	30	3	10.07	-30.20	0.00	0.00	-30.20			-30.20
11/11/2021 - 12/10/2021	30	3	4.94	-14.81	0.00	0.00	-14.81	9.25 %	-1.37	-16.18
11/11/2021 - 11/22/2021*	12	3	10.07	12.08	0.00	0.00	12.08			12.08
11/11/2021 - 11/22/2021	12	3	4.94	5.92	0.00	0.00	5.92	9.25 %	0.54	6.46
SubTotal				68.99	0.00	0.00	68.99		2.09	71.08
Grand Total				68.99	0.00	0.00	68.99		2.09	71.08

* The price displayed is a charge for Audio Conferencing and Calling Plan Services. Any applicable transactional taxes are charged exclusively of the amount shown except for sales made within the United States. In the U.S., the price displayed is tax inclusive as it includes a charge for the Calling Plan and Audio Conferencing Services and a charge for the taxes and fees we are required to charge. Audio Conferencing and Calling Plan Services are serviced by the Microsoft Affiliate authorized to provide them. See <http://go.microsoft.com/fwlink/?LinkId=690247> for details.

- **Missing Taxes?**
 - 9.5% TN Communication Services Tax
 - \$1.50/user TN E911
 - USAC
 - Estimate invoice missing at least \$10.40 in taxes

Competitive Review - MS Teams Phone

Customer Requirements

Example Configuration for Small and medium-sized business (fewer than 300 users)

- **Requires:**
 - Communication Credits\$\$ (Pre-paid minutes to cover International calls and Dial Plan Overage)
 - Desk Phones\$\$ that support Teams where the Teams app is not applicable
 - Qualified MS Global Administrator\$\$ (i.e., MS Solutions Provider)
 - Requires Telephony Experience
 - Ongoing Telephony Support for MAC and Technical Support
 - Teams Phone System User Support Staff\$\$
 - User Training and Support
 - Coordinating and Implementing User and System Changes with Administrator

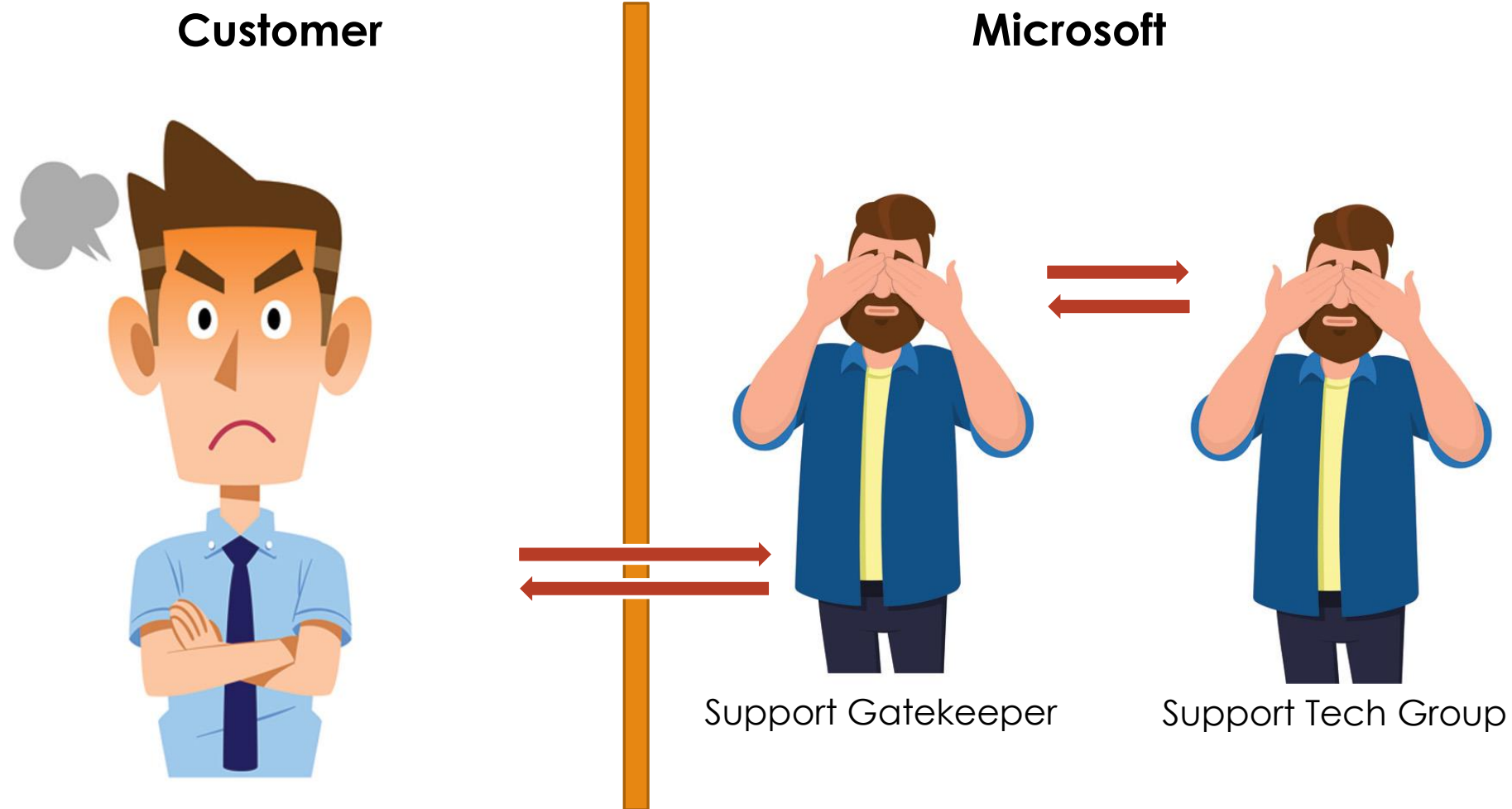
Competitive Review - MS Teams Phone

MS Teams Phone using MS Business Voice Support

- **MS 365 Business Voice Support:**
 - Cannot See Their Customers' Current Configuration
 - Cannot Make Any Changes on Behalf of Their Customers
 - Knowledgeable Techs Do Not Work Directly with Customers
 - Relay All Information, Questions and Configurations Through Intermediate Communication Personnel
 - Will Use Screenshare to Watch the Customer Make Changes

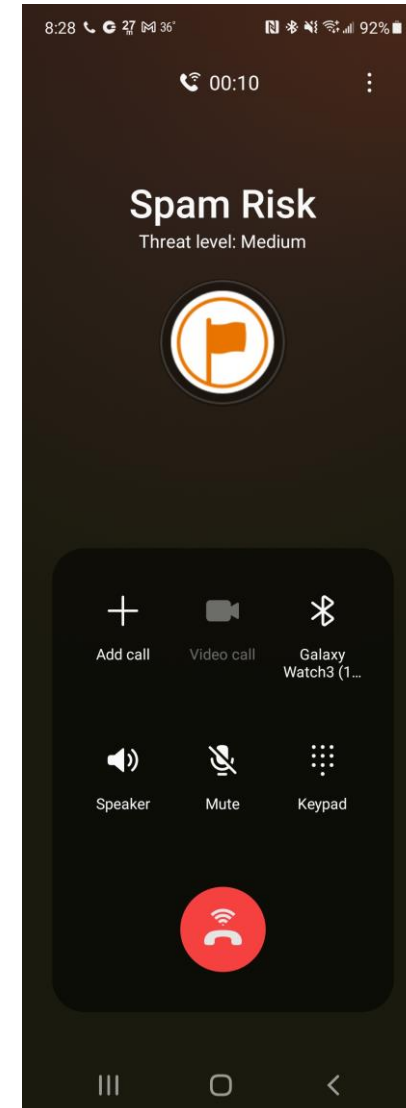
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MS Teams Phone using MS Business Voice Support



Your Number is a SPAM Call

- You Call a Mobile Number and They See Spam Risk
- As a Teams Phone System Customer, who solves these problems?
- Answer: You Do!
- One Potential Answer to Each Problem You Struggle with: It's not solvable



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Planning System and User Needs

- **Requires:**
 - Personnel with Telephony Experience\$\$
 - Must Understand the Customer's Communication Needs
 - Must Know what the MS Phone System can do and how
 - Must Know what the Teams Endpoints can do and how
 - Must Coordinating Needs with MS Global Administrator
 - Able to create the Customer's Total Communication Solution
 - Vendor Coordination from Old to New (Who?)
 - Contract Termination or Compliance
 - Number Porting and Ordering
 - Onsite Equipment Swap

Not a task for most customers/employees to do themselves!

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Planning System and User Needs

- **Porting or Purchasing Phone Numbers**
 - Ported or new numbers are purchased as either for Users\$\$ or Service Purpose\$\$
 - Can Not be Dual Purpose

User (subscriber)

These are numbers for users in your organization that need a phone number.

Call queue (Toll)

These are service numbers that are used when you are creating a call queue and it will be used on resource accounts.

Auto attendant (Toll)

These are service numbers that are used when you are creating an auto attendant and it will be assigned to a resource account.

Call queue (Toll Free)

These are service numbers that are used when you are creating a call queue and it will be used on resource accounts.

Auto attendant (Toll Free)

These are service numbers that are used when you are creating an auto attendant and it will be assigned to a resource account.

Dedicated conference bridge (Toll)

These are service numbers that are used on conference bridges so users can dial in to meetings.

Dedicated conference bridge (Toll Free)

These are service numbers that are used on conference bridges so users can dial in to meetings.

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Call Flow Review

- **Call Park and Retrieve**

- Park Zones Not User Selected
- The user Parking the call must Share a Systems Generated Code With Others by messaging or Teams meeting voice call for Them to Retrieve
- No Personal Park Zones
- No User method to see Parked Calls
- **Only 1 Park recall, if missed, no staff will be aware of the existence of the call**

- **No Hold Recall**

- **Call Forwarding**

- Basic Forwarding by User in the Teams App Only
- No Admin Options for Users

- **Day/Night Mode Switching**

- No User Control, Only by Admin and by Set Schedule

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Call Flow Review

- **No Functional Call Pickup Groups**
 - MS Claims to Have this Feature but It Is the Equivalent of a Ring Group
 - All Phones in the Group Have to Ring All of the Time

Competitive Review - MS Teams Phone

Call Flow Review

- **Call Center – Limited Ability**
 - Basic Fixed Call Queue Functions More Like a PBX Ring Groups
 - No Recurring Announcements
 - No Place in Queue or Estimated Wait Time
 - No Exit Digit
 - No Callback Options
 - No Agent Log in/ out
 - No Agent Wrap up timer
 - No Dynamic activity screen or table for Call Center Managers
 - No Call Center Reporting
 - The list goes on...

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Call Features Review

- **Users Cannot Make Anonymous Calls**
- **Calls Can Be Recorded on Demand**
 - Cannot Be Recorded Silently
- **Recording All Calls Is Only Available through 3rd Parties**
 - Cannot Be Recorded Silently
- **No Call Monitoring of Any Type is Possible**
- **Can Handle Multiple Calls**
 - Each Call Opens a Large Window on Screen
 - No List of Active Calls
- **Can Add Additional Parties to a Call**
 - Unless Conference Resources Are Configured for the User, Caller ID for Additional Calls is not the Customer's Caller ID

Competitive Review - MS Teams Phone

Call Features Review

- **No Out Dial Voicemail Delivery (Typically Used for After Hours)**
- **Cannot Limit Incoming Calls Except in a Call Queue**
- **Unanswered Can Only Forward to 1 Other Option Including Voicemail**
- **Unanswered Calls Ringing to External Number Cannot End Up in System Voicemail**
- **No Handsfree on Intercom Calling**
- **It's a softphone – call audio is dependent on computer sound system**
 - **Typical setup and adjustments problems**

Competitive Review - MS Teams Phone

General Weaknesses

- **3rd Party Contact Sync**
 - Limited Ability to Sync with Outlook and only in Web Version of Teams
 - Synced Outlook Contacts Are Static
 - No Other Contact Syncing is Supported
 - Only Favorites as Marked in Web App Appear in Mobile App

Importing Contacts

- **Cannot Have External System Contacts**
- **Cannot Sync Contacts with Apple or Google**
- **Cannot Import Any User Contacts**
- **You can:**
 - Type in contact one at a time
 - Using the MS Edge browser, you can sync and manage Outlook contacts to Teams. Not a feature in the desktop, mobile or MS Desk phone.



tompatterson45 replied to **sfanjoy**

Apr 18 2020 07:38 AM - edited Apr 18 2020 07:40 AM

[@sfanjoy](#)

I can't even add one single contact to my Teams. Feeling SUPER frustrated right now, and wondering if I made the wrong decision purchasing Office 365 Business Premium in order to be able use Teams. I've spent many hours since purchasing it yesterday, and have gotten exactly nowhere. This does not strike me as the kind of work one should have to do to get it to function--and then still not have it function. What am I missing?? I'm a sole proprietor in my business, so every contact has to be an external contact. Can someone please help?

3 Likes

Reply



HiltonMundell replied to **tompatterson45**

Apr 20 2020 11:19 PM

[@tompatterson45](#) I am in the same boat here! Finding this frustrating. I need to add external users onto teams and so far I am getting nowhere.

1 Like

Reply



salesagency replied to **tompatterson45**

Apr 23 2020 07:13 PM

[@tompatterson45](#)

I have the same need and concern. Hope we see a solution.

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General Weaknesses

- **No Call Forward Unavailable for Internet Redundancy**
 - Alternate Device Must Ring 100% of the Time
- **No SMS Support**
 - Requires 3rd Party Solution
- **No Click to Dial in Web Browsers**
 - Requires 3rd Party Solution and Configuring [tel:](#) link in browser

Competitive Review - MS Teams Phone

General Weaknesses

- **User Caller ID - Control Not Supported, requires a MS admin with PowerShell skills**
 - No Option for Users to Select Caller ID from List

Set your caller ID policy settings

ⓘ Note

To set the caller ID to a resource account phone number and to set the calling party name, use the PowerShell cmdlets `New-CsCallingLineIdentity` or `Set-CsCallingLineIdentity` in the Teams PowerShell module 2.3.1 or later. (These options are not currently available in the Microsoft Teams admin center.)

https://docs.microsoft.com/en-us/microsoftteams/set-the-caller-id-for-a-user?WT.mc_id=365AdminCSH_SupportCentral

Competitive Review - MS Teams Phone

General Weaknesses

- **Limited Call Detail Reporting Capabilities**
 - User Level
 - Limited to what is shown on the Call History portion of the Calls page
 - No editing, exporting or sharing
 - Admin Level
 - Teams admin have access to usage reports. Preview on screen and or export to Excel as raw data.
 - Custom Call Reports
 - Not a provided service. 3RD party providers available to purchase.
 - Data Seems Limited to 1 Line per Call i.e. no cradle to grave call information

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General Weaknesses

- **No eFax Service**
 - Customers Must Use 3rd Party
- **Fax Machine Support Requires 3rd Party PSTN Services, MS Certified 3rd Party Session Border Controller and Analog Device**

Competitive Review - MS Teams Phone

Equipment Support

- **Paging Not Supported**
 - All Page, Zone Page, Overhead Page
 - Phone Page (One or Two Way)
 - Night Ring Over Paging



jszokeAnders NEW CONTRIBUTOR

May 11 2021 09:26 AM

Native overhead paging / intercom features

Hi, thanks for doing this AMA. I was wondering if/when Teams Calling will ever have any kinds of native features related to overhead paging or intercom.



roman_s_f replied to **jszokeAnders**

May 11 2021 09:32 AM



Thank you for this suggestion! We don't have anything to share on this topic, but you can add your votes/comments here on User Voice, which the team looks at:

<https://microsoftteams.uservoice.com/forums/555103-public/suggestions/40922305-paging-intercom-syste...>

<https://techcommunity.microsoft.com/t5/microsoft-teams-ama/native-overhead-paging-intercom-features/m-p/2345365>

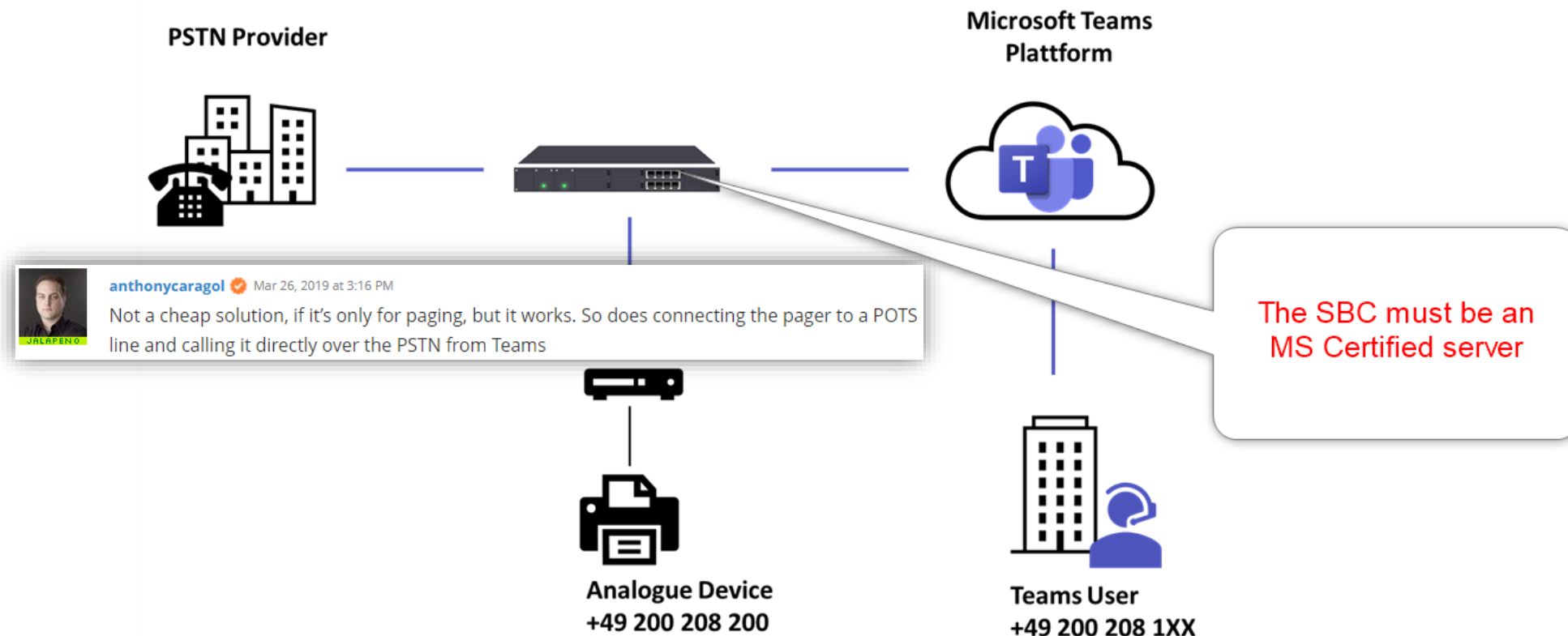
Competitive Review - MS Teams Phone

Equipment Support

- Fax machine or any endpoint that could be connected by an ATA

Going into detail - Example of the call routing

Now, let's go into detail and have a look how to configure the call routing in a SBC. In this scenario, I assume that you successfully connected the SBC to the Microsoft Teams platform and the ATA device is registered to the SBC. We are using the number range from +49 200 208 100 to +49 200 208 199 for our Microsoft Teams Users. The ATA is configured to use +49 200 208 200 for an analogue device.



Competitive Review - MS Teams Phone

Equipment Support

- **Door Latch Control**
 - Not Supported
- **Door Intercom Endpoint**
 - Not Supported

<https://techcommunity.microsoft.com/t5/microsoft-teams/teams-for-calling-with-front-door-security-system-new-office/mp/1060934>



 **Christine Stack** FREQUENT CONTRIBUTOR

Dec 11 2019 12:09 PM

Teams for Calling with front door security system - New Office Planning NEED ADVICE

We are "all in" with Microsoft 365 and Teams Calling (using computers and mobile phone apps). Our office is serverless. We are renovating a new location and I want to plan for a front door entry and security system. What do I need to know now (currently we are in the early stages of demolition) for planning. We rent in our current location so I have not needed to purchase my own front door system in the past. Can this all be done wirelessly or via POE these days connected to WHAT? I really need to know what I need to plan for in terms of wiring (if anything). What 3rd party technology or partners would do this type of work or at least consult on it?



 **Stewart_Ross** replied to **Christine Stack**

Oct 13 2021 10:15 PM

[@Christine Stack](#) Did you ever find a simple door station/intercom solution that did not require a combination of 3rd party products to work? I'm interested in the same.

Competitive Review - MS Teams Phone

Equipment Support

- **No Teams Enabled Cordless Phones**
- **MS offers Teams Enable 3rd party endpoints**
 - Support unknown
- **Analog Cordless Phones Need 3rd Party PSTN and Session Border Controller**
 - Cannot Be Called Directly, Must Use PSTN Assigned Number

Competitive Review - MS Teams Phone

User Operation Examples

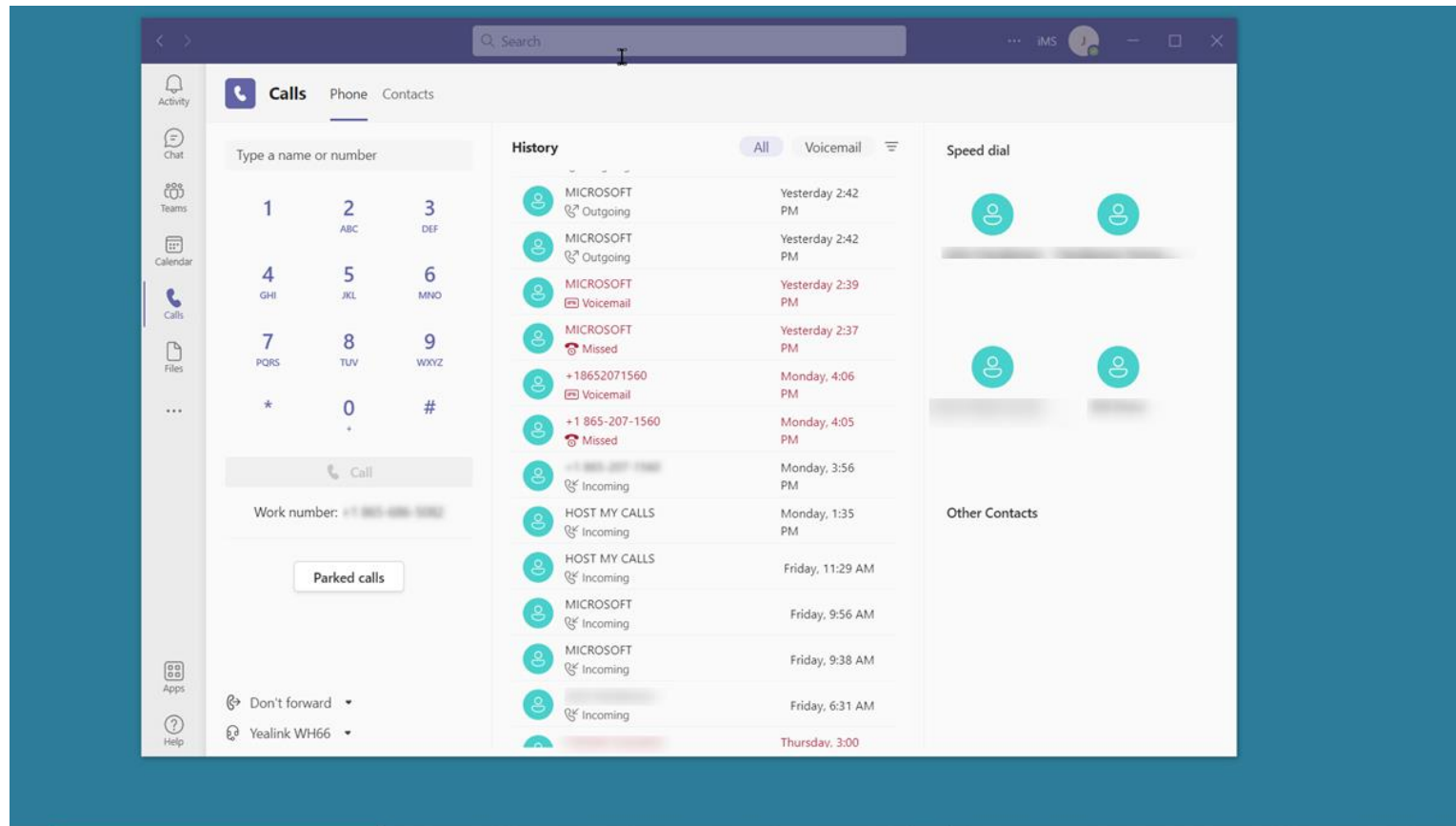
Complex and Confusing User Operation

Here is an Example of the User Steps to –

1. Answer an Incoming Call
2. Park the Call
3. Retrieve the Parked Call
4. End the Call
5. Return to Idle Teams Calls Page

Competitive Review - MS Teams Phone

1. Answer an Incoming Call



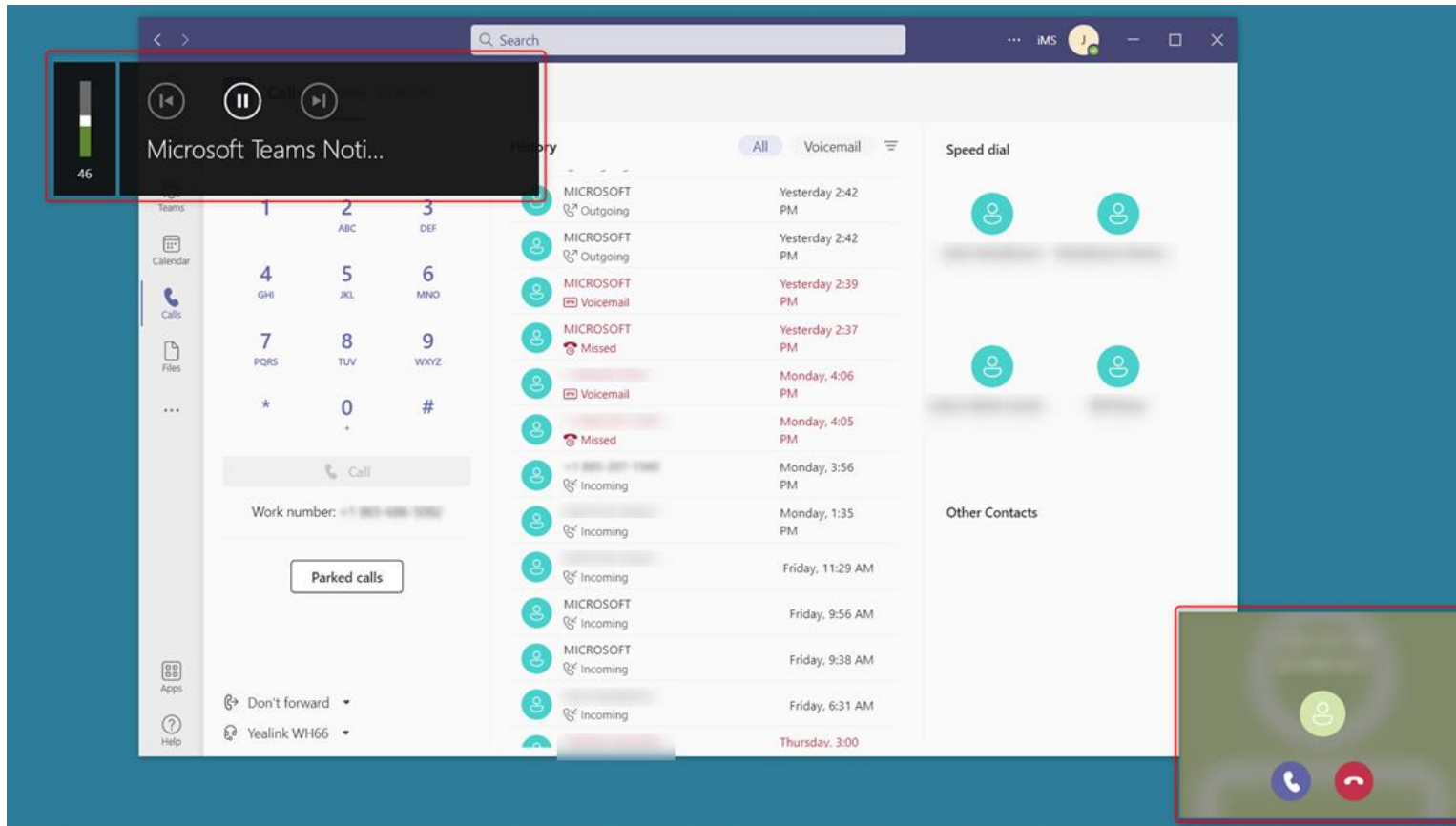
Idle Teams Calls Page

This is the view needed for a user to manage PSTN and Local User calls

Desktop Screenshot

Competitive Review - MS Teams Phone

1. Answer an Incoming Call



Call Begins to Ring

Two additional windows pop up

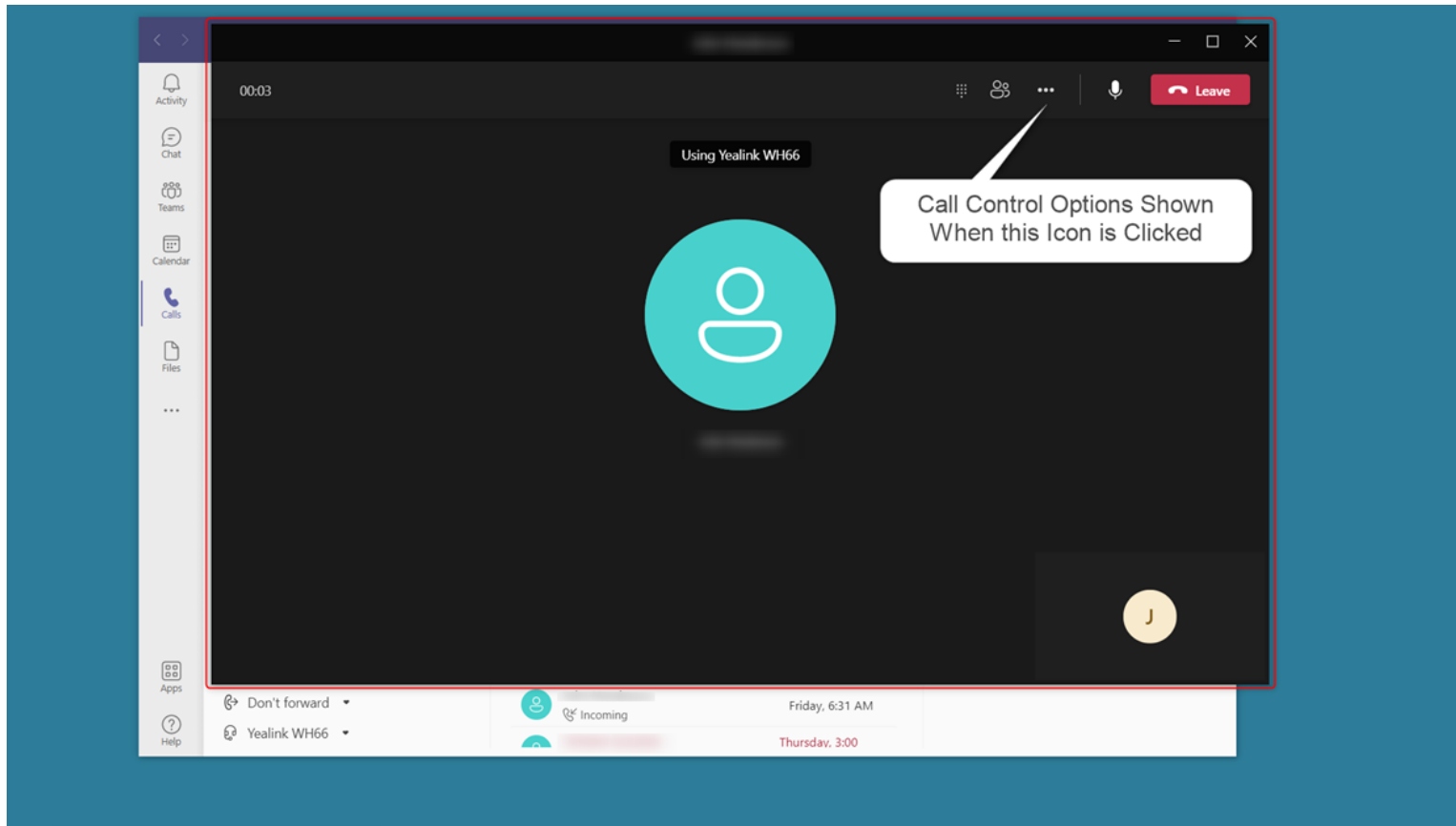
- One for Audio Control
- One for Call Notification and Control

User Answers Call by Clicking the Answer Icon in the Second Additional Pop-up Window

Desktop Screenshot

Competitive Review - MS Teams Phone

1. Answer an Incoming Call



Call is Answered and Audio is active

Third additional window popup

- This window is dedicated for management of this Call

User Answers the Call and has conversation with Caller

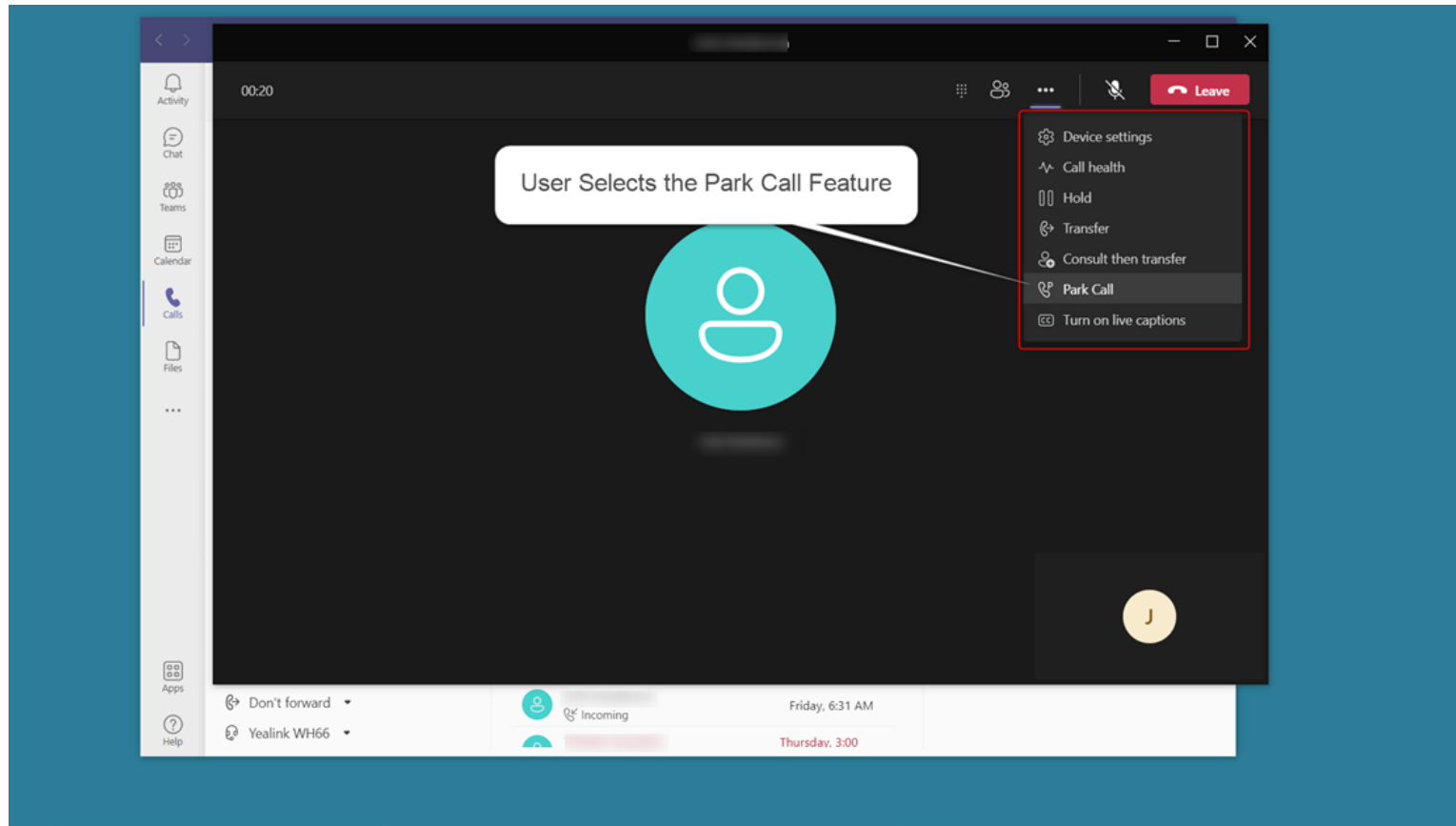
User wants to Park the Call

User Clicks the Call Control Options Icon to access the Call Park selection

Desktop Screenshot

Competitive Review - MS Teams Phone

2. Park the Call



Parking the Call by User

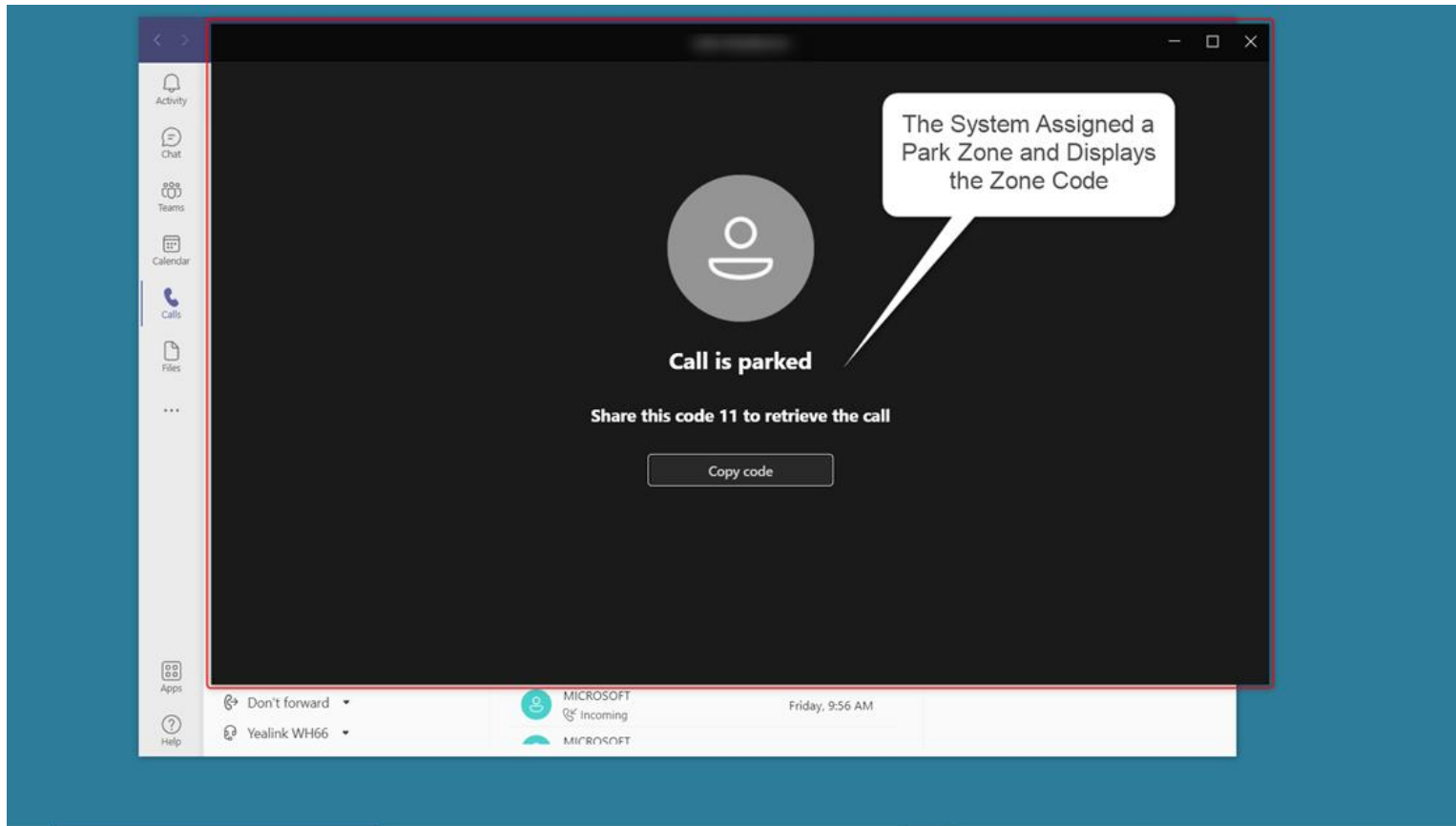
After the Options Icon is Clicked, another Window Appears.

User Clicks the Park Call Option

Desktop Screenshot

Competitive Review - MS Teams Phone

2. Park the Call



The System Parks the Call

Previous Window is replaced with an Additional Window with Information about the Parked Call

User Clicks the Copy code button or commits the code to memory

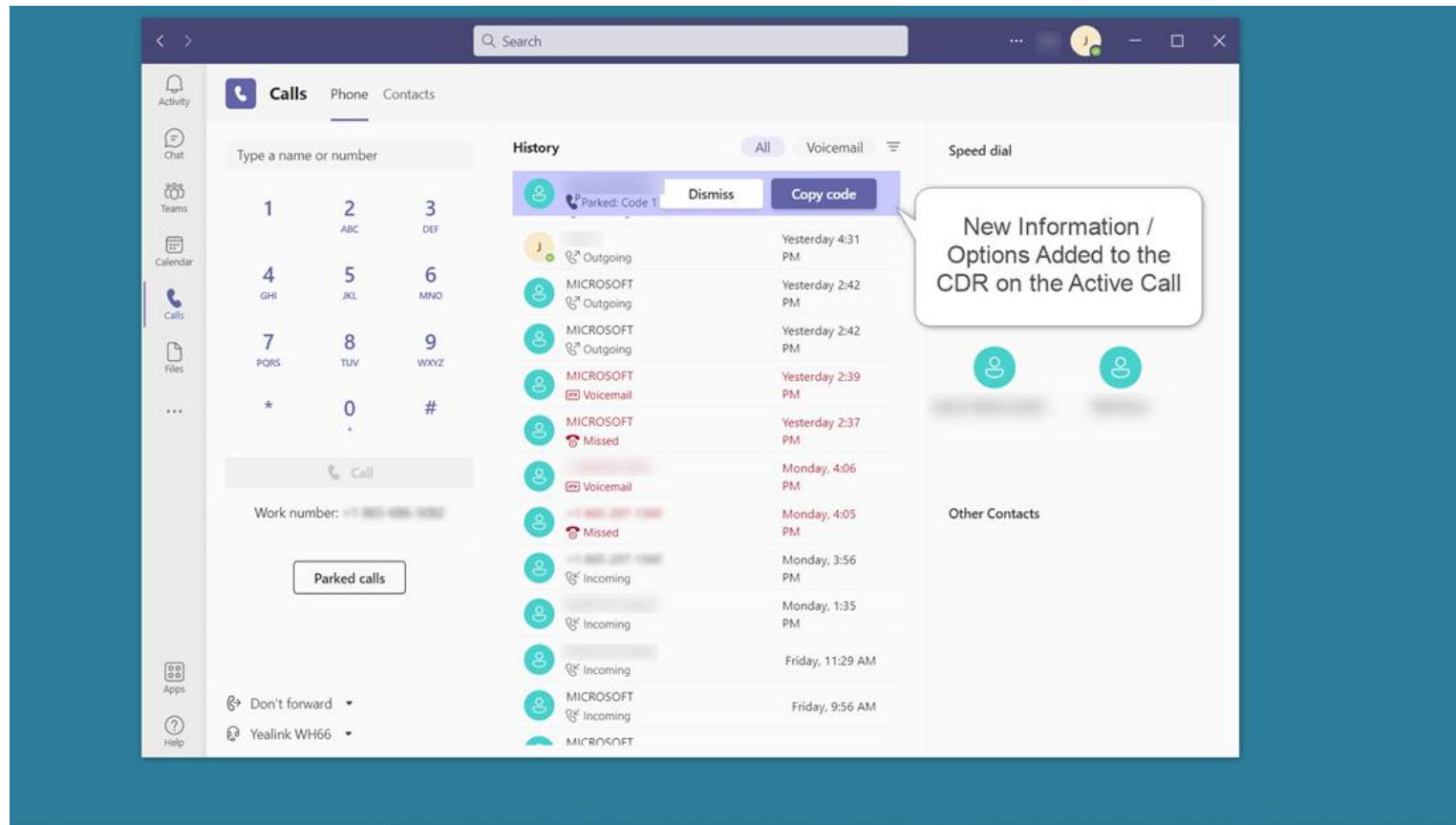
User Must Close this Informational Window to Continue

- Clicking the X in the top Right Closes the Window

Desktop Screenshot

Competitive Review - MS Teams Phone

2. Park the Call



User is Returned to the Idle Calls Page

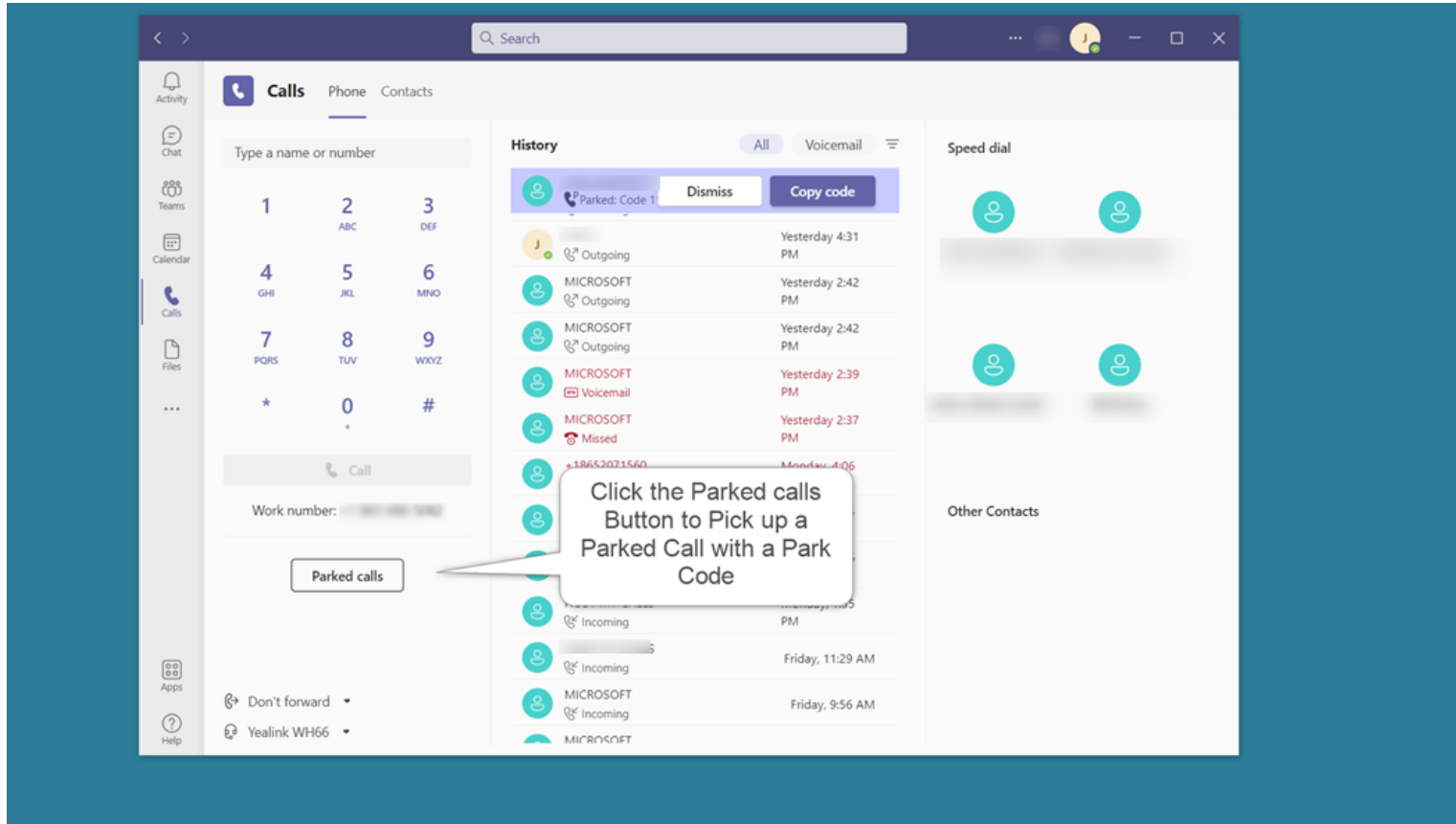
The CDR for the Call is Shown and with Options that Repeat what was Shown on Previously Shown Window

User can Dismiss the Option to Copy code or Copy Code

Desktop Screenshot

Competitive Review - MS Teams Phone

3. Retrieve the Parked Call



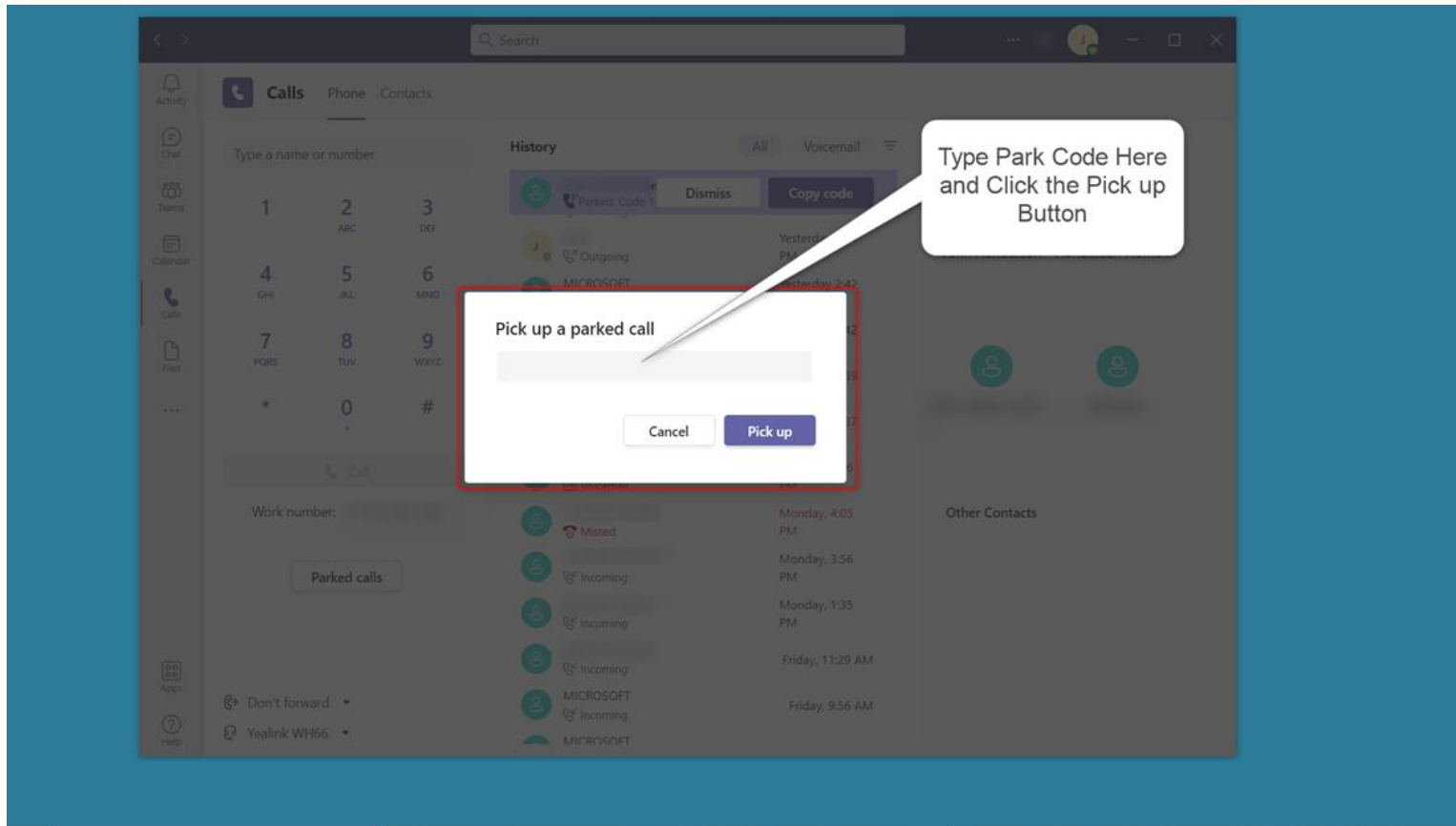
User Retrieves the Parked Call from the Idle Calls Page

User Clicks the Parked calls Button which is below the Dialpad (one of the few direct functions buttons available)

Desktop Screenshot

Competitive Review - MS Teams Phone

3. Retrieve the Parked Call



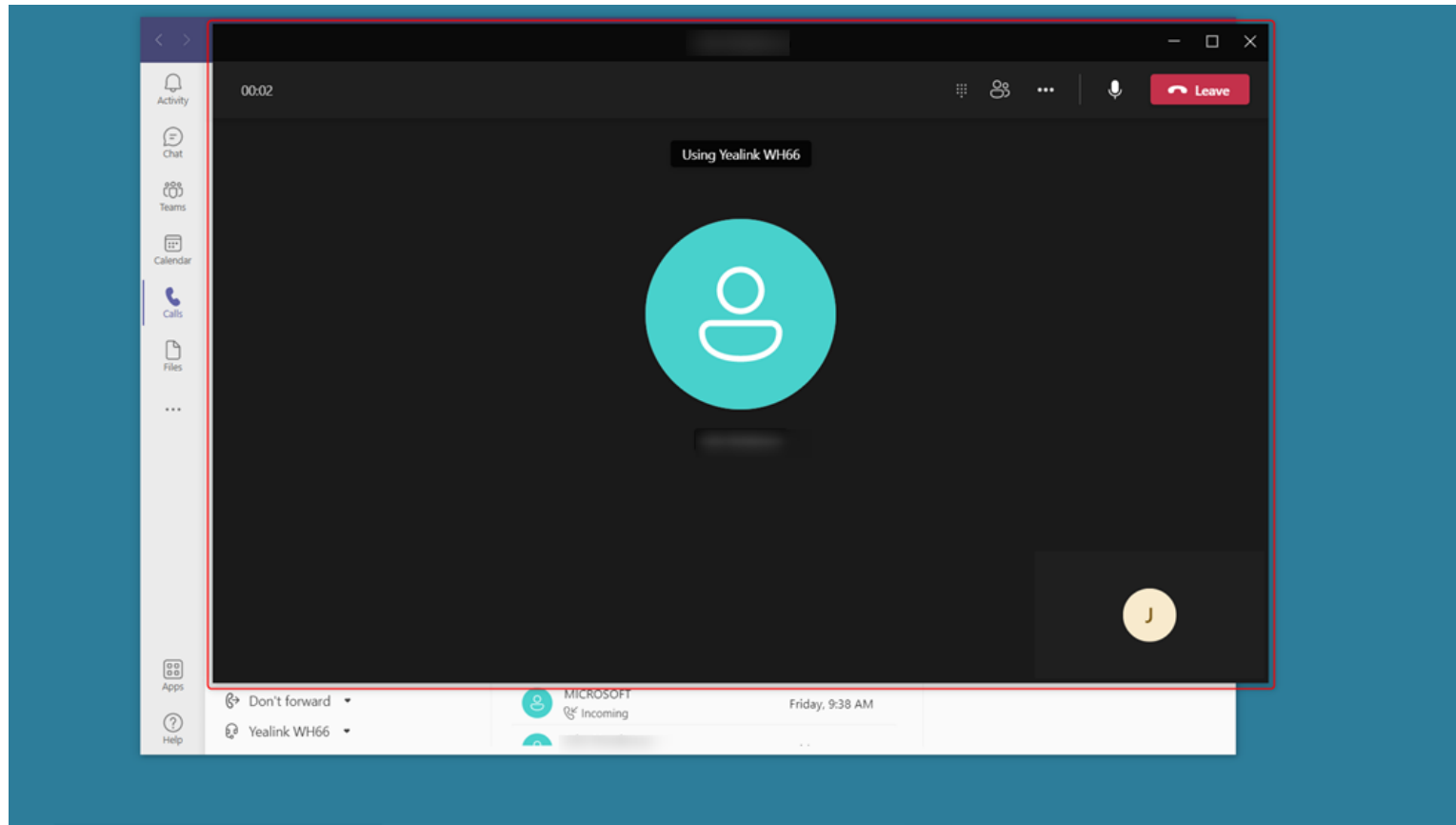
User Retrieves the Parked Call from the Idle Calls Page

- A Pop-up Window Appears
- User Types the Park Code for the Call
- User Clicks the Pick up Button

Desktop Screenshot

Competitive Review - MS Teams Phone

3. Retrieve the Parked Call



User Retrieves the Parked Call from the Idle Calls Page

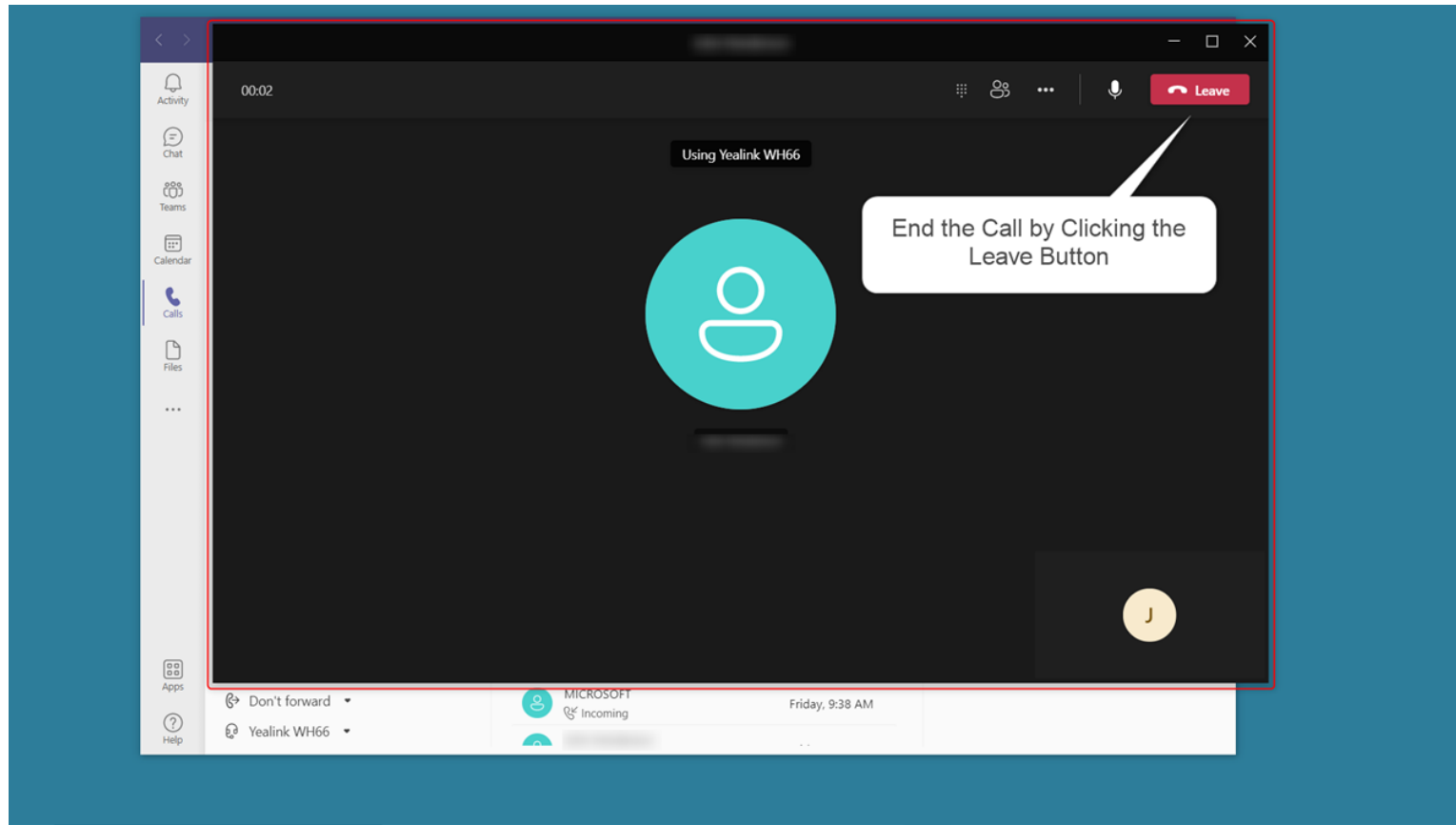
A New Call In Progress Screen Appears

Call Audio for Both Parties is Connected

Desktop Screenshot

Competitive Review - MS Teams Phone

4. End the Call



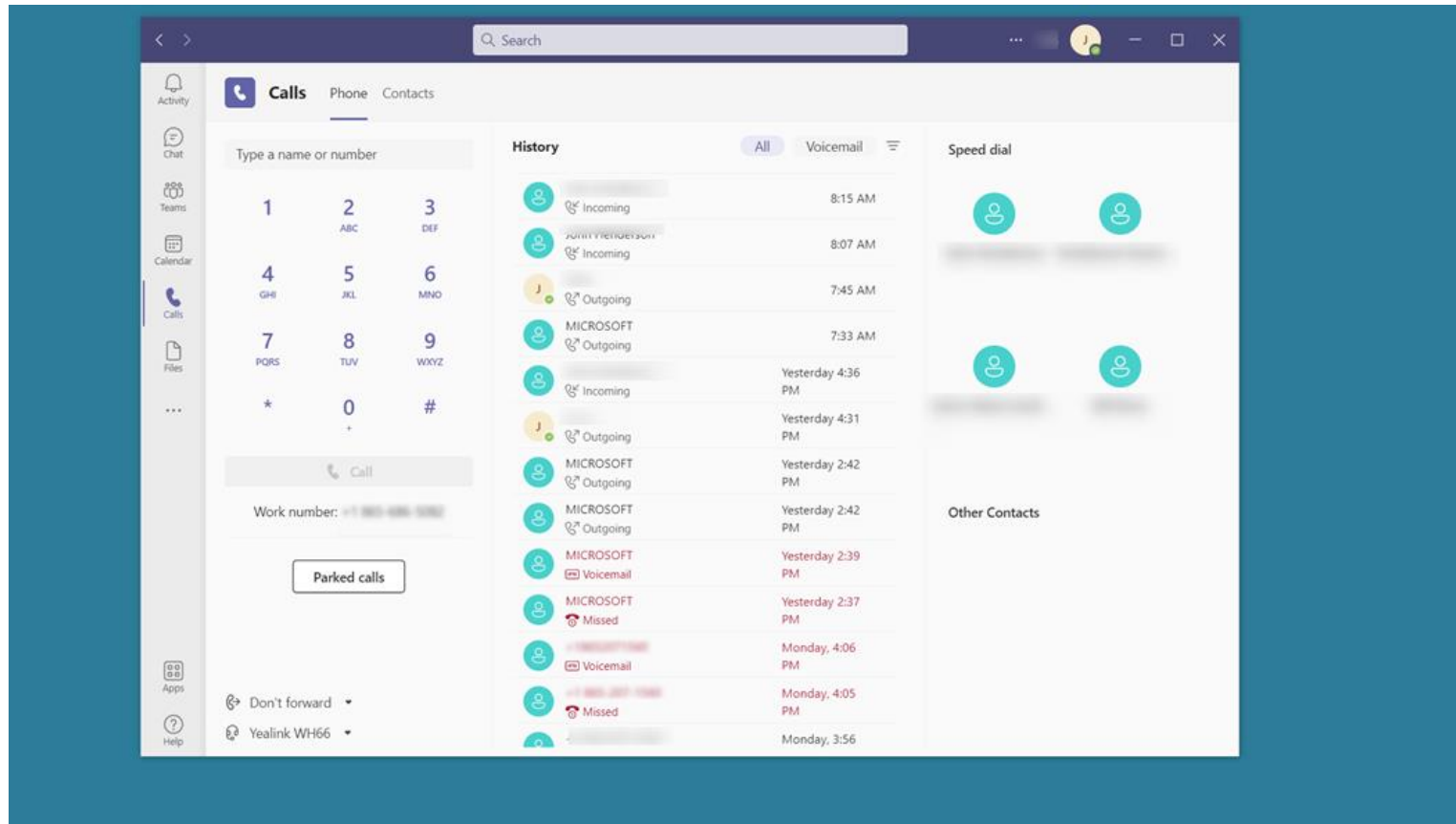
Ending the Call from the Active Call In Progress Screen

User Clicks the Leave Button to End the Call

Desktop Screenshot

Competitive Review - MS Teams Phone

5. Return to Idle Teams Calls Page



Call was Ended

The Idle Calls Page is Returned

A New Call Function can now be Performed

Desktop Screenshot

Competitive Review - MS Teams Phone

The screenshot displays the Microsoft Teams Phone interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Help. The main area is titled 'Calls' and includes a search bar, a numeric keypad, and a 'Call' button. Below the keypad is a 'Parked calls' section. The central 'History' pane shows a list of call events with filters for 'All', 'Missed', 'Incoming', and 'Voicemail'. A call log entry is highlighted with a call icon and a speech bubble containing the text: 'Un-answered Parked Call returns looking like a new call'. To the right is a 'Speed dial' section with several contact icons. In the bottom right corner, a call in progress is shown in a red-bordered window, displaying 'is calling you' and a contact icon.

Call Type	Duration	Time
Incoming	8s	11:52 AM
Incoming	2m 4s	11:49 AM
Incoming	1m 15s	11:42 AM
Incoming		AM
Incoming		AM
Incoming		AM
Incoming		AM
Incoming		AM
Incoming		AM
Missed		11:20 AM
Outgoing	54s	11:19 AM
Missed		11:18 AM
Incoming	1m 19s	11:17 AM
Outgoing	9s	11:15 AM

Competitive Review - MS Teams Phone

Meeting Application Requirements

■ **User Call Handling**

- To Answer a call and Transfer it on the Teams Computer Client, 3 Different Popup Windows are used
- With a Call in Progress, there is no Easy Way for a User to Verify the caller/called party's phone number
- To add-on a 3rd party to a call in progress is done by invite, or dialing and joining them into a Teams Meeting
- Call management functions are not in the Dialer window, but in the Meeting window
- Un-answered Parked calls return looking like new calls

Competitive Review - MS Teams Phone

Meeting Application Requirements

- **911 - User Changing Location**
 - Requires MS Admin
 - User level E911 address change not available by default

Notes and restrictions

Keep the following in mind:

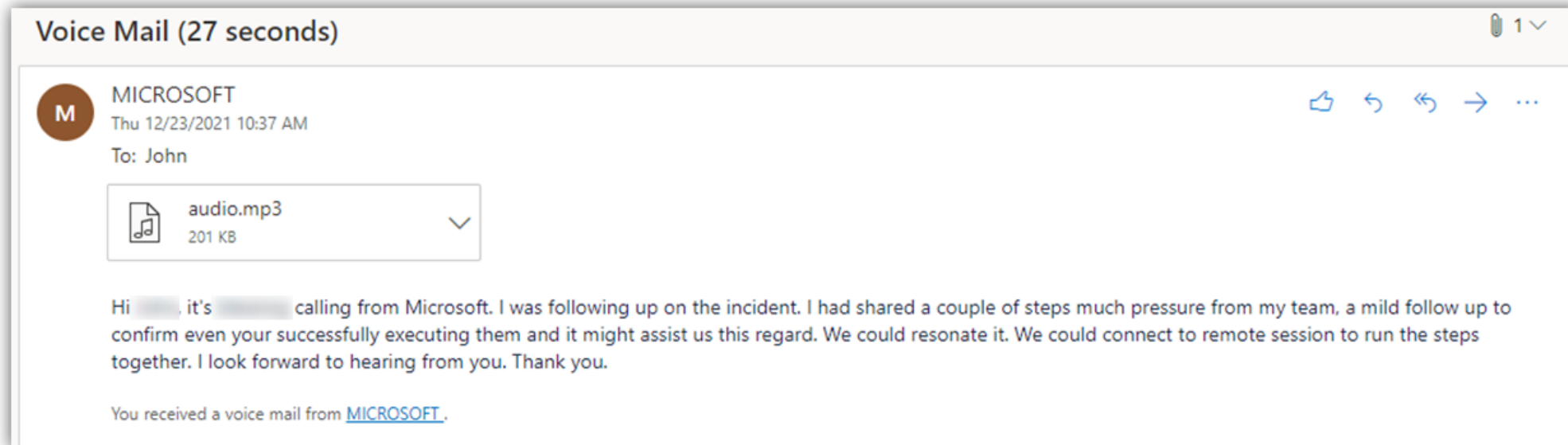
- The work-from-home experience described is for Teams desktop on Windows and Mac.
- Teams phones do not support the work-from-home experience.
- Teams mobile supports automatic location detection but not the user entered experience described.
- Privacy settings can conflict with automatic location detection - Mobile Device Management systems can be used.

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Meeting Application Requirements

- **Voicemail**

- Only basic User Management in Teams
 - Listen, Read, and Delete
 - User's Outlook needed to export recorded message file to archive or share



Yealink MP-56 Teams Desktop Phone

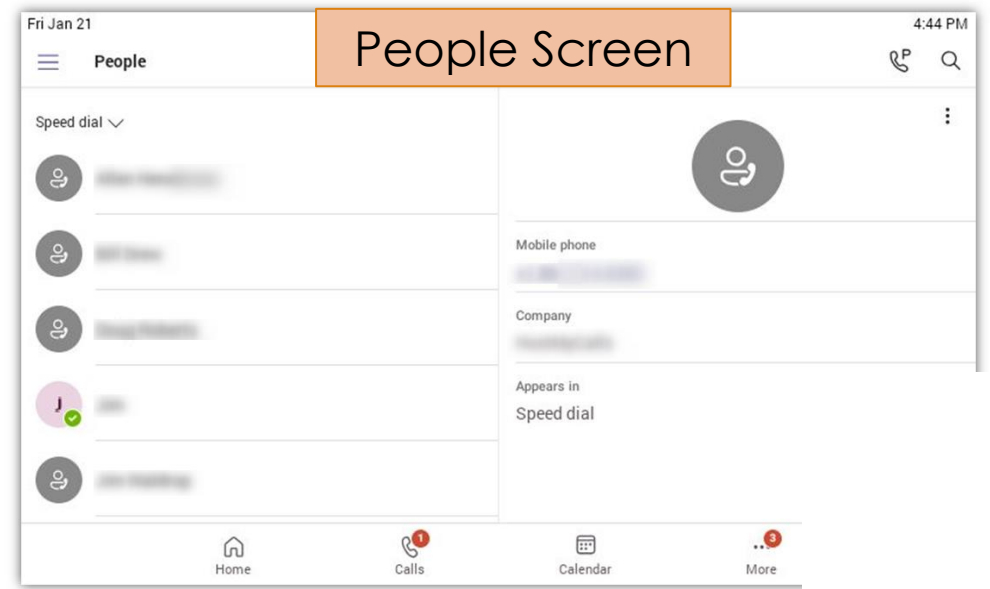
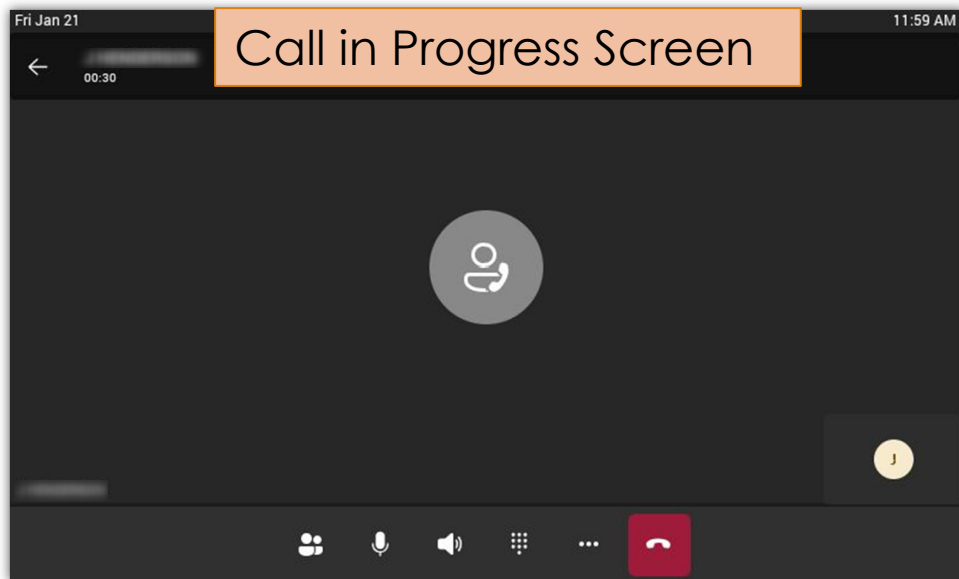
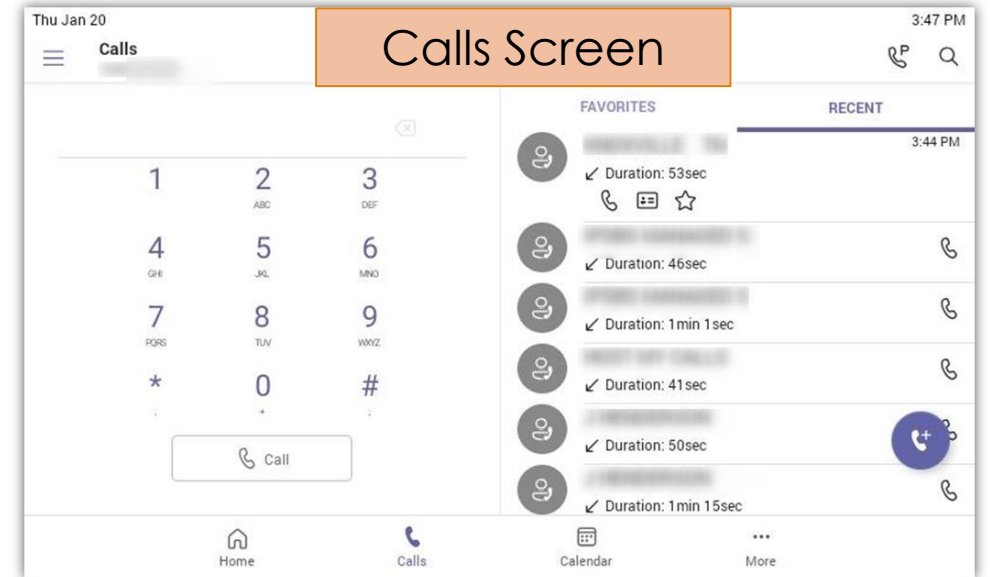
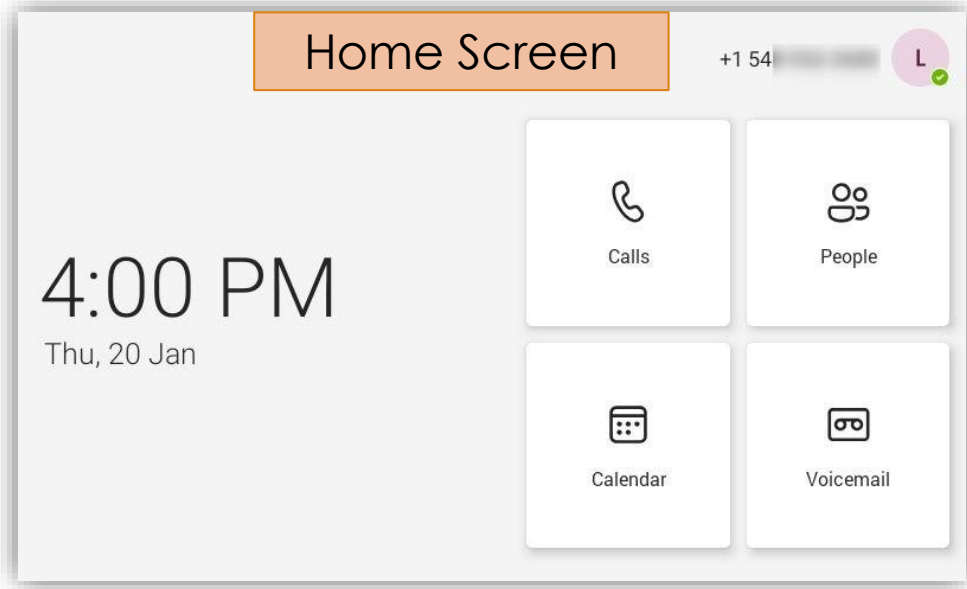
Benefits

- Provides voice calling solutions with great audio quality
 - No PC softphone sound system issues
 - Supports Hot-desking
 - Common Area Phone (CAP)
 - Meeting Rooms
 - Does not require a computer
 - Handset/Speakerphone switching
 - Dedicated buttons for basic features
 - Easy to view screen

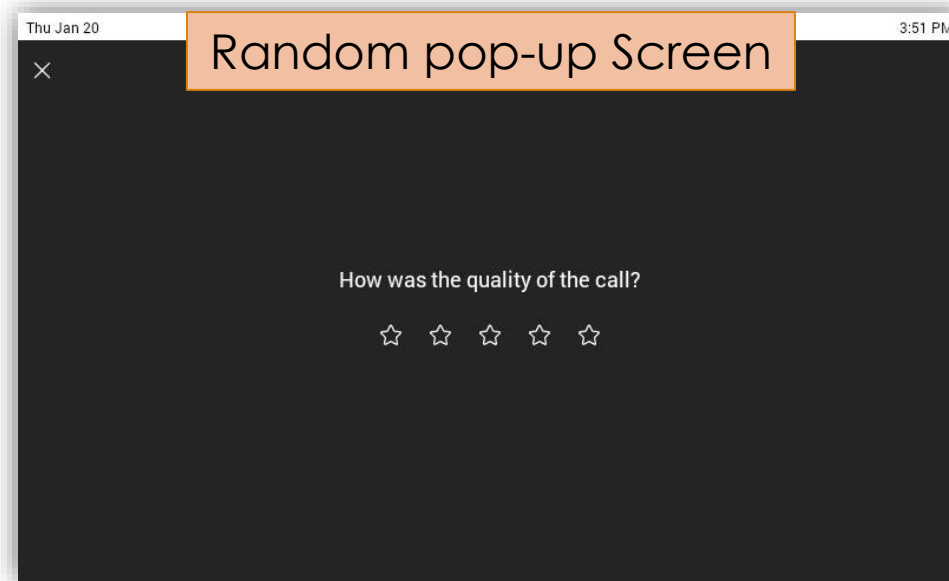
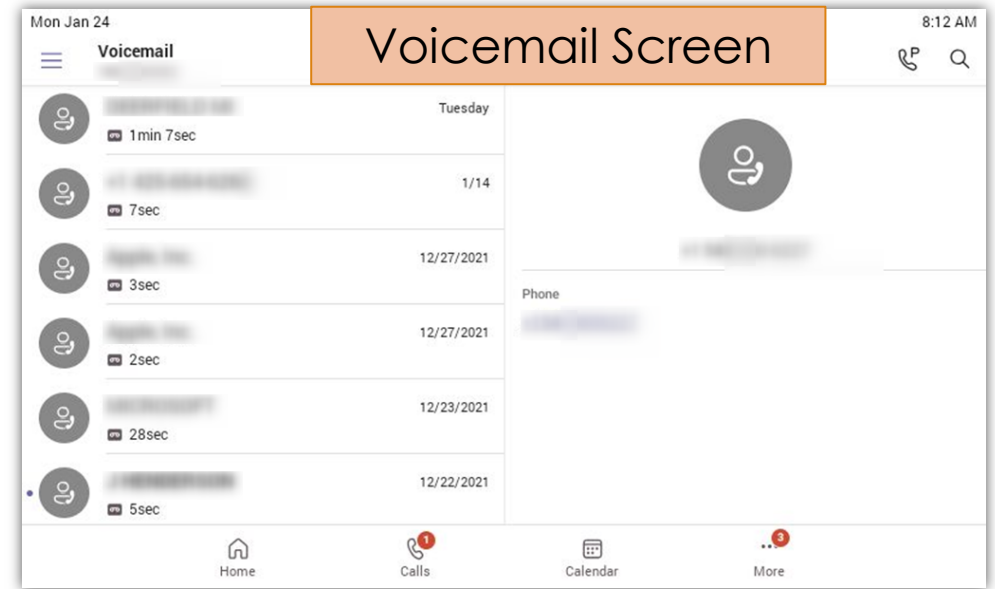
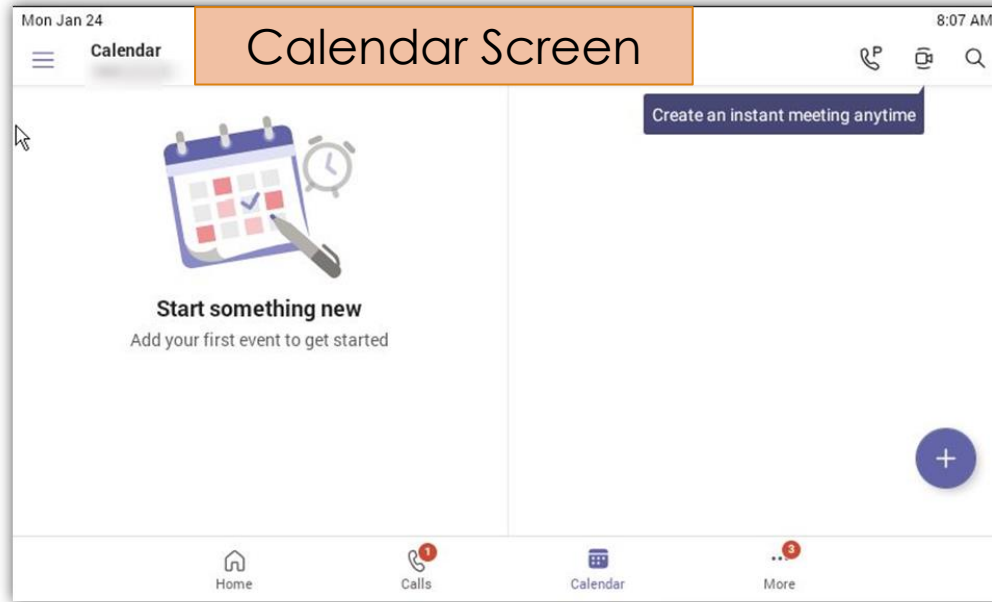
Weaknesses

- Difficult to handle multiple calls
- Very limited device management by user
- Very limited device management by via Teams admin
- Slow to see and send status changes to other Teams users – **about 2 minutes**
- No editing of synced Outlook contacts
- Teams user sign-in lost often, requires re-sign in
- Pop-up call quality survey appears often
- Un-friendly and limited call handling processes

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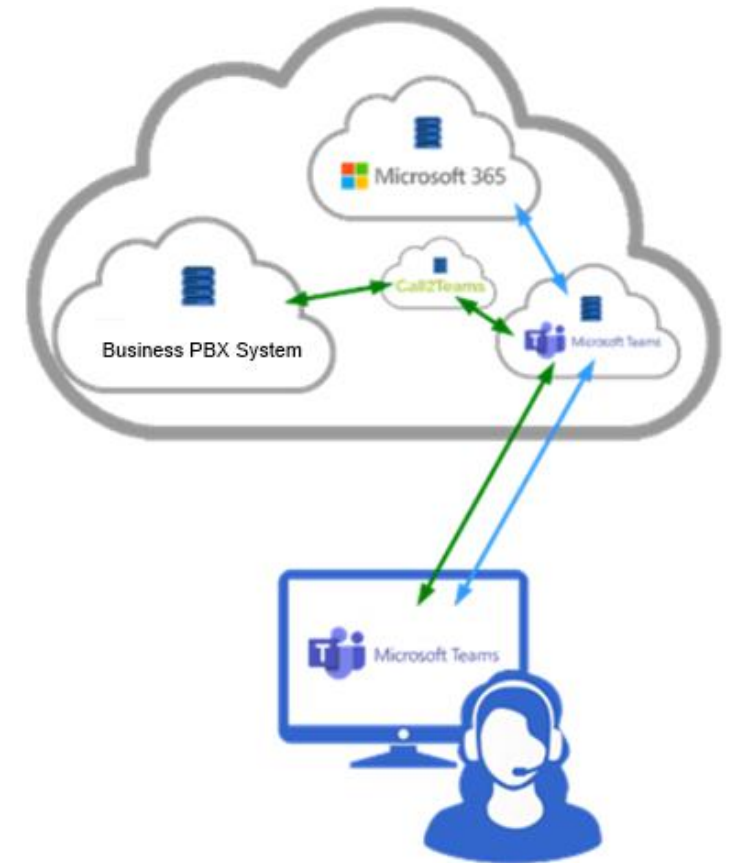
Yealink MP-56 Teams Desktop Phone



Support for Microsoft Teams Phone

Call2Teams

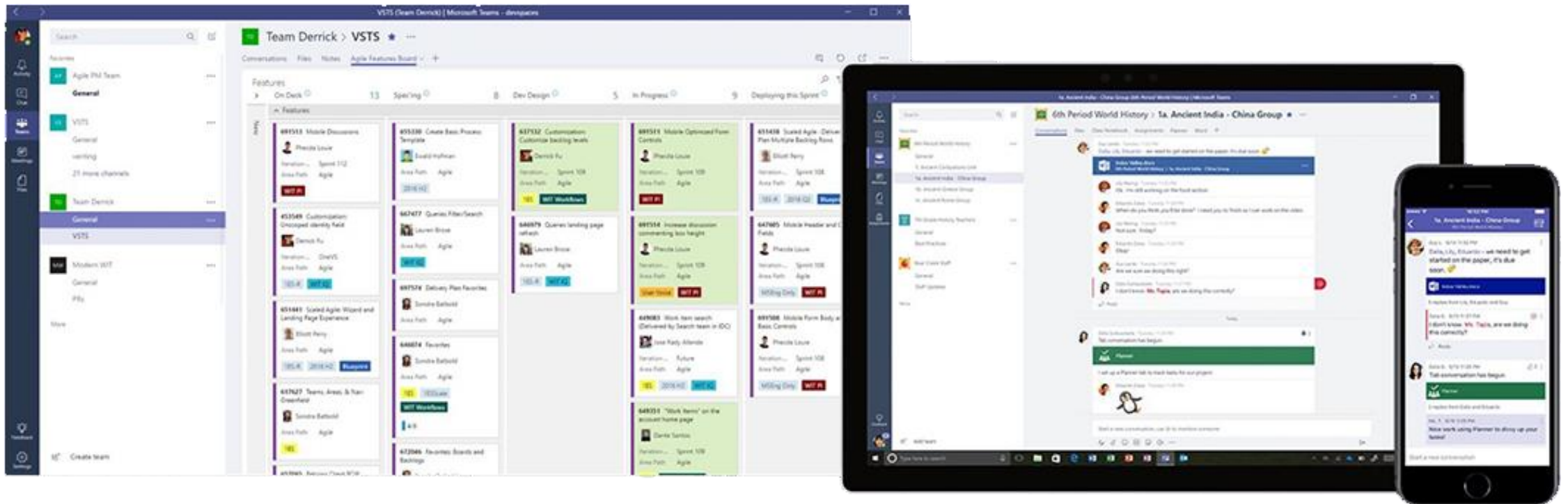
- Call2Teams™ from Qunifi is a cloud service
- Microsoft Teams application registers as an extension
- Call2Teams allows the Teams Phone to support a Business PBX system extension



Support for Microsoft Teams Phone

Call2Teams

- Allows Teams users to leverage the PBX station call handling features providing collaboration, messaging and voice across all devices
- Computer, Tablet and Smart Phone



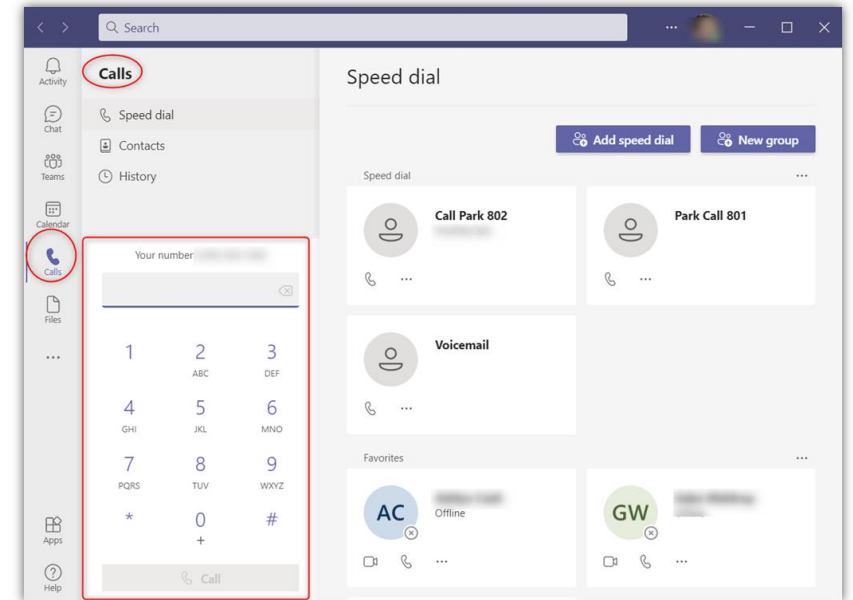
Support for Microsoft Teams Phone

Desktop Environment

- A Shared Extension can enhance call management options



Users can have desk phone or
Teams client or both



Competitive Review - MS Teams Phone

Overview of Major Weaknesses	Solved by Teams Integration with Hosted PBX Service
Constrained by Teams environment which wasn't designed originally for PSTN Calling processing	Yes
Most developers are likely not experienced PBX developers	Yes
Support is poorly designed and cannot function in an efficient manner	Yes
Desk phones - cannot be taken home, update status slowly (2 or more minutes), require periodic login	Yes
Invoicing	Yes
All phones (including common area) require DID and will ring regularly with SPAM calls	Yes
Dysfunctional support for analog equipment	Yes
No cordless phones	Yes
Potential Accumulating Tax Liability	Yes
Changes can take affect immediately, 4 hours or 24 hours	Yes
Call Park will ring back only once. If ring back is missed, call will stay parked but no one will know about it	Yes
Different Endpoint Required for a Main Answering point	Yes
Price if Key System or PBX Features Are Needed	??

Competitive Review - MS Teams Phone

Overview of Major Weaknesses	Solved by Teams Integration with Hosted PBX Service
No unavailable options for redundancy	Yes
CDR is minimalistic and reports are limited and only available through 3rd parties or spreadsheet manipulation	Yes
Clumsy call handling	No
No paging through phones and difficult/expensive integration to external paging	Yes, for service phones with support feature
No Fax Support - need 3rd Party Solution	Yes
No SMS Support - need 3rd Party Solution	Yes
Recording All Calls requires 3rd Party Solution	Yes
No Call Pickup	Yes, for service phones with support feature
Calls forwarded to external number cannot be drawn back to system voicemail	Yes
May require several 3rd Party Relationships to assemble a complete phone system	Yes
Typical PC Softphone Audio Setup and Adjustment Problems	Yes

MS Teams Phone: A Square Peg in a Round Hole

Any Last Questions



MS Teams Phone: A Square Peg in a Round Hole

Thank You For Your Time!

