Microsoft Teams Phone for Customer Facing Information Workers

Customer Facing Information Workers constantly switch between back-office work to customer facing and operational support duties. Being able to manage an array of tasks and projects whilst bringing in the right stakeholders to support customers is a fundamental part of the job. With Microsoft Teams Phone, communication and collaboration is simplified all under one app.



We initially thought that we'd have to set up a whole new contact center solution to manage incoming customer calls for this business, and then we discovered that Teams could do the job just as effectively.

Ted Fagerness

Manager for Voice & Video IT Infrastructure Engineering, REI



Seamless teamwork.

Easily manage tasks, calls and walkie-talkie all within Teams.



Work with your IT team to set up call flows that work for you with auto attendant and call queues.



Easily transfer calls from your mobile or

Physical phone devices to other workers



Check with your colleagues before transferring a call with Consultative transfers



Work how you want with a range of devices to suit your needs and working style without compromising on your experience.



Get your customers in front of the right person right away with call park and code retrieve.









Teams Phone Overview

Get Started with Teams Phone

Learn more

Teams Phone on mobile







