# Microsoft Teams Phone for Frontline Workers

Keep your frontline workforce connected with flexible, smart, and reliable calling—all in Microsoft Teams



With Microsoft Teams Phone, frontline workers can securely communicate and collaborate through a **connected and flexible calling solution** on individual devices as well as common-area phones

#### **Enable frontline productivity with Microsoft Teams Phone**

Keep each employee mobile, connected and collaborative with dedicated numbers and devices

Route calls to the right person at the right time with autoattendants, call queues, and call delegation

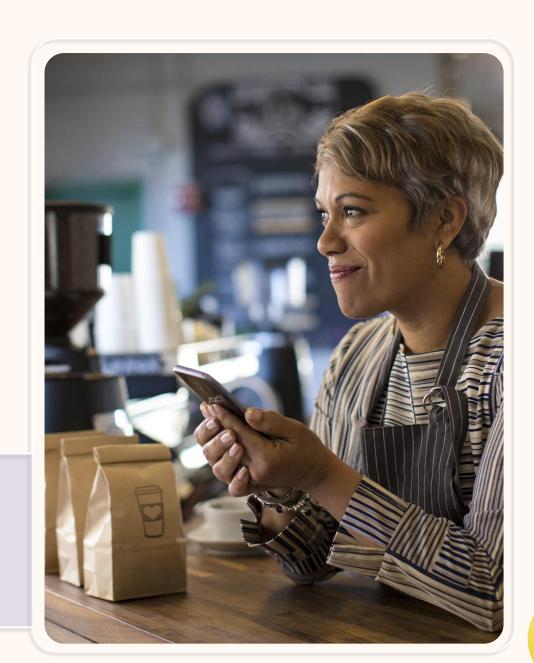
Communicate securely with patients with electronic health record application integration, call recording, and transcription

Create meaningful customer engagements with CRM system integration, consultative transfers, and call park

**Set frontline teams up quickly with shared calling**, allowing groups of users to make and receive calls with a shared phone number and calling plan

#### Use Teams Phone for individual devices to manage

- Direct customer inquiries
- Clinician-patient consultations
- Deliveries and in-store pickups
- Loan services calls
- Medical facility coordination
- And more



#### How to get started

Get your frontline connected with the Teams
Phone for Frontline Workers license

<u>to use Teams Phone</u>

#### Simplify frontline worker communication with common area phones in shared spaces



## Unlock easy-to-use calling capabilities where they're needed most for employees

Route incoming calls efficiently, easily and exactly where you need them with auto-attendants, call queues, call transfer, and call park

Relay important information between teams in real time with Walkie Talkie in Teams as well as hotline phones programmed to dial one number

#### Use Teams Phone for shared devices to manage:

- Customer support calls
- Retail order fulfillment
   Warehouse inventory r
- Supply delivery intake
- Warehouse inventory management
- Appointment scheduling
- And more

#### How to get started

Get your frontline connected with the Teams Shared Device license Learn more about using Teams certified desk phones and Android mobile devices as common area phones



"With Teams Phone, we gained the flexibility to set up an effective customer management system—at a fraction of the cost of a traditional call center platform."

**Ted Fagerness** 

Manager, Voice and Video for IT Infrastructure Engineering, REI

Read the story



### 143% return on investment

for enterprise customers using Microsoft Teams Phone\*

Learn more about empowering your frontline with smart calling and seamless collaboration

Discover more about devices certified for Microsoft Teams