

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 auto-attendants, 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
- Deliveries and in-store pickups
- Medical facility coordination
- Clinician-patient consultations
- Loan services calls
- And more

How to get started

[Get your frontline connected with the Teams Phone for Frontline Workers license](#)

[Learn more about how to use Teams Phone](#)

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
- Supply delivery intake
- Appointment scheduling
- Retail order fulfillment
- Warehouse inventory management
- 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](#)

*The Total Economic Impact™ Of Microsoft Teams Phone, A Forrester Total Economic Impact™ Study Commissioned By Microsoft, December 2022

*Based on a financial analysis of three-year, risk-adjusted present value (PV) quantified benefits for a composite organization representative of enterprise customers. [Read the study](#)