

Converged Communications

Partner Sales Bootcamp

Day 2 – Microsoft Teams Phone



Welcome 🙌



Mehryn Corrigan

Senior Program
Manager



Leon Wright

Teams Phone
Practice Lead

Our presenters 🐼



Leon Wright



Connie Welsh



Taimoor Husain



Martin Boam



James Maudlin



Chris Carabello



TEAMS PHONE DAY: AGENDA

01	Expanding the partner opportunity with Teams Phone (45mins)	Leon Wright Connie Welsh	7:15 – 8:00 PT
02	AI-Enhanced Features and Capabilities overview (45mins)	Martin Boam	8:00 - 8:45 PT
03	Selling the smart calling solution for Teams, leading with AI (20mins)	Taimoor Husain	8:55 - 9:15 PT
Morning Break (10mins)			9:15 - 9:25 PT
03	Selling the smart calling solution for Teams, leading with AI (20mins)	James Maudlin	9:25 - 9:45 PT
04	SMB In Focus	Leon Wright Chris Carabello	9:45 - 10:00 PT
05	Customer profiling, identifying target Customers and scenarios (30mins)	Panel	10:00 - 10:30 PT
06	Partner Go-to-market resources (5mins)	Leon Wright Martin Boam	10:30 - 10:40 PT
07	Closing (5mins)	Leon Wright Mehryn Corrigan	10:40 - 10:45 PT

Before we get started



Recording



Please note this session is being recorded and transcribed

This session is being recorded on behalf of the Microsoft Corporation.

If you do not consent to be a part of a recorded session, please disconnect from the webinar.

☒ Recording and transcription ×

Let everyone know they're being recorded and transcribed. [Privacy policy](#)

Questions 🙋🙋

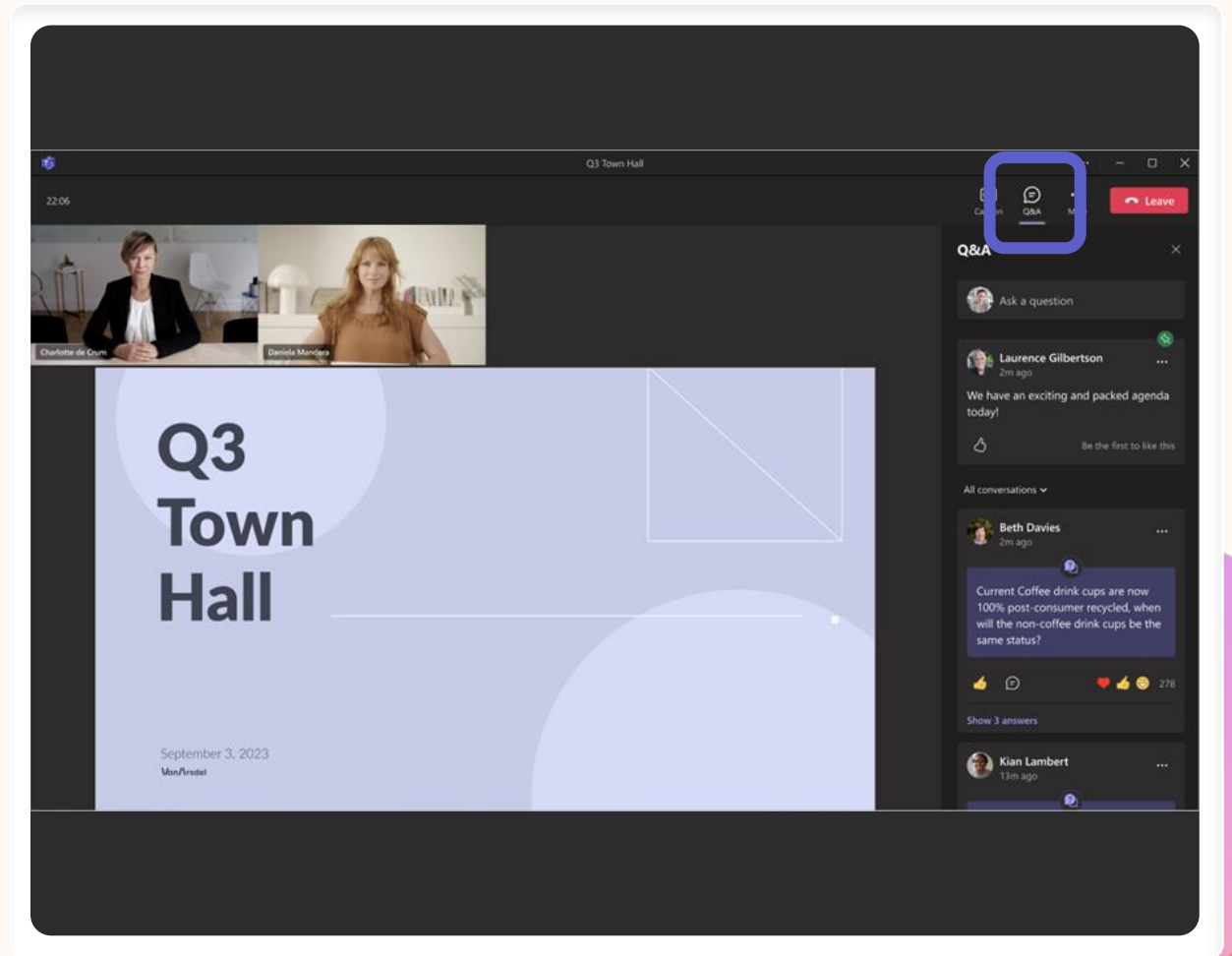


Please use Q&A to ask questions.

Click the Q&A icon at the top of your Teams window and ask away!

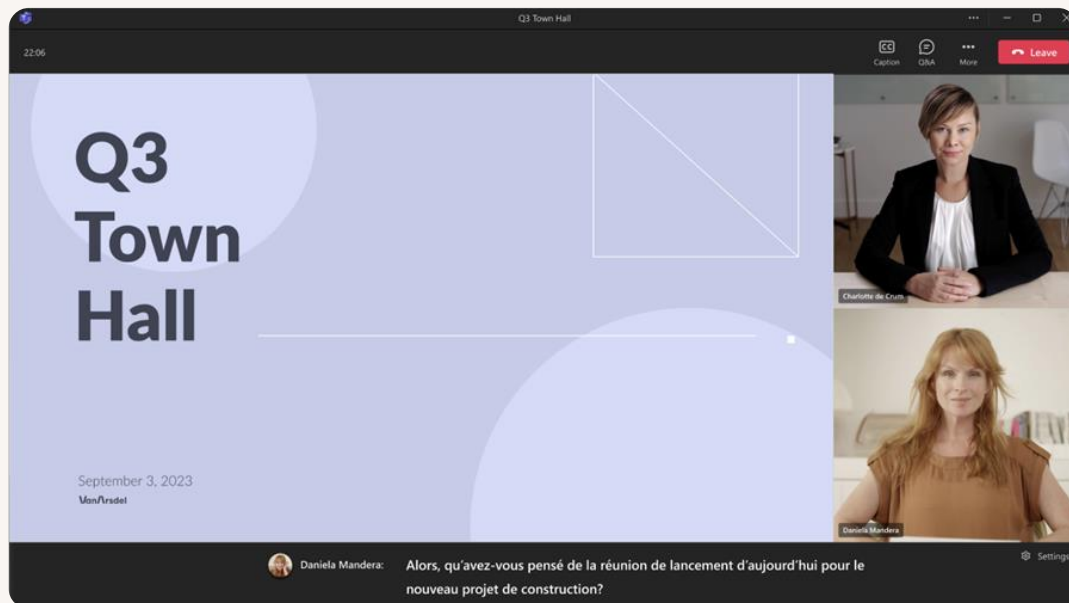
You can engage in Q&A, where you can post, reply, and react to questions.

The Q&A is moderated, you'll receive a notification that an organizer received your question and will review it before posting.



Live translated captions

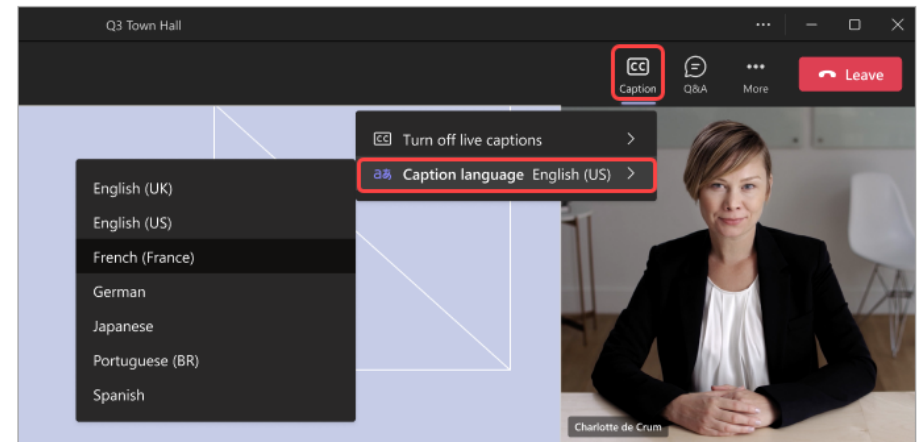
With live translated captions, you can see captions in the language you're most comfortable with.



[Link to live captions instructions](#)

To use live translated captions during a town hall:

1. Select **Caption**  in your Teams window.
2. Hover over **Caption language**.
3. From the available languages, select the one most familiar to you.



You'll now be able to view live captions in the selected language.

On demand recordings

- Event on-demand recording and presentations will be published to the [Converged Communications skilling resources](#)
- ETA – February 2026
- Look for LinkedIn announcement for availability



Let's Get Social



Post on LinkedIn and tag
#ConvergedCommsBootcamp



#convergedcommsbootcamp



Converged Communications Badge



New Credly Badges Alert

Be among the first to earn the two Converged Communications Partner Sales Bootcamp badges on offer.

Requirements:

- Must attend **both** days of the bootcamp to earn the badge proficient badge
- **Skilled badge** would require completing the online assessment that would cover content from both days



AI-generated





01

Expanding the partner opportunity with Teams Phone



Leon Wright



**Imagine a mountain cloaked
in snow**





Partners make
more possible



90%

of Fortune 500 companies
turn to Copilot as the
enterprise AI solution



Work IQ

1



2



3

Announcing

Work IQ

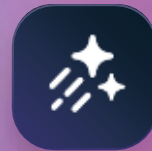
INTELLIGENCE LAYER



Memory



Data



Inference



Data



Memory



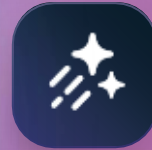
Data



Memory



Data



Inference



Memory



Data



Inference



Work IQ



connectors



Work IQ

Work IQ

1



2



3



Microsoft 365
Copilot









Work IQ

1



2



3



Microsoft 365 Copilot

Agents

Agents

Agents

Announcing

Work IQ

for custom agents

Available via Copilot Studio and APIs



Work IQ





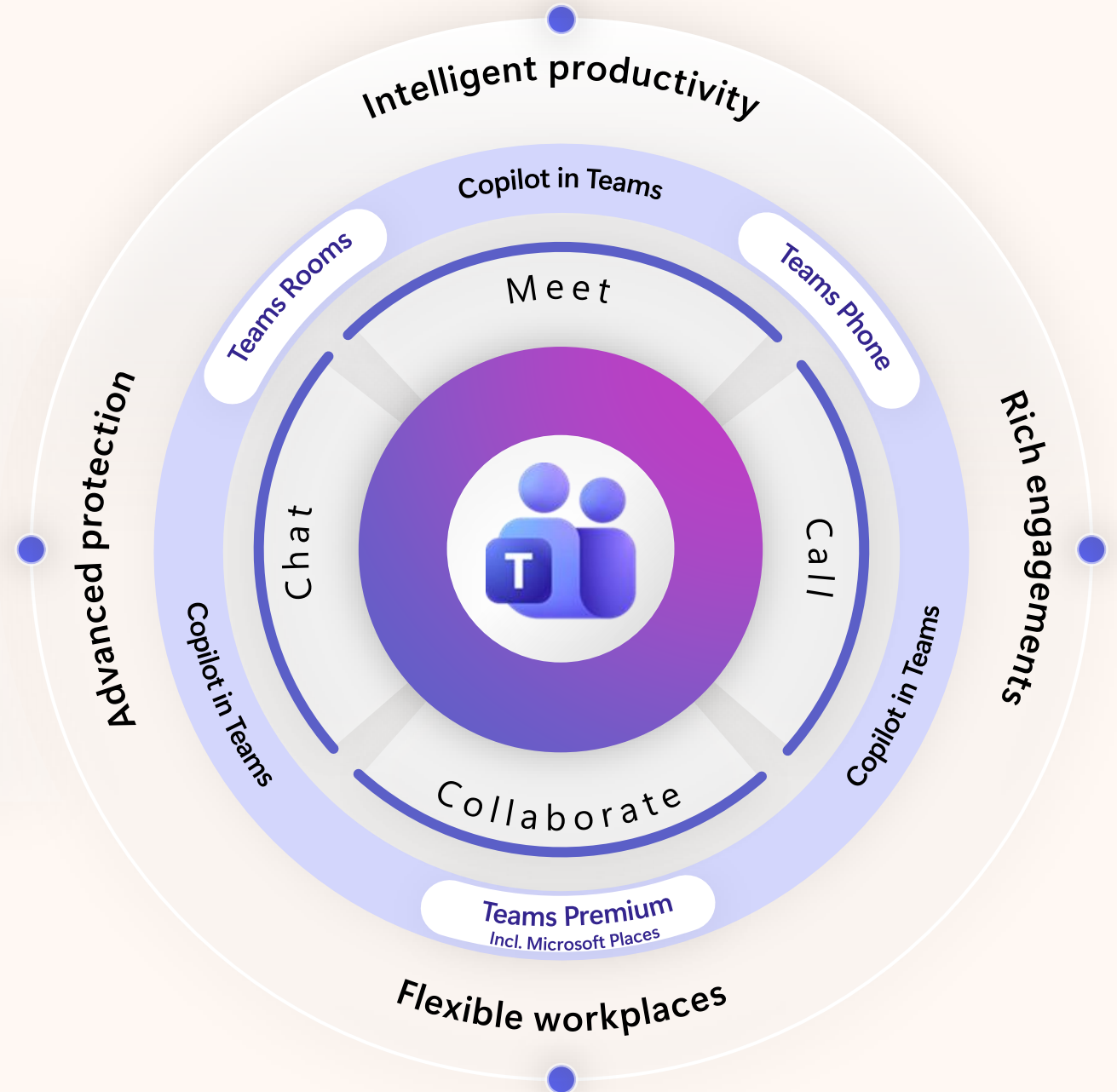


**Microsoft 365
Copilot**

Microsoft Teams

The AI-Powered platform for work

Teams Premium now includes Microsoft Places*



**Teams Phone, Teams Premium, Teams Rooms, Copilot in Teams are add-on licenses.
Copilot in Teams is part of Microsoft 365 Copilot license.
Microsoft Places requires a Teams Premium license.*



Microsoft Teams

The AI-powered platform for work



Simple



Smart



Secure

Chat & Channels | Meetings & Events | Phone | Rooms

Teams leads the market

320M+

monthly active users

2X

Active Teams Rooms
devices over the past
18 months

10K+

Organizations using
Teams Premium

26M

Teams Phone PSTN
enabled users

145K+

Custom line of
business apps

Teams Phone is a leader in communications solutions

26 million+

Teams Phone PSTN users¹

A UCaaS Leader

In 2025 Gartner® Magic Quadrant™ for UCaaS report²

AI Leader

First leading UCaaS solution to add generative AI capabilities to phone calls³

¹ Public Switched Telephone Network (PSTN)-enabled users with a phone number assigned through Operator Connect, Direct Routing, Teams Calling Plans, Teams Phone Mobile, or a combination of these options | Microsoft, December 2025

² [Gartner 2025 UCaaS Magic Quadrant Report](#)

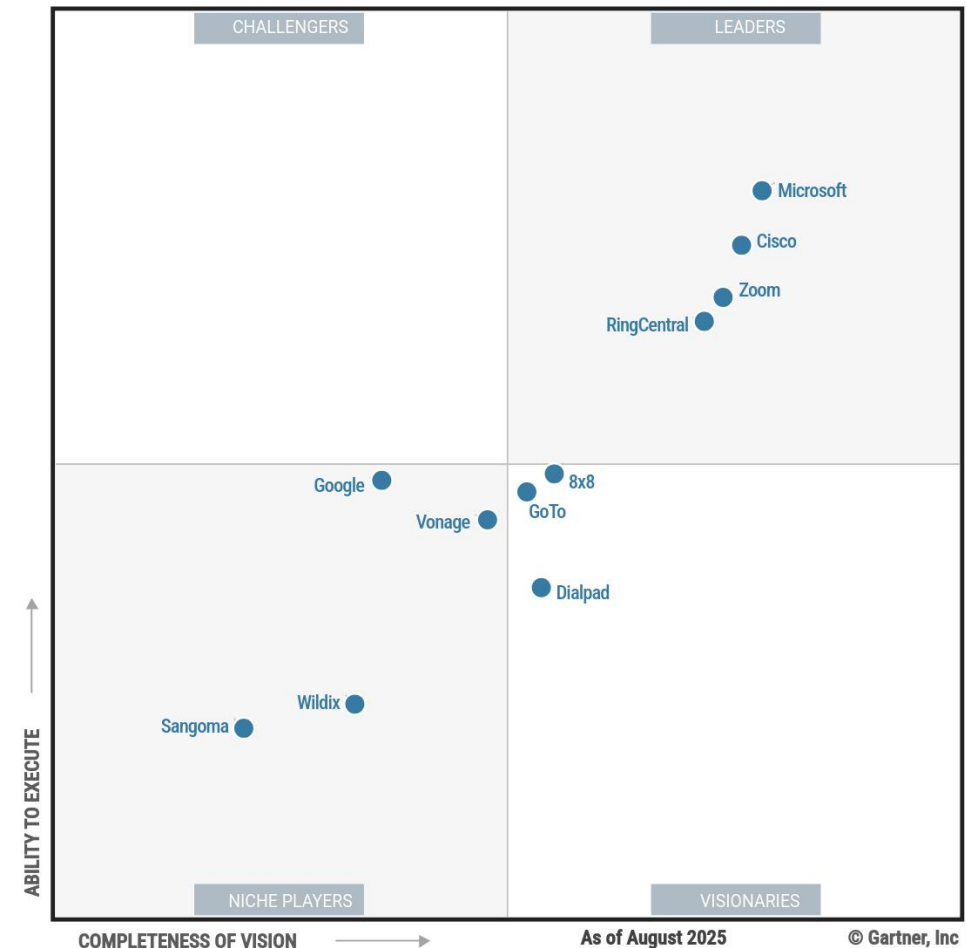
³ [The next wave of Copilot in Microsoft Teams](#), Microsoft blog, July 2023

A Leader in 2025 Gartner® Magic Quadrant™

Gartner® has recognized Microsoft as a Leader in the 2025 Gartner Magic Quadrant™ for Unified Communications as a Service (UCaaS), Worldwide for the seventh consecutive year.

Gartner, Magic Quadrant for Unified Communications as a Service, Worldwide, Pankil Sheth, Megan Fernandez, Rafael Benitez, Nitin Narang, September 22, 2025.

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The Teams Phone AI Opportunity

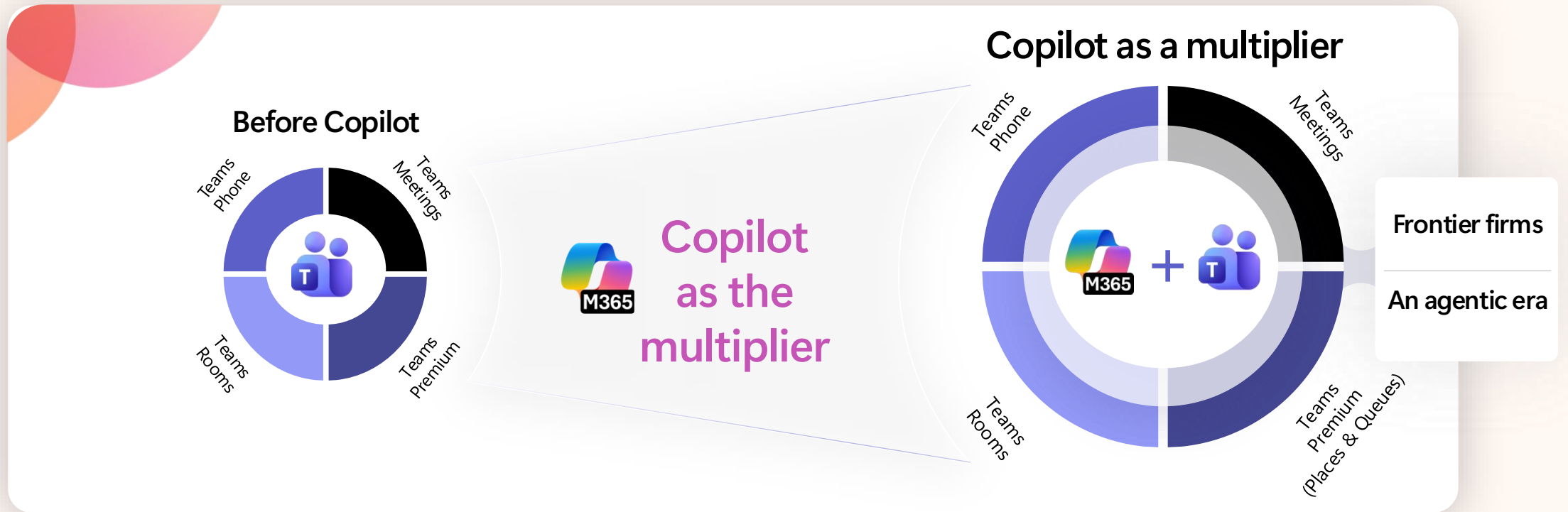
Productivity Applications

Email, Word, Excel, PPT, One Drive, SharePoint, Meetings, Chat, Planner

Telephony

Telephony is one of the biggest workloads behind email and ensuring that this is addressable by your AI is crucial to delivering on customers AI impact.

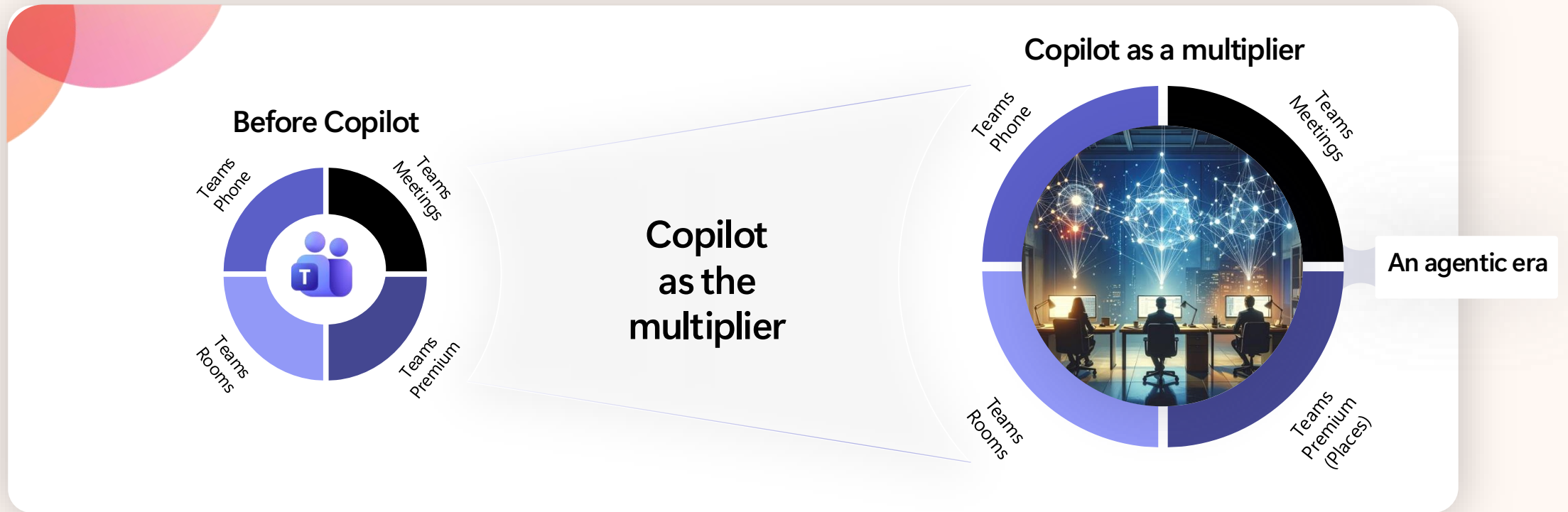
Expanding the market opportunity with Copilot



- ✓ There is a fundamental shift happening that is busy shaping the market and opportunity
- ✓ New practices will need to be incubated and built to service customer demand

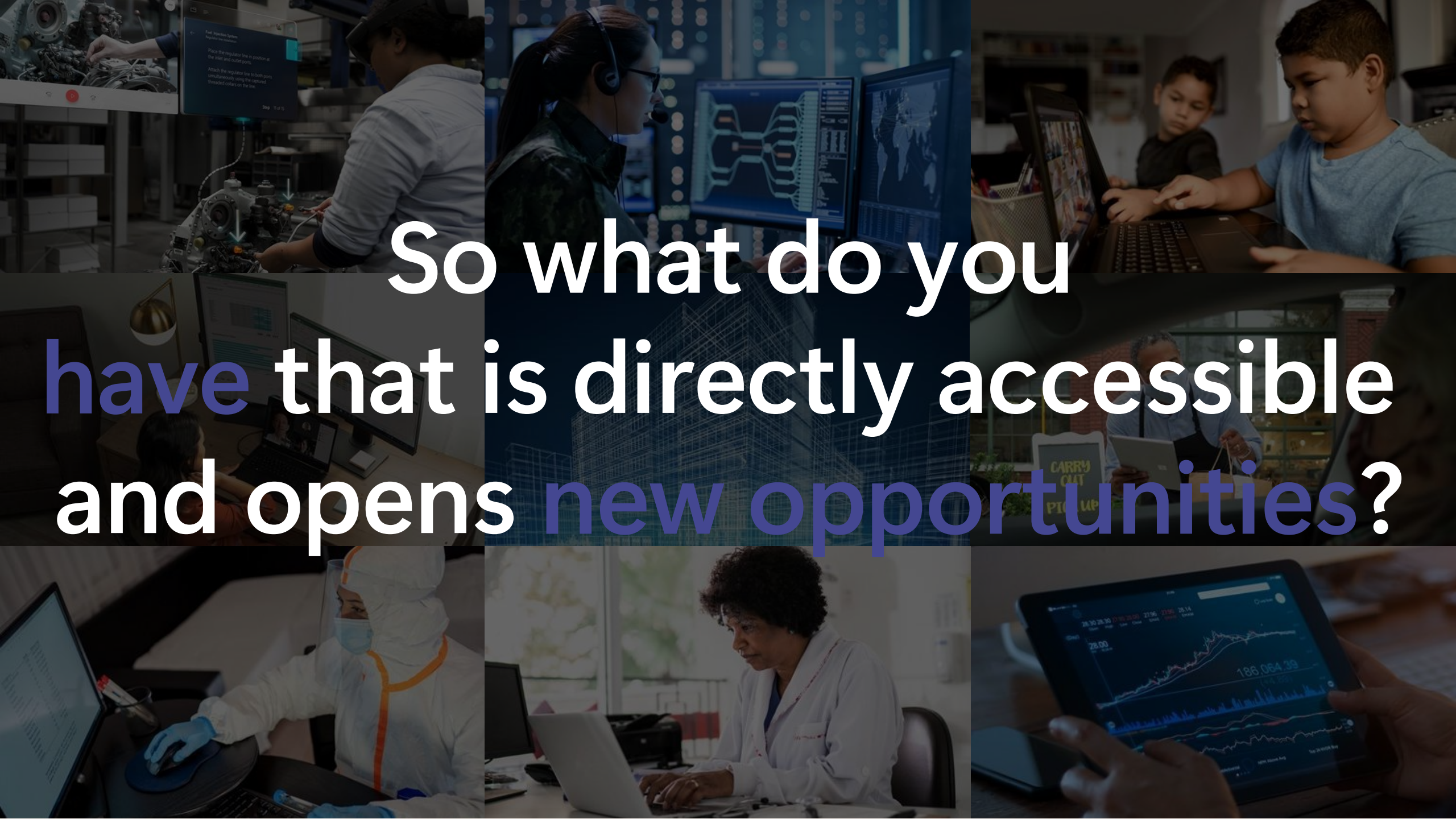
- ✓ Extensive training will need to take place with new skills working across the stack
- ✓ Building on a platform will unlock additional opportunity including building IP

Expanding the market opportunity (FY26)



- ✓ There is a fundamental shift happening that is busy shaping the market and opportunity
- ✓ New practices will need to be incubated and built to service customer demand

- ✓ Extensive training will need to take place with new skills working across the stack
- ✓ Building on a platform will unlock additional opportunity including building IP



So what do you
have that is directly accessible
and opens new opportunities?

Existing Customers!

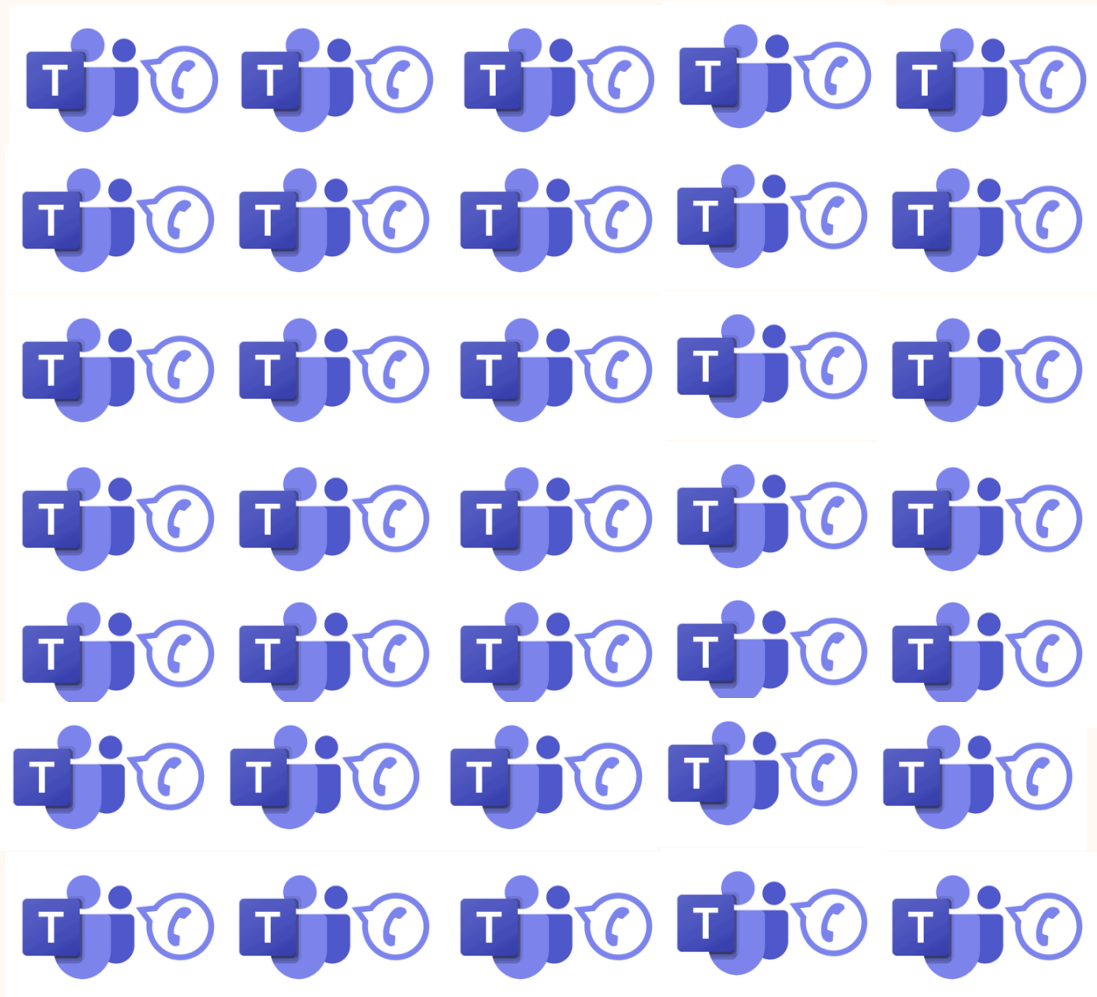
Hunting



Farming

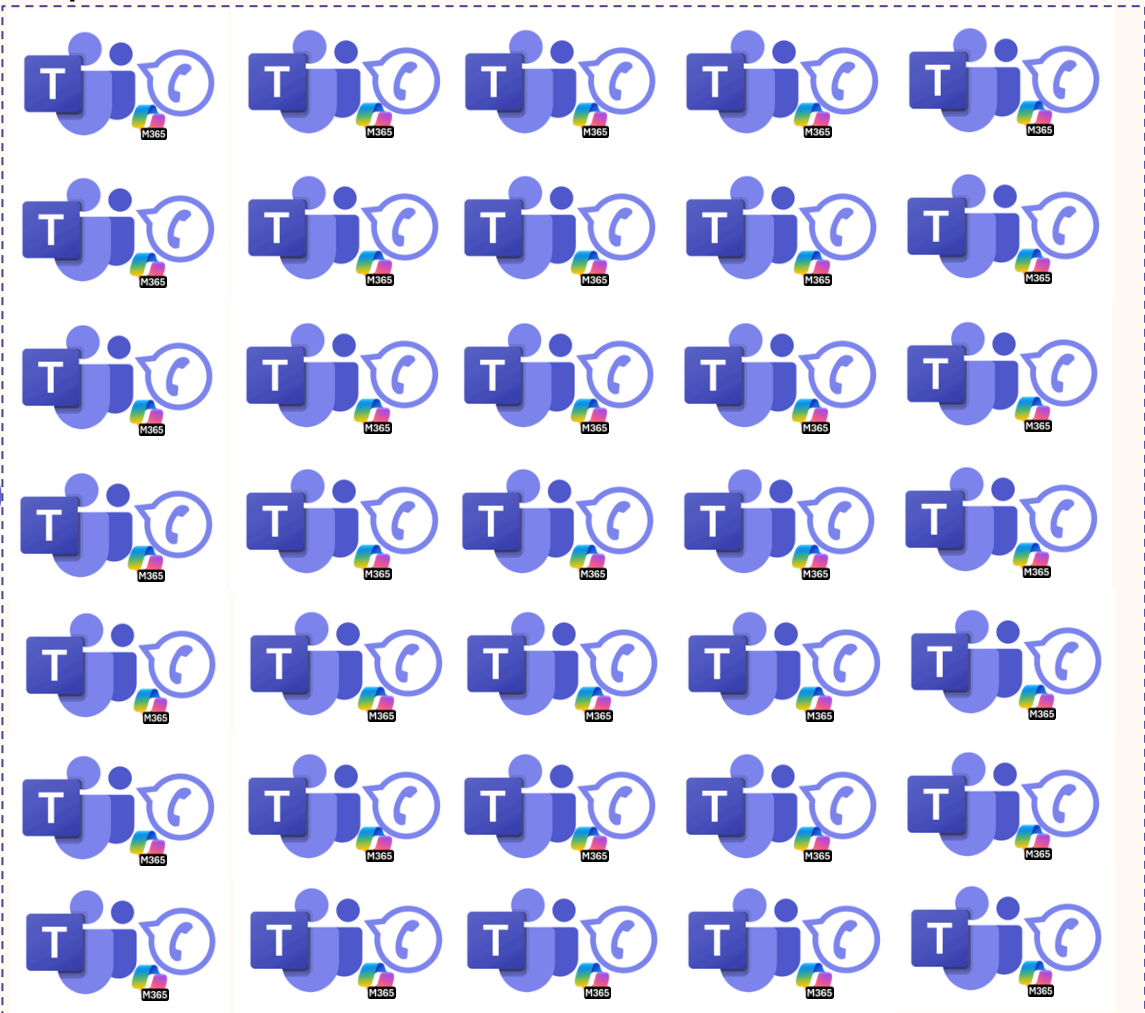


Copilot Enablement

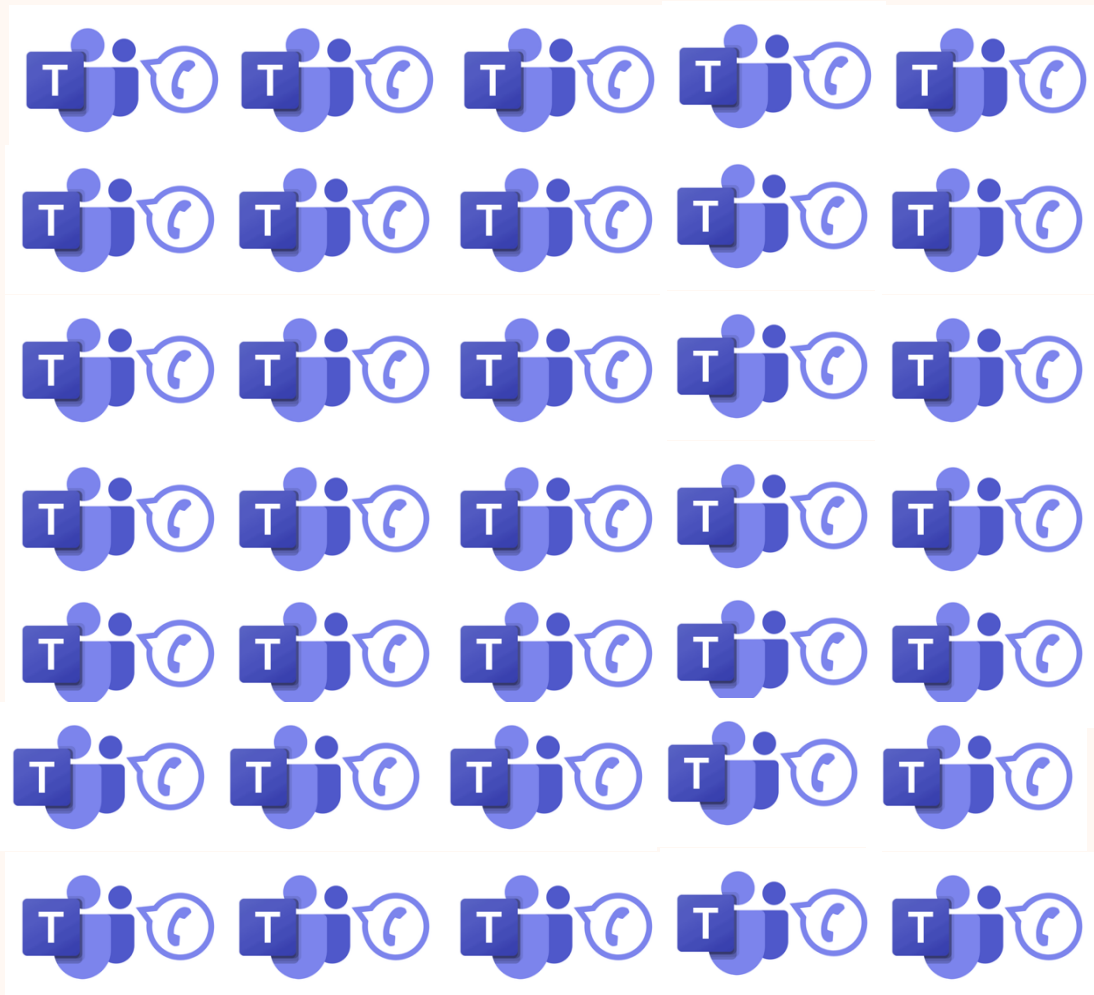


1

Copilot Enabled

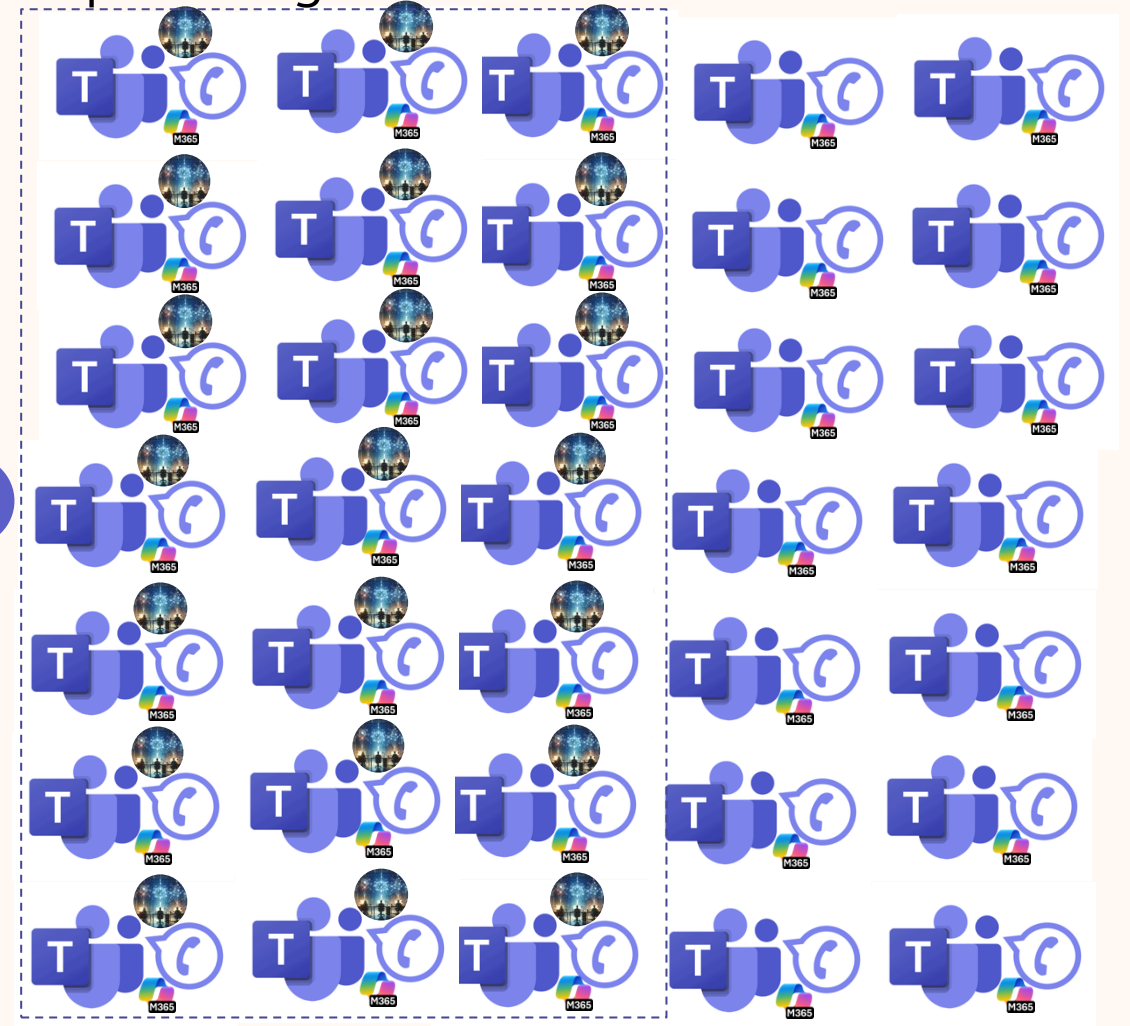


Agentic deployment

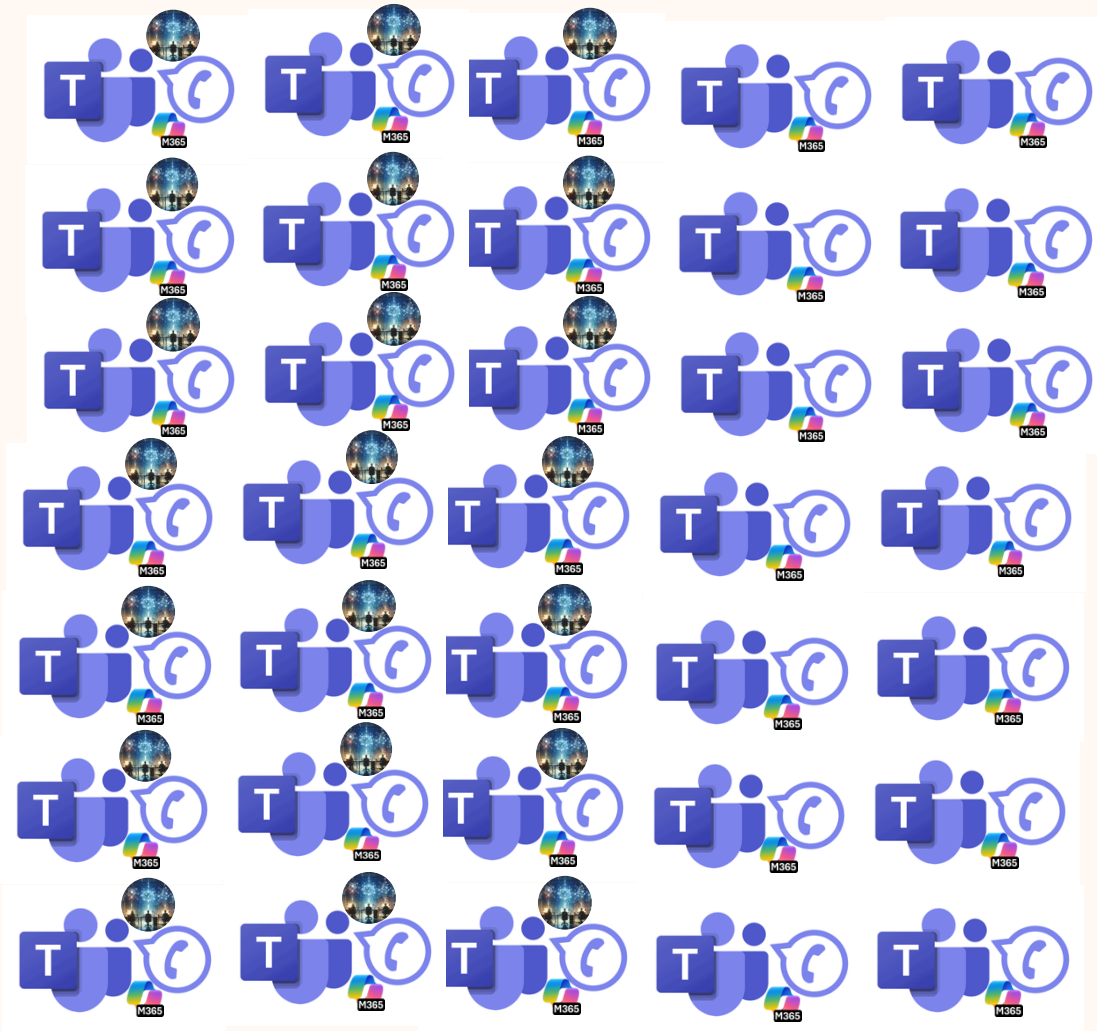


2

Copilot + Agentic



Agentic deployment



3



Contact center solutions



Compliance recording solutions



IVR solutions

Contact Centre
&
Teams Phone Extensibility

P2P

Are you as a partner just not able to scale to service the Copilot opportunity you see and just don't have the capability at this point?

You don't have to have it all, we have a solid bench of noncompetitive partners that have skills in this space that are ready to partner with you. Reach out to us and we can put you in touch with specialist AI partners so that you can start the journey with your customer.

The biggest mistake is not moving, be part of the discussion with your customer and open new horizons for your organization.



Fireside Chat with Connie Welsh

Microsoft Sales Leader Perspective



Snr Director Americas
AI Workforce Solution Specialist





Poll

What are the biggest blockers you encounter when driving Teams Phone opportunities ?



Poll

If you had one thing that Microsoft could do to make it easier for you to land Teams Phone opportunities, what would it be ?



CONVERGED COMMUNICATIONS

Partner Sales Bootcamp



AI-generated

02

AI-Enhanced Features and Capabilities overview



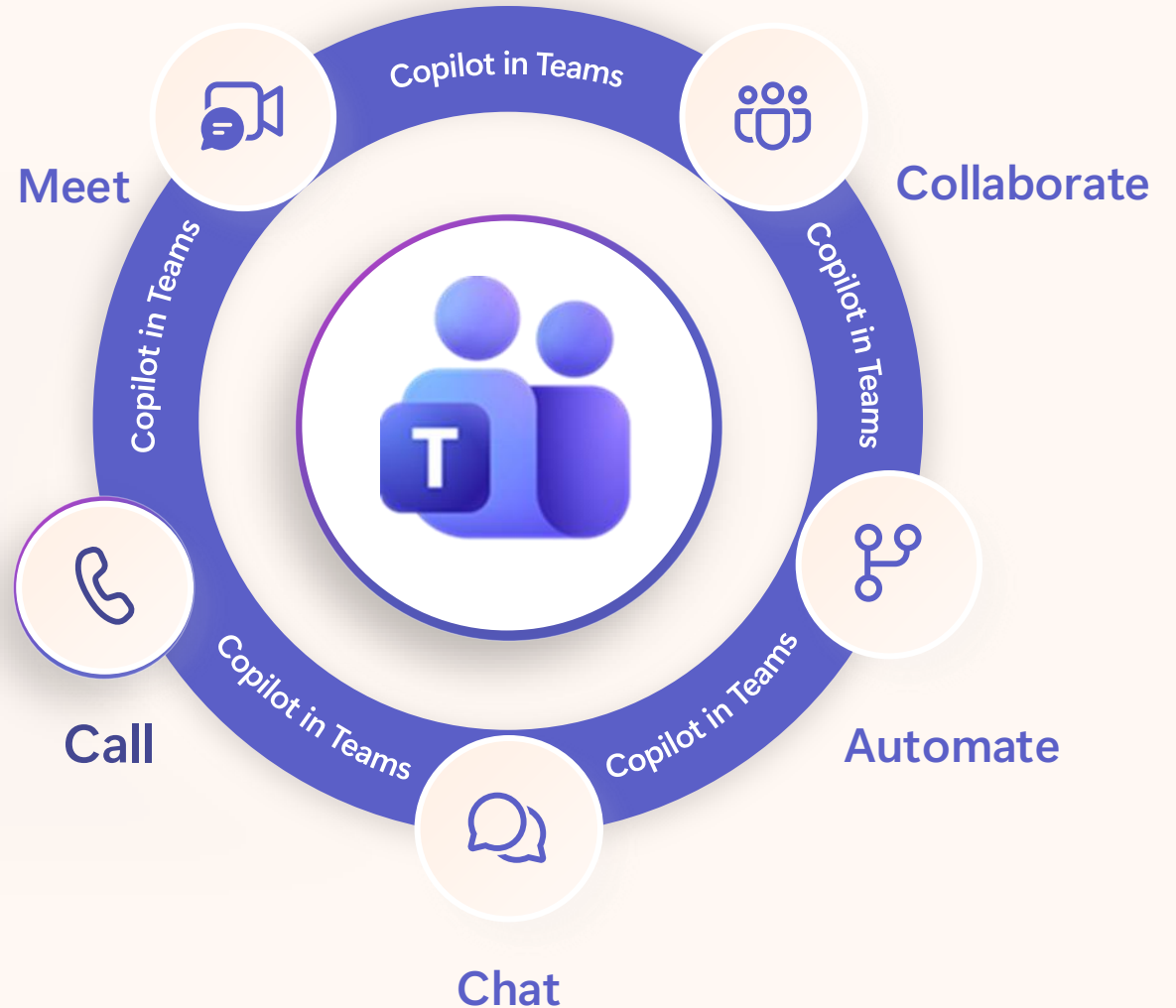
Martin Boam



Teams Phone is the smart way to bring calling into the flow of work

AI investments across Teams Phone are driving productivity through **improved clarity, reduced interruptions**, and a **smoother calling experience**.

Copilot in Teams Phone delivers additional AI capabilities, empowering you to **be present and focused**, leading to **more effective and actionable calls**.



Smart calling can make the difference



Real-time call summaries help maintain focus and promote alignment



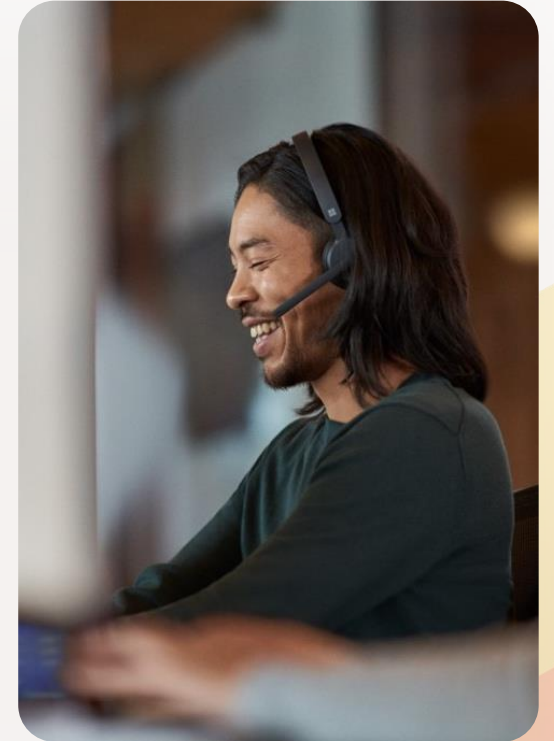
Call transcription and translation break down language barriers for improved accessibility and collaboration



Intelligent and flexible call management enables high-value engagement



AI-optimized capabilities enable secure, efficient, and reliable calling



Empower your teams with simple, smart, and secure calling



Simple

Communicate and collaborate seamlessly from anywhere with intuitive, calling that keeps you in the flow of work



Smart

Create meaningful engagements using intelligent capabilities that connect your business, increase productivity, and save time



Secure

Streamline management and enjoy peace of mind with a reliable and secure communications solution



Simple

Communicate and collaborate effortlessly across devices and spaces with intuitive, seamless calling that keeps you in the flow of work.

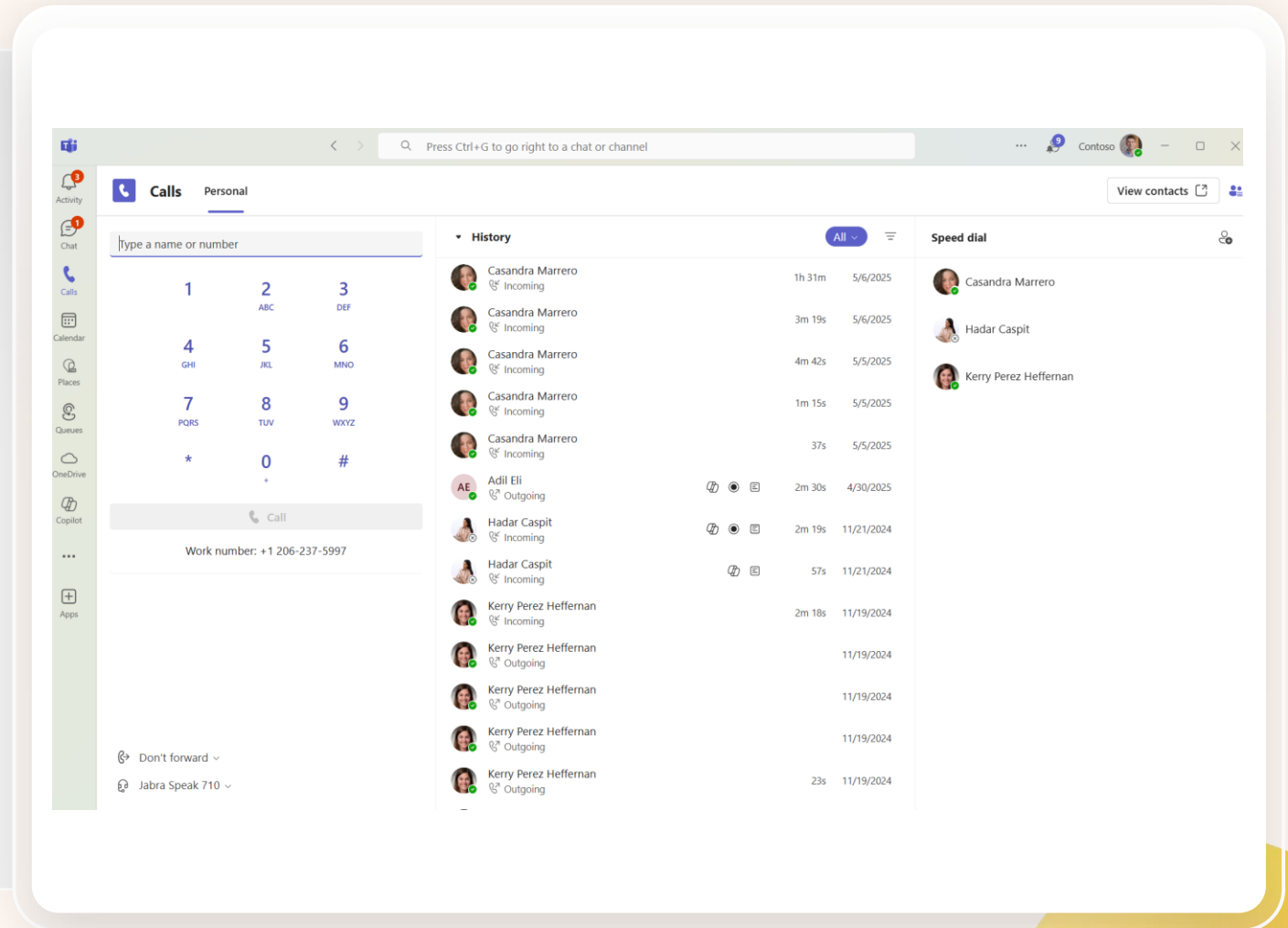


Bring calling into the flow of work to enable seamless communication



Simple

- Experience **clearer calling and enhanced reliability** with Teams Phone, the only Teams-native calling solution.
- Enjoy flexibility and **choice for PSTN connectivity** including *shared calling*.
- Flexibly **shift calls between different devices and locations** without interrupting the flow of work.



Chat



Pradeep Gupta



Chat

Shared



Meet now



2



Unread

Channels

Chats

Unmuted



Copilot



Discover



Mentions



Followed threads

Favourites



Megan Bowen (You)

Chats



Adele Vance



Adele Vance



Alex Wilber

Teams and channels



Design

General

American Design awards

PNW Coffee Social Campaign



Sales and Marketing

General

Monthly Reports



SOC Team

General



Tech Connect Travel

General



Contoso

General



Megan Bowen added Pradeep Gupta to the chat.

Pradeep Gupta 08/08/2024 07:13



You are killing it in editorial design! Thanks for your hard work Megan.

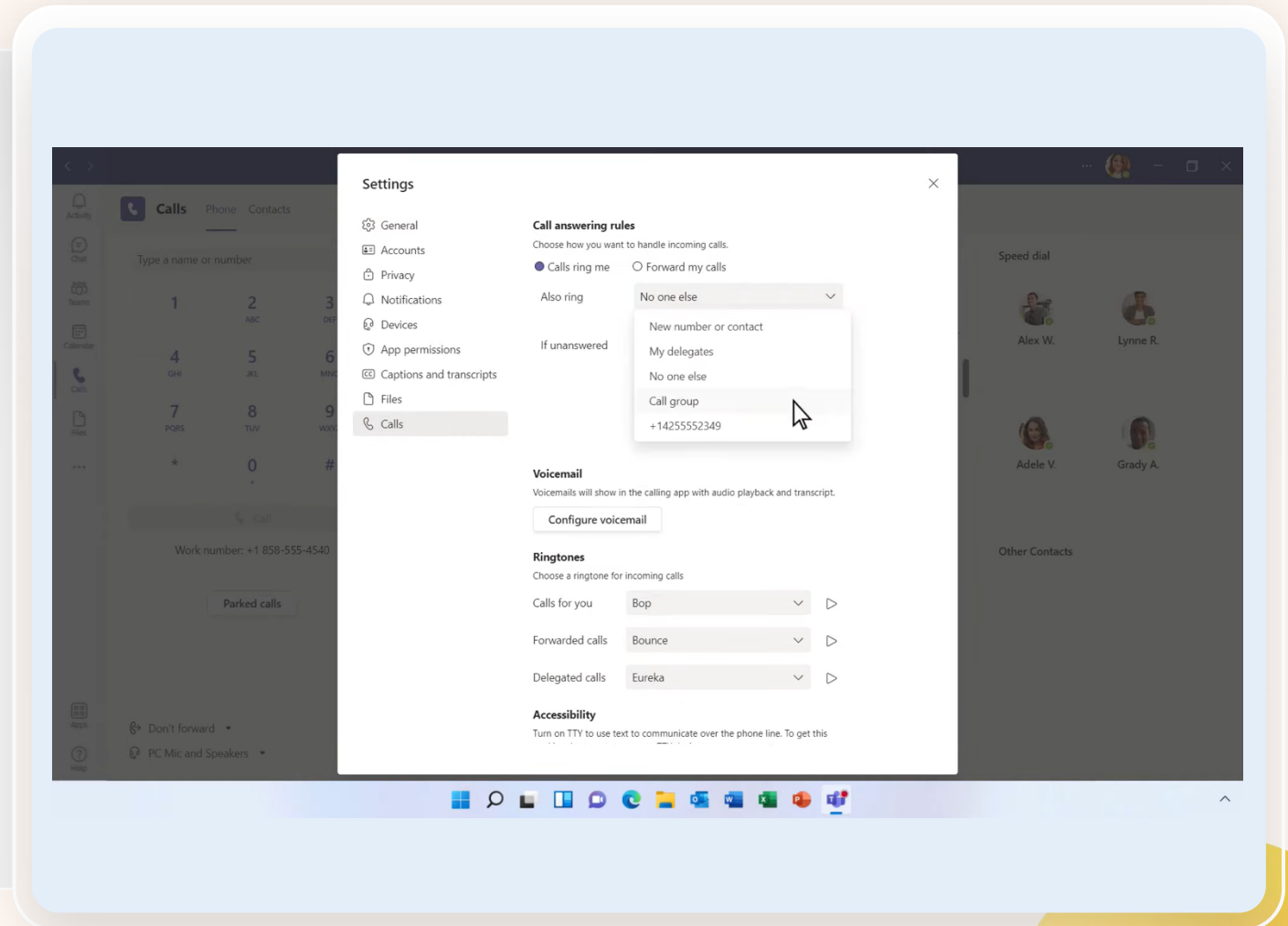
Type a message



Work efficiently as a team with collaborative calling



- Manage calls collaboratively with **group call pickup** and **consultative transfers**.
- Enable others to make and answer calls on your behalf with **call delegation** and **shared line appearance**.
- **Call forwarding, simultaneous ring,** and **busy-on-busy** settings ensure you don't miss a beat.





Calls

Personal

View contacts

Type a name or number

1

2

3

4

5

6

7

8

9

*

0

#

Call

Work number: +1 929-505-0485

Parked calls

Don't forward

PC Mic and Speakers

Delegate team

Adele Vance

History

All

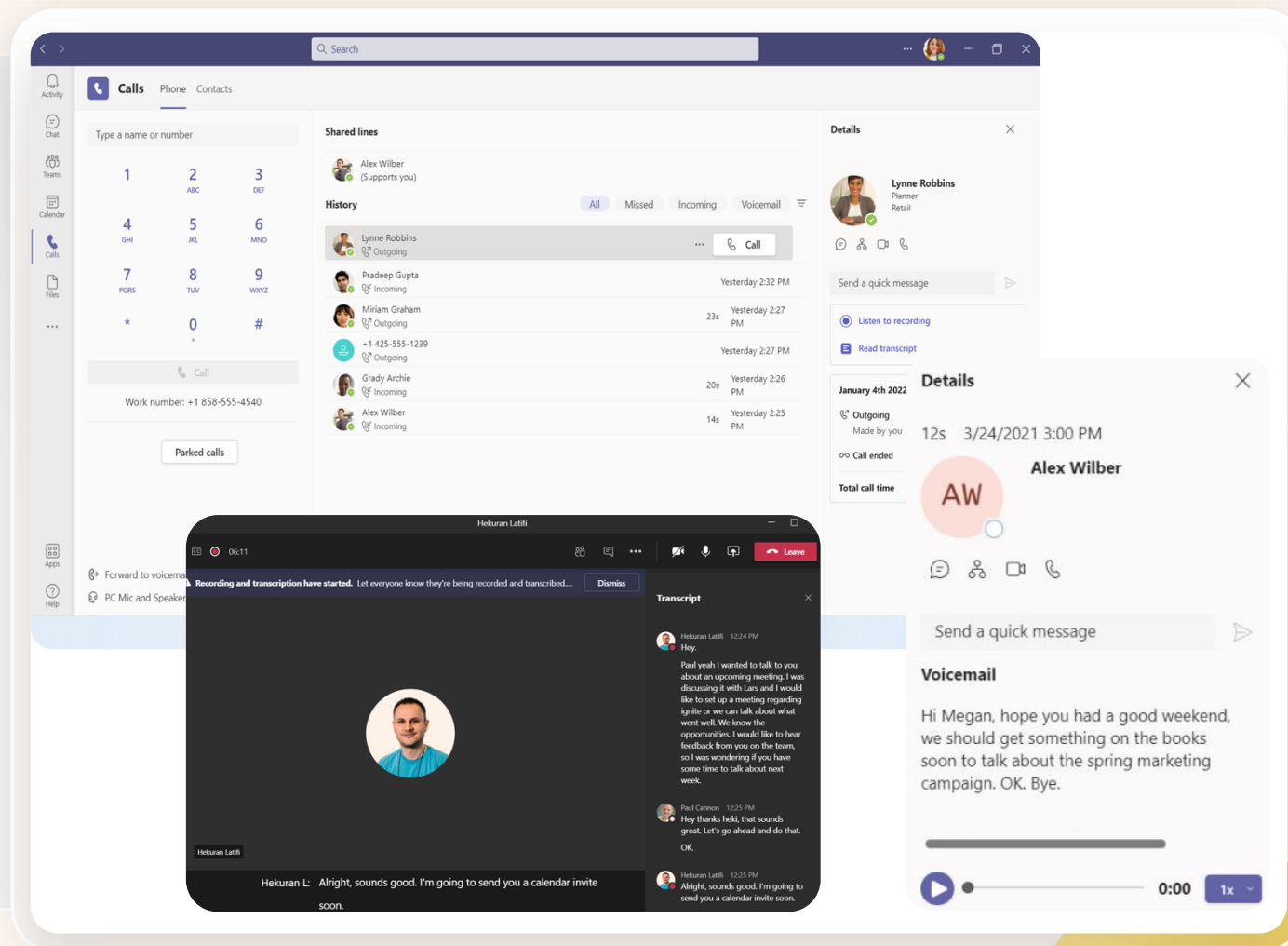
	+44 7970 312922	Incoming			11:05 7m 10s
	Alex Wilber	Outgoing			10:38 6m 15s
	Alex Wilber	Outgoing			10:35 1m 59s
	Alex Wilber	Incoming			10:20 10m 16s
	+44 7970 312922	Outgoing			10:09 8m 28s
	+44 7970 312922	Incoming			09:38 8m 49s
	Alex Wilber	Incoming for Tech Connect Support Queue			Yesterday 5s
	Alex Wilber	Incoming			Yesterday 9s
	+44 7970 312922	Outgoing for Tech Connect Travel Queue			Yesterday 3s
	+44 7970 312922	Incoming for Tech Connect Travel Queue			Yesterday 7s
	+44 7970 312922	Incoming for Tech Connect Travel Queue			Yesterday 19s
	+1 929-631-9690	Missed incoming			09/10/2025
	+1 929-393-7209	Missed incoming			26/03/2025
	Alex Wilber				07/08/2024



Smart

Create rich and inclusive engagements with features that optimize accessibility

- Access, listen to, and review voicemails with **playback controls**, **voicemail summary**, or **transcripts**.
- See real-time call captions and transcript, and ask clarifying questions in your preferred language with **Teams Premium** and **Copilot in Teams**¹.
- **AI-powered voice isolation** enables you to be heard, even when working in busy environments.



¹ Copilot in Teams is part of Microsoft 365 Copilot license

Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

3

Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

2

8°C

Cloudy

Search (Ctrl+E)

...

View contacts

Calls

Personal

Type a name or number

1

2

3

4

5

6

7

8

9

*

0

#

Call

Work number: +1 929-505-0485

Parked calls

Don't forward

PC Mic and Speakers

Delegate team

Adele Vance

History

All

Alex Wilber

Forwarded to voicemail

12:09

34s

Alex Wilber

Missed incoming

12:07

+44 7970 312922

Outgoing

11:50

12s

+44 7970 312922

Incoming

11:49

42s

+44 7970 312922

Incoming

11:05

7m 10s

Alex Wilber

Outgoing

10:38

6m 15s

Alex Wilber

Outgoing

10:35

1m 59s

Alex Wilber

Incoming

10:20

10m 16s

+44 7970 312922

Outgoing

10:09

8m 28s

+44 7970 312922

Incoming

09:38

8m 49s

Alex Wilber

Incoming for Tech Connect Support Queue

Yesterday

5s

Alex Wilber

Incoming

Yesterday

9s

+44 7970 312922

Outgoing for Tech Connect Travel Queue

Yesterday

3s

+44 7970 312922

Yesterday

Speed dial

Alex Wilber

Grady Archie

Windows Taskbar

Search

File Explorer

Microsoft Edge

Google Chrome

Microsoft Word

PowerPoint

Outlook

Teams

Calendar

Settings

System Tray

8°C

Cloudy

12:12

13/01/2026

Activity

Chat

Calendar

Calls

Queues

Copilot

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General

Contoso

+44 7970 312922

00:41

Dialpad

Hold

Transfer

People

Copilot

More

Mic

Leave

Record and transcribe

Audio settings

Language and speech

Settings

Park Call

+44 7970 312922

Type a message

Pradeep Gupta 08/08/2024 07:13

You are killing it in editorial design! Thanks for your hard work Megan.

6°C Cloudy

Search

16:10 13/01/2026

Shared calling for Teams Phone

Easily enable groups of users to make and receive PSTN calls using a shared phone number and calling plan.



One phone number for multiple users

Group users and provide the ability to receive incoming calls and make outgoing calls via a single company phone number.



Simplify deployment and reduce administrative overhead

Simple policy definition allows groups of users to be quickly enabled, reducing time-to-value.



Multiple PSTN enablement options

Will be supported by Teams Pay-As-You-Go Calling Plan, Operator Connect¹, and Direct Routing.

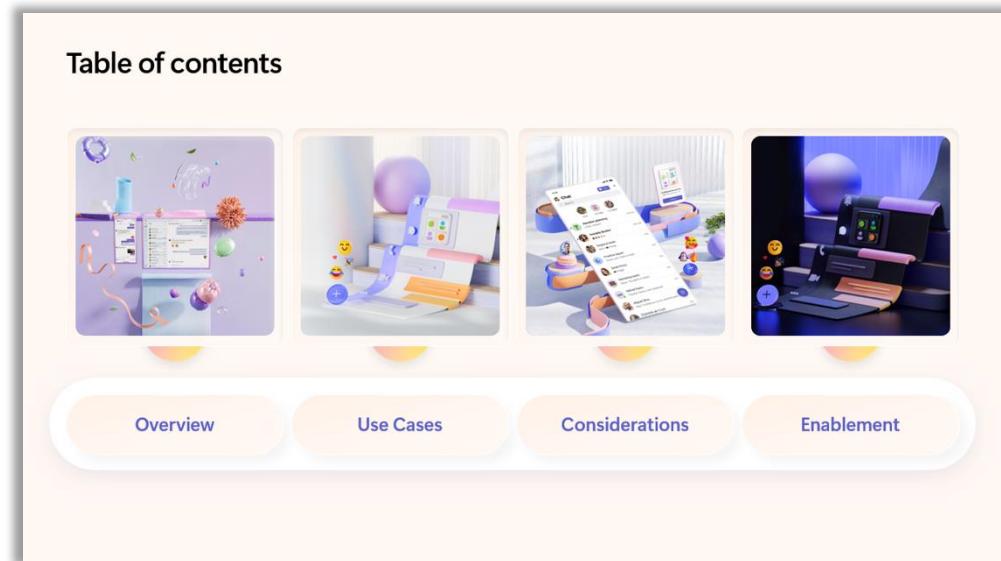
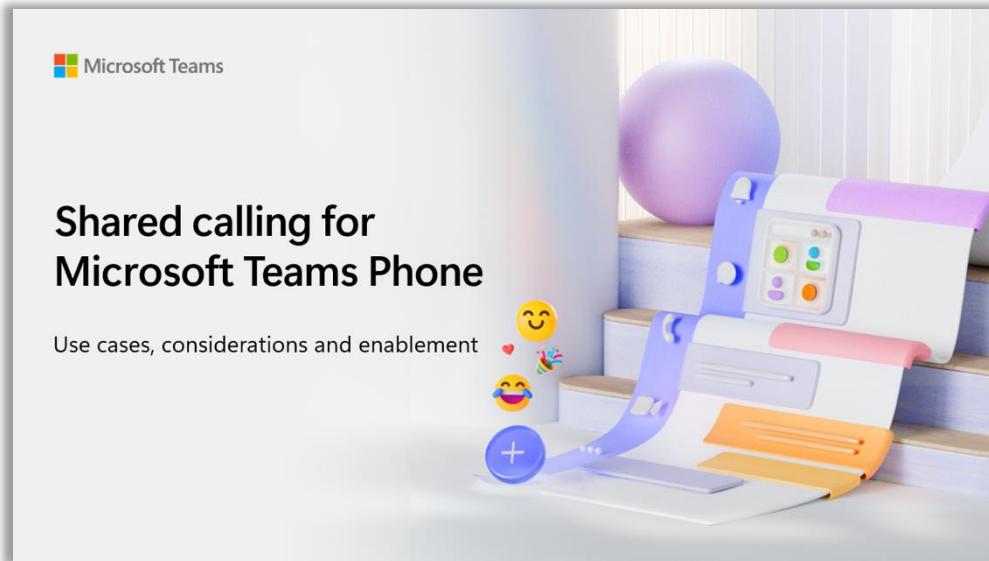


Full functionality including emergency calling support

Teams Phone features including dynamic locations and callback.

¹Be sure to check with your preferred operator to confirm that they offer shared calling.

Shared Calling deployment playbook



<https://aka.ms/teams-phone-shared-calling-playbook>

Shared Calling Use Cases

Retail stores



Current state

- A main line to the retail location offers self help options (e.g., store hours, directions) and the ability to connect with individual departments.
- Departments have physical phones at checkout counters or wall mounted.

Teams Rooms



Current state

An organization is deploying (200) Microsoft Teams Rooms at headquarters to replace legacy conference room technology. Outbound dialing is required. Usage reports show outbound calling is rarely utilized.

Teams Shared Devices



Scenario

Shared devices can be deployed in common areas like lobbies, reception, break rooms, or departments/floors. Enabling these Shared Devices via shared calling unlocks ad-hoc calling capabilities in these shared spaces.

The Teams Shared Device license supports the existing user experience including call queue and auto attendant support, call park and retrieve, cloud voicemail, group pickup, hotline and Restricted Dial Plan.

Current State

An organization is deploying (1000) Microsoft Teams Shared Devices at headquarters/branch office in common areas like lobby/break rooms/manufacturing floors/retail stores etc. Outbound dialing is required. Usage reports show outbound calling is rarely utilized. Dynamic E911 services in each location is required. Customer uses Microsoft Calling Plans for PSTN connectivity for Microsoft Teams Phone. Customer purchased (1000) Microsoft Teams shared device licenses.

Teams Phone Solution

Enable Shared Calling for all (1000) Microsoft Teams Shared Devices with (1) Pay-As-You-Go Calling Plan. Enable Auto Attendant and Call Queue for inbound calls to allow for department-based call routing including call park and retrieve, cloud voicemail, and group pickup.

Outcome/Value

All (1000) Shared Devices have outbound calling using Teams Phone.
(1) DID is used as the shared number.
(10) DID's are used for Emergency Callback Numbers (For every 100 shared device they allocate 1 DID).
(1) Calling Plan vs (1000) = Cost Savings.
(11) DIDs to manage vs (1000) = Simplified Administration (and potentially cost savings on DID & Emergency Services costs from carrier).

Nursing use case



Current state

- (300) nurses work at in an inpatient nursing unit at a hospital.
- Nurses use mobile phones and desk phones to reach their patients at home.

Shared Calling Retail Store example (mobile)



Information worker use case



Profile

Information workers could work remotely, primarily in an office, or in a hybrid setting. They leverage meetings, chat, and calling for internal and external engagements and leverage applications that bring together all of their communication and collaboration needs in a single application.

Current state

- 10,000 information workers in operations and supply chain management who make occasional calls to external partners, but not frequently enough to need a DID
- All users licensed with Microsoft 365 E5
- Microsoft Teams is used primarily for chat and meetings

Solution using shared calling

- Enable shared calling for the 10,000 users that do not need a dedicated number
- Assign phone numbers for groups of users based on departments and geographies
- Assign Pay-As-You-Go calling plans to resource accounts

Outcome/Value

- Organization is able to easily set up and manage PSTN calling for 10,000 users using shared numbers and calling plans
- Additional communications value gained from E5 investment
- End users will benefit from call control capabilities available with Teams Phone to manage their calls (e.g., consultative transfer, call hold, call forwarding)

<https://aka.ms/teams-phone-shared-calling-playbook>

Experience productive mobility with **Teams Phone Mobile**



Simple

- Give everyone a **single, business-provided phone number** to use across computer, mobile, and desk phones.
- **Uplift calls** from mobile to Teams, giving full access to Teams collaboration capabilities.
- Protect company and customer information with the same **security and compliance policies** regardless of where a call starts.
- Stay connected on your **cellular network** and **Wi-Fi**.



Teams Phone Mobile coverage

Generally available



Canada



UK



Switzerland &
Liechtenstein



Canada



Netherlands



USA



Sweden, Norway
& Denmark



Germany



UK



UK

What are common scenarios for Teams Phone Mobile

The ideal Teams Phone Mobile user...

- 01 Highly mobile worker that isn't regularly working from a corporate or home office
- 02 Needs to regularly connect with customers, suppliers, and teammates while on the go
- 03 Uses a **corporate liable** mobile line for work communications
- 04 Needs a connected and intelligent communication experience to get work done from any device



Target personas and industries

Sales roles
Field service roles
Retail store manager or buyer
Mobile healthcare providers
Government employees (i.e., police officers)
Financial services brokers or advisors
Factory workers and operators
Maintenance and supply chain operations
... and many more

Enjoy consistent and reliable calling experiences with a wide variety of **Teams-certified devices**



Simple

- **Call from a range of devices** (personal, shared, mobile, fixed, desk), with consistent and intuitive experiences.
- Empower all **users with inclusion and accessibility features**.
- **Streamline calls for shared spaces** from lobbies, to break rooms, to factory floors with common area phones.
- Preserve hardware investments and **seamlessly connect compatible SIP devices to Teams Phone**.

Peripherals



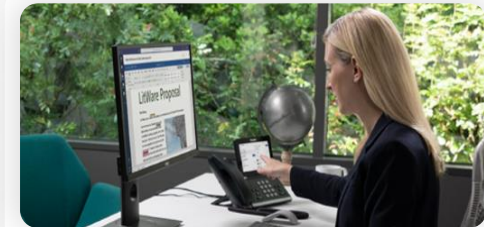
Headsets & speakers



Webcams



Desk phones, Shared devices and Teams Rooms



Teams Phone touch and non touch devices

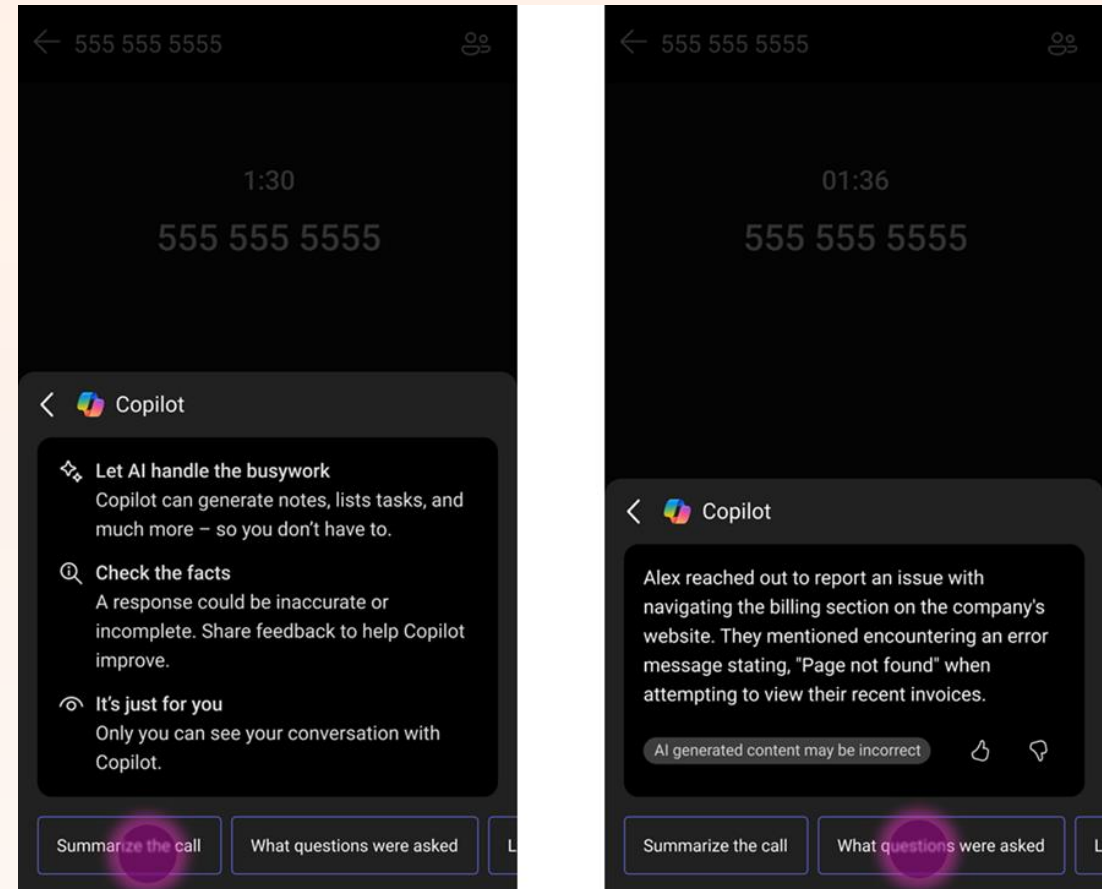


Teams Rooms



Recent updates for Teams Phone devices

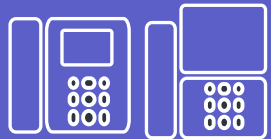
- Collaborative call delegation
- Queues app
- Remote contact management for common area phones
- Configure line keys from Teams admin center
- Line key support for shared line and call transfers
- Suggested contacts for call transfers
- Suggested prompts for Copilot
- Copilot summary for transferred calls
- Add or edit external contacts



SIP Gateway

With SIP gateway, you can make and receive Teams calls, join Teams meetings, and more, using a *SIP device* as a Teams endpoint.

Connect to a variety of SIP endpoints:



IP Desk Phones:



IP Conference Phones:



IP DECT Phones, Base Stations:



Overhead Paging, Alerters and Speakers:



Door phones and point of entry



Analog devices, ATA Devices:

SIP Gateway enables:

- User authentication
- Integration into Teams routing policies and regulations
- Device inventory management in Teams admin center
- Static emergency calling and location support with security desk notifications

Supported features:

- Inbound and outbound calls
- Call transfer and forwarding
- Audio conferencing
- Meeting dial-in
- Device-based “Do Not Disturb”
- Voicemail with message waiting indicators

Current compatibility includes:

- Skype for Business IP phones with standard SIP firmware
- Cisco IP phones with multiplatform SIP firmware
- SIP devices from a range of vendors such as Poly, Yealink, AudioCodes and more.

For a current listing of additional devices by vendors, click [Compatible devices](#)

Learn how to configure your SIP devices for SIP Gateway at [Configure SIP Gateway](#)



Smart

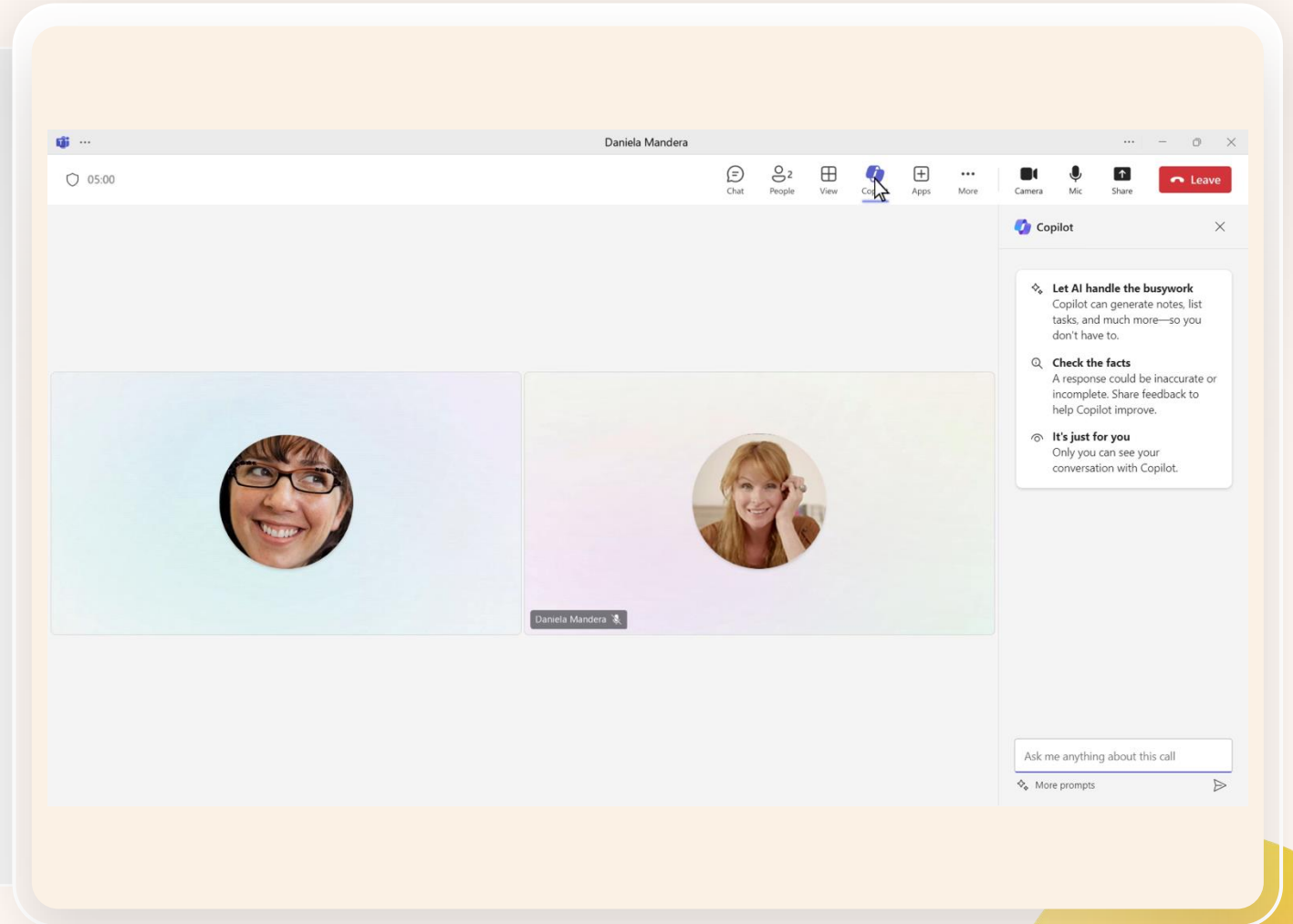
Create meaningful engagements using intelligent capabilities that connect your business, increase productivity, and save employees' time.



Save time on administrative tasks and stay engaged with generative AI capabilities in Teams Phone

- **Copilot in Teams Phone**

- **Get real-time summarization and insights for calls through your Teams app².**
- **Draft notes during the call and highlight key points**, such as names, dates, numbers, and tasks.
- **Copilot provides summaries of transferred calls¹** so the next person has all the context they need to get started.
- **Intelligent call recap** provides AI-generated notes and action items after the call¹.



¹ Available in Microsoft 365 Copilot and Teams Premium. Requires transcription to be turned on.

² Copilot in Teams Phone supports VoIP and PSTN calls.

Copilot in Teams Phone

Account Executive

Persona: *Dara – Account Executive*



Scenario

- Facilitate efficiency of calls in which a lot of information is discussed.
- Capture key information about products, pricing, and schedules while staying present.

Copilot during a live call

Copilot Value

- **Stay focused on the call:** Copilot can summarize key points from calls and highlight names, dates, and tasks when note taking is difficult or impractical.
- **Get real-time call coaching:** Instant context, sentiment analysis, and suggested actions so you can adjust the direction of the conversation.
- **Ask for mid-call clarification:** Ask Copilot for details, visible only to you.



Activity

Chat

Calendar

Calls

Queues

Copilot

Places

...

Apps

Chat

Unread

Copilot

Di

M

Fo

Favouri

M

Chats

Ac

Ac

Al

Teams a

De

Ge

An

• PN

Sa

Ge

• M

SC

General

Tech Connect Travel

General

Contoso

General

+44 7970 312922

04:44

Dialpad

Hold

Transfer

People

Copilot

More

Mic

Leave

+44 7970 312922

Pradeep Gupta 08/08/2024 07:13

You are killing it in editorial design! Thanks for your hard work Megan.

Type a message

Copilot in Teams Phone

Business Development

Persona: *Julie – Business Development Director*



Scenario

- Sensitive merger and acquisition calls that must not be recorded or transcribed.
- Needs real-time AI support without persistent data storage.

Copilot-only mode for sensitive conversations

Copilot Value

- **Access Copilot without persistent data storage:** Copilot-only mode listens and provides real-time assistance without storing a transcript or recording of the call.
- **Enables real-time intelligence:** Generate action items, task owners, and next steps that can only be referenced during conversation—the Copilot chat is not accessible after the call ends.
- **Protect privacy and confidentiality:** Supports privacy in high-trust conversations where discretion is critical, such as legal, finance, or executive-level negotiations.



Copilot in Teams Phone

Hospital Intake Specialist

Persona: Miguel – Hospital
Intake Specialist



Scenario

- Capture critical patient information for routing calls to schedulers or on-call medical staff.
- Summarize intake call to be easily and securely shared and incorporated into patient records.

Copilot summary for transferred calls

Copilot Value

- **Capture notes in real-time:** Copilot captures key information from the call such as patient name, reason for call, symptoms, and urgency. When transferring the call, Copilot can generate a concise summary that is automatically shared with the receiving clinician, improving the speed, efficiency and accuracy of call transfers.
- **Follow up with improved efficiency:** Copilot recaps the call with AI-generated notes and action items so the intake specialist can quickly draft follow-up emails or update the patient record. This ensures continuity and reduces administrative burden.
- **Enable mobile productivity:** Copilot is optimized for mobile workflows for specialist on mobile devices, enabling streamlined call handling and accurate transfer context.

Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

C

05:25

Dialpad

Hold

Transfer

Chat

2
People

View

Copilot

Apps

More

Camera

Mic

Share

Leave

Alex Wilber

Type a n

Alex Wilber

Don't forward

PC Mic and Speakers

8°C
Heavy rain

Search

10:43
13/01/2026

Copilot in Teams Phone

Persona: Alex – Public Relations Manager



Scenario

- Quickly summarize the call.
- Clarify information discussed in the call.
- Get a head start on actions following the call

Copilot-enabled intelligent recap and post-call queries

Copilot Value

- **Summarize the call:** Intelligent recap can summarize the conversation with action items and key insights, helping improve alignment and follow-ups.
- **Query the call recap:** Ask Copilot specific questions about the call to find key data points, direct quotes or other details. Copilot can also help organize the call content, such as the PROs and CONs of a decision.
- **Draft follow-up materials:** After the call ends, Copilot can help draft follow-up communications to further alignment and action.



Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

Calls

Personal

Type a name or number

1

2

3

4

5

6

7

8

9

*

0

#

Call

Work number: +1 929-505-0485

Parked calls

Don't forward

PC Mic and Speakers

History

All

Alex Wilber

Outgoing

Alex Wilber

Outgoing

Alex Wilber

Incoming

+44 7970 312922

Outgoing

+44 7970 312922

Incoming

Alex Wilber

Incoming for Tech Connect Support Queue

Alex Wilber

Incoming

+44 7970 312922

Outgoing for Tech Connect Travel Queue

+44 7970 312922

Incoming for Tech Connect Travel Queue

+44 7970 312922

Incoming for Tech Connect Travel Queue

+1 929-631-9690

Missed incoming

+1 929-393-7209

Missed incoming

Alex Wilber

Forwarded to voicemail

View summary

Call

10:35

1m 59s

10:20

10m 16s

10:09

8m 28s

09:38

8m 49s

Yesterday

5s

Yesterday

9s

Yesterday

3s

Yesterday

7s

Yesterday

19s

09/10/2025

26/03/2025

07/08/2024

12s

Speed dial

Alex Wilber

Grady Archie

8°C

Heavy rain

Search

ENG UK

10:46

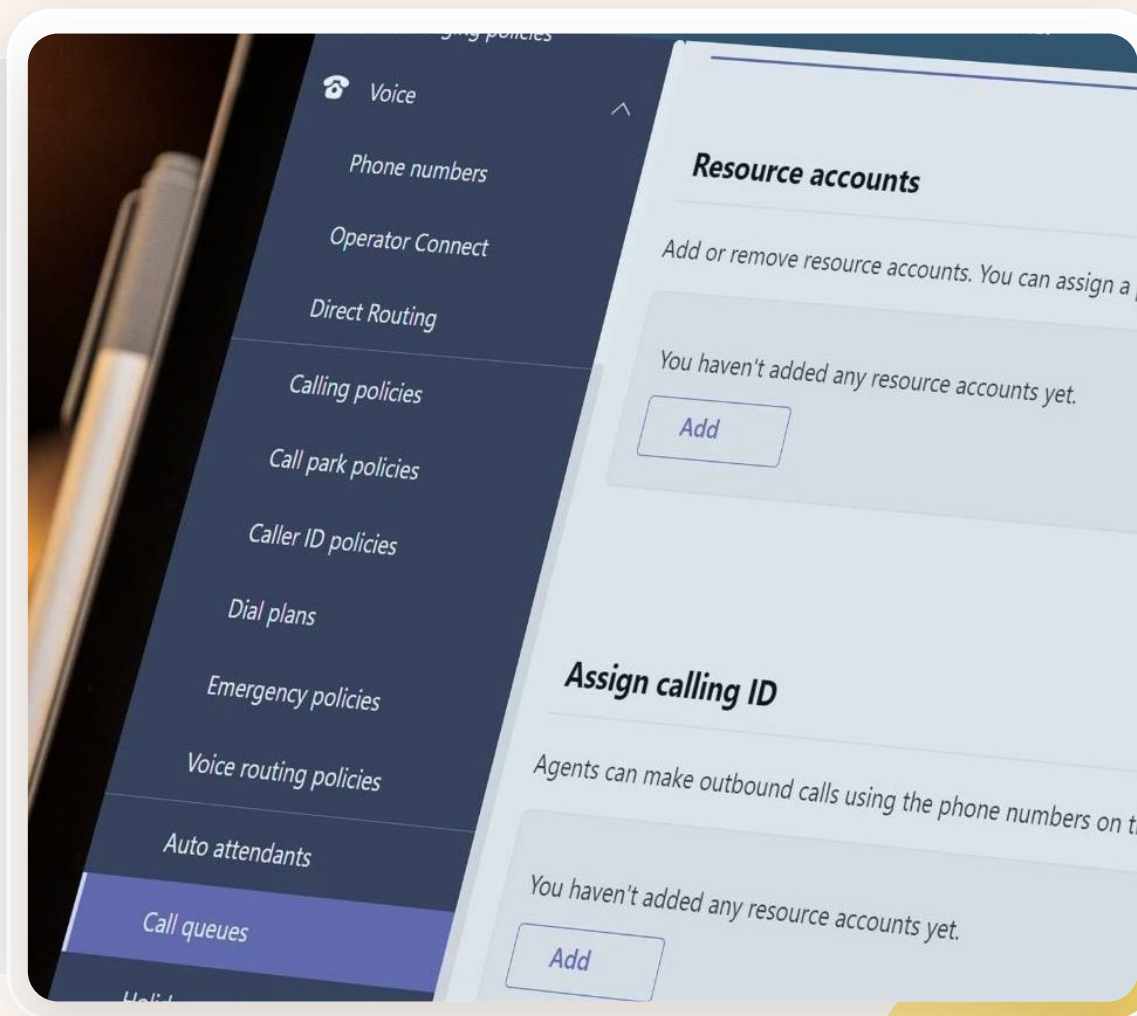
13/01/2026





Route and manage customer calls with flexible **call queues and auto attendants**

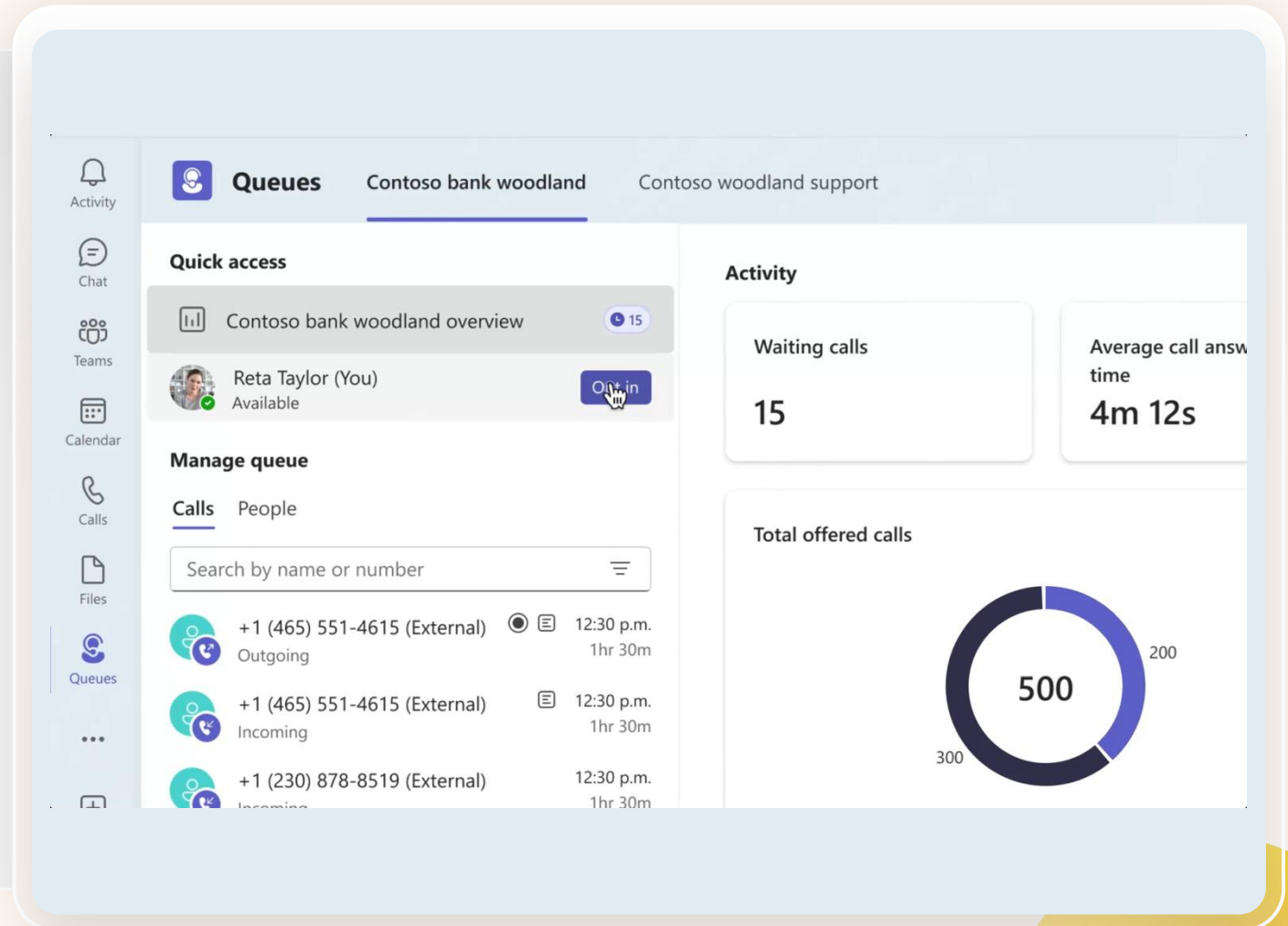
- Call queues allow you to **connect callers to the right agents** in your organization.
- **Customize call settings** such as music on hold, call overflow, timeout options, and shared voicemail.
- Create auto attendants with **advanced call routing menus, dial-by-name** or **dial-by-extension**.
- Upload a **custom audio greeting** or use **built-in text-to-speech**.
- **Easily manage call queues and auto attendants** from the Teams admin center.



Enhance call queue management natively in Teams with Queues app

Simple

- Easily set up Queues app to **manage workloads, supervise queues**, and **train agents**.
- Monitor call volume and customer care quality with **real-time** and **historical reporting**.
- Improve team performance with **monitor, whisper, barge**, and takeover capabilities.
- Use Copilot in Teams Phone with Queues app to **automatically capture key information** during or after calls.



Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

Queues

Tech Connect Support

Tech Connect Travel

Analytics

Quick access

Tech Connect Support overview

Megan Bowen (You)
Available
Opted-out

Manage queue

People

Leads (1)

Adele Vance
Offline

Opted-in (2)

Alex Wilber
Available

Grady Archie
Offline

Activity

Service level
42%

Total offered calls
9

Waiting calls
1

Average call answering time
18s

Longest call waiting time
24s

Abandoned percentage
30%

Unanswered calls

Related

Settings

Dialpad

Service level ⓘ

A gauge chart representing the service level. The arc is divided into a blue segment (42%) and a white segment (58%). The scale ranges from 0 to 100.

Category	Value
Service Level	42%

Total offered calls ⓘ

A donut chart showing the distribution of offered calls. The total count '9' is in the center. The chart is divided into a dark blue segment (6) and a light blue segment (3). A legend at the bottom indicates 'Answered' (dark blue) and 'Unanswered' (light blue).

Category	Count
Answered	6
Unanswered	3
Total	9

Since 00:00 local time, updated 16s ago

Waiting calls ⓘ

1

Average call answering time ⓘ

18s

Longest call waiting time ⓘ

24s

Abandoned percentage ⓘ

30%

Unanswered calls ⓘ

A bar chart showing the volume of unanswered calls categorized by reason. The y-axis is 'Call volume' (0-10). The x-axis is 'Unanswered call reasons'. The 'Abandoned' and 'Timed out' categories have a volume of 3 each. 'No agent' and 'Overflow' have a volume of 0.

Unanswered call reasons	Call volume
Abandoned	3
No agent	0
Overflow	0
Timed out	3

Related

Settings

MSFT
-1.41%

Search

ENG
UK

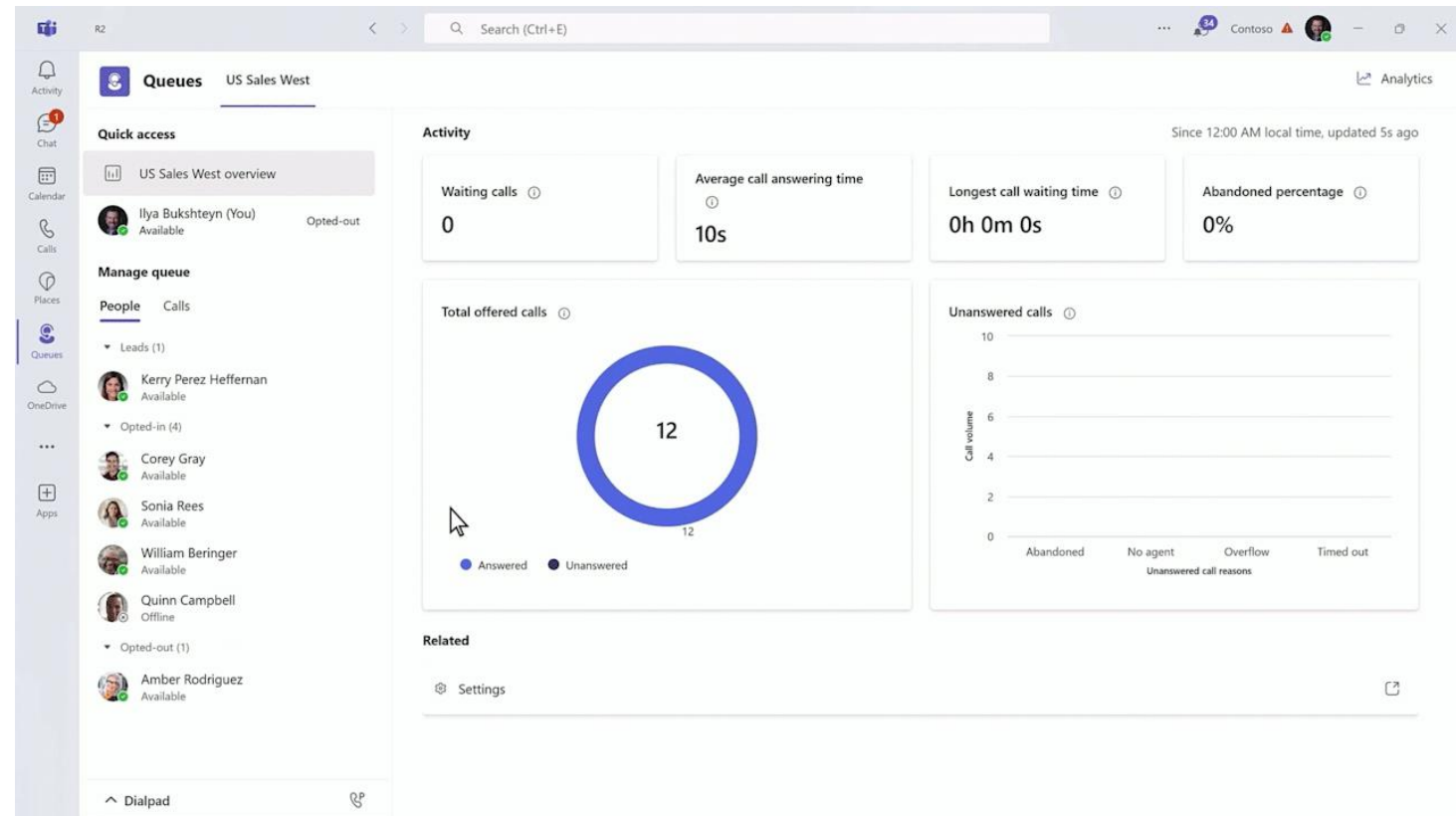
16:55
13/01/2026

Enhance team performance with silent coaching controls

Supervisors can monitor an agent on the queue.

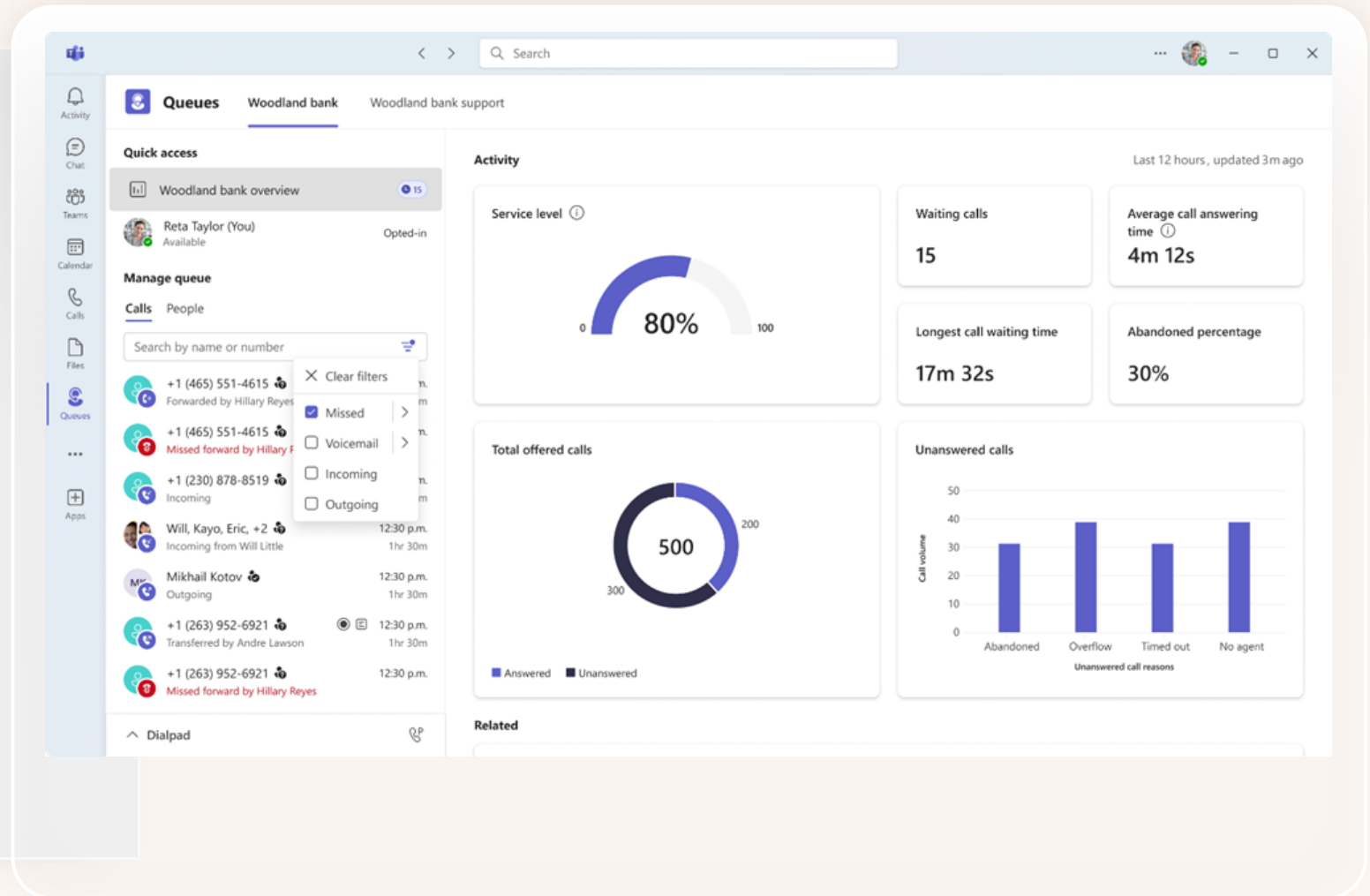
During a monitor session they can whisper to the agent to provide guidance.

They can also barge in to speak with the customer, or simply take over the call with the customer.



Shared call history in Queues app | *New*

- Queue members will be able to view **shared call history** for all missed, incoming, and outgoing calls.
- Feature is **disabled by default**; admins must enable it in **Teams admin center (TAC)**.
- Admins can grant **shared call history** access to all queue members or restrict access to authorized users only.



Activity

Chat

Calendar

Calls

Queues

Copilot

Places

Apps

Search (Ctrl+E)

Analytics

Queues

Tech Connect Support

Tech Connect Travel

Quick access

Tech Connect Support overview

Megan Bowen (You)
Available
Opted-out

Manage queue

People

Leads (1)

Adele Vance
Offline

Opted-in (2)

Alex Wilber
Available

Grady Archie
Offline

Activity

Service level

0%

Total offered calls

5

Answered

Unanswered

Waiting calls

0

Average call answering time

0h 0m 0s

Longest call waiting time

0h 0m 0s

Abandoned percentage

40%

Unanswered calls

Call volume

Abandoned

No agent

Overflow

Timed out

Unanswered call reasons

Related

Settings

Dialpad

5°C
Mostly cloudy

Search

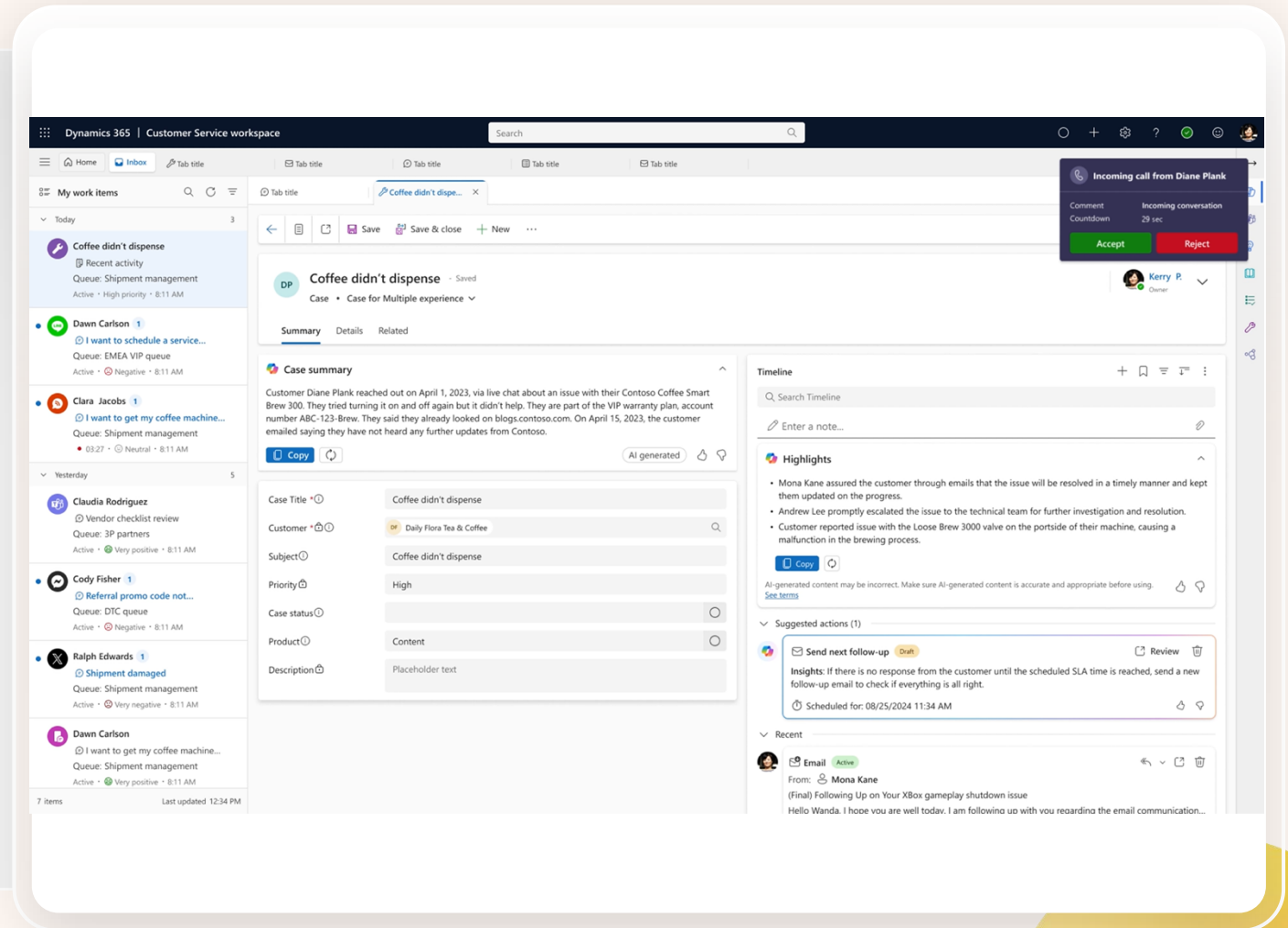
ENG
UK

16:54
13/01/2026

Unify calling across Teams and contact center solutions with Teams Phone extensibility



- Deploy Teams Phone as a **single, integrated solution to power calling across** your unified communications as a service (**UCaaS**) and contact center as a service (**CCaaS**) solutions.
- **Streamline deployment, management, and billing of telephony infrastructure** with Teams Phone extensibility for Microsoft Dynamics 365 Contact Center.
- Benefit from the **broad geographic availability of Teams Phone numbers**.



Enable seamless customer experiences in Teams with certified partner solutions



- Deliver an **integrated experience** that boosts customer service efficiency and quality.
- Empower agents to **resolve customer inquiries and issues more efficiently** with seamless access to resources and expertise.
- Surface relevant customer data during a call to **provide more tailored service**, without leaving Teams.
- Ensure **call recording compliance** with Teams-certified solutions
- Connect **partner solutions that have undergone testing and validation**, ensuring quality, compatibility, and reliability.



Simplify management with a **single admin console**

Simple

- **Accelerate speed of enablement** and cut administration costs with streamlined management.
- Easily **assign numbers and policies**, and provision devices at scale.
- **Get started in minutes** without an on-premises PBX to install or manage.
- Optimize your network for calling and device usage insights in the **Call Quality Dashboard**.
- Quickly make informed adjustments to optimize call performance with **real-time call analytics**.
- Admins with a Microsoft 365 Copilot license are enabled for **AI-powered management of Teams and Microsoft 365**.

The screenshot displays the Microsoft Teams admin center. The left sidebar lists various settings categories, with 'Phone numbers' selected. The main content area shows the 'Phone numbers' section, which includes a 'Verification required' message and a table of phone numbers. The right sidebar features the Copilot interface with three suggested actions: finding users, numbers, and policies; troubleshooting Teams policies; and learning admin tasks.

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers from a service provider. You can assign, unassign, and release phone numbers for people or for service attendants, or call queues. [Learn more](#)

Verification required [Provide now](#) **Express Calling Plan** [Acquire multiple](#)

Microsoft is required to verify your business information before issuing Calling Plan phone numbers

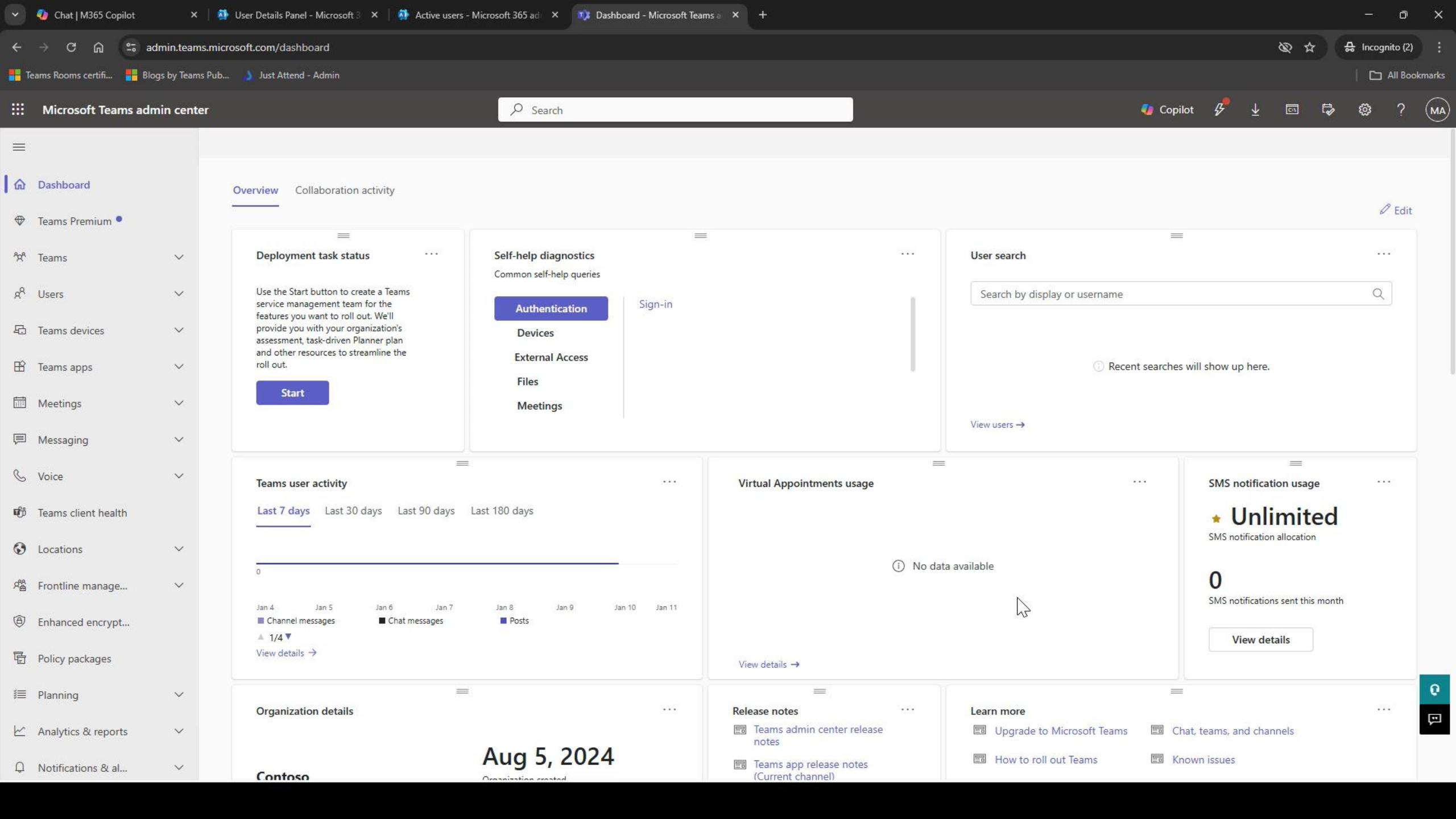
Find numbers which Find users without phone numbers

Numbers Routing rules Order history

Port	Edit	Add tag	Manage tags	20 items	20 items
Phone number	Number provider	Reseller Name			
+1 347 464 1427	Microsoft				
+1 929 505 0485	Microsoft				
+1 929 505 0607	Microsoft				
+1 929 505 0651	Microsoft				
+1 929 505 0655	Microsoft				

Copilot

- Find users, numbers, and policies**
Find all [Teams meeting policies where meeting recording is disabled]
- Troubleshoot Teams policies**
Why is [user@contoso.com] unable to bypass meeting lobbies?]
- Learn admin tasks**
How do I [setup emergency locations in Teams admin center?]





Secure

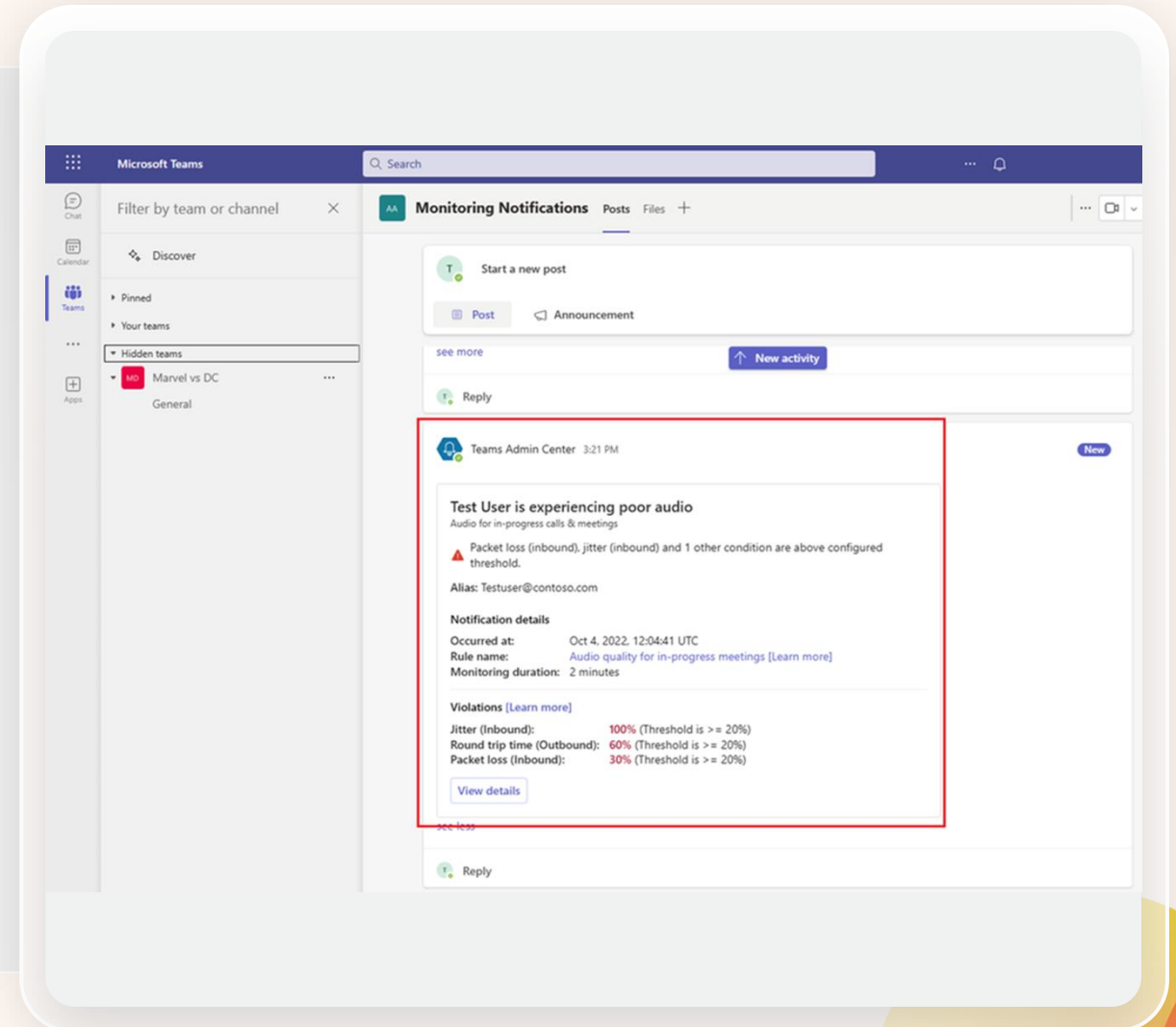
Save time and enjoy peace of mind with a reliable and secure calling solution that is easy to manage.



Experience clear, dependable calling with **AI-optimized performance**



- Enhanced reliability with **proactive network monitoring, automated system optimization, and machine-learning failure detection.**
- **Built-in fault tolerance** to make sure that your calls are always connected and available.
- Make and receive calls when internet access is down with **Survivable Branch Appliance.**
- Trust a financially-backed **99.999% uptime guarantee** for Teams Phone, Teams Calling Plans and Audio Conferencing.
- Automatically adjust audio and video quality with **bandwidth controls.**

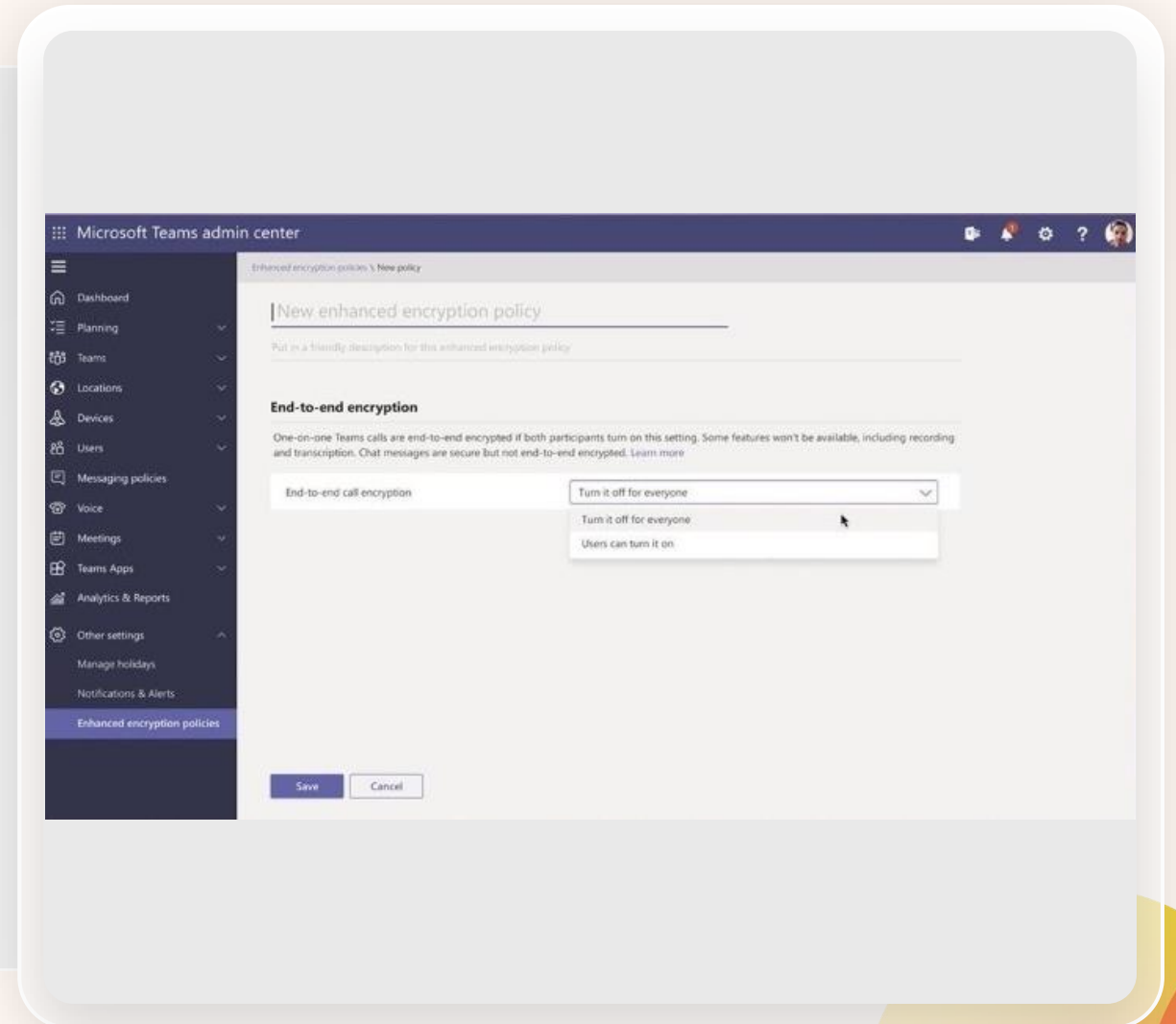


Feel confident and secure with **call protection and governance**



Secure

- Ensure no other party, including Microsoft, has access to the decrypted conversation when **end-to-end encryption** is enabled for your 1:1 VoIP calls.
- Protect your workforce from spam and unwanted distractions with **automatic spam detection** and **call blocking**.
- Support compliance and governance requirements **with retention policies, eDiscovery** and **audit logs** that help you manage and monitor call records and activities.

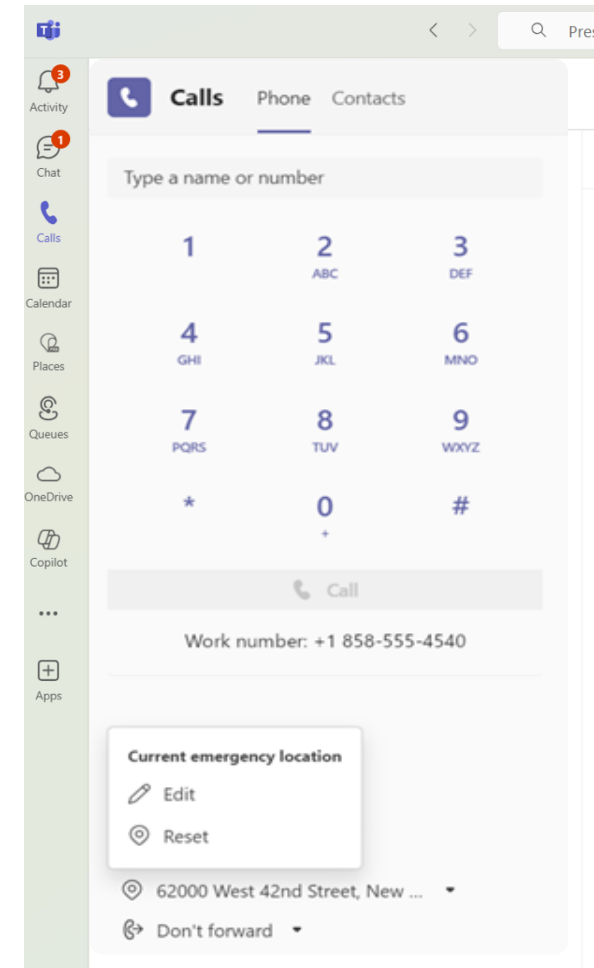


Enhance safety and security with emergency calling



Secure

- Assign an emergency address to each user, helping ensure the **precise emergency dispatch location** is shared
- Configure **security desk notifications** to notify relevant teams when an emergency call is placed, with the ability to be conferenced in
- **Dynamically detect a remote worker's location**—and edit if needed—to alert personnel of an emergency (US only)



Teams Phone has you covered, infrastructure to endpoints

Core call control and infrastructure

Teams Phone

Cloud-based phone system
Enables Voice over IP audio and video calls and PSTN calls when set up with a calling plan
Supports shared calling



Connectivity options

Microsoft Teams Calling Plans

Microsoft is your operator



Third-party calling plans

Operator Connect

Seamless integration with qualified operators



Direct Routing

Bring your own operator and on-prem infrastructure



Teams Phone Mobile

Seamless integration of mobile identities with Teams



Hardware/softphone calling endpoints



Partners and integrations



ISV integrations/APIs



System integrators



Operators



OEMs

Thank you



N



! Change to Slide Show View to play this kahoot.

Kahoot! 360



CONVERGED COMMUNICATIONS

Partner Sales Bootcamp



AI-generated

03

Selling the smart calling solution for Teams, leading with AI



Taimoor
Husain



Today AI is the trend reshaping all aspects of work



How we work



Where we work

The rise of Frontier Firms

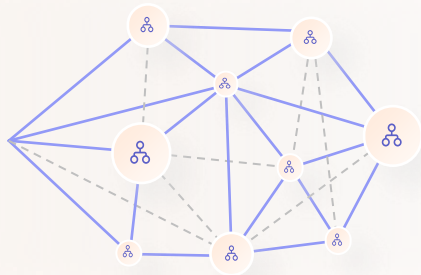
AI-Powered companies are gaining an edge and redefining the rules of business.



A collaboration and communication hub for **every team**



A copilot for **every employee**



An agent for **every business process**



Bayer worked with Microsoft Teams engineering to build a Copilot agent that lets its researchers search a proprietary tool using natural language. Bayer estimates Microsoft 365 Copilot **saves R&D teams 3-6 hours per researcher per week.**

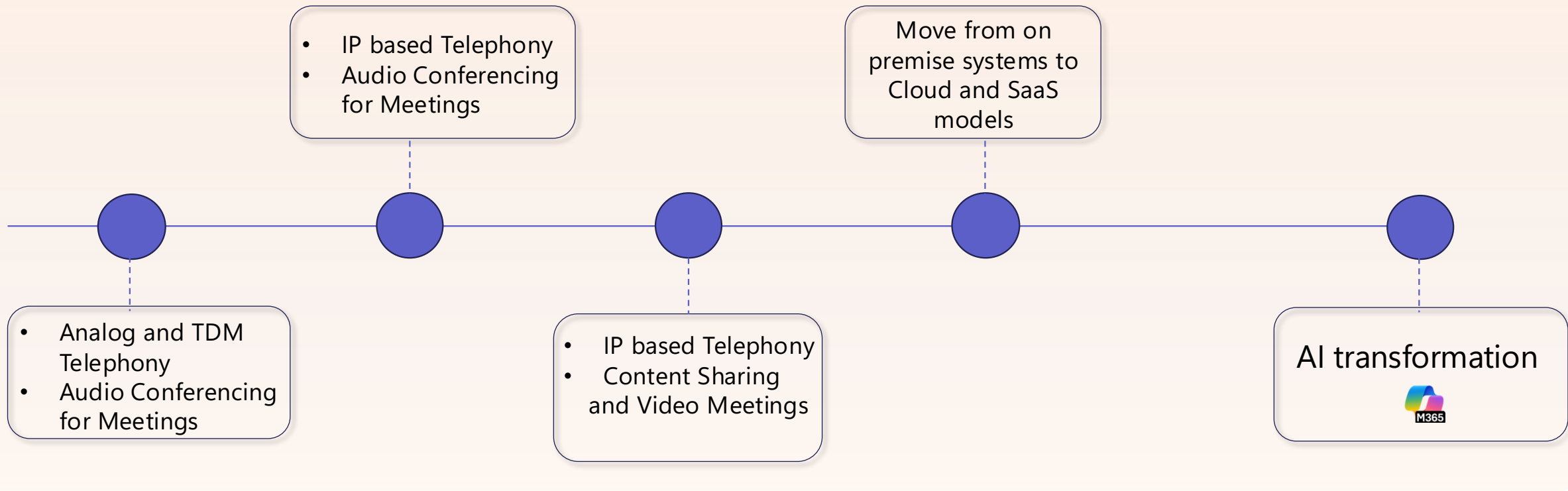
THREE CROWNS

Three Crowns now use simple natural-language searches to access information across Outlook, Teams chats, and meeting recaps. **significantly speeding up legal research while maintaining data security.**



Wells Fargo's Teams-based Copilot agent now handles **75%** of branch employees' internal searches, cutting response times from **10 minutes to 30 seconds.**

Converged Communications Journey



Where and how Telephony and Meetings are held and delivered have never been more important than **NOW**

Microsoft 365 Copilot reasons over **ALL** M365 signals, including meetings and phone calls to provide comprehensive actionable insights



Real-time meeting
summaries

Intelligent call summaries
for Teams Phone

Quickly catch up on
missed conversations

Real-time language
Translation

Audio recaps
on the go



Where Copilot and Teams wows

Never take meeting
notes again

Intelligent audio
and video

Catch up on
missed meetings
or joining late

Stay on track and on time
with Facilitator

AI-driven people
counting &
occupancy insights

Go back to existing customers expand and unlock AI opportunities



Teams Phone



Teams Rooms



Premium & Places

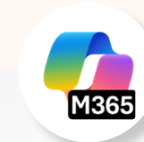
75% of our Teams enterprise customers use



- Copilot in Teams Phone
- Intelligent call recap
- Intelligent call transfers, summaries
- Copilot in Teams admin centre
- Teams Phone extensibility
- Queues app



- Speaker recognition
- Facilitator agent
- Intelligent audio and video with speaker attribution
- Occupancy and people counting
- Shared spaces insights



- Intelligent meeting recaps
- Live translations
- Customer meeting templates
- Branded experiences
- End-to-end encryption
- Advanced meeting controls
- Advanced collaboration analytics
- Microsoft Places

Converged Communications and Copilot Partner Offerings

Hero products: Microsoft 365 Copilot , Teams Phone, Teams Rooms, Teams Premium



Microsoft 365
Copilot



Microsoft Teams



Teams Phone



Teams Rooms



Premium & Places



Workshops and consulting

Enabling customers to Plan, Provision and use Copilot across the converged comms stack. AI Transformation



Custom Applications and agents

Partner built applications that make use of Copilot that overlay across the converged communications stack. Etc. Contact center integrations, Customer service BOT's, Bookings



Managed Services

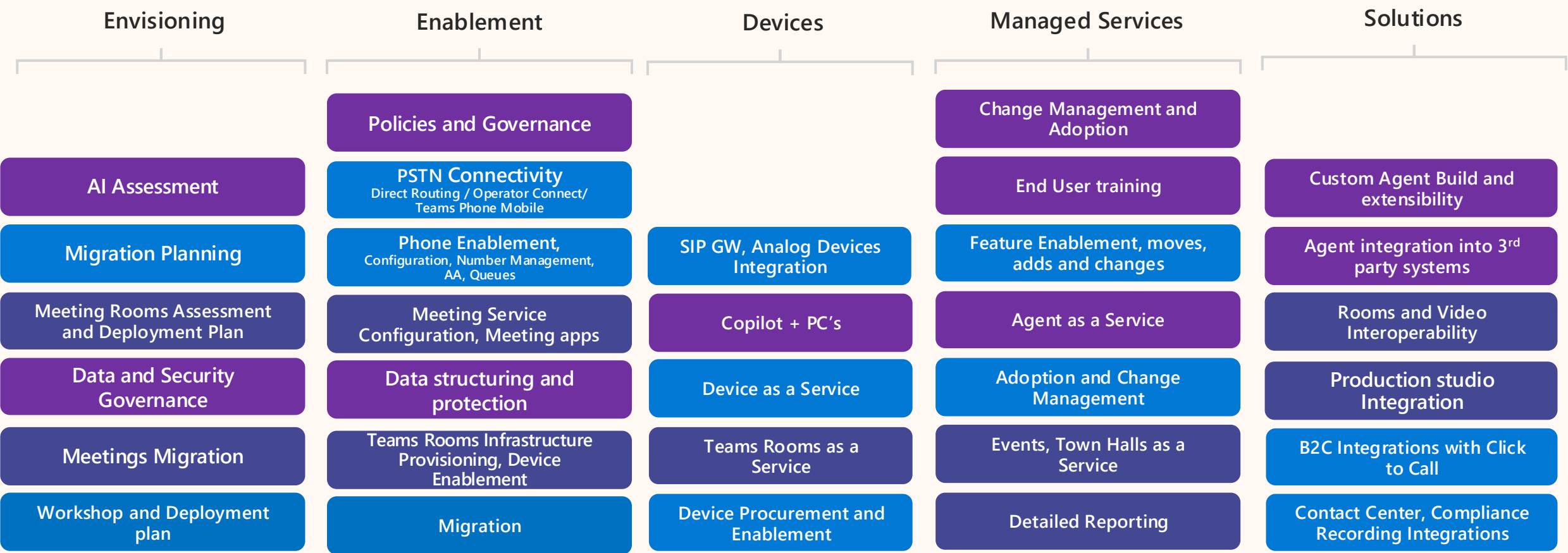
Providing Managed Services across the Converged Comms stack and moving forward Copilot services like apps



Infrastructure & Deployment; Change Management, Adoption Services

Professional services across Copilot, Teams Phone, Rooms and Premium

Copilot and Converged Communications partner alignment



Microsoft 365 Copilot + Converged Communications

MARKET OPPORTUNITY AND PARTNER LANDSCAPE WITH AGENTIC AI

Agentic AI is unlocking the next wave of value for organizations

\$2.6-4.4T

Potential value unlock from AI/agentic technologies on top of traditional analytical AI¹

>15%

Day-to-day work decisions will be made autonomously through agentic AI by 2030²

82%

Leaders expect to use digital labor to expand workforce capacity in the next 12-18mo³

1. McKinsey seizing the agentic AI opportunity report, 2025
2. Gartner®, Intelligent Agents in AI Really Can Work Alone. Here's How, October 1, Tom Coshov 2024,
3. Microsoft Annual Work Trend Index Survey 2025

Every customer is on a journey to becoming a Frontier Firm

Phase 1

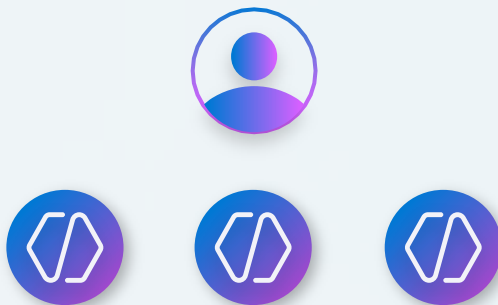
Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-led agents



Agents join teams as “digital colleagues,” taking on specific tasks at human direction

Phase 3

Human-led, agent-operated

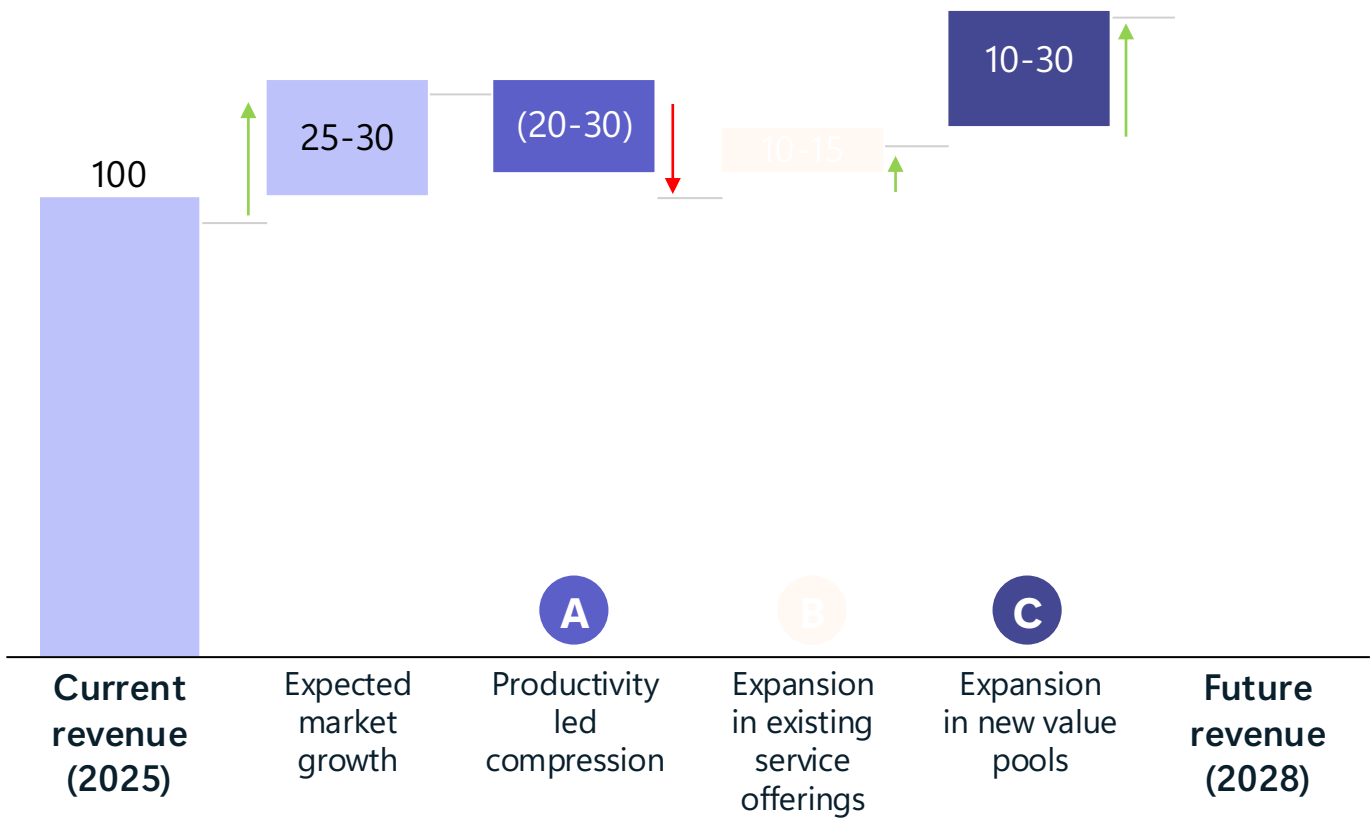


Humans set direction and agents run entire business processes and workflows, checking in as needed

New revenue opportunities more than outweigh compression

Impact of headwinds & tailwinds on typical service provider.

Industry growth remains flat due to productivity-led compression; Agentic AI to drive 10-30% incremental revenue over 3 years. Revenue base indexed to 100 (2025 vs 2028)



- A** Compression in traditional services due to agent led productivity gains (passed onto customers as gain sharing)
- B** Revenue Expansion from adding AI and agents to existing service offerings (e.g., AI advisory, data for AI services, agent dev and deployment)
- C** Additional opportunity to grow through agentification in new value pools which were traditionally human-led, inaccessible and not outsourced (e.g., Financial analysis, marketing campaign management, etc.)

Agents in Teams



Facilitator

Generally available



Channel

Public preview



**Project
Manager**

Public preview



Interpreter

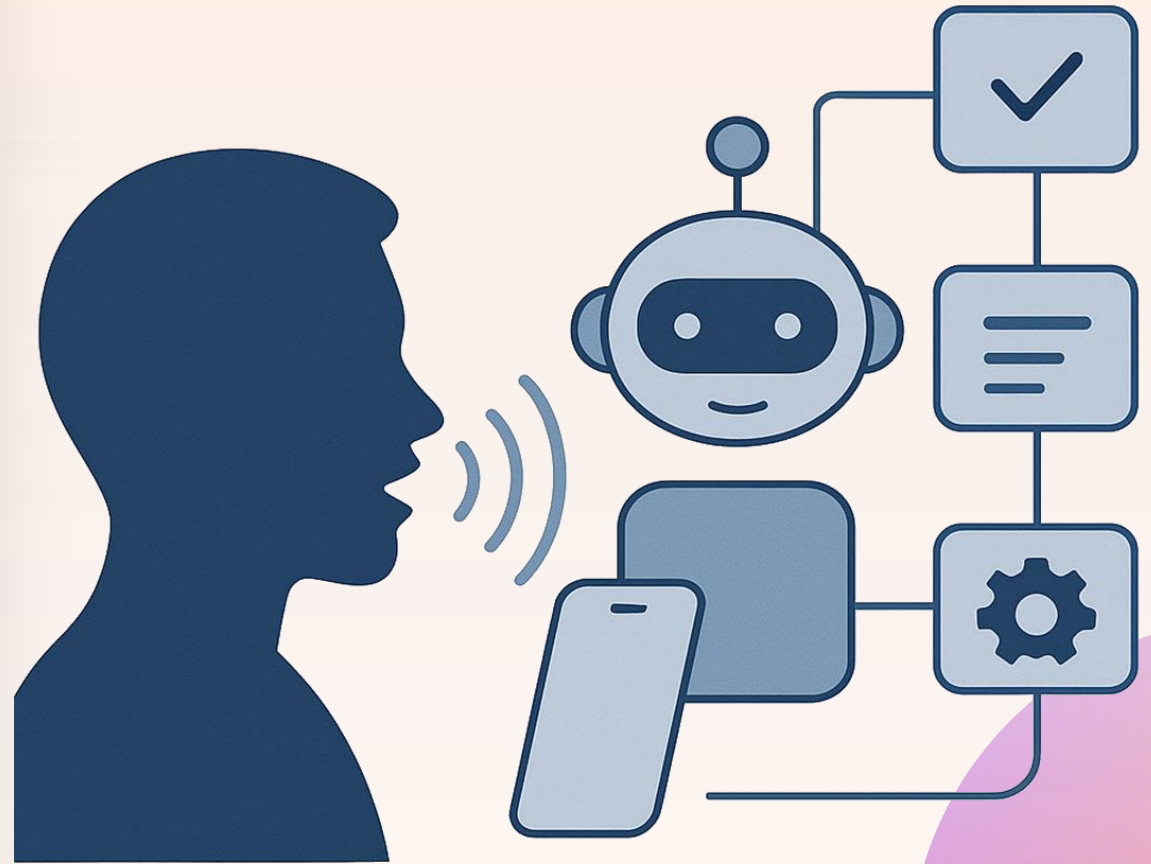
Generally available

Automate tasks with pre-built agents by Microsoft
that are designed for work

The Future is Calling

Voice is the Gateway to AI

- Voice is the most natural way to interact with technology
- Voice is at the forefront of AI, communication with LLM's and AI Agents
- Your core network to deliver voice is now critical and will see tremendous growth with AI Voice agents

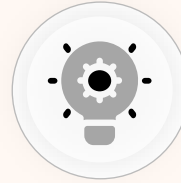


The opportunity for conversational AI



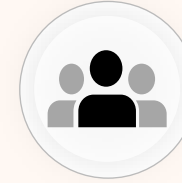
80% of enterprise applications

will embed a virtual conversational assistant to fulfill content fetching and content generation tasks by 2025¹



80% of Conversational AI offerings

will have embedded Generative AI by 2025¹



\$80 billion reduction

in agent labor costs by using conversational artificial intelligence deployments within contact centers by 2026²

Bend the curve
on innovation

Optimize business
processes

Enrich customer
and employee
experiences

Improve efficiency
& time to value

Reduce
development
costs & risks

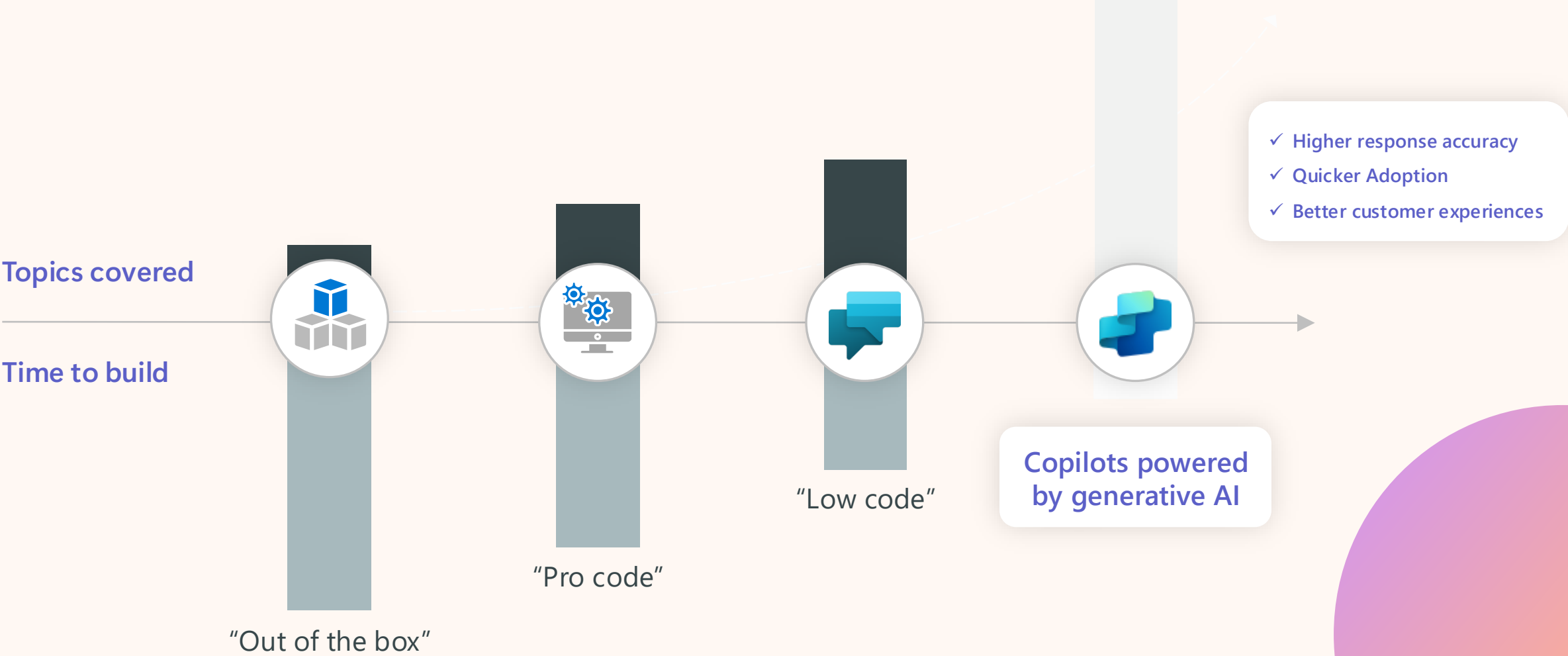
Source:

1. 2023 Gartner® - The Impact of Generative AI on the Conversational AI Market

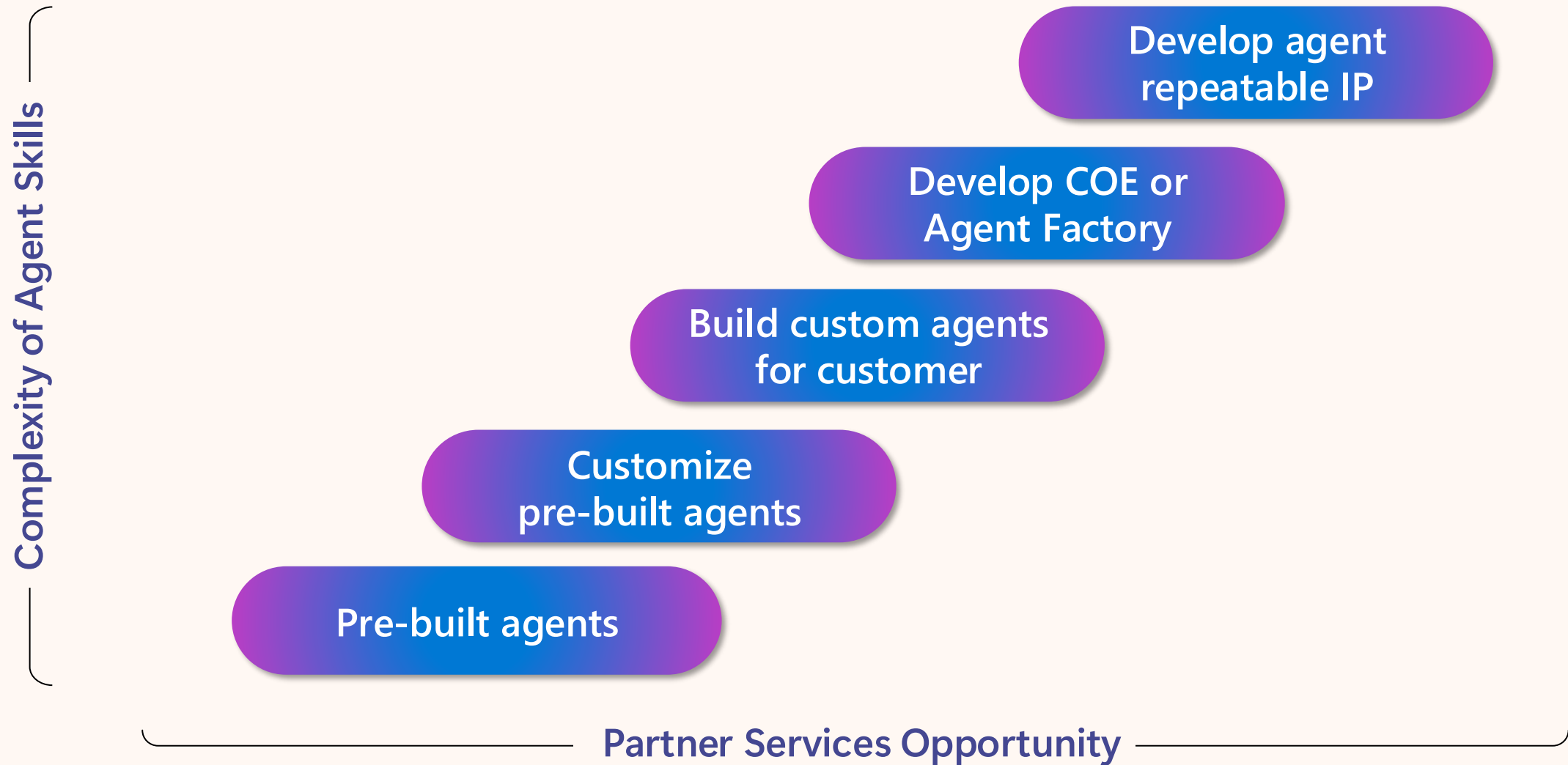
2. 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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Welcome to a new era of building conversational AI



Partner opportunity with Agents



Scalable with the Microsoft ecosystem



Copilot + Agents



Unify service



Dynamics 365
Contact Center



Dynamics 365
Customer Service



Dynamics 365
Field Service



Teams



Outlook

Connect to the business



Dynamics
365 Sales



Dynamics 365
Customer Insights



Dynamics 365
Supply Chain



Dynamics 365
Finance



Third-party
services + data

Collaboration & productivity



Microsoft 365

Authoring environment & Workflow orchestration



Copilot Studio

Trusted AI



Azure Open
AI Service

Harness data & business insights



Dataverse



Graph



Power Platform



Fabric

Azure foundation



Identity, security, management, and compliance + Global cloud infrastructure and services



CONVERGED COMMUNICATIONS

Partner Sales Bootcamp



AI-generated

03

Selling the smart calling solution for Teams, leading with AI



James
Maudlin



Communicate without Compromise!



Flexible and easy to use

Optimize and simplify your experience with a single business-provided mobile and Teams number for increased flexibility and efficiency.

Flexibility



Intelligent and connected

Create meaningful engagements when you integrate your calling and the smart capabilities of Teams Phone in one connected solution.

Intelligent Connectivity



Secure and reliable

Extend your security and compliance policies to all your calls regardless of where it starts so you can feel confident your communications are protected.

Security Reliability



Simple to manage

Consolidate redundant fixed-line and mobile service for streamlined management and support.

Simplicity



Microsoft Teams

The AI-powered platform for work

Collaboration | Communication | Workplace



Simple



Smart



Secure

Keys to Success

- Demonstrate the power of connecting with Teams
- Go on the journey with your customers
- Focus on how to improve lines of business
- Listen and find pain points we can solve together
- Avoid POC
- **Working together!**
 - Register opportunities
 - SMB support available
 - Leverage programs





CONVERGED COMMUNICATIONS

Partner Sales Bootcamp



SMB BUSTERS

NEXT UP:
GAMES PHONE



Launched
in 2022

AI-generated

04

SMB In Focus



Chris Carabello



Teams Phone in SMB

**SMB Fastest
Growing
Segment**

**Thousands of new
partners transacting
Teams Phone**



Increased Demand

Growing Market Share

- Legacy Retirement
- 1st Generation UCaaS Migration



Partner-to-Partner

Increased Collaboration

- Telco Calling Enablement
- Phone Platform Ecosystem



Phone and AI

AI Powered Platform for Work

- Phone surface for AI to reason
- Synergistic with Copilot



Features

B2C Leading 'Job-to-be-done'

- QueuesApp
- Teams Phone Extensibility
- Live Chat



Administration

Simplify Onboarding & Management

- Admin Streamlining & Copilot
- Operator Connect



Phone and AI

AI Powered Platform for Work

- AI-powered features with Phone, Queues, and Teams
- Extensibility and Agents

SMB Customer win - Berryessa Vineyards

Modernizing operations with Teams Phone

Business Problem: Challenges & Opportunities

Berryessa GAP Vineyards faces operational and customer service challenges due to outdated phone systems and suboptimal customer collaboration, leading to delays and missed opportunities

Solution

Added Teams Phone to Business Licensing. Auto Attendant and call queues streamlined call flows, facilitating seamless routing to various departments within the organization. Live Chat from its website connecting customers to staff.

"With Teams, we've eliminated the chaos of missed messages and calls. Now, every customer gets the attention they deserve, right when they need it."

"The integration of Teams Phone has been a game-changer. It's streamlined our communication and ensured that no call goes unanswered."

- *Corinne Hernandez, President & COO*

SMB Phone Support

- Guidance on addressing Teams Phone questions from your customers
 - QueuesApp
 - SMS Branding
 - Feature continuity across migrations
- Nominate your customer and provide contact details at [Aka.ms/SMBPartnerPhone](https://aka.ms/SMBPartnerPhone)



Available from Dec 1st



SMB offering

Microsoft 365 Copilot Business



Bundles

Microsoft 365 + Copilot Business



Promotions

Copilot / Bundles / Purview

Available December 1st, 2025!



Poll

What is your expected growth with Teams Phone in SMB this year?



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05

Customer profiling, identifying target Customers and scenarios



Leon
Wright



Taimoor
Husain



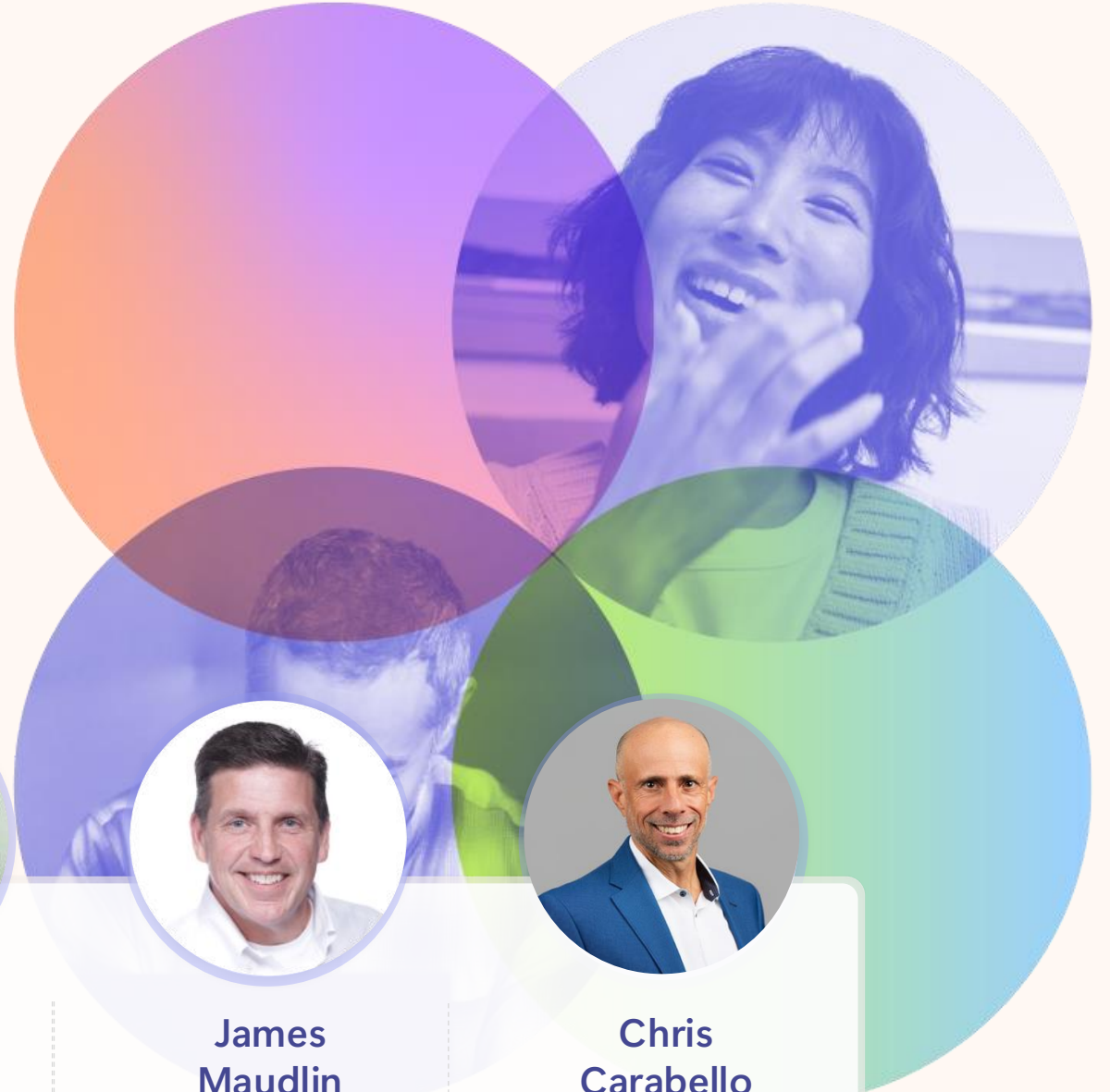
Martin
Boam



James
Maudlin



Chris
Carabello





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06

Partner Go-to-market resources



Martin Boam



Leon Wright



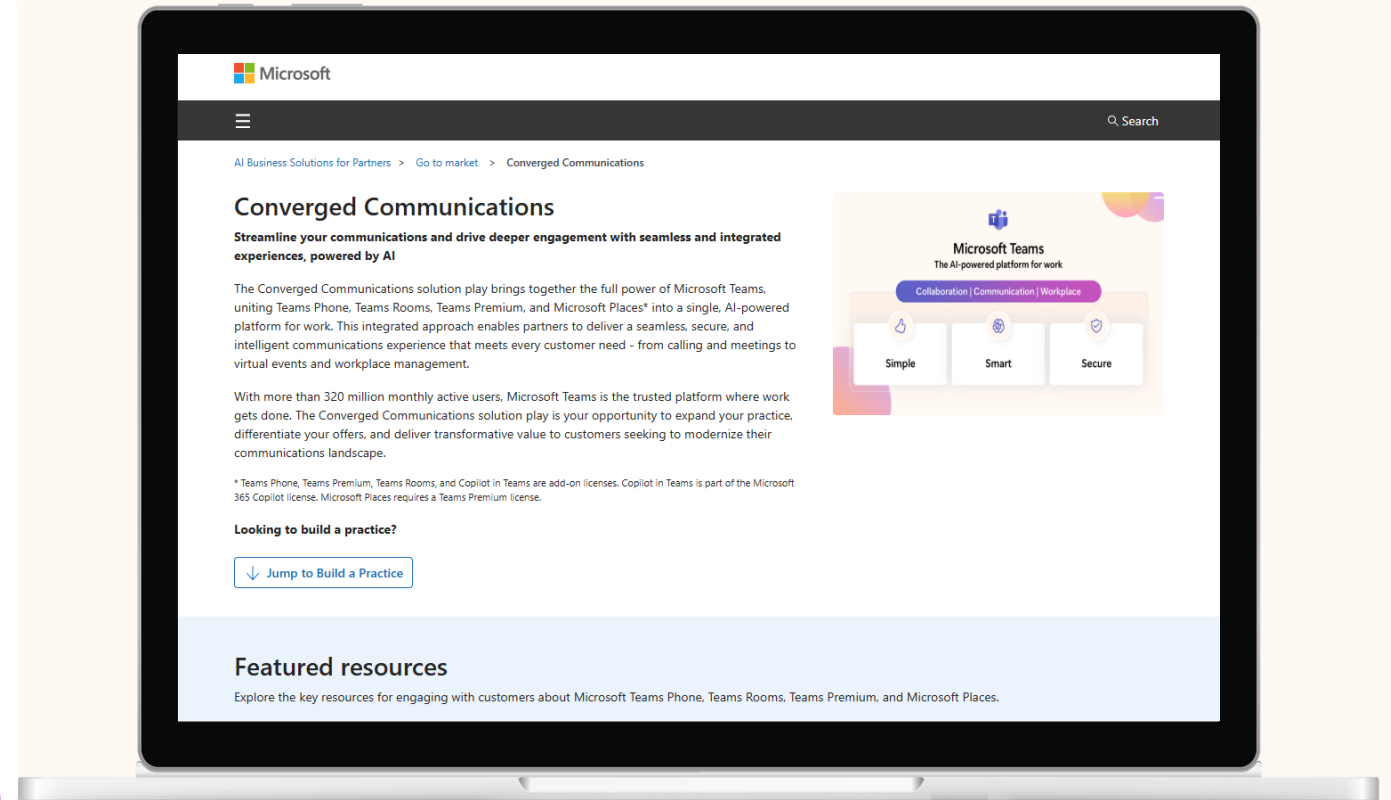
Converged Communications Partner Resources

Key guidance and GTM resources to extend or build a thriving **Converged Communications** practice to capture more of the Teams opportunity landscape with Microsoft Teams – The AI Platform for work

Converged Communications key guidance and GTM resources

- **Featured resources:** Explore the key resources for engaging with customers.
- **Go to market:** top go-to-market resources you'll need to align your selling motion with the Microsoft Customer Engagement Model.
- **Build a practice:** Leverage these resources to develop a growth plan for your Converged Communications practice.

<https://aka.ms/ConvergedCommsGTM>



Support across the customer journey

Prepare

Get Ready, Stay Informed

- Practice development guidance
- Community Engagement
- Technical learning paths
- Sales learning paths
- Bootcamp/Enablement events

Sell and drive adoption

Generate Demand

- Campaign-in-a-box
- Teams Phone Event BOMs
- Teams Rooms Event BOMs
- Demo tools
- AI assessment



Build Intent

- Hybrid Meetings Workshop BOMs
- Teams Phone Workshop BOMs
- Converged Communications Immersion Briefing BOMs
- Through-partner customer trials (all)



Prove and Sell

- Teams Phone Pilot BOMs
- Teams Rooms Pilot BOMs
- Teams Premium Pilot BOMs
- Microsoft Places Pilot
- Copilot Envisioning & POC



Deploy and Activate

- ECIF
- Deployment Guides
- Adoption Playbooks
- Copilot Deployment Accelerator

Converged Communications

Streamline your communications and drive deeper engagement with seamless and integrated experiences, powered by AI

The Converged Communications solution play brings together the full power of Microsoft Teams, uniting Teams Phone, Teams Rooms, Teams Premium, and Microsoft Places* into a single, AI-powered platform for work. This integrated approach enables partners to deliver a seamless, secure, and intelligent communications experience that meets every customer need - from calling and meetings to virtual events and workplace management.

With more than 320 million monthly active users, Microsoft Teams is the trusted platform where work gets done. The Converged Communications solution play is your opportunity to expand your practice, differentiate your offers, and deliver transformative value to customers seeking to modernize their communications landscape.

* Teams Phone, Teams Premium, Teams Rooms, and Copilot in Teams are add-on licenses. Copilot in Teams is part of the Microsoft 365 Copilot license. Microsoft Places requires a Teams Premium license.

Looking to build a practice?

[↓ Jump to Build a Practice](#)



Featured resources

Explore the key resources for engaging with customers about Microsoft Teams Phone, Teams Rooms, Teams Premium, and Microsoft Places.



Converged Communications pitch deck

Show your customers how, together, Teams and Copilot enable smarter, AI-powered workplaces – boosting productivity, collaboration, hybrid work, and business value for customers and partners.

[Download the pitch deck](#)



Converged Communications Immersion Briefing

Deliver immersive events that showcase Converged Communications solutions to accelerate customer engagement and pipeline growth through hands-on experiences and tailored resources.

[Access briefing materials](#) 



Teams Phone Proof of Value engagement

Leverage this structured, partner-led pilot to guide customers through deploying, adopting, administering, and maintaining Microsoft Teams Phone in a small-scale, real-world environment

[Access engagement materials](#)

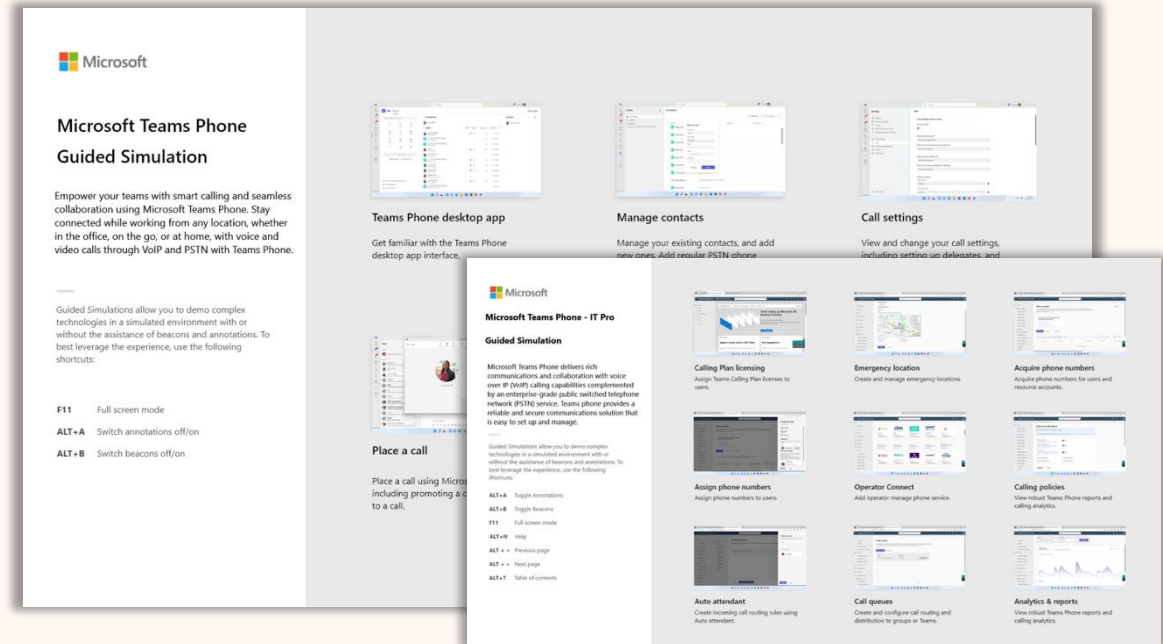
Teams Phone Demo resources highlights



Demos & Immersive experiences



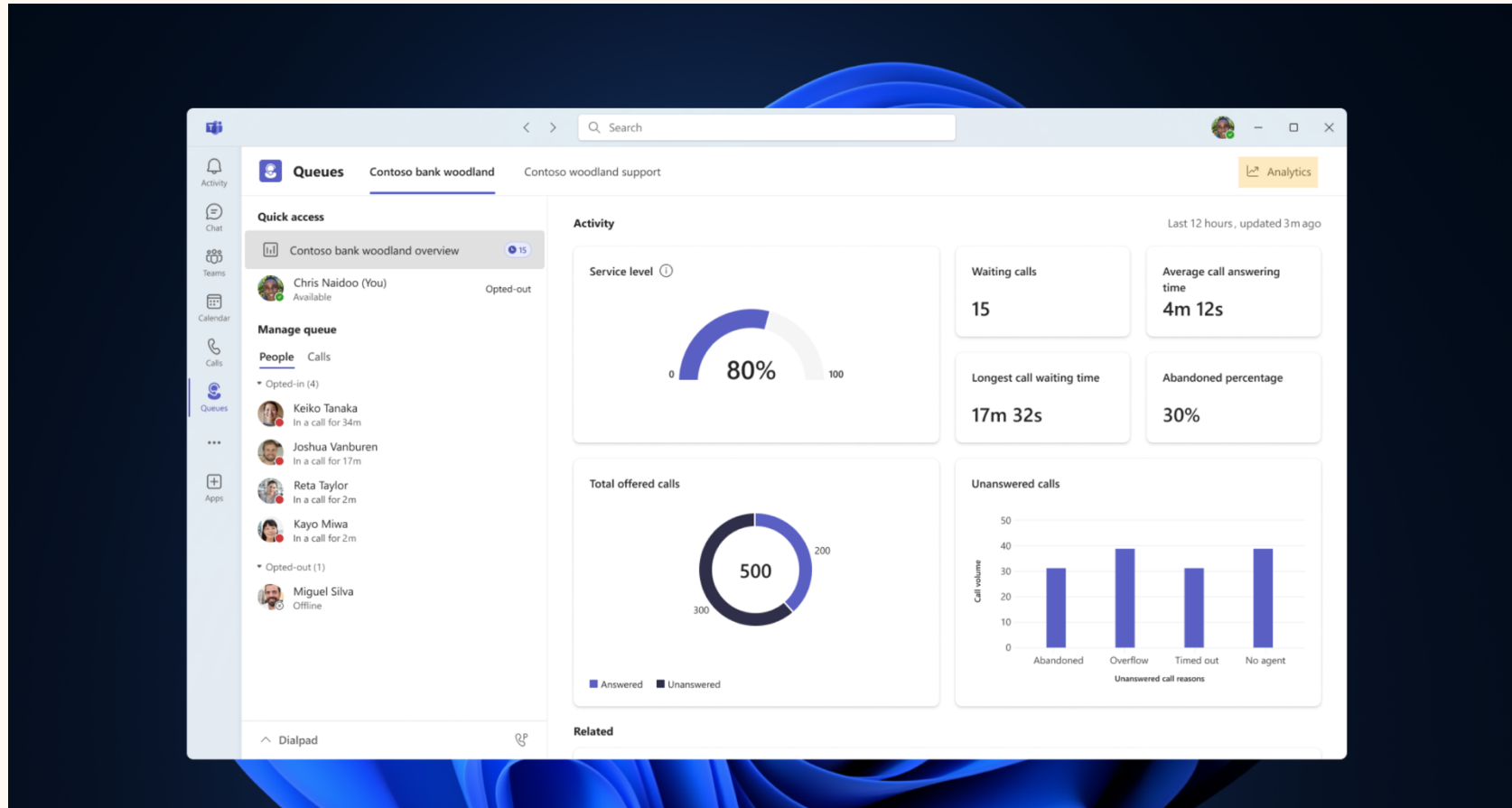
Teams Phone Demo Guides



Guided Simulations

- <https://aka.ms/TeamsPhoneSimulation>
- <https://aka.ms/TeamsPhoneITProSimulation>
- <https://regale.cloud/Microsoft/viewer/2101/microsoft-teams-phone/index.html#/0/0>

Queues app demo script and guided simulation



<https://aka.ms/QueuesDemo>

Get started today

Learn more about
The AI Powered
Platform for Work

Demonstrate
business value and
cost savings

Experience the value
of a converged
solution

[The AI-Powered Workplace Pitch Deck](#)

[The AI-Powered Platform Pitch Deck](#)

[Teams Phone Pitch Deck](#)

[Teams Rooms Pitch Deck](#)

[Microsoft Places Pitch Deck](#)

[Teams Premium Pitch Deck](#)

[Teams Phone TEI](#)

[Teams Premium TEI](#)

[Teams Rooms TEI](#)

[Microsoft Business Case Builder](#)

[2025 Gartner® Magic Quadrant™ for UCaaS](#)

[Try Teams Phone w/Calling Plan](#)

[Try Teams Premium](#)

[Try Teams Rooms Pro](#)

Partner Seller Go-Do's



Skill up & keep up to date

Microsoft 365 Public Roadmap

[What's New in Teams Calling, Meeting, Devices](#)

[What's new in Microsoft 365 Copilot](#)

Readiness and training

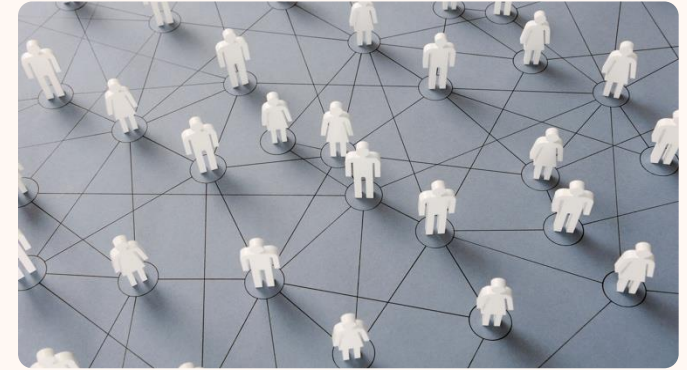


Understand your customer

Articulate the value through business case, demos and pilots

Drive customer commitment

Encourage adoption and usage



Engage with Partner Communities

Engage in Partner-to-Partner

LinkedIn

Microsoft Tech Communities

Community events

Next steps

Review our Partner GTM materials

aka.ms/PartnerGTMresources

Collaborate with local specialists

to improve your practice and better sell together

Get started today

Earn the Converged Communications specializations

[Teams Phone Specialization](#)

[Meetings and Meeting Rooms Specialization](#)

07

Closing



Q4 Technical Bootcamp



13th to 16th April

The Technical Bootcamp is a Hybrid enablement event over three days.

Format: Hybrid

- Global webinar + In person Redmond

Structure:

Morning: Webinar covering The AI powered workplace (Rooms /Phone/ Places/ Premium/ Copilot/ Agents)

Afternoon: In person NDA sessions with Microsoft Engineering teams, Campus experiences and evening networking events

Register interest for your technical leaders and we will circle back when registration opens

[Register Interest - Converged Communication Technical Partner Bootcamp \(Q4\)](#)

On demand Recordings

- Event on-demand recording and presentations will be published to the [Converged Communications skilling resources](#)
- ETA – February 2026
- Look for LinkedIn announcement for availability



Converged Communications Badge



New Credly Badges Alert

Be among the first to earn the two Converged Communications Partner Sales Bootcamp badges on offer.

Requirements:

- Must attend **both** days of the bootcamp to earn the badge proficient badge
- **Skilled badge** would require completing the online assessment that would cover content from both days



1.0 BOOTCAMP
BIOTRE



AI-generated