



White Paper

# Our secret guide to the cool things **MS Teams** can do



Millions of people around the world are using **MS Teams** to chat, meet, call and collaborate from anywhere.

**Teams integrates a collection of Microsoft 365 online services, making it possible for members of your organisation to talk face to face, chat, hold virtual meetings, share files, and collaborate on documents, spreadsheets, and other projects in real time.**

A killer feature for Microsoft Teams is that it supports a robust API for add-ins, which means you can extend its capabilities with the help of hundreds of third-party apps.

If you're already managing a Microsoft 365 (formerly Office 365) subscription, deploying Teams is as simple as flipping a few switches in your admin portal.

# The secret phone system inside MS Teams



**The coolest thing MS Teams can do is replace your entire business phone system with a managed cloud service. This feature enables private branch exchange (PBX) business telephony capabilities from within Office 365. This feature can help your employees to be so much more productive for such a relatively small effort that we're surprised more businesses don't use it.**

If you already have MS Teams, then you know that anyone in your company using Teams can make voice over IP (VoIP) calls to any other team member using a computer, tablet or mobile device running the Teams app. However, these VoIP calls are basically an intercom system for employees inside a company because the Teams app does not connect you to the public switched telephone network (PSTN). Most businesses connect to the PSTN using PBX hardware installed at an office location. Without access to the PSTN through a PBX, the Teams app cannot be assigned a phone number and therefore nobody outside your business can dial a number and talk to you.

The telephony capabilities in Teams provides your business with a 100% cloud-based PBX system. The feature takes the complicated and expensive equipment needed to connect your VoIP calls with the PSTN and makes it a subscription service in the cloud. You can use Teams exactly like you use your regular phone—and do it from any device running the Teams app and from anywhere in the world as long as you have internet access.

You can add Calling Plans that fit your business needs e.g. your sales team needs to make domestic and international calls while finance only make domestic calls. The app provides standard telephone features, such as call answering, call holding and retrieving, call forwarding and simultaneous ringing, call history, voicemail, and emergency calling. Most importantly, you can do all of this from the Teams app on your laptop, tablet, and smartphone or from a wide array of Teams-compatible headsets and conference-room speakerphones if you have investments in “traditional” office phone hardware.

# Here's our **secret guide** to even more ways of getting the most out of MS Teams for your business:

## 1 Use MS Teams to connect and collaborate with contacts inside and outside your company

With MS Teams, if you are organising a meeting with someone from outside your company, all you need to do is email them an invitation to your meeting and they can join, even if they don't have the MS Teams app. They simply need to click on the link, enter in their name and they can join the meeting directly from their web browser. MS Teams literally brings your partners, customers and vendors to your door.

## 2 Attend meetings on the go with MS Teams

MS Teams allows participants to dial into a meeting, so if you are on the road, or your Internet connection is dodgy, no problem. Dialling into a conference is fast and easy and instructions on how to access the meeting via phone or Internet, is included in the meeting invitation. Email invitations include a direct click link which means you can join the meeting without having to remember numbers or passcodes.

## 3 Never miss a meeting

If you get double booked, and simply can't attend an MS Teams meeting, ask the organiser to record the meeting so that you can go back and watch it using 'Microsoft Stream'. If a meeting has been recorded, a link to Stream is usually posted after the meeting has finished. This means you are able to re-watch the previous meeting, as well as search the meeting via their automated transcript for any important information involving you.

## 4 Take control of your voice or video conference

MS Teams allows you to define the roles and permissions of meeting attendees via the online meeting platform. You can dictate who, when and how people are able to join the meeting, and whether to set up a pre meeting waiting room to ensure all guests are present before the start of the meeting. You can also designate who can present, mute attendees as well as start and stop a recording of the meeting.

## 5 Collaborate with a whiteboard

One thing we have learnt of late is that you don't have to meet in person in order to collaborate effectively. MS Teams has a built-in whiteboard so that team members can collaborate and brainstorm with ease, the same way you could with the whiteboard back at the office. Multiple participants can edit and design flow charts, graphs or whatever you need within the meeting space. Whiteboard sessions are always saved in the meeting and available to look at after the meeting is complete.

## 6 Share what you want

MS Teams allows you, or any meeting attendees, to share their screen e.g. for presentations, or to display what they have been working on with the rest of the meeting attendees. You can choose to share your entire desktop, or just a content specific window. In addition, anyone can request control of the shared screen to ensure your meeting remains relevant and interactive.

## 7 Use live captions so the details don't get lost in the noise

Group voice or video conferences can have their challenges, if team members tend to talk over each other, or if they don't have a stable internet connection, or even for those who are hard of hearing. With MS Teams, you can turn on live captioning to ensure no one is left out of the conversation. The feature is built for those hard of hearing, with varying levels of language proficiency and it's a great help if a meeting is affected by noise or a loud location.



**Have you learned something new? We hope you find these tips handy and that they take your next MS Teams meeting to the next level.**

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