

Inside Sales

Get started with Teams Phone

Streamline inside sales with Microsoft Teams Phone

Inside sales representatives know the struggle of managing all their customer contacts and communications. Microsoft Teams Phone streamlines the sales process by adding great calling experiences that let you securely make and receive phone calls anywhere and on any device. Here's how to get started.

Initiate voice and video calls from the Teams App

Make **voice and video calls** to people within your organization or external Teams users.

Easily transition **to voice or video** calls from Teams Chat.

Add participants at any point in the conversation.

How to call another Teams user

- Select **Audio call** or **Video call** directly from a chat, OR
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select **Add people**

Call a phone number from the Teams App

Use the Teams desktop app to **call phone numbers** — that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the left menu in the Teams App
- Select **Dial a number**
- Dial any number on the keypad
- Select **Add contact** from your call history to save number to contact list

Turn an internal call into a group call

Seamlessly add participants to turn a one-on-one call into a group call.

Record your call or **turn on live captions** for accessibility.

How to add callers

- From a call, select **Show participants** icon
- Where it says **Invite someone or dial a number**, type a name or phone number and press enter

View or add phone numbers as contacts

Easily see contacts from the Calls screen by selecting **Contacts**.

See all your call history from the Calls screen, including to phone numbers.

Quickly add phone numbers to your contacts.

How to save phone numbers as contacts

- Select **Calls** from the left menu in the Teams App
- Choose **Contacts**
- Click **Add contact** and complete entry
- OR click ... next to the number in your call history, and select **Add contact**

Use the Teams App to call from your mobile device

On the go? Use the Teams App on your mobile device to receive and make phone calls to and from any number.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

How to use your mobile device to make a Teams call

- Launch Teams on your mobile device.
- For iPhone, tap the **Calls** icon
- For Android, tap the **More** icon and then select **Calls**

Get better ways to manage voicemail

Easily set up a voicemail message and add custom messages for **out-of-office greetings**.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning and to save time.

Retrieve voicemails and transcriptions by selecting Voicemail in the top right of the main Calls screen.

Set up your voicemail

- Select **Settings**, then **Calls**
- Under **Call answering rules**, turn **If unanswered to Voicemail**
- Select the **Configure voicemail** button to record a custom message, add an out-of-office greeting, or customize call answer rules

Learn more

For more information about Teams Phone and its capabilities, please visit:

[Microsoft Teams Phone | Voice and Video Calling](#)