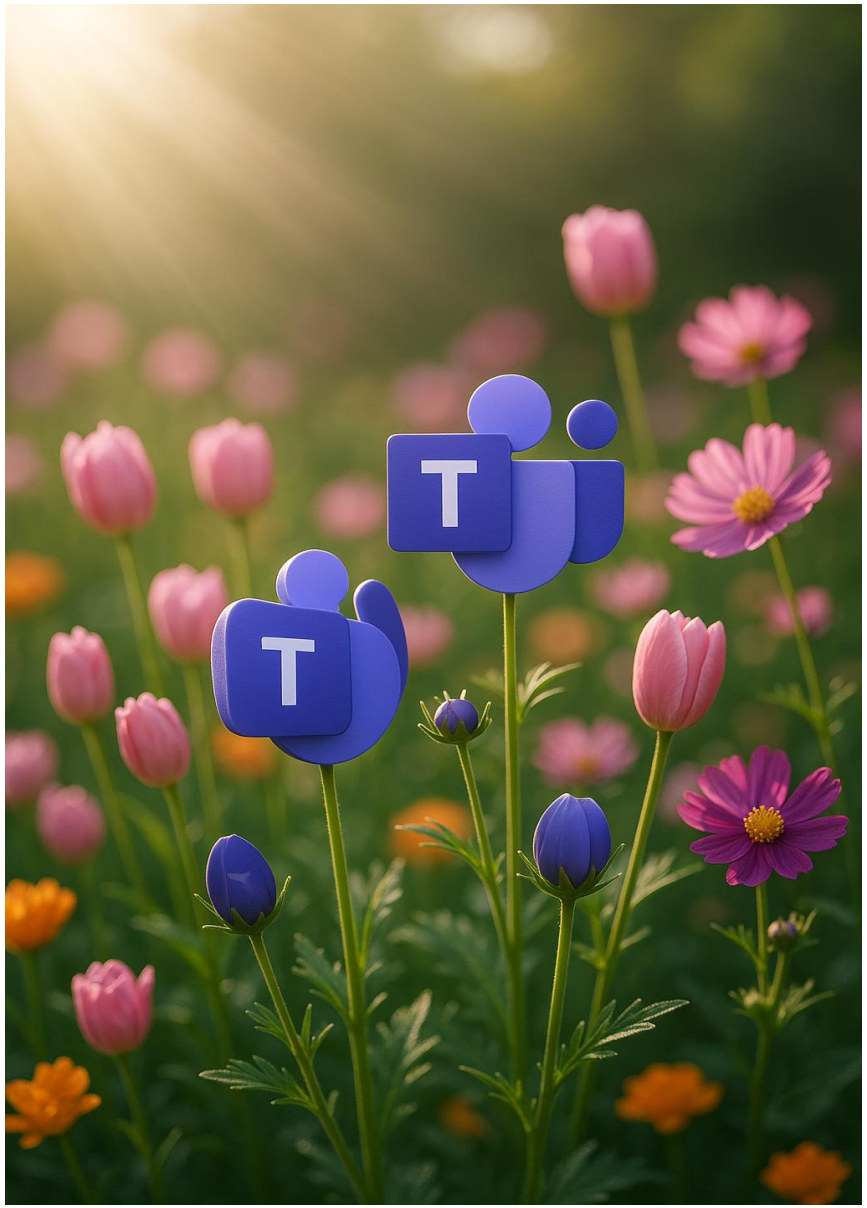
eGroup | ENABLING TECHNOLOGIES | Microsoft

What's New in Microsoft Teams & Teams Phone

April 15, 2025



Your Speakers

Chris Hayes

Solution Architect

Chris Stegh

CTO

Office Communications Server 2007

OCS R2

2009 Global Unified Communications Partner of the Year

Lync Server 2010

Lync Server 2013

Skype for Business 2015

2015 Global Communications Partner of the Year

Skype Online

2018 US Modern Workplace Partner of the Year: Intelligent Comms

2020 US Modern Workplace Partner of the Year: Teams Calling and Meetings

2022 US Partner of the Year: Meetings, Calling, & Devices for Microsoft Teams

Goal

This session will catch you up on the latest advances in Teams!

Agenda

01 Teams Phone

02 Chat and Channels

03 Meetings

04 Security and Compliance

Teams Phone

Drivers for Teams Phone

- **Existing phone systems need upgrades**
  "We basically needed to overhaul everything, and the cost of doing that just for the Avaya system was why we started looking at other systems."

- **WFH has made desk phones irrelevant**
  "How do you route calls from our on-premises phone system to people who are working remotely?"

- **Telecom requirements have changed**
  "40% of our employees said they don't need (want) a phone"

- **Getting more for less**
  "It's obviously critical to get the most out of our investments. There's no really better example of that than the E5 license from Microsoft."

[Customer Success - eGroup | Enabling Technologies (egroup-us.com)]

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Elements of Teams Phone Success

1. Effective **call routing** selection
2. Putting the **end-user at the center**
3. The **right devices** for the right use cases
4. **Ease of migration** Teams phone can often be deployed beside existing communication technologies
5. **e911** support and administrative processes
6. Proper **licensing and Calling Plans**

What's New in Teams Calling, Meetings & Devices

Enterprise Connect 2025 Highlights

Microsoft Teams Phone

Teams Phone Extensibility

- Teams Phone extensibility for Microsoft Dynamics 365 Contact Center and certified ISVs solutions: Public preview April
- PSTN call extensibility: GA now !

Copilot in Teams Phone

- Copilot in Teams Phone during Teams calls without turning on transcription or recording : Available now in public preview
- Copilot in Teams Phone summary for transferred calls: Public preview in April

Queues app

- Queues app: barge/whisper/monitor/takeover: Public preview April

Calling Plans

- SMS for Teams Calling Plans in US & CA: GA in US and Canada
- Shared Calling Plans

Teams Desk Phones

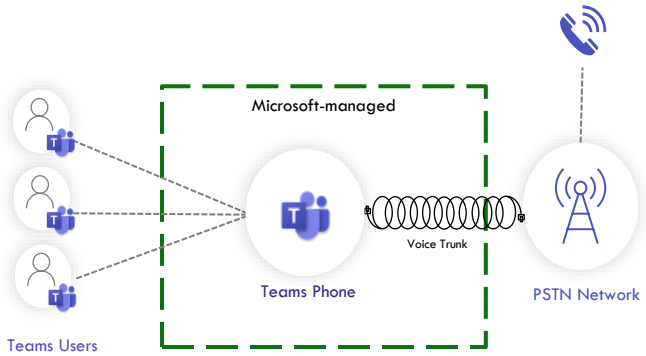
- Shared call history for call delegates: GA now
- Line keys on phone devices with touch screens: GA now
- Line key support for shared line and call transfers: Public preview in April

https://aka.ms/WhatsNewCMD

Call Routing Options

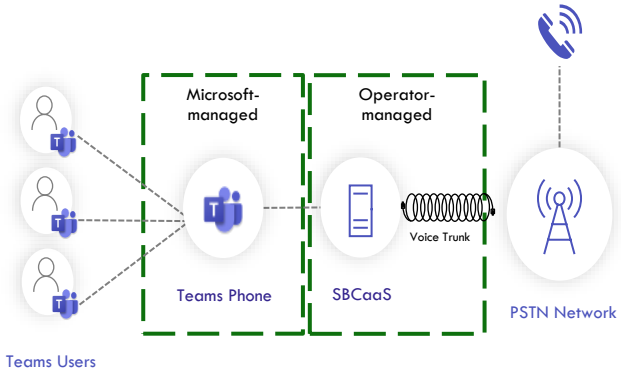
Microsoft Teams Calling Plans

A fast and Simple way to setup calling without additional technical configurations. Microsoft hosts call control and PSTN trunks.



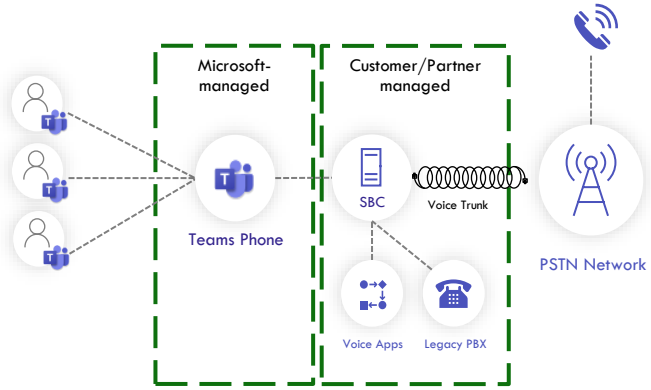
Operator Connect

A quick and easy way to integrate with calling while maintaining existing service. Microsoft hosts call control while 3rd party provides PSTN trunks.



Direct Routing

Highly customizable where Microsoft hosts call control and PSTN trunks terminate locally into SBC.



Minimal configuration — As a service — Highly customizable
PBX Integration
Local PSTN survivability needs

1st Party — 3rd party

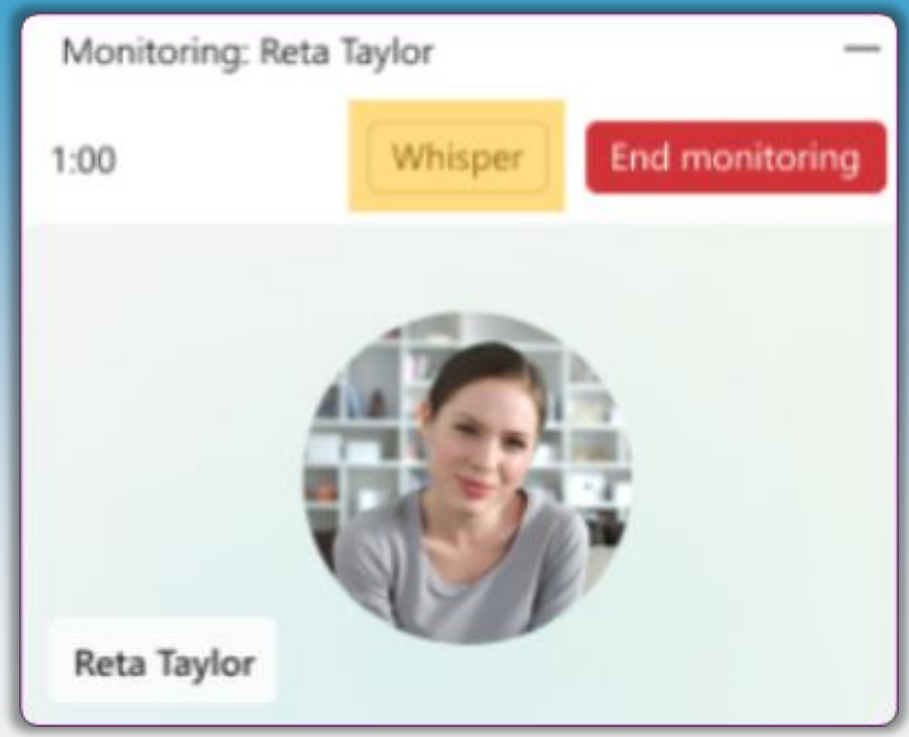
Queues App: Barge/Whisper/Monitor/Takeover

Available in public preview in April

Help team leads and supervisors manage and train junior agents effectively.

This feature allows supervisors to:

- **Monitor:** Listen to the conversations their agents are having with callers without being heard.
- **Whisper:** Provide assistance to agents during a call without the caller hearing.
- **Barge:** Join a call in progress to assist both the agent and the caller.
- **Takeover:** Remove an agent from a call and take over the conversation, if necessary.



Queues

US Sales West

Analytics

Quick access

US Sales West overview

Ilya Bukshteyn (You)
Available
Opted-out

Manage queue

People | Calls

Leads (1)

Kerry Perez Heffernan
Available

Opted-in (4)

Corey Gray
Available

Sonia Rees
Available

William Beringer
Available

Quinn Campbell
Offline

Opted-out (1)

Amber Rodriguez
Available

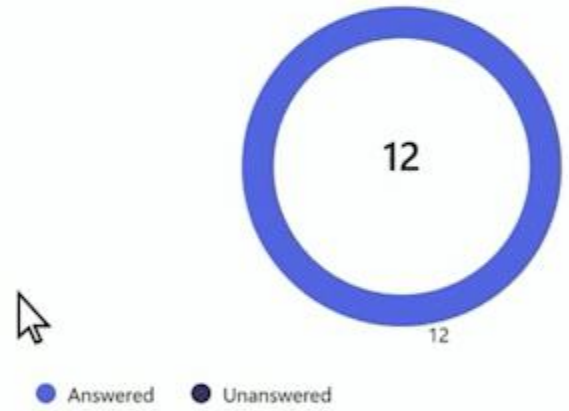
Dialpad

Activity

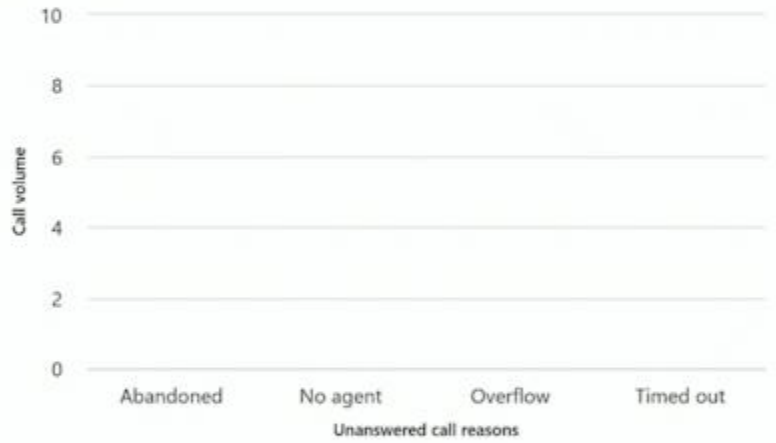
Since 12:00 AM local time, updated 5s ago

Waiting calls	Average call answering time	Longest call waiting time	Abandoned percentage
0	10s	0h 0m 0s	0%

Total offered calls



Unanswered calls



Related

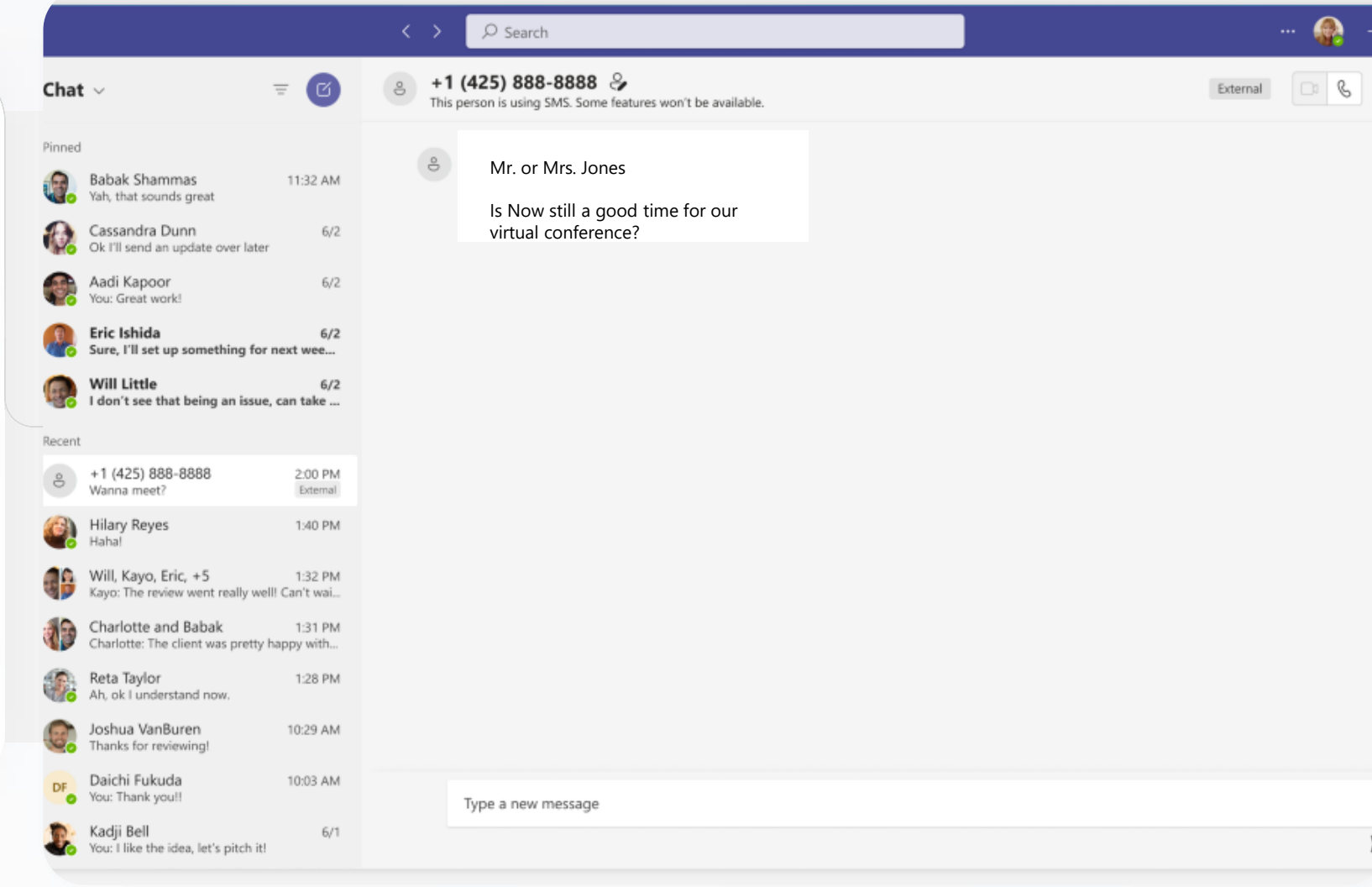
Settings

SMS to DID Numbers

Users can send and receive SMS to customers and vendors on mobile devices.

SMS is fully integrated in the Teams messaging experience.

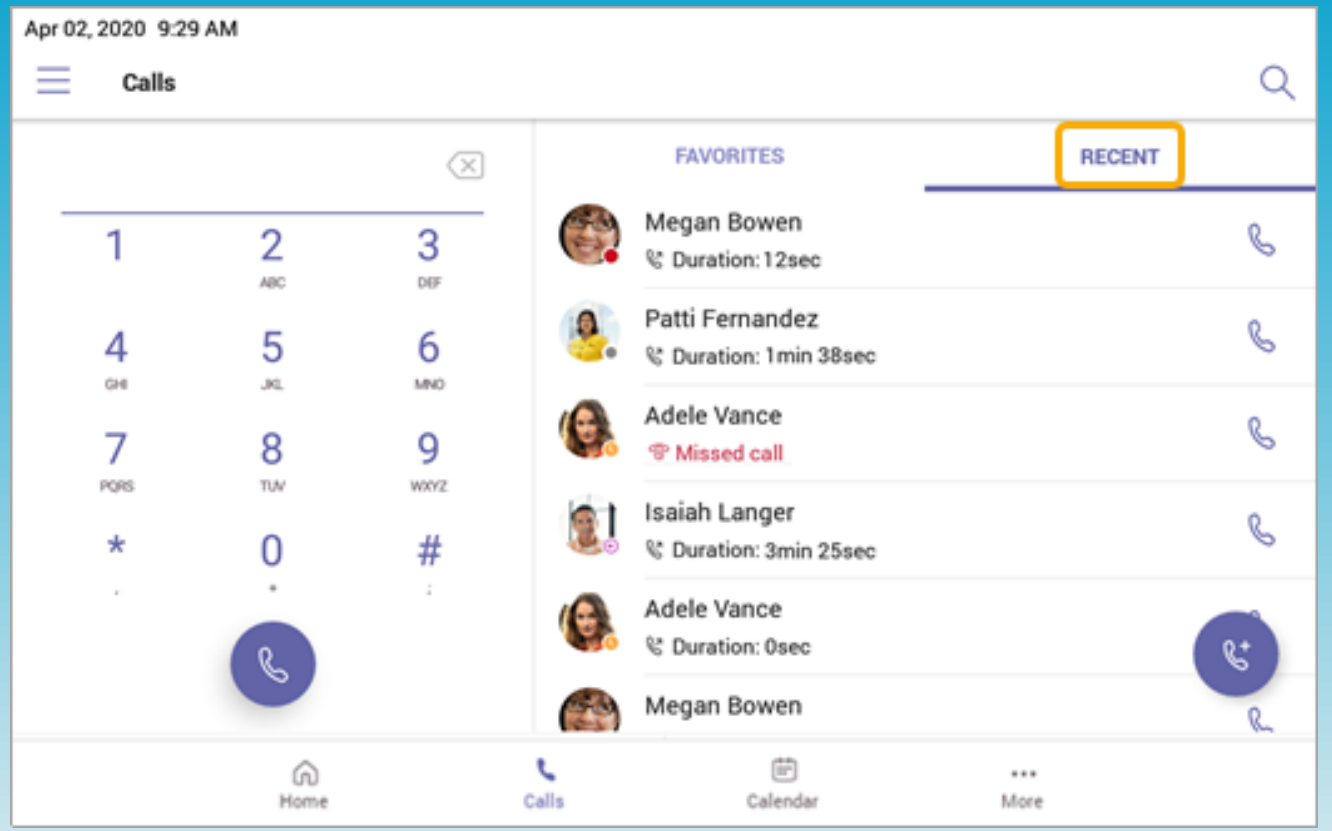
Available with Microsoft Calling Plans and some Operator Connect.



Phone Devices: Shared Call History For Call Delegates

Call delegates can now have access to the call history of the delegator's shared line.

This feature allows delegates to view and manage calls made or received on behalf of the delegator, ensuring seamless communication and collaboration.



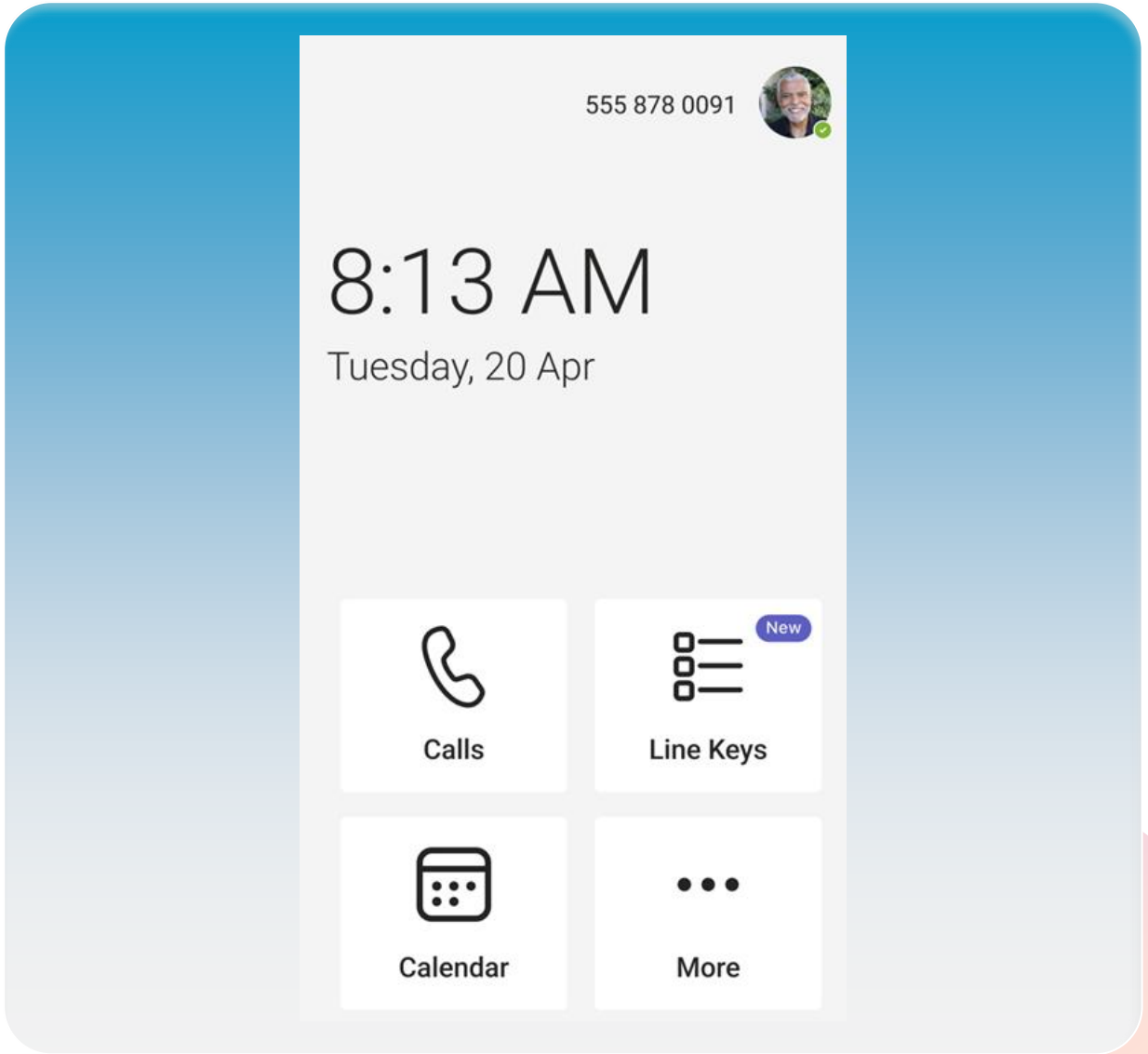
Generally available now

Phone Devices: Line Keys On Phone Devices With Touch Screens

Generally available now

Line keys allow you to set up custom contacts and speed dial on the line key buttons of your Teams-certified phone devices with touch screens.

They enable one-touch dialing capabilities, making it easier to quickly access frequently dialed contacts and improve productivity.



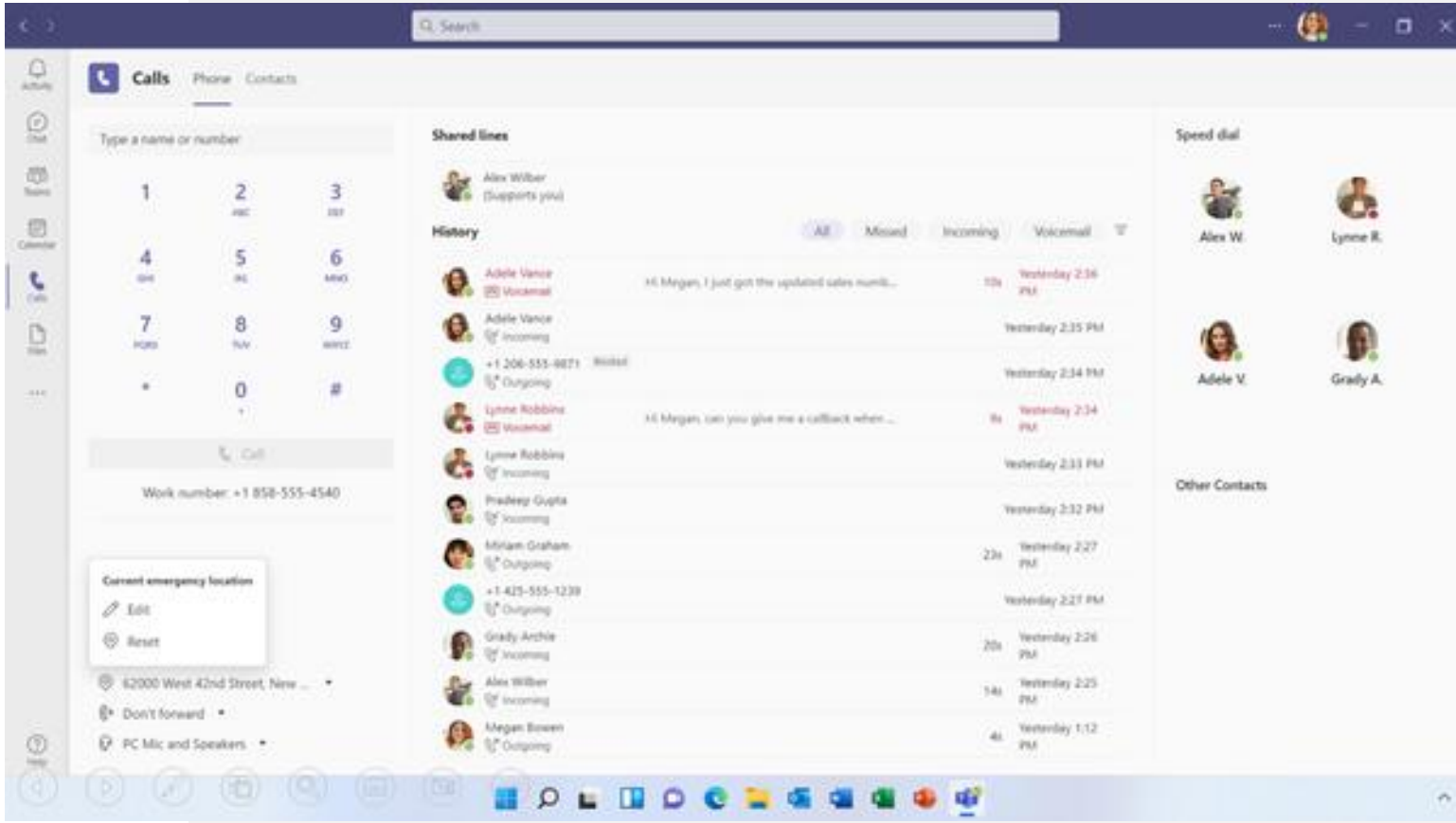
Dynamic Emergency Calling

Secure, reliable, and simple to manage

Dynamic Emergency:

Set your emergency location in the Calls app on Teams with location recommendations.

New enhancement, the ability to set the emergency location on your Teams Phone devices without the need to rely on administrators to set the location.

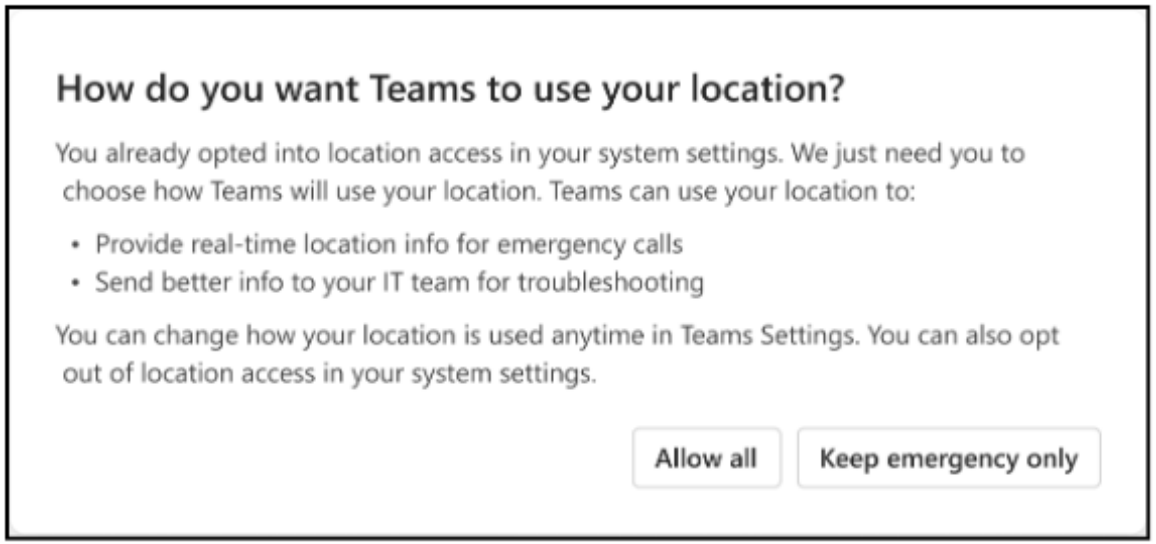


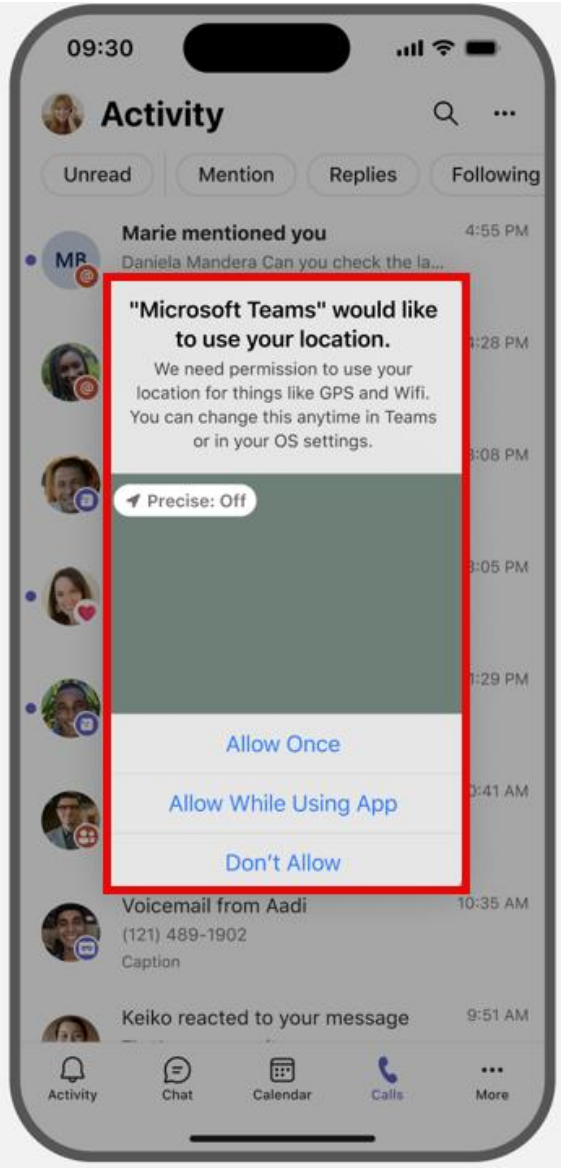
[Plan Dynamic Emergency Calling]

Emergency Protocol Success

1. Alert all staff and security rapidly – regardless of location
2. Provide eyes and accountability outside for responders outside of the office
3. Allow staff to enact emergency procedures more rapidly
4. Protection and expeditious vital information to aid emergency responders
5. **e911** support and administrative processes

Emergency Location Popups



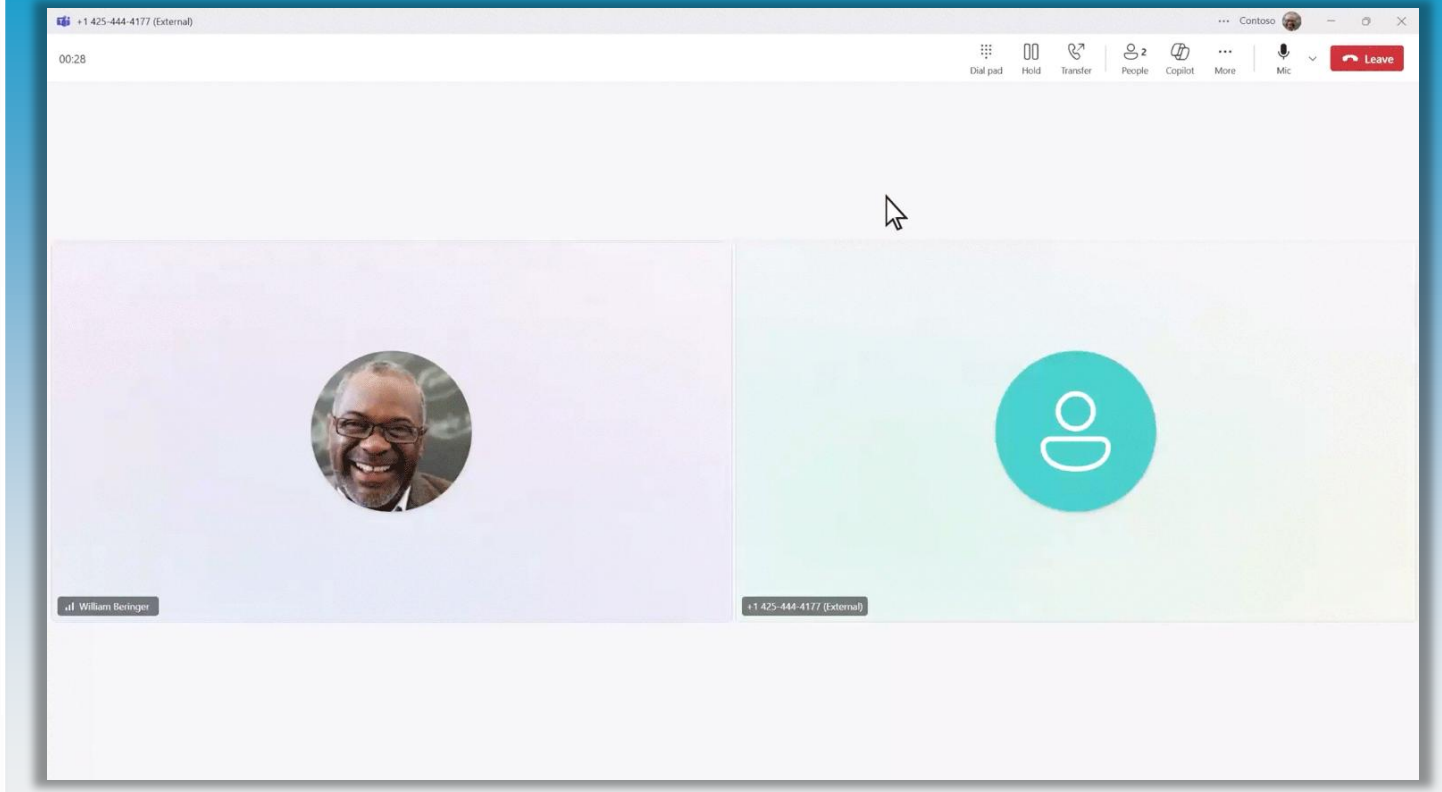


Use Copilot During Teams Calls Without Turning On Transcription Or Recording

Available now in public preview

This new feature allows users to leverage Copilot's capabilities during live call sessions without retaining transcripts or an audio recording afterward.

This ensures that users can benefit from Copilot during sensitive conversations where a persistent record is not desired.



Copilot Summary For Transferred Calls:

Available in public preview in April

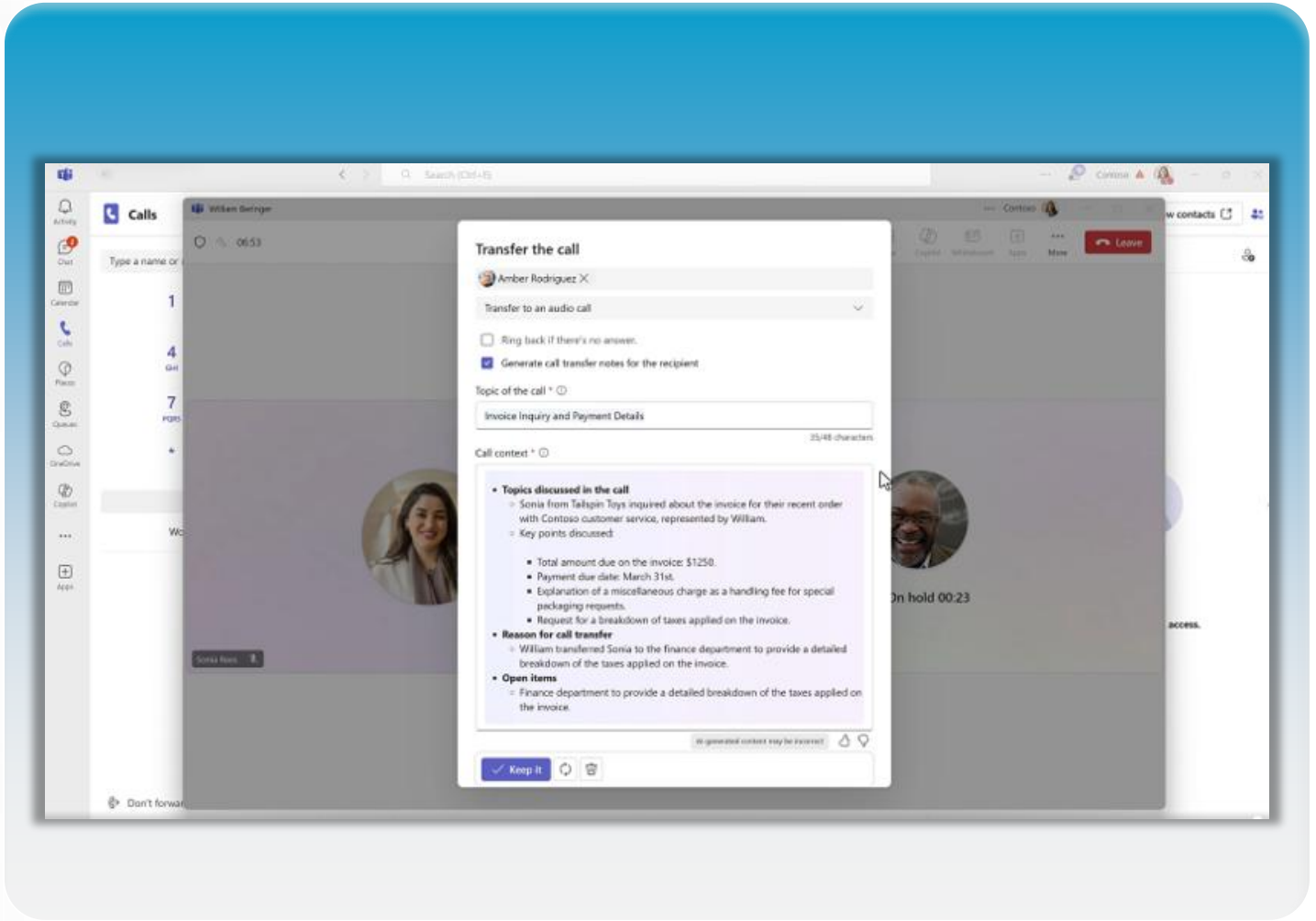
AI-Enhanced Call Transfers

Copilot uses AI to facilitate seamless transfers, ensuring smooth communication between colleagues.

Automated AI Call Notes

The feature allows users to request AI-generated notes summarizing the call, aiding the receiving colleague.

The summaries improve the recipient's understanding by providing context about previous conversations.



Microsoft Teams Devices Updates

Microsoft Teams desk phones - Teams app version: 1449/1.0.94.2025084203 (Poly, Yealink and Audiocodes)

- Line keys are now available on touch phone devices.
- Shared line history is now available on phone devices.
- You can now pin apps of your choice to your home screen using settings named “Home screen”. This is only available for touch phones.
- App also includes multiple bug fixes and improvements.
  - AOSP migration and back-end calendar fixes.
  - With this release, you will be able to resume held calls using a single entry.
  - Joining a meeting via dial-info on calendar is now fixed.
  - Deleted groups from People app will now sync across clients.
  - For non-touch phone devices, the Resume button will now be one of the four keys below the display. It can be triggered using the corresponding hard key on the device.
  - Issue on walkie talkie app and Teams channel is fixed.
  - Fixed auto-dial issue on emergency calls for non-touch devices.
  - Fixed issue on blind transfer for non-touch devices.
  - For Advanced calling experience on common area phones, issue on “Default to home screen” setting is fixed.

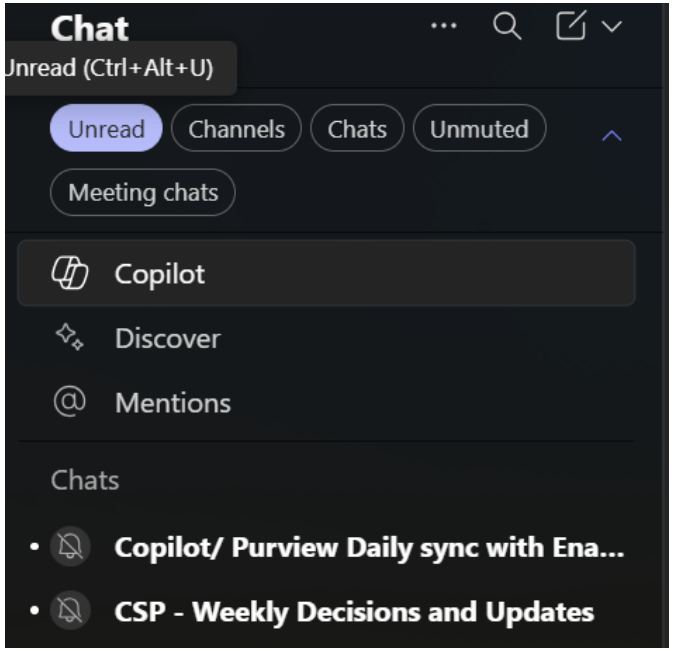
Microsoft Teams panels - Teams app version: 1449/1.0.97.2025031901 (April 2025)

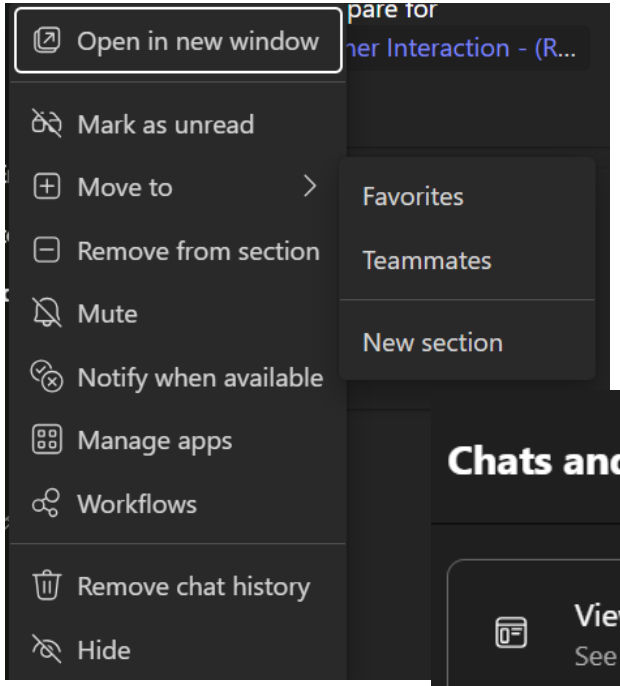
- AOSP resiliency fixes.

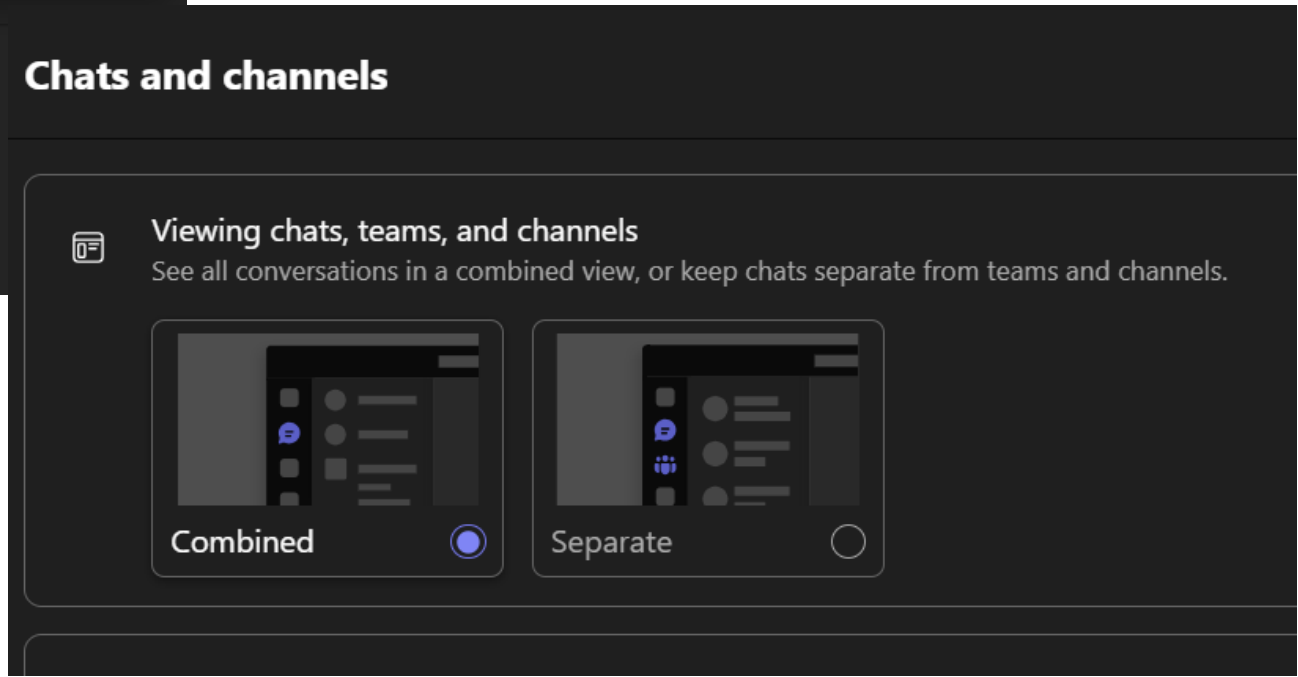
Starting in June 2025, Teams applications that are older than five (5) months will no longer work be able to connect to the service. Please refer to the Message Center Post, MC969451 for more details.

Chat and Channels

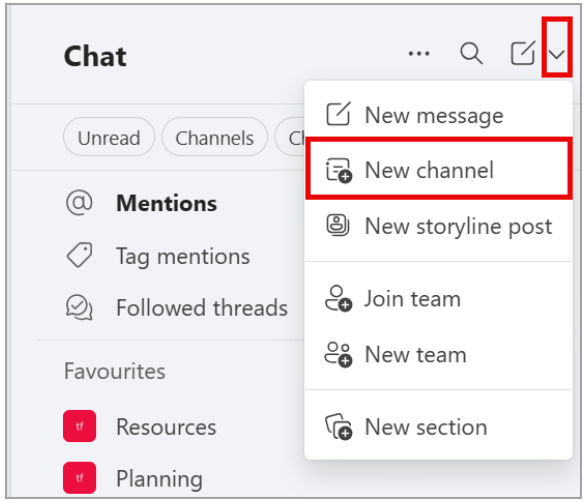
Combined Chat/Channels Experience

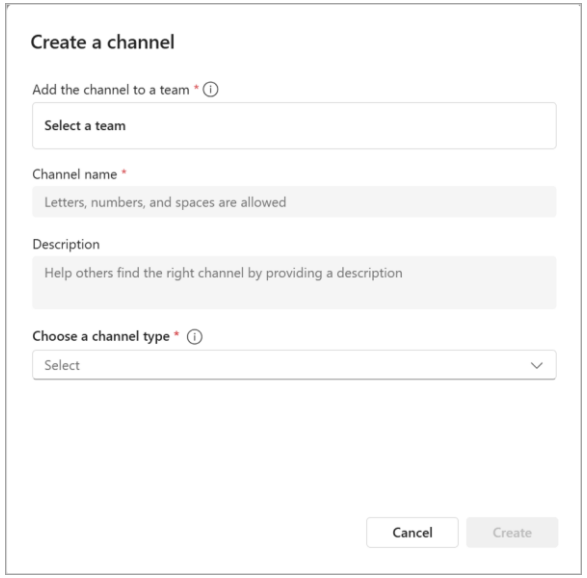


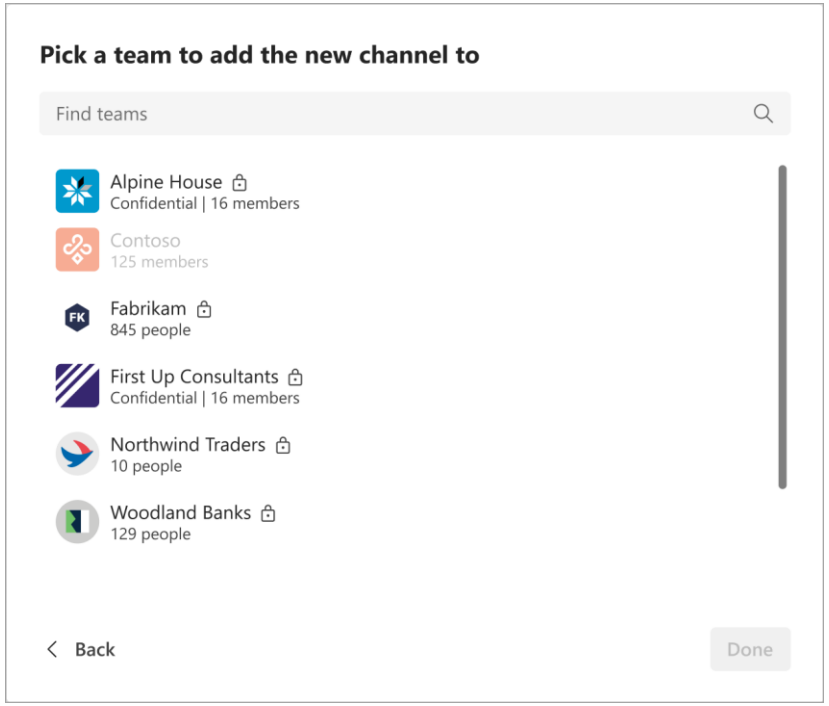




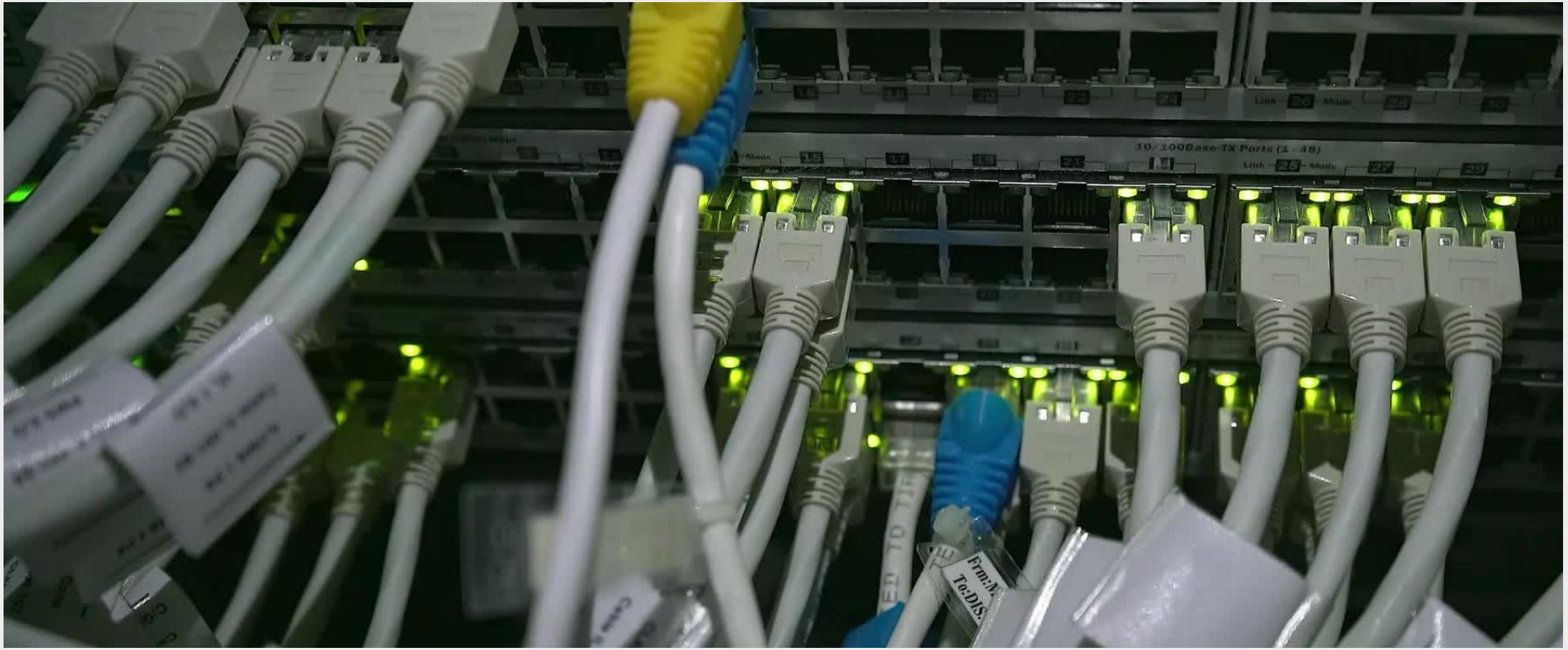
New Way to Set up Channels







Loop Tab in Channels



Teams Meetings

What's New in Teams Calling, Meetings & Devices

Enterprise Connect 2025 Highlights

Workplace, Microsoft Teams Rooms, and devices

Workplace

- Room recommender: Generally available in April 2025
- Ad-hoc individual desk booking: GA in April
- Auto-update workplace presence with Wi-Fi: Public preview April

Teams Rooms

- Facilitator agent support in Teams Rooms: public preview
- Teams Rooms on Windows app release: GA next quarter
- Teams Rooms on Android App release: GA early next quarter

Teams Panels

- Occupancy status on Teams panels: GA early next quarter

Teams Peripherals

- Unified call control across multiple Bluetooth audio devices: GA now !

Teams Devices

- Logitech Zone Wireless 2 (Native Bluetooth certification): GA
- Yealink SkySound CM50 Dante Audio Kit: GA now
- Logitech Rally Bar No-Radio: GA now
- AudioCodes RXVCam50M Camera: GA now
- AudioCodes RXVCam70 Dual-Lens PTZ Camera: GA now

Teams Devices (April 2025)

- Policy Changes for Microsoft Teams Devices Using Device Code Flow Authentication

What's New in Teams Calling, Meetings & Devices

Enterprise Connect 2025 Highlights

Teams Meetings, Webinars & Premium

Meetings

- Pop out meetings panels: GA in April

Webinar and Town Halls

- Intelligent meeting recap for Events [Premium]: GA!
- Post and reply to questions as an organizer: GA in early 2025 (Q2)
- End the Session for attendees and presenters return to green room: GA now !
- Separate policies to control transcription and recording for Town halls and Webinars: GA now !

Town Hall

- DVR Support for Town hall: GA in April
- Town hall concurrent attendee increase to 50K: GA in March
- Town hall Attendee/Presenter email dial in details: GA now !
- Separate out the Townhall attendee invites: GA now !

Fundamentals and Security

- Auto-upgrade meeting protection based on shared file: sensitivity label inheritance [Premium]: Generally available in April
- Active meeting protection: detect sensitive content while screensharing and notify [Premium]: Generally available next quarter (Q2)

https://aka.ms/WhatsNewCMD

Intelligent Meeting Recap For Events (Premium)

Rolling out

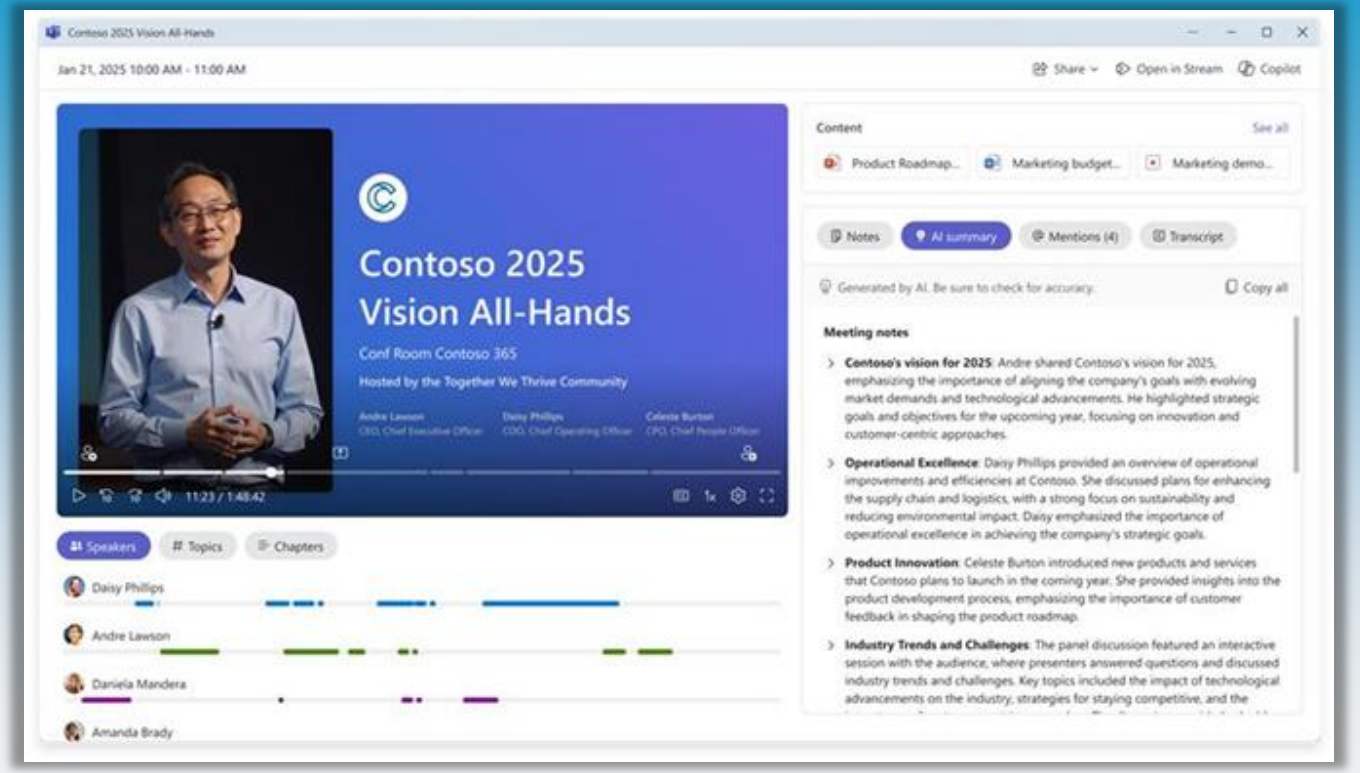
Intelligent recap is now available for town hall and webinar events, enhancing the meeting experience.

AI-Generated Content

Event organizers can access AI-generated meeting notes and tasks, improving task management and follow-up.

Licensing

Intelligent event recap features are available with Teams Premium and Microsoft 365 Copilot licenses, facilitating better collaboration.



Microsoft 365 Roadmap

Post & Reply To Questions As An Organizer

Generally available in early 2025 (Q2)

Unified Q&A Experience

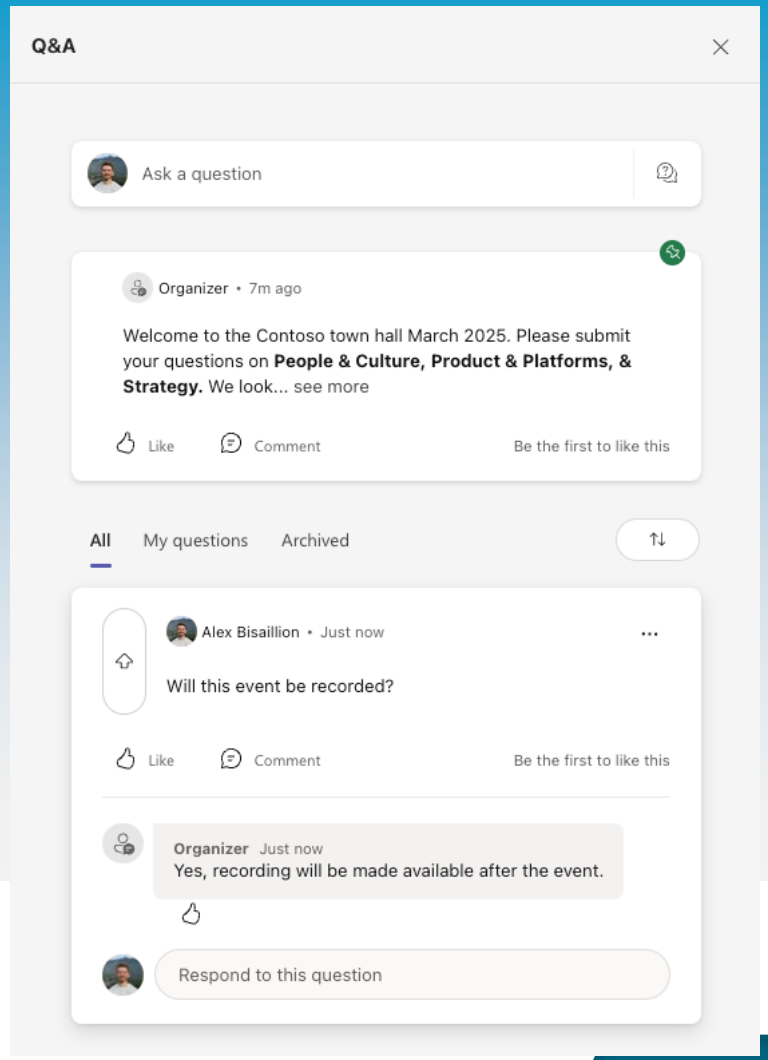
Organizers can answer questions collectively, enhancing the communication experience for attendees.

Official Voice of Organizers

Using the title 'organizer' allows for a unified voice, increasing professionalism in responses.

Availability Timeline

The new feature will be available to organizers in early 2025, specifically in Q2.



Microsoft 365 Roadmap

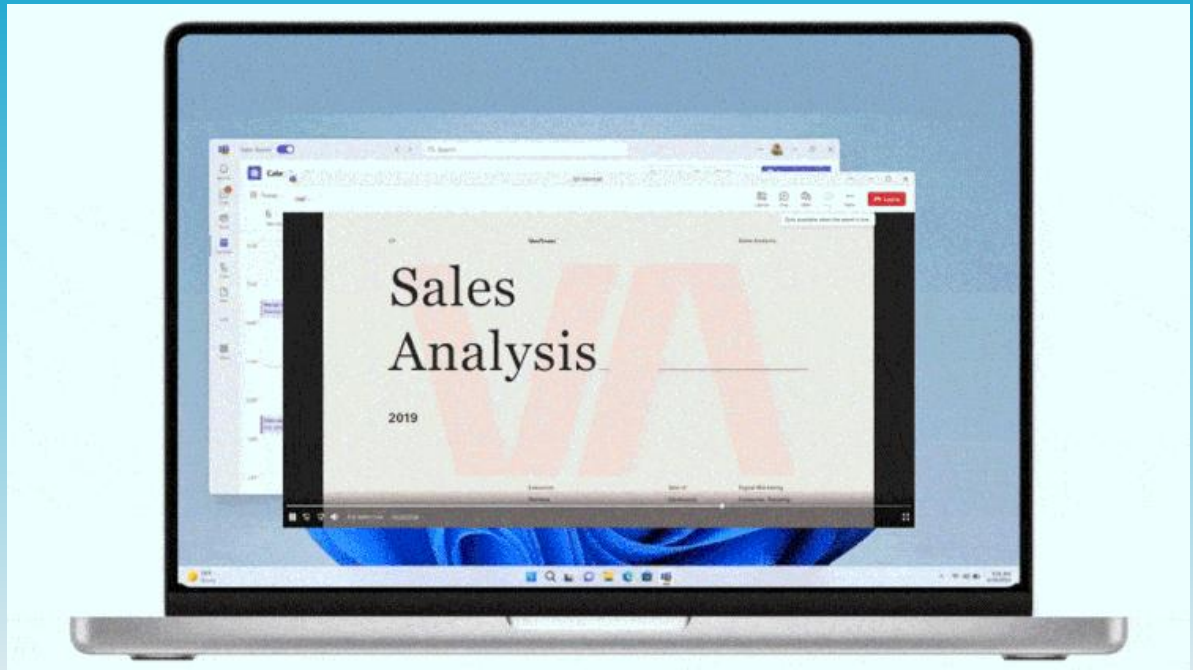
DVR Support for Town Hall

Generally available in April

DVR functionality allows attendees to interact with live town hall sessions like recorded content, enhancing engagement.

Attendees can pause, rewind, or fast-forward through the town hall content, making it easier to digest.

Viewers can navigate to any previously streamed timestamp, enhancing the convenience of content access.



Universal Availability

This DVR feature is available for all town halls, regardless of the license assigned to the organizers.

Town Hall Concurrent Attendee Increase to 50K

Generally available in early 2025 (Q2)

Increased Attendee Capacity

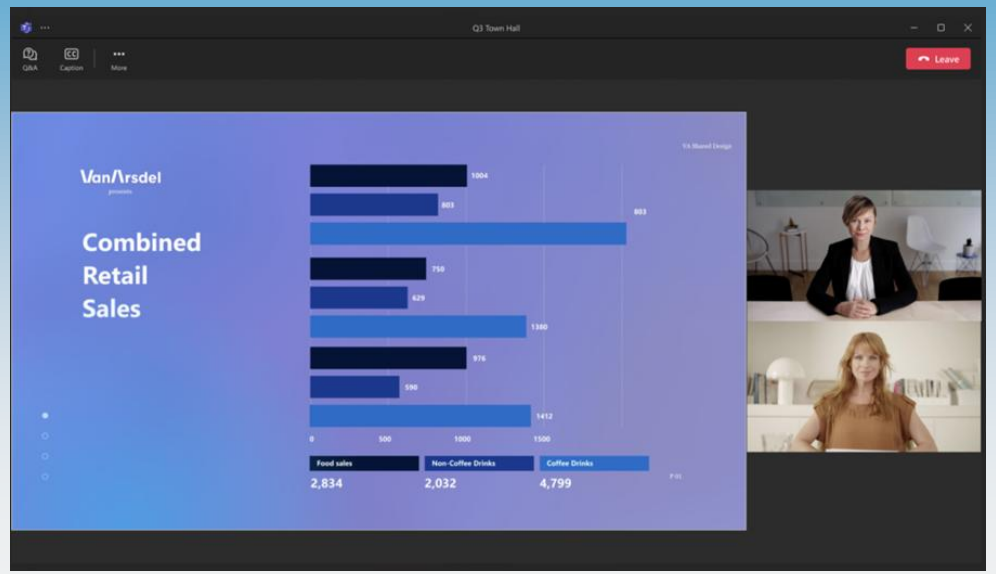
The maximum number of simultaneous attendees has increased from 20,000 to 50,000, allowing for broader reach.

Interactivity Features Update

For events with over 20,000 attendees, some interactivity features will be disabled to maintain performance.

Support for Organizations

Organizations can seek assistance for managing large audiences through the Microsoft 365 Live Event Assistance Program.



[Microsoft 365 Live Event Assistance Program – Microsoft Adoption]

Teams Rooms Pro Management Portal Update

Generally available early next quarter

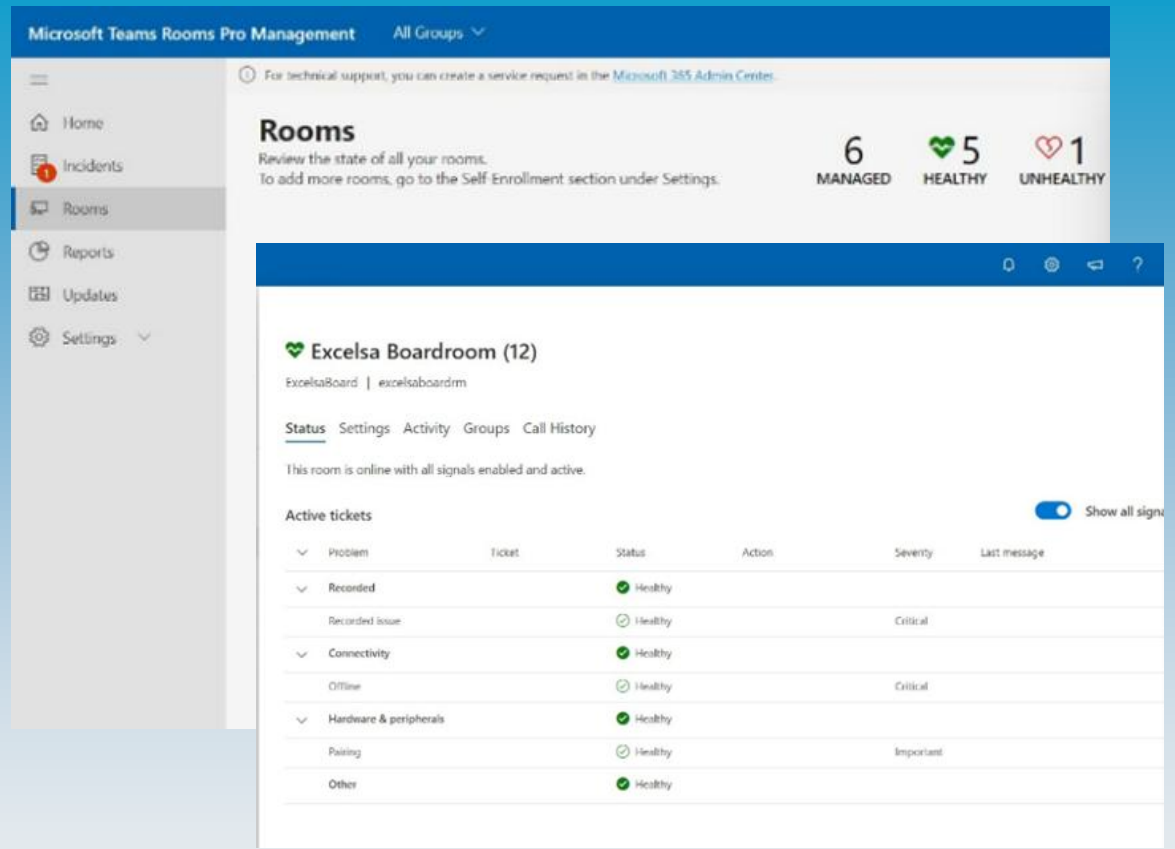
1. **Admins now have expanded device health signals with sign-on, Teams Rooms app heartbeat, and network status for Android devices, offering consistency across operating systems.**

2. **Unified Device Management:**
- Consolidation of admin portals for Teams Rooms on Windows.
- Expanded access to Basic and Standard licensed rooms.
- Decommissioning of Teams admin center agent by end of April.
- Future inclusion of Teams Rooms on Android.

3. **AI Assistant:** Public preview available soon, providing quick product help and device-specific information.

4. **GCC-H Customers:** Pro Management service available in April, ensuring high security and privacy.

Learn more



Governance and Compliance

Teams Admin Updates

- Versions of the new Teams client that were released more than 90 days ago will be blocked. An in-app warning banner will show up 60 days before the app is blocked (30 days for VDI).

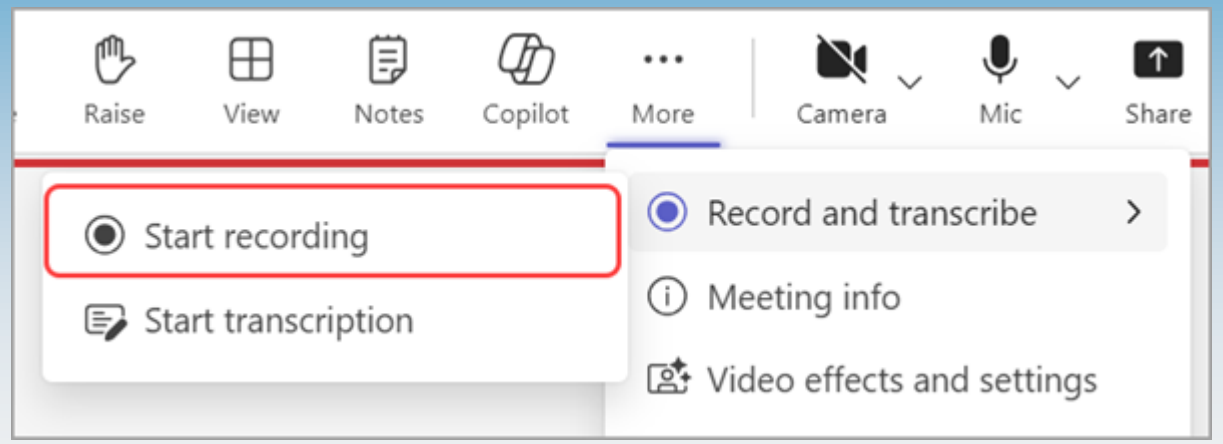
Separate Policies To Control Transcription & Recording For Town Halls & Webinars

Generally available now

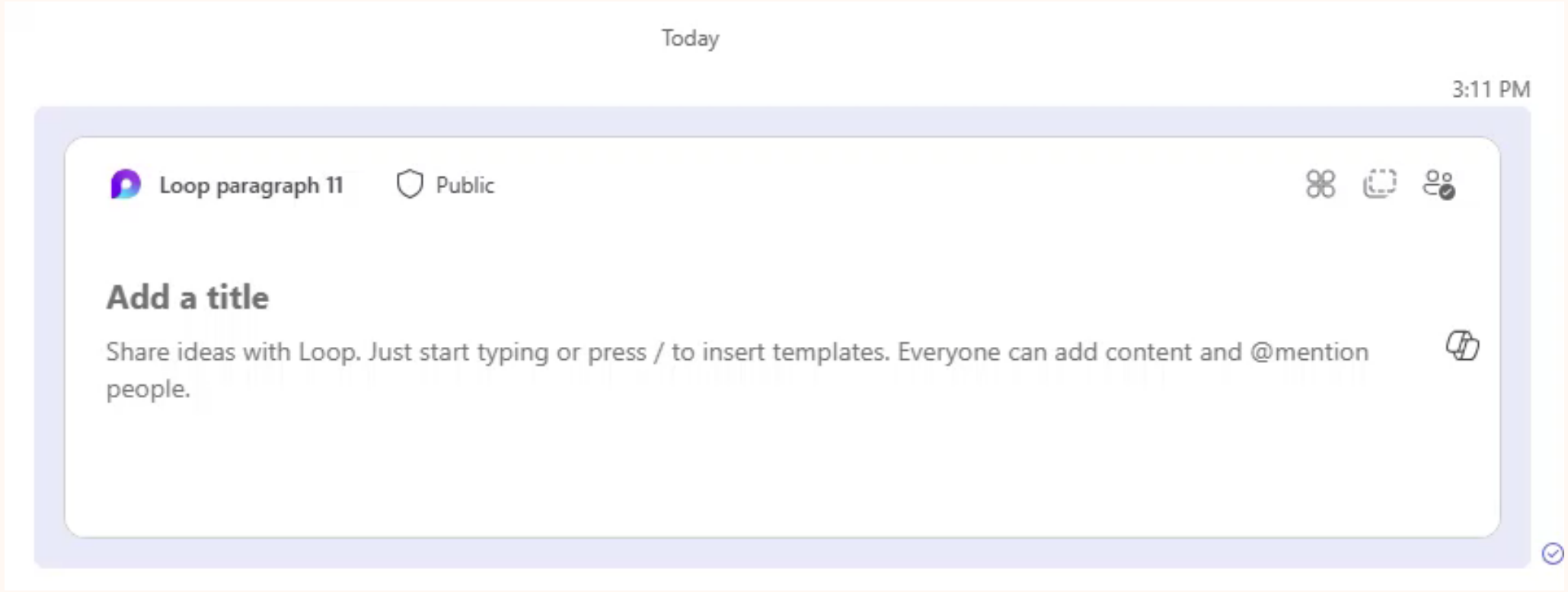
Town halls and webinars now have separate policies from meetings to allow or disable transcription and recording in instances.

Previously, the transcription and recording policies for town halls and webinars automatically inherited the transcription and recording policy set for meetings.

Town hall and webinars can now also have distinct transcription and recording policies from each other. This option to implement different policies for town hall and webinars is available for users on all licenses.



Loop Sensitivity Labels



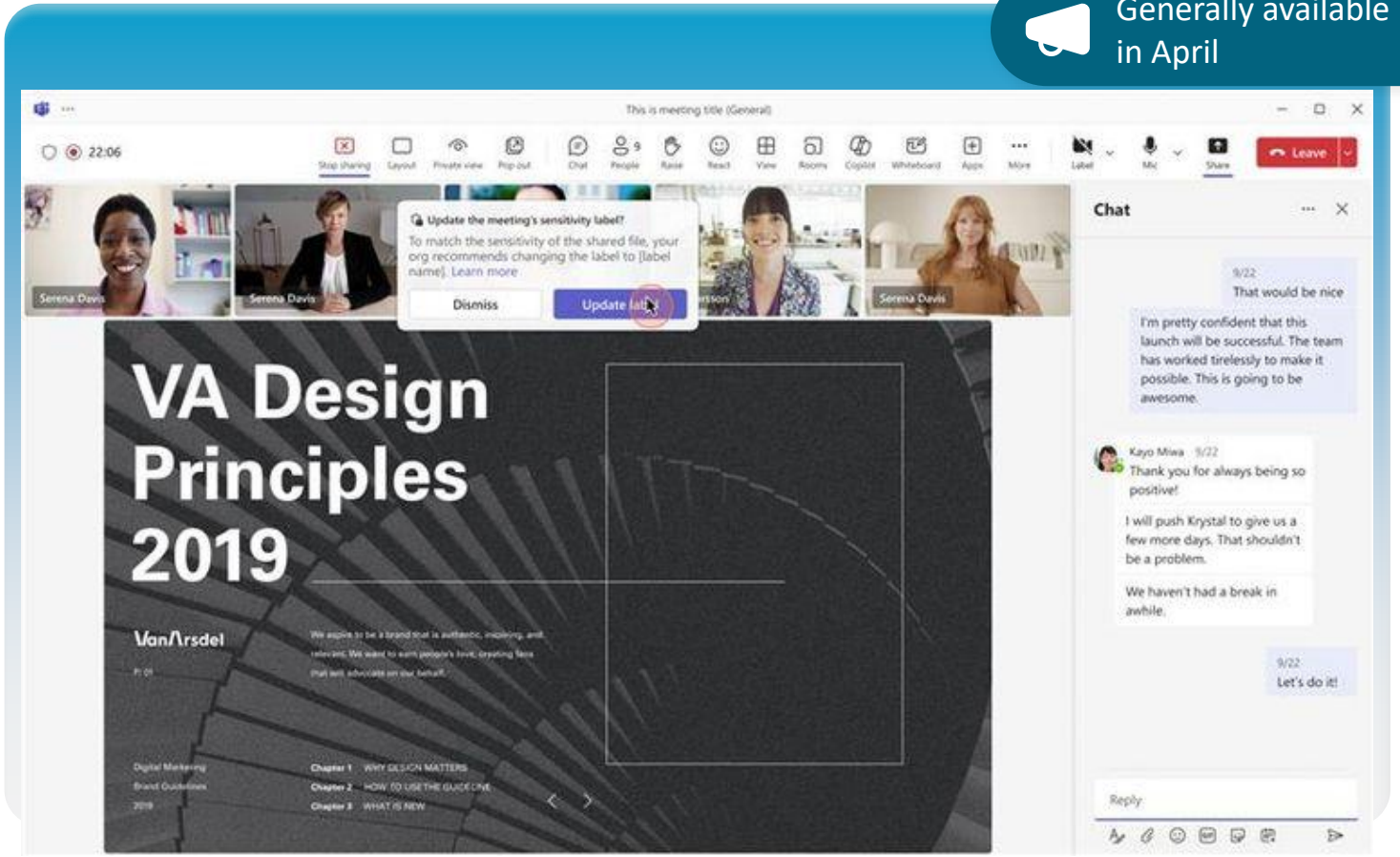
Auto-Upgrade Meeting Protection Based On Shared File: Sensitivity Label Inheritance [Premium]

Generally available in April

Now Microsoft Teams can automatically upgrade the sensitivity level of a meeting based on the sensitivity of files shared during the meeting.

When an attendee shares a file with a higher sensitivity label, the meeting's protection settings are enhanced to match the file's sensitivity.

It requires an Microsoft 365 E5 and Teams Premium license with Purview enabled.



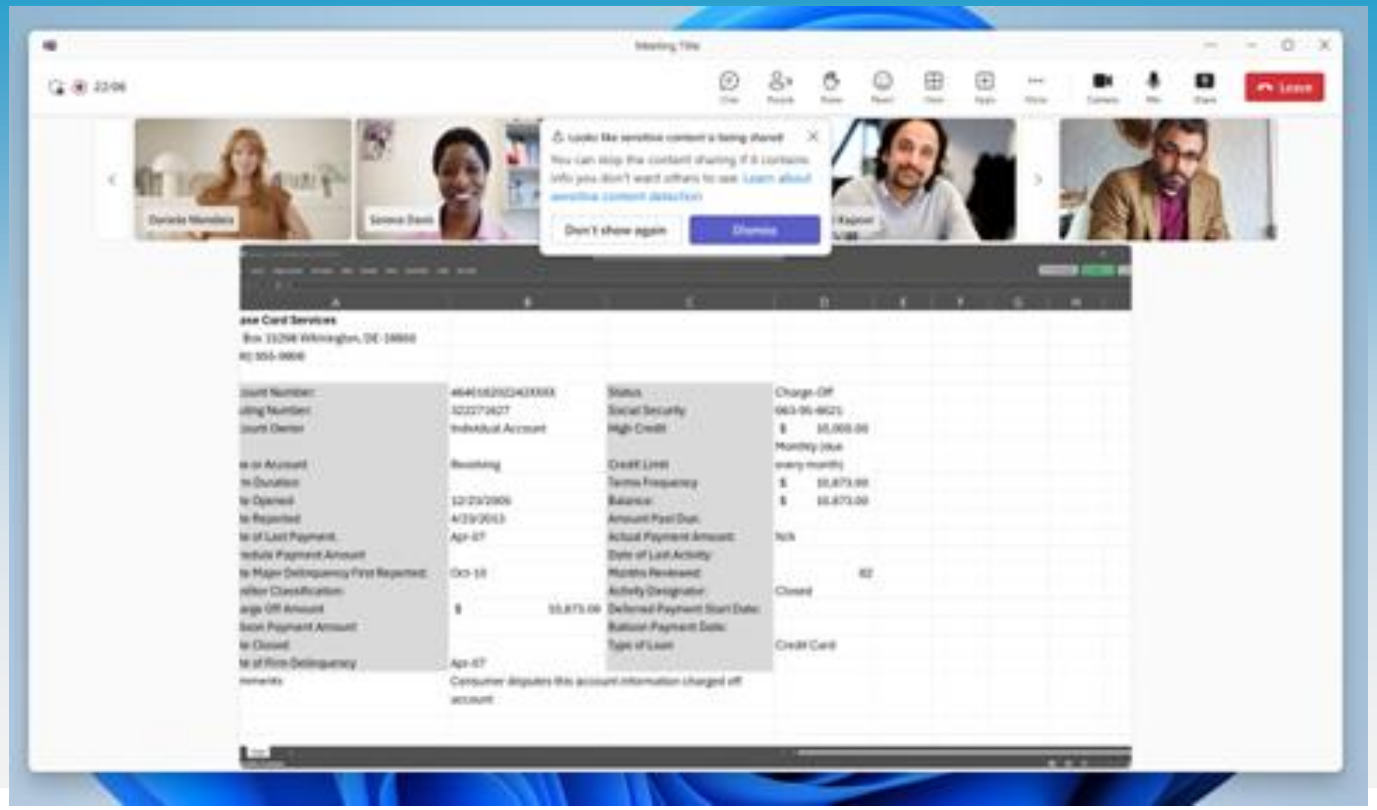
Active Meeting Protection: Detect Sensitive Content While Screensharing & Notify [Premium]

Generally available next quarter (Q2)

This new feature enhances security during meetings by using AI to automatically detect potentially sensitive information, such as social security numbers and credit card numbers, during screen sharing.

When such content is detected, the feature alerts both the presenter and the meeting organizer to prevent unintentional sharing.

This feature is available to meeting organizers who have Teams Premium.



Project Icarus review

00:44

Chat | People 2 | Raise | React | View | Notes | Rooms | Copilot | Whiteboard | Apps | More | Camera | Mic | Share | Leave

ES

Eka Siahaan

Meeting chat

Kerry Perez Heffernan joined the conversation.

Eka Siahaan was invited to the meeting.

10:53 AM Meeting ended: **3m 7s**

11:22 AM Meeting ended: **3m 6s**

1:52 PM Meeting started

Last read

Eka Siahaan 1

99

ES

Project Icarus whitepaper.docx
https://m365cpi01470453.sharepoint.com/:w:/s/SalesandMarketing-ProjectIcarus/EaVoz1phh4hMg-yqk2Kv9EkBBdPYiU1geV6X8vBiq6Vu7w

SalesandMarketing-Pr...

Type a message

Search

1:52 PM
3/17/2025

Microsoft Teams Devices Updates

Microsoft Teams desk phones - Teams app version: 1449/1.0.94.2025084203 (Poly, Yealink and Audiocodes)

- Line keys are now available on touch phone devices.
- Shared line history is now available on phone devices.
- You can now pin apps of your choice to your home screen using settings named “Home screen”. This is only available for touch phones.
- App also includes multiple bug fixes and improvements.
  - AOSP migration and back-end calendar fixes.
  - With this release, you will be able to resume held calls using a single entry.
  - Joining a meeting via dial-info on calendar is now fixed.
  - Deleted groups from People app will now sync across clients.
  - For non-touch phone devices, the Resume button will now be one of the four keys below the display. It can be triggered using the corresponding hard key on the device.
  - Issue on walkie talkie app and Teams channel is fixed.
  - Fixed auto-dial issue on emergency calls for non-touch devices.
  - Fixed issue on blind transfer for non-touch devices.
  - For Advanced calling experience on common area phones, issue on “Default to home screen” setting is fixed.

Microsoft Teams panels - Teams app version: 1449/1.0.97.2025031901 (April 2025)

- AOSP resiliency fixes.

Starting in June 2025, Teams applications that are older than five (5) months will no longer work be able to connect to the service. Please refer to the Message Center Post, MC969451 for more details.

Why Partners are Helpful

1. **Engineering Excellence**
   "We were willing to get a quote and switch everything to SIP devices, but we only did that for one of our locations. The rest of them stayed analog. eGroup Enabling Technologies helped us with the right equipment and the right setup."

2. **Ongoing Operational Oversight**
   ""I can't say enough about eGroup Enabling Technologies when I am sitting at home on a Saturday and get an email saying they're doing a health check, responding to alerts, or addressing expiring certificates."

3. **Adoption & Change Management expertise**
   "eGroup Enabling Technologies had a level of patience that I really don't think I've ever seen from a vendor before. They had an intimate understanding of how each department worked. From there, we catered specific solutions and communications for individual departments."

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Thanking You… with Resources!

eGroup Enabling Technologies Case Studies

Maturity Model for Collaboration

Microsoft Teams Phone Services

Blogs:

PAYG Disrupts UCaaS Market
e911-WhitePaper.pdf
Teams Phones Tips Tricks
Deciding Between Direct Routing, Calling Plans, and Operator Connect