

Microsoft Teams Phone User Personas



Knowledge Workers

Profile: These users only get softphones and no physical desk phones with a dedicated phone number.

Usage: They rely on softphone only experience with their existing devices. This setup allows them to make and receive calls, join meetings, and manage their communications seamlessly from any device

Benefits: Flexibility to work from anywhere, reduced hardware costs, and integration with other Microsoft Teams features.



Executives and Administrators

Profile: These users receive Teams Voice plus a Teams-certified desk phone with a dedicated phone number.

Usage: They use both softphones and physical desk phones, providing them with a high-quality, feature-rich communication experience.

Benefits: Seamless communication, quick access to contacts, and efficient call management. The combination of softphone and desk phone ensures they can stay connected in various scenarios.



Shared Calling Users

Profile: These users receive softphones only and a shared number used for outbound dialing.

Usage: They use softphone applications for making outbound calls using a shared number. This setup is common in environments where multiple users need to make calls from a single line, such as customer service teams or sales departments.

Benefits: Cost-effective solution, easy management of shared resources, and flexibility to work from different locations.



Common Area Phones

Profile: These phones are typically placed in shared spaces such as lobbies, meeting rooms, or break areas.

Usage: They are configured with a generic account and are used for basic calling functions. Common area phones are often connected through SIP gateway devices or with a Teams certified desk phone.

Benefits: Easy access to communication tools in shared spaces, supports emergency calling, and ensures that essential communication services are available throughout the organization.



Analog Lines

Profile: These users use either SIP gateway devices or an analog gateway for connectivity.

Usage: They connect traditional analog lines to Microsoft Teams using SIP gateway devices or analog gateways. This setup is often used in environments with legacy phone systems or specific industry applications.

Benefits: Preserves investment in existing analog devices, enables integration with modern communication systems, and supports gradual transition to digital solutions.