Features available email.

**We recommend you copy the content below into your internal communication template.**

Subject

Latest features available on Voice Calling with Microsoft Teams

Content

Dear colleague,

As a user of Voice Calling with Microsoft Teams, you’ll already be experiencing the benefits from this platform in your day-to-day working. To ensure you’re getting the most from your service we wanted to let you know about the latest features now available to you:

* **Missed calls** – call back missed calls directly by pressing ‘**Call**.’
* **Music on hold** – callers can listen to selected music when placed on hold.
* **Microsoft Teams app for Android** – transcription is now available for 1:1 and group calls.
* **Busy-on-busy** – play a busy signal or redirect the call on your unanswered call routing preference.
* **Simplified call delegation** – choose a delegate to answer or handle calls on your behalf.
* **Add a second device to your call** – when you want to share a content from a different device.

To find out more take a look at the one-page user guide. [**Download now >**](https://www.globalservices.bt.com/content/dam/globalservices/documents/support/conferencing/pdf/microsoft-teams-with-bt-calling/BT-Voice-Calling-with-Microsoft-Teams-Top-Tips-June-23.pdf)

Learn more about Voice Calling with Microsoft Teams. [**BT Support Centre >**](https://www.globalservices.bt.com/en/my-account/support/collaboration/microsoft-teams-with-bt-calling)

Kind regards
**Internal Endorser**