

## Are you optimised for the best calling experience?



## Voice Calling – Microsoft Teams

## Detailed call history

**What is it?**

Overview of how a call was handled.

**Great for?**

Comprehensive view of how calls arrived, whether transferred or forwarded and how they were controlled.

[Learn more >](#)

## Create a Contact group

**What is it?**

Group colleagues based on their team or role.

**Great for?**

Finding frequently contacted colleagues or people based on their team or role.

[Learn more >](#)

## Remove calls from history

**What is it?**

Removes calls from your call history on all devices.

**Great for?**

Helps to declutter your call history.

[Learn more >](#)

## Merge calls

**What is it?**

Combine calls from or to, individuals and/or groups.

**Great for?**

Joining multiple calls for a better collaboration experience.

[Learn more >](#)

## Move a call between devices

**What is it?**

Transfer or add a call to a second device.

**Great for?**

Working on the move and needing to move calls between your mobile and computer.

[Learn more >](#)

## Forward to a Call group

**What is it?**

Add up to 25 people to a group to answer your incoming calls.

**Great for?**

Colleagues can answer calls when you are not available.

[Learn more >](#)

