

# Microsoft 365 Partner Marketing

## Announcement with FAQ

### Phone System add-on for Auto-attendant and Calling Queues coming soon

Starting **August 1, 2019** Phone System [Auto-attendant](#) and [Calling Queues](#) features will be available as a \$0 add-on for customers who already have either a stand-alone Phone System subscription and/or an Office 365 suite subscription that includes Phone System. This creates more flexibility for customers who today are only able to utilize these features if they have Phone System and a Microsoft Calling Plan. Partners will see the new add-on offer on the **August License-based services price list** located in the **Partner Center dashboard, on the Pricing and offers page.**

[Phone System](#) is the Microsoft technology for enabling call control and PBX capabilities in the Office 365 cloud with Skype for Business Online and Microsoft Teams. Phone System allows you to replace your existing PBX system with a set of features delivered from Office 365 and tightly integrated into your organization's cloud experience. Auto-attendant and Calling Queues are key features for the Phone System service.

Call to Action	Resources
<ul style="list-style-type: none"><li>✓ Familiarize your organization with these changes and identify customers using calling plans who may benefit from these add-ons</li></ul>	<ul style="list-style-type: none"><li>✓ Get the overview <a href="#">Microsoft telephony solutions</a></li><li>✓ <a href="#">Find resources</a> to build your Teams Calling and Meetings practice</li><li>✓ Engage customers with the <a href="#">Teamwork Assessment</a></li><li>✓ Get the <a href="#">Microsoft Teams Partner Guide for Calling and Meetings</a></li></ul>

## FAQ

### **Q: Why does Microsoft require customers to use the new \$0 Voice Apps SKU for this functionality?**

A: The SKU change allows us to address future roadmap requests such as being able to dial out to a PSTN number.

### **Q: How many \$0 Voice Apps SKUs can the customer acquire?**

A: Customers will be able to acquire 25 0\$ Voice Apps SKUs plus 1 0\$ Voice App SKU for every 10 Phone System licenses they own. Phone System licenses can be acquired as an add-on or as part of the E5 SKU.

### **Q: When should a customer use the 0\$ Voice Apps SKU?**

A: Customers who want to add/configure auto attendants and/or call queues functionality with a service phone number.

### **Q: Through what channels are the Voice Apps \$0 SKU available?**

A: Voice Apps are available via VL, CSP, and Web Direct channels.

### **Q: What about customers who are already using Voice Apps?**

A: There is no action required for customers with existing Voice Apps – this change applies to new configurations.

**Q: Does this change apply also for customer using Direct Routing to connect their PSTN services?**

A: Yes, this new licensing model is also applicable when using Direct Routing in addition to Calling plans from Microsoft.

**Q: How do customers set-up their Voice Apps?**

A: Please review the instructions for [setting up auto attendants](#) and [call queues](#) for further assistance.

**Q: What are Voice Apps?**

A: Voice Apps refers to a collection of different features and workloads which support cloud voice in Microsoft 365. Auto Attendants and Call Queues are considered Voice Apps.