

Configuring Phone Policies

Planning and Designing a PSTN Solution



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Overview



Explore Phone System Policies

- **Calling policy**
- **Caller ID policy**
- **Call Park policy**

Configure inbound and outbound call restrictions

Create compliance recording policy

Managing dialing with dial plans



Phone System Policies



Calling Policy



Controls calling features for users

- Private calling
- Call forwarding
- Voice mail
- Call groups

Global (Org-wide default) or custom policy



Caller ID Policy

Inbound

**Displays incoming external
phone number**

**Looks for matches in Azure AD
or personal contact**

Outbound

**User's telephone number
(default)**

**Anonymous, substitute with
Service number, CNAM**



Call Park Policy

User places call on hold

Unique code is generated for call retrieval

Policy manages code range and timeout values



Demo



Create phone system policies

- **Calling Policy**
- **Caller ID Policy**
- **Call Park Policy**

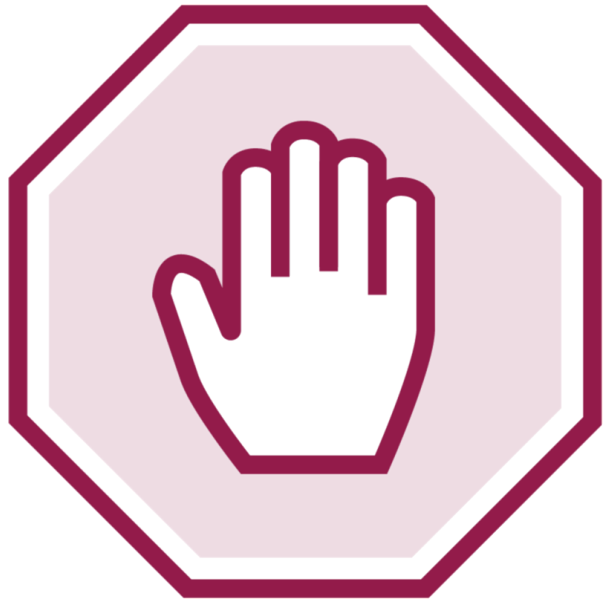
Manage user policy assignment



Call Restrictions



Inbound Call Blocking



Block inbound calls from PSTN at the tenant global level

Create number patterns to match incoming calls

- Match found call is rejected

PowerShell configuration only

Individual users cannot manage this global list

- Users can configure personal block list in Teams client



Outbound Call Restrictions

Control users from making outbound PSTN calls

Control options

- International and Domestic (Default)
- Domestic
- None



Demo



Create and test inbound call block patterns for tenant

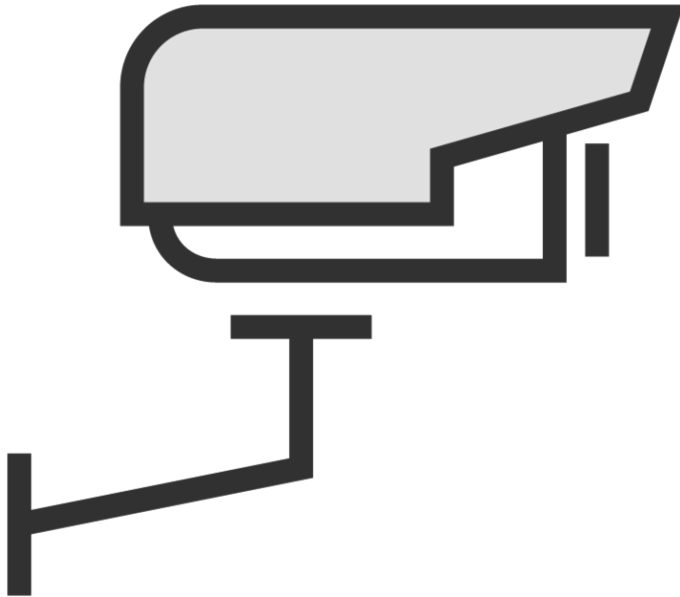
User-managed PSTN blocked Numbers



Compliance Recording



Compliance Recording



Record calls and online meetings automatically for retention

Capture audio, video, screen share, chat

Provided through third-party through Compliance Recording Certification Program

- Communications Platform APIs

Made possible through Recorder (Azure bot)

Policy managed through Powershell



Teams versus Compliance Recording

Regular Teams Recording

User Initiated

Targeted on per-call or meeting

User is responsible for storage

Access controlled by user

No requirement for retention

Compliance Recording

Configured by administrator

Targeted as per-user basis

Stored for compliance purposes

Access controlled by compliance

Retention is required



Demo



Create application instance for bot

Create compliance policy

Assign policy to user



Dial Plans





Translating dialed phone numbers

Set of normalization rules defined using regex

Used for call authorization and voice routing

Modify extensions into full E.164 numbers

Add digits for local dialing

Administration through Teams admin center
and PowerShell



Dial Plan Types

Service Scoped

Country or region-based

Automatically assigned

Cannot be modified

Mandatory

Tenant Scoped

Customized dial plans

Combined with Service plan

Global or user applicable

Optional



Dial Plan Scenarios

Scenario 1

Service Country

Scenario 2

Service Country



Tenant Global

Scenario 3

Service Country



Tenant User



Demo



Explore service-scoped dial plan

Create user-assigned dial plan

Management dial plan assignment



Summary



Explore Phone System policies

- Calling Policy
- Caller ID Policy
- Call Park Policy

Configure inbound and outbound call restrictions

Create compliance recording policy

Managing dialing with dial plans



Up Next: Configuring Auto Attendant and Call Queues

