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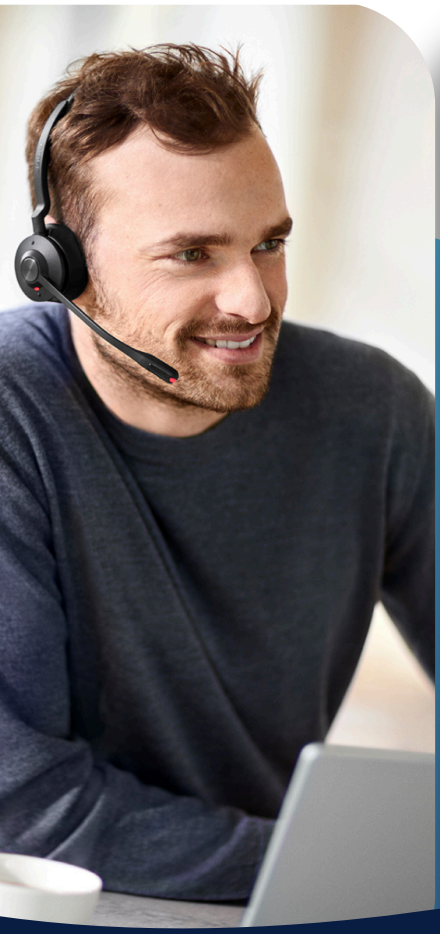
Microsoft Solutions Partner

MICROSOFT TEAMS PHONE VS. ZOOM PHONE

A practical guide to evaluating cloud calling options for your organization



Choosing a business phone system affects more than calling. It shapes how your team communicates, collaborates, and manages work across Microsoft 365 and beyond. This guide gives a simple side-by-side view of Teams Phone and Zoom Phone so you can better understand the differences and decide what fits your environment.



What is Teams Phone?

Microsoft Teams Phone is a cloud-based business phone solution built into Microsoft Teams. It connects calling with chat, meetings, voicemail, calendars, contacts, files, presence, and collaboration so employees can work from one primary platform instead of switching across multiple tools.

What is Zoom Phone?

Zoom Phone is a cloud phone system that extends the Zoom platform with business calling features. It supports voice, voicemail, call routing, and telephony management within the broader Zoom experience.

MICROSOFT TEAMS PHONE VS. ZOOM PHONE

Category	Microsoft Teams Phone	Zoom Phone
Core Strength	Deep Microsoft 365 integration with calling, meetings, chat, and collaboration in one platform	Cloud calling experience within the Zoom platform.
User Experience	Familiar for organizations already using Microsoft Teams for chat, meetings, and collaboration	Straightforward for organizations already comfortable with Zoom for meetings
Telephony Options	Calling Plans, Operator Connect, Direct Routing	BYOC, Provider Exchange, and calling plan options
AI Features	Transcription, intelligent recap, and broader alignment with Microsoft Copilot experiences	AI-supported call summaries, voicemail insights, and post-call assistance features
Global Coverage	Strong global coverage with flexible carrier and deployment options	Global coverage with various provider options
Security	Benefits from enterprise-grade Microsoft security, identity, compliance, and device management capabilities across the larger environment	Enterprise-ready security features that support secure calling and administration
Pricing	A strong value story when Microsoft 365 is already in place because communication can be consolidated into the platform employees already use	Varies by plan and telephony model
Best For	Organizations that want calling inside the Microsoft 365 experience and a more unified collaboration environment	Organizations looking for a standalone phone solution

WHY MANY ORGANIZATIONS CHOOSE TEAMS PHONE



It fits naturally into Microsoft 365.

For organizations already relying on Teams, Outlook, SharePoint, OneDrive, Entra ID, Intune, and Microsoft security tools, Teams Phone extends the environment your users and IT team are already managing.



It reduces platform sprawl.

Calling, chat, meetings, calendars, voicemail, and collaboration can sit in the same day-to-day workspace, which can make adoption easier and lower the burden of supporting disconnected tools.



It can improve administrative efficiency.

User identity, device policies, security controls, reporting, and collaboration settings are more closely aligned when voice lives inside the broader Microsoft 365 environment.



It strengthens the case for long-term value.

When Microsoft 365 is already central to the business, Teams Phone can make better use of existing licensing investments and simplify the path for future initiatives such as Copilot, governance, and meeting room strategy.

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For many Microsoft 365 organizations, Teams Phone may reduce overlap across communication tools, support a more consolidated employee experience, and make better use of licensing already in place.

The right conversation is not about the lowest line-item price. It is about whether the full picture adds up in your favor: platform consolidation, support efficiency, user adoption, administration time, and fit with the environment you already have.

Apex Digital works with organizations using Microsoft 365 to map out where Teams Phone fits, what telephony model makes sense, and how calling connects to the broader environment your team is already using. If you're evaluating options, we're a good starting point.

Talk through your telephone options with Apex Digital.

Visit **apexdigital.com/book** to schedule a conversation.

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