



# Microsoft Teams Premium Feature Guide

Collaboration is at the heart of business success, and Microsoft Teams has become a cornerstone for organizations around the globe. Now, with the introduction of Microsoft Teams Premium, Microsoft takes its renowned collaboration platform to unprecedented heights.

Packed with advanced features tailored for dynamic, forward-thinking businesses, Teams Premium transforms the way organizations connect, collaborate, and boost productivity. From **cutting-edge security measures to innovative tools and actionable insights**, this upgrade empowers teams to work smarter, not harder.

Microsoft Teams Premium offers standout features such as advanced collaboration tools, enhanced meeting security, intelligent recaps, improved virtual appointments, the Queues app, shared calling, live translated captions, and customizable meeting templates and branding.

## What is Microsoft Teams Premium?

Microsoft Teams Premium is a powerful, feature-rich version of Microsoft Teams, delivering advanced collaboration capabilities to businesses. While the standard Microsoft Teams license provides essential tools for communication and teamwork, Teams Premium significantly expands on these functionalities, offering robust solutions to common business challenges. Check out our [Teams vs Teams Premium Comparison Matrix here](#).

From simplifying project workflows to safeguarding sensitive communications, Teams Premium supports better decisions and greater efficiency. Designed to help teams stay professional and focused in virtual environments, it ensures a **secure, customized, and seamless collaboration experience**.

### Microsoft Teams vs Teams Premium: What's New? FEATURES COMPARISON

Ready to unlock the next level of collaboration? **Adding the Teams Premium license** gives you access to **exclusive features for administrators**.

### Features Matrix

#### MEETINGS

- Host and attend Teams Meetings
- Experience Teams' standard look and feel
- Use standard and custom meeting backgrounds at the user level
- Read live captions during meetings and live events
- Read a live transcript during meetings
- Set up a green room for meeting presenters and organizers

# Exclusive Teams Premium Features

Microsoft Teams Premium introduces an array of exclusive features that transform the way businesses work, ensuring effective collaboration and streamlined operations. Some of the exclusive features include:



## Advanced Collaboration Tools

Admins and users gain access to powerful collaboration insights and tools that drive productivity. Admins can monitor unused teams and external collaborations, making it easier to optimize organizational efforts. Additionally, users can block incoming chats from colleagues when focus is vital, ensuring critical tasks get the attention they need.

## Advanced Meeting Protections

Security is critical in today's digital workspace, and Teams Premium delivers with exclusive features designed to keep your information safe. From end-to-end encryption to watermarked content, these protections ensure sensitive data remains secure. Meeting organizers can set permissions for recording or transcribing and can restrict the sharing of private content, providing peace of mind for all participants.



## Queues App

The Queues app, native to Teams, is a powerful tool for managing customer interactions efficiently. With Teams Premium, organizations benefit from real-time and historical data on call queues and auto-attendants directly within Teams. These tools empower businesses to streamline workflows and ensure team members have the resources they need to stay ahead.



## Shared Calling

Enables organizations to use shared phone numbers for placing and receiving calls, eliminating the need for individual PSTN numbers for every user. Ideal for role-based environments like reception desks, customer service teams, and collaborative workspaces, it reduces administrative overhead while providing a flexible and reliable calling experience. Key features include seamless connectivity for internal and external calls, auto attendants for efficient call routing, enterprise-grade emergency calling support, and streamlined compliance with centrally managed voice policies. Resource accounts can be reused across policies for efficiency, but proper configuration of emergency numbers and locations is essential for compliance and safety.





## Intelligent Meeting Recap

With Teams Premium, meeting productivity reaches new heights. Enhanced intelligent recap features like autogenerated chapters, speaker timelines, AI-generated notes, and multilingual support make it easier to extract key takeaways from your meetings. Enhanced features also extend to PSTN, peer-to-peer, and group VoIP calls, providing greater clarity and context for all communications.

## Advanced Virtual Appointments

The Virtual Appointments App receives exclusive upgrades through Teams Premium. Users can now access SMS notifications, appointment analytics, scheduled and on-demand viewing options, and customizable lobby waiting rooms. These features create a personalized experience that builds trust with customers. Additionally, a planned post-appointment follow-up feature will soon make customer service even more efficient.



## Live Translated Captions

Breaking language barriers, Teams Premium allows participants to view live translated captions in their preferred language during meetings. This feature creates a more inclusive environment for global teams and multilingual clients, enhancing collaboration across languages like English, Spanish, French, and more.



## Custom Meeting Templates & Branding

With Teams Premium, businesses can make their meetings stand out. Add branded elements like logos, images, and custom templates, all while automating settings to save time. These tools not only foster consistency but also elevate the professionalism of both internal and external communications.



Microsoft Teams Premium is a forward-thinking solution designed for agile businesses that prioritize seamless collaboration and enhanced productivity. With **advanced tools, robust security features, and intelligent automation**, it addresses the evolving challenges of modern organizations with practical, impactful solutions.

Features such as live translated captions and customizable meeting templates foster inclusivity and professionalism, while enhanced virtual appointment capabilities elevate customer engagement. The Queues app streamlines workflows, boosting operational efficiency and making Teams Premium a must-have upgrade for businesses aiming to innovate and excel.

Blending state-of-the-art technology with a user-centric approach, Microsoft Teams Premium transforms virtual collaboration, empowering teams to connect, innovate, and succeed like never before.

**Ready to Learn More?**

**Let's Connect**