



Teams Phone vs UCaaS

Decision Worksheet

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Microsoft Teams Phone and dedicated UCaaS platforms can both deliver business voice, but they're optimized for different operating models. This worksheet helps you make the decision deliberately — scoring your environment across the five dimensions where the platforms actually diverge, then building a true total-cost view rather than a per-user comparison.

How to use this: score each decision dimension for your business, complete the TCO worksheet for both options, and use the recommendation block to capture a defensible conclusion.

Where the Platforms Diverge

Dimension	Teams Phone Fits When...	UCaaS Fits When...
Microsoft footprint	Users live in Teams; M365 licensing in place	Microsoft adoption is partial / mixed stack
Contact center	Basic queues, attendants, small teams	Skill routing, WFM, omnichannel, 50+ agents
CRM integration	Microsoft ecosystem (Dynamics, Power Platform)	Salesforce, HubSpot, ServiceNow, vertical CRMs
Voice as channel	Voice supports collaboration	Voice drives revenue / service delivery
Vendor strategy	Consolidation under one vendor is a priority	Best-of-breed by function is preferred

Score Your Environment

For each dimension, mark which platform your situation leans toward. Tally the leans at the end.

Decision Dimension	Leans Teams Phone	Leans UCaaS
Existing Microsoft footprint	<input type="checkbox"/>	<input type="checkbox"/>
Contact center requirements	<input type="checkbox"/>	<input type="checkbox"/>
CRM & workflow integration	<input type="checkbox"/>	<input type="checkbox"/>
Voice as a strategic channel	<input type="checkbox"/>	<input type="checkbox"/>
Vendor strategy & capacity	<input type="checkbox"/>	<input type="checkbox"/>
TOTAL LEANS	-----	-----

Total Cost of Ownership Worksheet

Per-user-per-month pricing is rarely the right comparison. Complete every line for both options to get a defensible total. The lowest per-user quote is almost always the narrowest scope.

Cost Component	Teams Phone	UCaaS Option
Voice licensing (users who need it)	\$ _____	\$ _____
Calling plan / SIP trunking (PSTN, minutes, intl)	\$ _____	\$ _____
Contact center licensing (if applicable)	\$ _____	\$ _____
Numbers, e911, regulatory fees	\$ _____	\$ _____
Device costs (handsets / headsets)	\$ _____	\$ _____
Network upgrades for cloud voice readiness	\$ _____	\$ _____
Integration work (CRM, ticketing, workflow)	\$ _____	\$ _____
Operational overhead (training, vendor mgmt)	\$ _____	\$ _____
ESTIMATED ANNUAL TOTAL	\$ _____	\$ _____

Pre-Decision Readiness

Both platforms depend on network quality, and most voice-quality complaints are network issues. Confirm these before committing to either path:

- A network assessment is complete (WAN reliability, QoS, bandwidth headroom, internet redundancy)
- Contact center requirements are evaluated as a primary criterion, not a footnote
- A pilot with representative users on real devices is planned before full commitment
- The decision is scoped for the next three years, not just the current quarter
- If running both platforms, a documented plan defines which users get which and why

Your Recommendation

Field	Your Conclusion
Leading platform (from leans tally)	
Lower 3-year TCO (from worksheet)	
Contact center verdict (queues vs full CC)	
Network readiness (ready / needs work)	
Final recommendation	

When the Honest Answer Is 'Both'

Some organizations deliberately run Teams Phone for the general population and a dedicated UCaaS/CCaaS platform for the contact center or CRM-heavy sales teams. This isn't a failure of decision-making — it's recognizing that the two platforms fit different operating models. If your leans and TCO point in different directions for different teams, a documented split may be the right answer.

Ready to Evaluate Your Voice Strategy?

Plow Networks helps IT leaders compare Teams Phone, UCaaS, and contact center platforms against real business requirements — not vendor demos.

[Talk to Our Voice Team →](#)