

Teams Voice Call Queue Admin Options

Quick Reference Guide

Introduction

Microsoft Teams Voice is a comprehensive communication solution offered by Microsoft within its popular collaboration platform, Microsoft Teams. It seamlessly integrates voice communication capabilities, enabling users to make and receive calls directly from within the Teams interface. One of these advanced features is call queues and the advanced features that administrators of a call queue team can access and alter should the need arise.

Admin Settings

To access the admin settings, you can use the same means used to access your personal Teams settings.

- Humber Polytechnic 🤞 ð 01 ~ … ncoming Outgoing Voicemail Agents 2024-10-10 Type a name or number 14s 2024-09-25 1 2 3 5 4 6
- 1) Select the ellipses (three dots) menu at the top right-hand corner of the Teams application, then select Settings.

2) Along the left settings column, select Calls and then select the name of your call queue along the top bar next to your personal settings.

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			When you receive a call		
			Do not ring anyone els	e	
scripts			When you can't answer a	a call	
			Redirect to voicemail		
			Ring for this many secor	nds before redirectin	9

3) Within this menu, you will be able to adjust settings such as your active status, queue greeting, hold music, as well as how to handle overflow or timed out calls.

Receive calls from this queue					
Other agents will be notified when you're off duty. It will take up to 2 minutes for other agents to the change.					
Greeting and music					
Choose a greeting to be played for this call queue					
No greeting	~				
Choose the music to play when the call is on hold					
Play default audio	~				

Help & Support

If you have any questions or concerns, you can fill out the Teams Voice eForm (https://humbercollege.formstack.com/forms/teams_voice) to report issues/concerns you may encounter during the transition to Teams Voice.

You can also contact the I.T. Support Centre if you experience any issues. Phone: 1 (416) 675-6622 ext. 8888 Web Chat: <u>https://humber.ca/techtalk</u> Campus Location: I.T Support Centre – R140 (Lakeshore) or Tech Zone – H109 (North) – 5th floor (IGS)