HUMBER

# 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.

1) Select the ellipses (three dots) menu at the top right-hand corner of the Teams application, then select Settings.
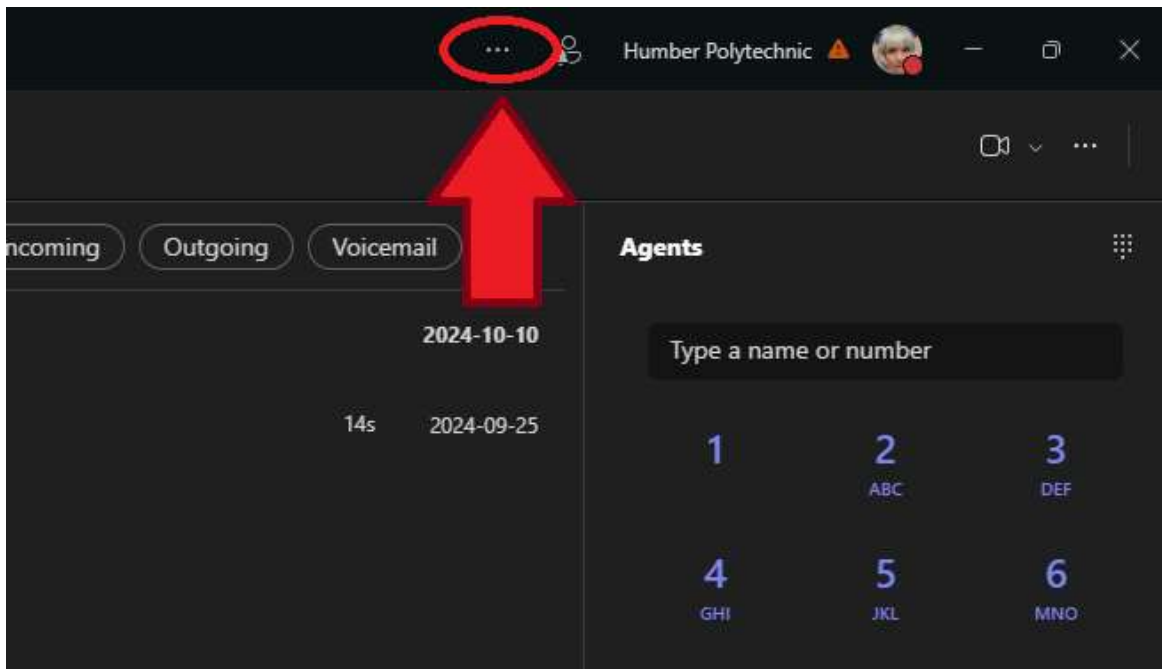
2) Along the left settings column, select Calls and then select the name of your call queue along the top bar next to your personal settings.
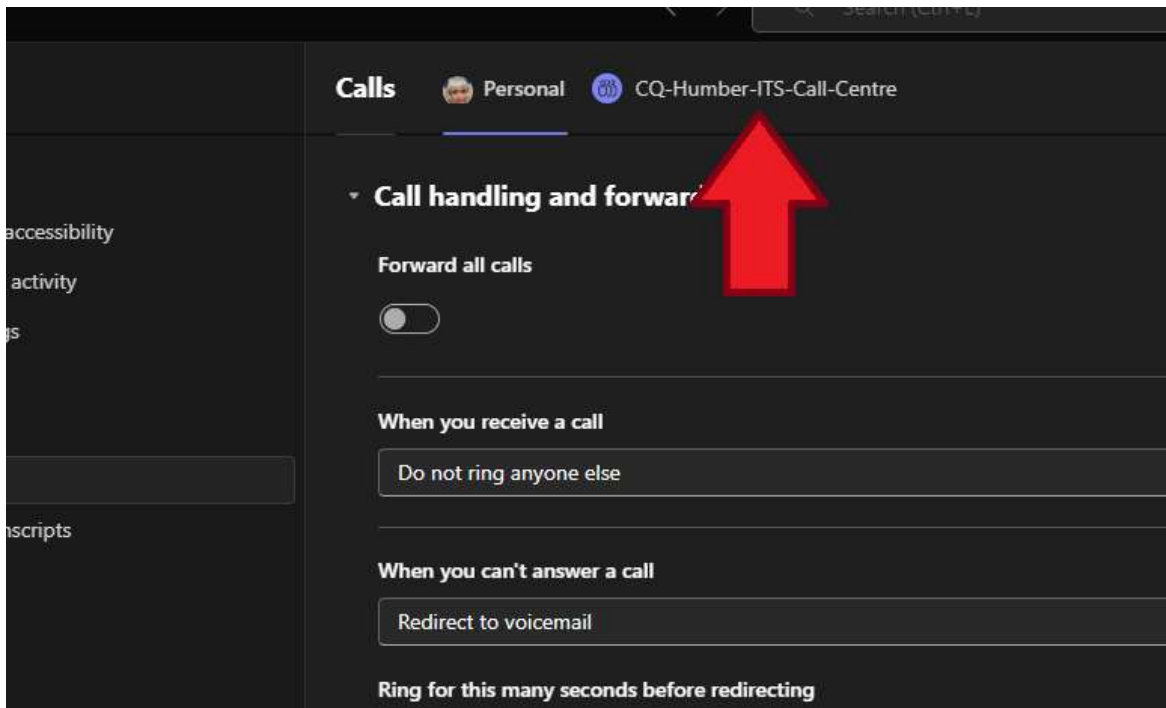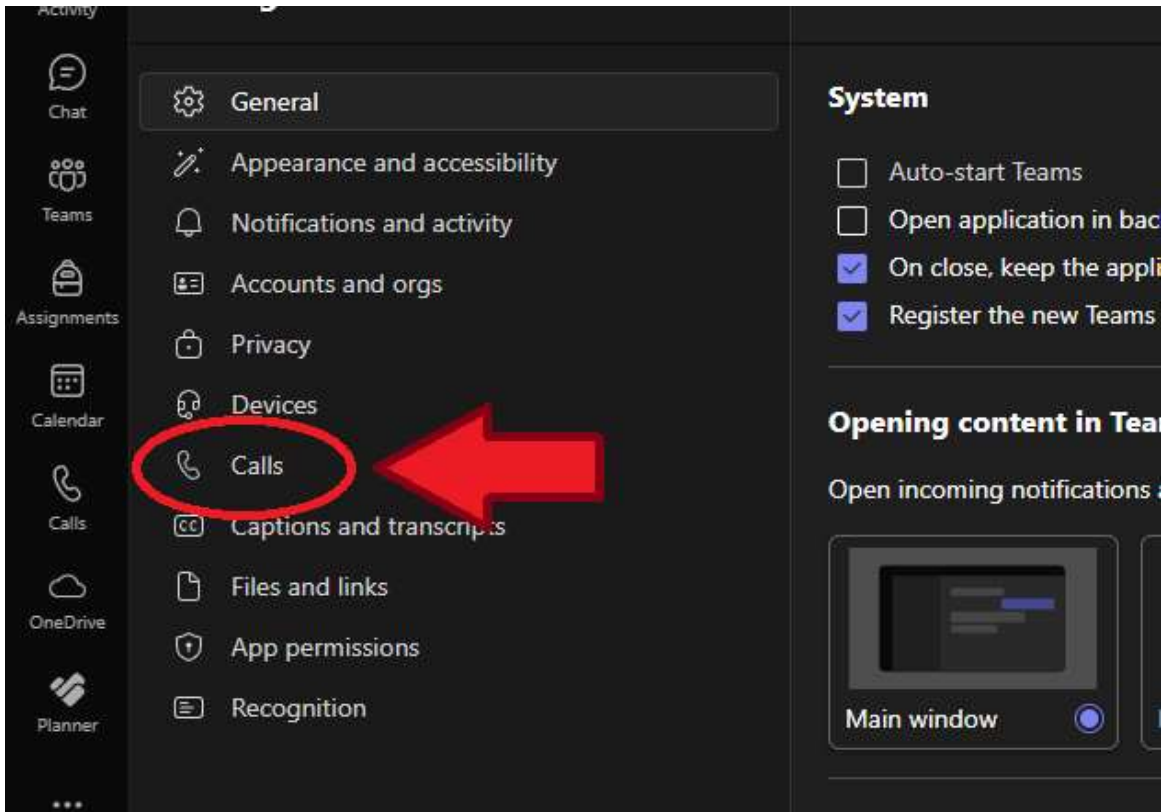
3) Within this menu, you will be able to adjust settings such as your active status, queue greeting, hold music, as well as how to handle overflow or timed out calls.

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: https://humber.ca/techtalk
Campus Location: I.T Support Centre – R140 (Lakeshore) or Tech Zone – H109 (North) – 5th floor (IGS)