

Teams Voice Delegate Management Options

Quick Reference Guide

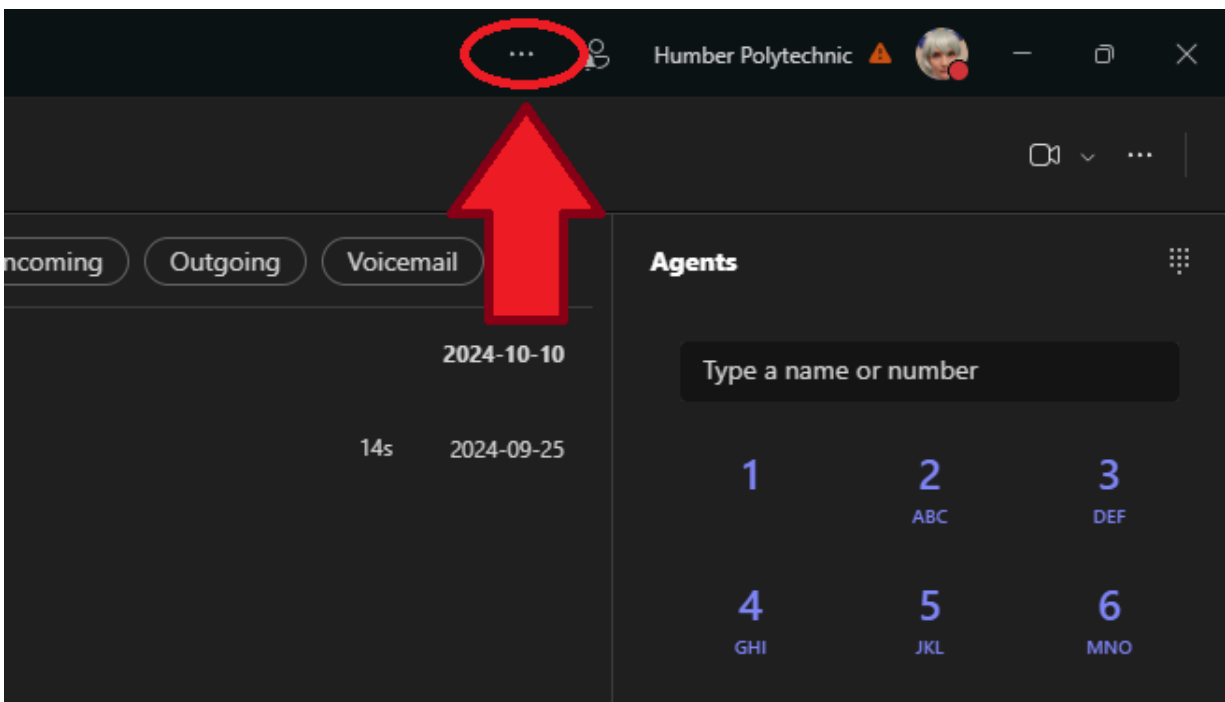
Introduction

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 the delegates option which allows you to appoint individuals to make and receive calls on your behalf if you are out of office or on leave.

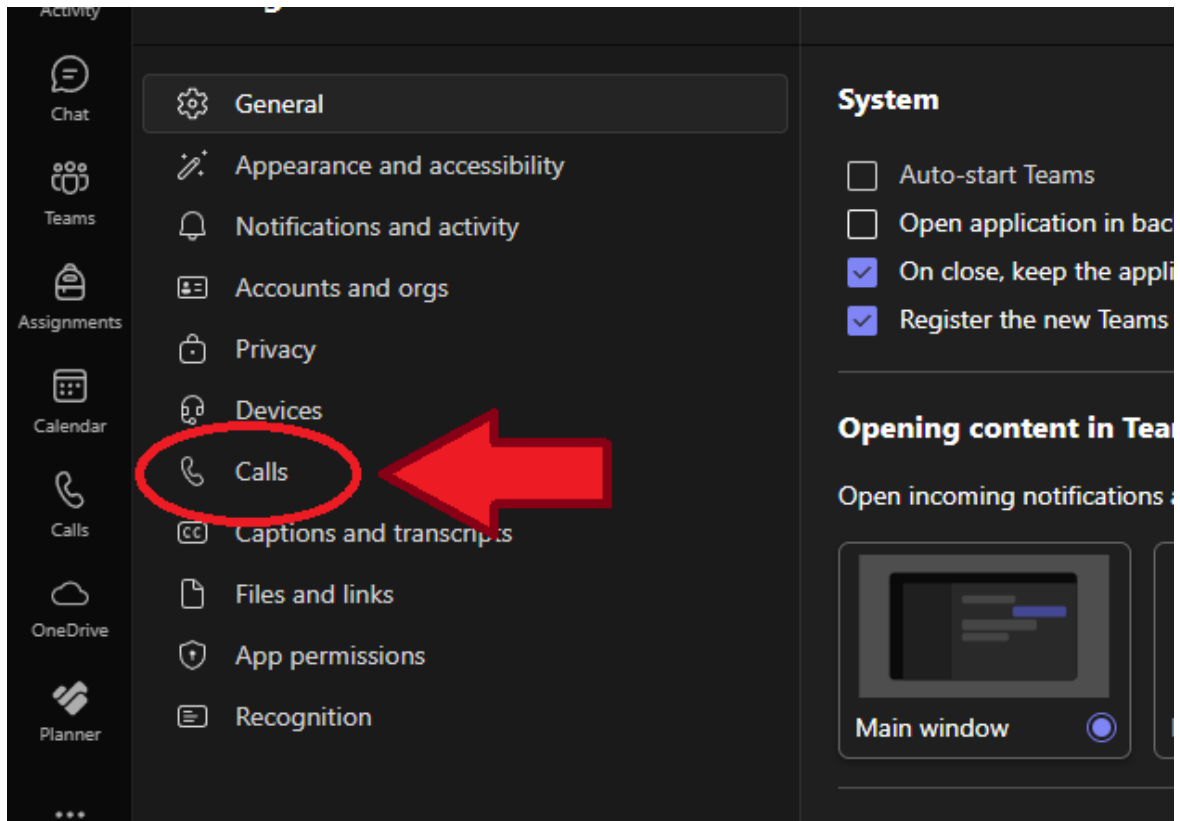
Admin Settings

To access these settings, you will need to access your personal Teams settings.

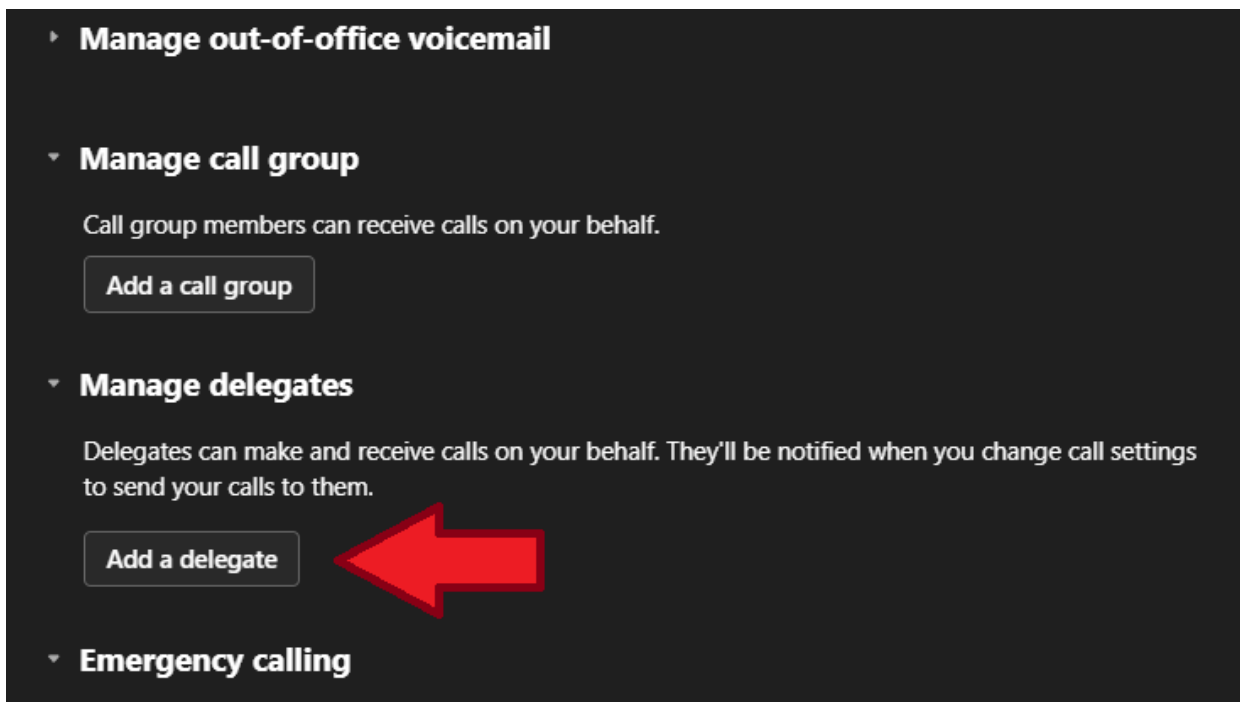
- 1) Select the ellipses (three dots) menu at the top right-hand corner of the Teams application, then select Settings.



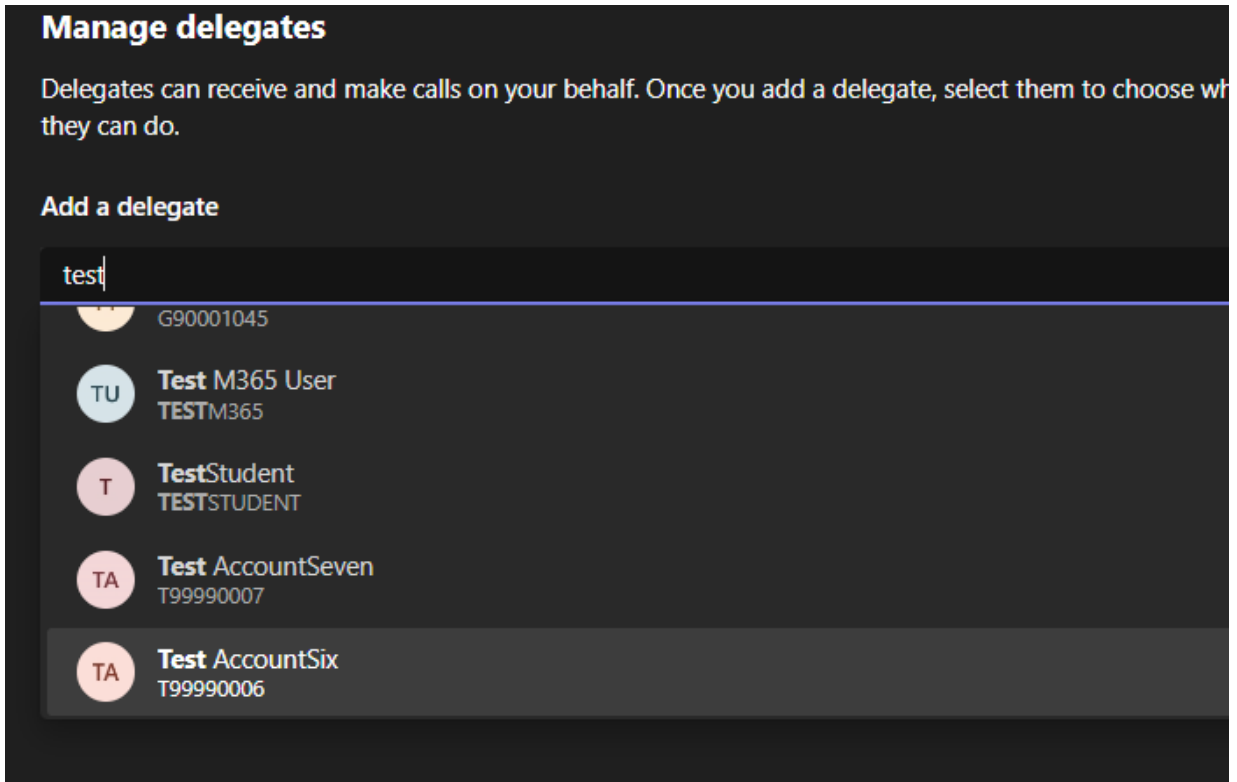
- 2) Along the left settings column, select Calls to bring up your personal call settings.



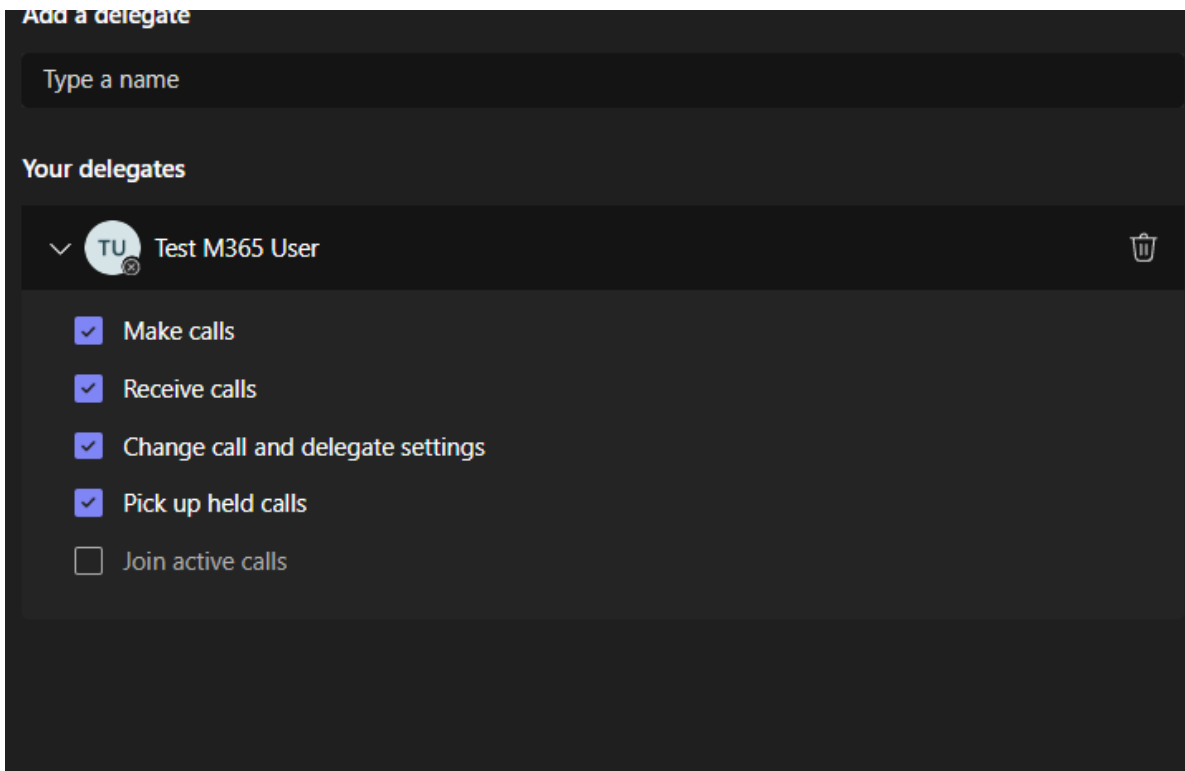
- 3) Within this menu, you will be able to scroll down to the bottom of the list the find the Manage Delegates option. Select the Add a delegate button.



- 4) Begin to type the name of the person you wish to add, and the directory will give you a list of people to select from. Select the name to add them as a delegate.



- 5) Once the delegate is selected, you will have the option to edit the permissions of the delegate such as making and receiving calls, changing settings as well as picking up held calls or joining active calls. If you wish to remove a delegate, you can select the trash can icon next to the delegate's name.



Help & Support

If you have any questions or concerns, you can fill out the [Teams Voice eForm](https://humbercollege.formstack.com/forms/teams_voice) (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)