

# Departmental Phone Queue Agents and Voicemail Using Teams

Disclaimer: I am bad at PowerPoint, apologies in advance.

# What are we talking about?

- ▶ There is a different way to do things in Teams than the way we've done things.
  - ▶ It's the only way we knew how (from vendor provided info), and we're sorry
  - ▶ Even Microsoft told us there wasn't another way - we asked
  - ▶ Discovered this method by happenstance when helping other colleges (we were farther along)
  - ▶ Already migrated virtually all our phones using the '0365' way



# What's different?

- ▶ Substantial benefits to using the 'All Teams' method
  - ▶ Simpler, easier setup
    - ▶ No Outlook
    - ▶ Easier to configure on back end
  - ▶ More customer control (mostly)
    - ▶ More call and agent visibility
    - ▶ Call agent/voicemail access management
  - ▶ Agents can call out as different number (no need for their own #s)
  - ▶ Current setups can be easily adapted (mostly)



# What isn't changing?

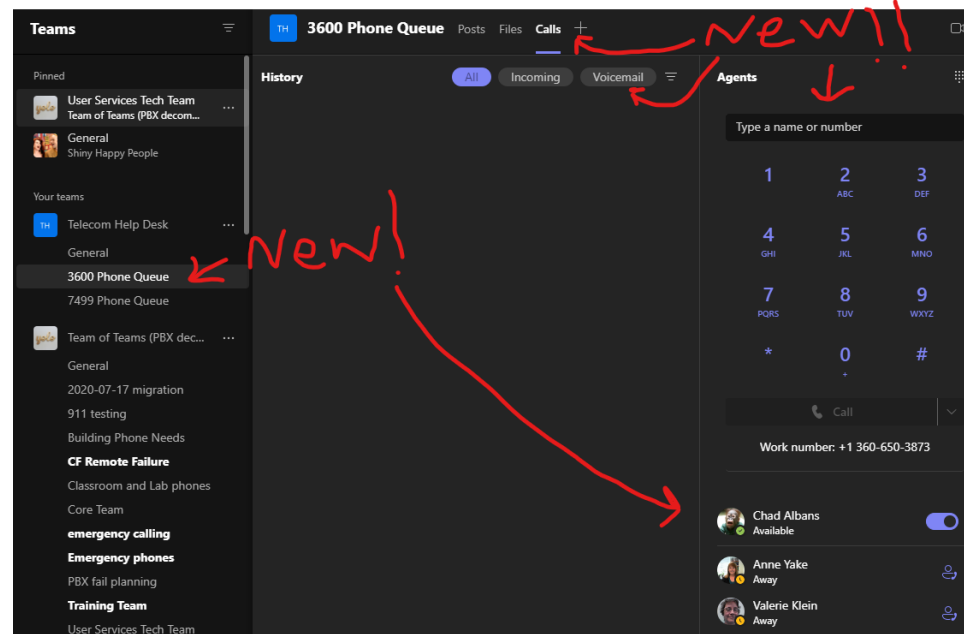
- ▶ Same notification in Teams
- ▶ Most settings/changes still require Telecom (Teams administrators)
- ▶ Jira tickets / Contacting Telecom for changes or new employees
  - ▶ For Jira tickets related to Teams:

<https://wwuhelp.atlassian.net/servicedesk/customer/portal/1/group/60>



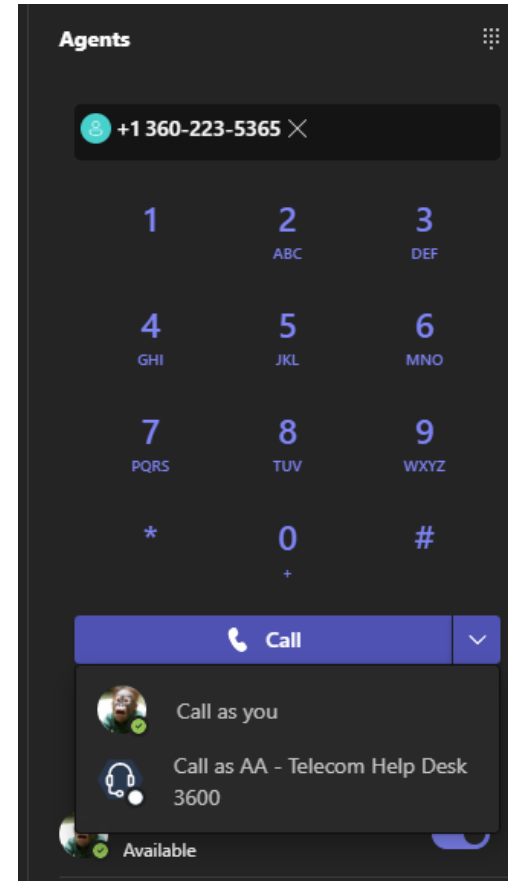
# What's new?

- ▶ A new way to interact with the queue, agents, and voicemail
  - ▶ Voice-enabled channel(s)
  - ▶ See agents (and presence) at a glance
  - ▶ Toggle queue on/off from team
  - ▶ Listen/Read voicemail in channel



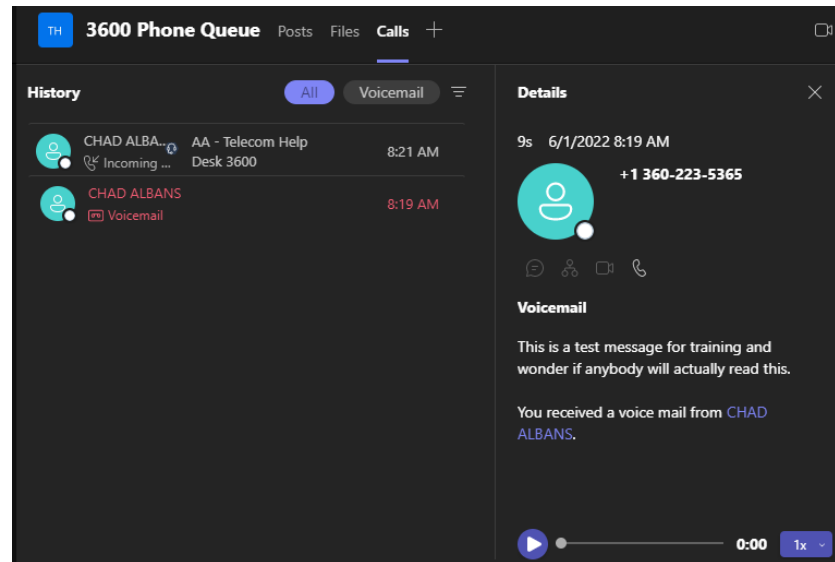
# What's new?

- ▶ Agents can call out as a designated resource (phone number)
  - ▶ Calls made from 'Phone' channel
  - ▶ Agents can call out without a number assigned
  - ▶ Can call as self or resource from this interface



# What's new?

- ▶ Voicemail and received calls can be seen in the call log
  - ▶ If transcription enabled, can view or play voicemail
  - ▶ Log kept for approximately 30 days
  - ▶ No record of 'missed' calls that don't leave voicemail (yet)
  - ▶ Read/Unread is per account



# Access and Permissions

- ▶ Queue/Voicemail access is team based
  - ▶ Members and owners are agents
  - ▶ Channels have different ‘presences’
  - ▶ Works with Common Area Phones
  - ▶ Owners can add, edit, and remove (after Telecom has licensed and activated)

**TH Telecom Help Desk**  
Telecom Help Desk

Members Pending Requests Channels Settings Apps 2 more

Search for members  [Add member](#)

**Owners (3)**

Name	Title	Location	Tags	Role
Chad Albans	IT Network & Telecoms	AC210, MS1480		Owner
Anne Yake	IT Network & Telecoms	AC210F, MS1450		Owner
Valerie Klein	IT Network & Telecoms -Jo...	AC210C, MS1450		Owner

**Members and guests (1)**

Name	Title	Location	Tags	Role
T4 Test 470		AC 222		Member



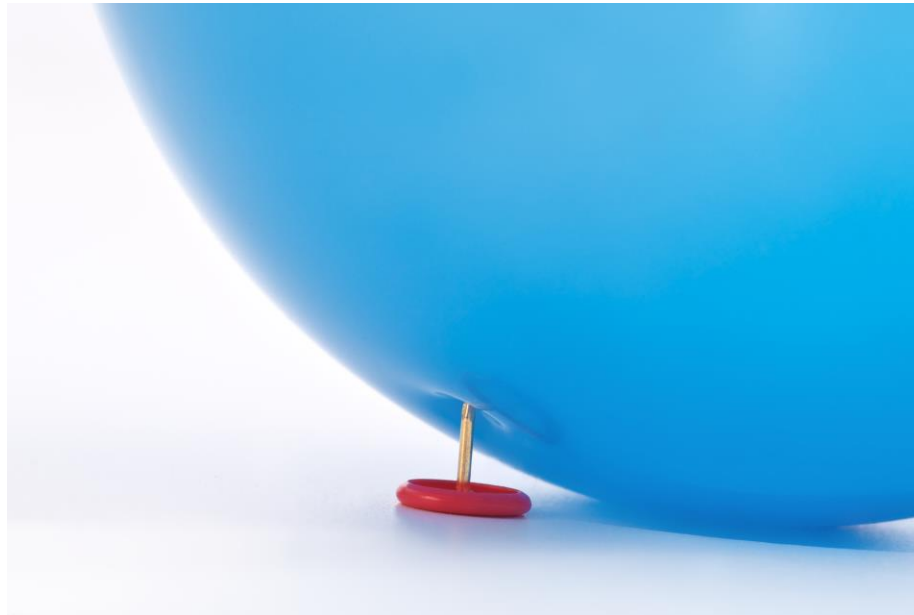
# Other Things to Know

- ▶ Pinning channel same as 'Favorite' for O365 group
- ▶ Channel created for phone queue, General left intact
- ▶ Can use team for more than just phone queue



# Challenges

- ▶ Voicemail 'management' is automated
  - ▶ No direct control over deletion and no ability to move/save
- ▶ Serial routing doesn't function (no ability to change order)
- ▶ No voice-enabled functions in Teams web or phone app (not a big change)



# Will it work for my needs?

- ▶ Yes!
  - ▶ Can handle complicated configurations
  - ▶ Current queues can be adapted with relatively small effort and time
  - ▶ Can adapt an existing team if one exists
- ▶ Maybe?
  - ▶ If there are concerns, let us try to address them and answer your questions



# Questions? Concerns? Feedback?

