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 'O365' 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)
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?