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## Handling Call Queue Calls in Teams

Quick Reference Guide

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# Call Queue Calls in Microsoft Teams

## Answering Call Queue Calls in Microsoft Teams

- Users will be able to differentiate incoming calls from a call queue before they answer the call
- Along with the name and/or number of the caller, each call will include information about who the caller was trying to reach, giving users a better context for addressing the caller
  - Click **Accept**  to answer with audio
  - Click **Decline call**  to decline the call
- Once a call queue call is answered, the user can process the call like any other call — they can add or conference in another user or transfer the call to another party
- Agents are not notified of any missed calls or voicemails for call queue calls



## How to opt-in and opt-out of a Call Queue.

- Click Settings
- In the left column, select Calls
- Scroll to the bottom of the settings and use the toggle to turn on or off the call queue

Note: This option must be enabled in the Teams Admin Portal.

### Settings

- General
- Accounts
- Privacy
- Notifications
- Devices
- App permissions
- Captions and transcripts
- Files
- Calls**

Ring for this many seconds before redirecting

30 seconds

#### Voicemail

Voicemails will show in the calling app with audio playback and transcript.

[Configure voicemail](#)

#### Ringtones

Choose a ringtone for incoming calls

Calls for you Default ▾ ▶

Forwarded calls Default ▾ ▶

Delegated calls Default ▾ ▶

#### Accessibility

Turn on TTY to use text to communicate over the phone line. To get this working, be sure to connect a TTY device.

Turn on TTY mode

#### Call queues

Choose whether or not to receive calls for the following queues.

Client Training Call Queue

