

Microsoft Teams

Create Call Queue

INTRODUCTION

Configure Call Queue within Microsoft Teams

Before going through the step-by-step guide please visit the following Microsoft links to plan call routing:

Requirements:

<https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue#getting-started>

Plan for Teams Auto Attendant and Call Queues:

<https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>

Microsoft Auto Attendant Setup:

<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-auto-attendant>

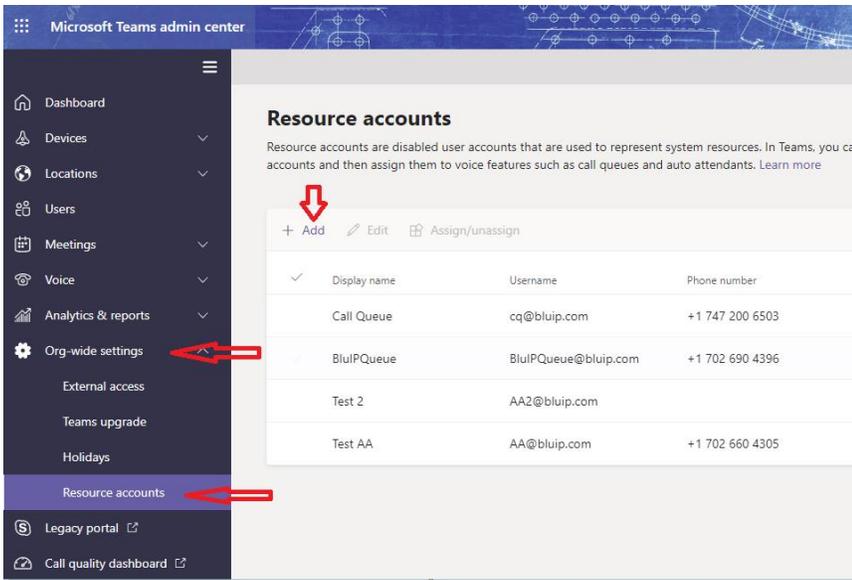
Microsoft Teams Call Queue Setup:

<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

Requirements –

- Microsoft Teams Phone Resource Account (cost-free)
- Global Admin User Role

- 1) Login to Teams Admin Portal - <https://admin.teams.microsoft.com/>
- 2) Click Org-Wide Settings → Resource Accounts > and click “Add”



- 3) Enter the resource account information. Under the username, make sure to select the correct domain and take note of the username/email. Choose “Call Queue” as account type. *NOTE: If you’re creating a resource account for Auto attendant please make sure to change the account type.* Click Save at the bottom when finished:

Add resource account

Display name ⓘ

Username ⓘ
 @

Resource account type ⓘ

- 4) Go to office 365 admin →Users →Active user and assign the Microsoft Teams Phone Resource Account to the resource account. If you don't have any available license, go to Billing → Purchase Services
- 5) Assign a phone number. Go back to Teams Admin Center.
 - Expand Voice -> Resource account page
 - Select the Resource account to which you want to assign a phone number, and then select Assign/unassign
 - In the phone number type dropdown, choose the type of number you want to use
 - In the Assigned phone number box, search for the number you want to use and select Add. Be sure to include the country code (for example, +1 250 555 0012).

Resource accounts

Resource accounts are non-enabled user accounts that are used to represent system resources. In Teams, you can create resource accounts and then assign them to voice features such as call queues and auto attendants. [Learn more](#)

+ Add Edit **Assign/unassign** ←

✓	Display name	Username	Phone number	Licensed
	callqueue1akers	callqueue1akers@bluip...	⚠ Unassigned	⚠ Unlicensed
●	bluptestAA	bluptestAA@bluiplab.o...	⚠ Unassigned	Licensed
	callqueue4kv	callqueue4kv@bluiplab....	⚠ Unassigned	⚠ Unlicensed
	MainNumber	mainnumber@bluiplab....	⚠ Unassigned	⚠ Unlicensed

Assign/Unassign

bluptestAA

ⓘ To see a service number listed here, buy a Phone System or get a Teams Phone Resource Account license and make sure it's not assigned to any other voice services. [Learn more](#)

Phone number type
Direct Routing

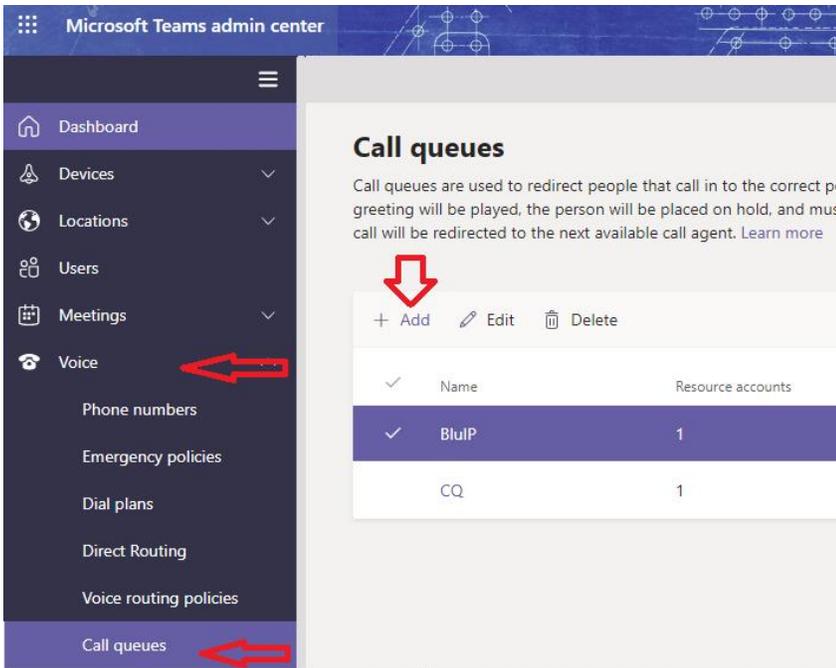
Assigned phone number
+12065551234

Assigned to

ⓘ Your changes must be saved before making more changes.

Select an auto attendant
BluIP AA

6) Go to Voice → Call Queues and click “Add”



7) Configure the call queue (Base on customer’s requirements). For more info on the settings, click the information icon ⓘ next to the settings:

- A) Add Queue name
- B) Add Resource Account provisioned from previous step. Search by username
- C) Greeting/Music On Hold (Default or you can upload custom file)
- D) Call Answering (Add the users that’s going to part of the queue)
- E) Routing Method
- F) Presence-based routing
- G) Agent alert time before it get’s routed to the next call path (depends on routing method)
- H) Maximum Calls in queue
Below are options to redirect a call when (1) Maximum number of calls in queue or (2) maximum wait time is reached. Can only redirect to internal Teams User or another resource account
- I) Click Save to apply new settings

