

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:

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>

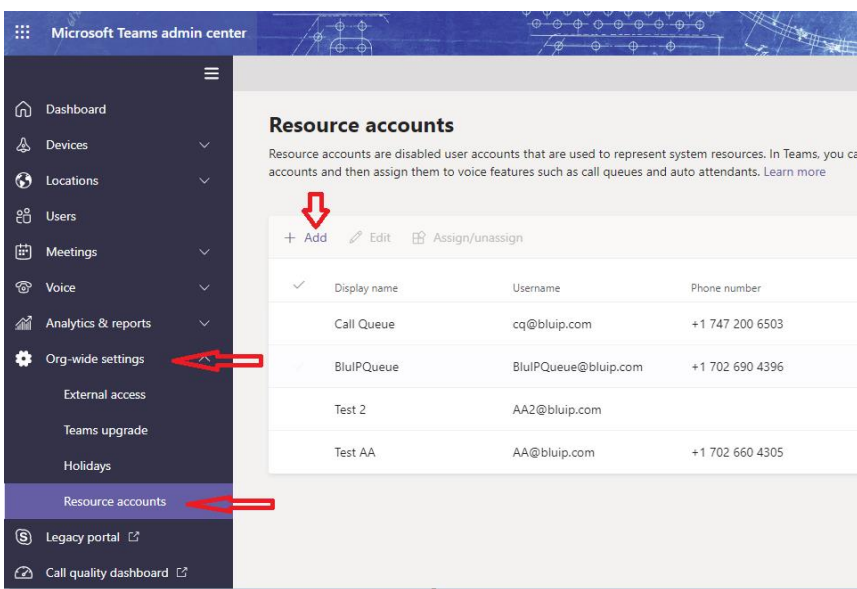
Microsoft Teams Call Queue Setup:

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

Requirements –

- Global Admin User Role
- Microsoft 365 Phone System - Virtual User License (cost-free)
- Verify Teams Tenant is set to “Teams Only” mode.
 1. In the Microsoft Teams admin center go to Org-wide settings > Teams Upgrade
- Direct Routing Resource DID – Provided by BluIP

- 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. Click Save at the bottom when finished:

Add resource account

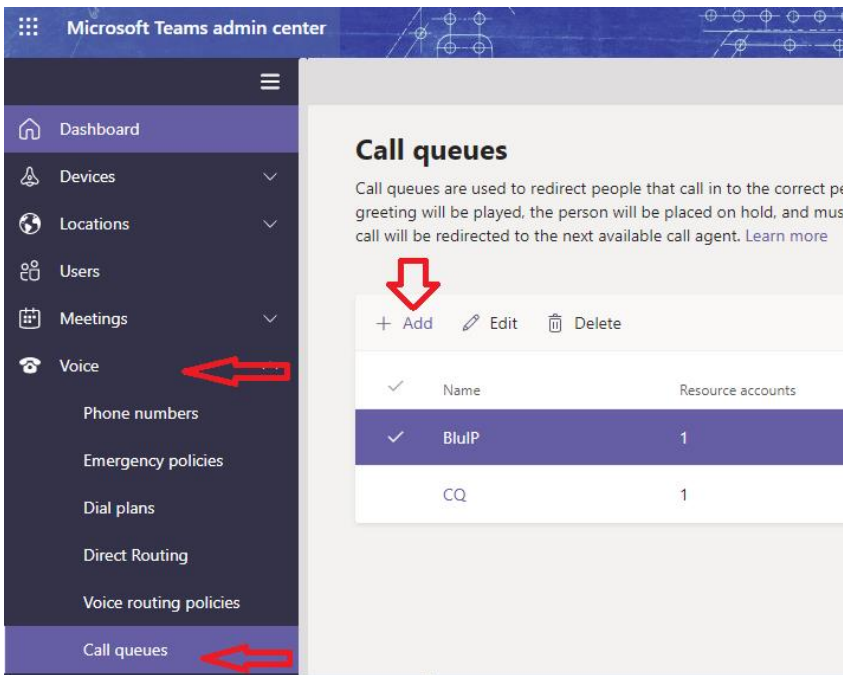
Display name ⓘ

Username ⓘ

 @

Resource account type ⓘ

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



5) 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

6) Go to office 365 admin →Users →Active user and assign the microsoft 365 phone system virtual user license to the resource account. If you don't have any available license, go to Billing → Purchase Services

- 7) Once the license has been assigned you can assign the phone number to the call queue. Below is the command to assign a number to the resource account via Powershell:

```
Set-CsOnlineApplicationInstance -Identity callqueueusername@domain.com -  
OnpremPhoneNumber +1xxxxxxxxx
```

Note: callqueueusername@domain.com (Configured from Step1 via resource account)

For more information or questions, please do not hesitate to send us an email to support@bluip.com or call us at 7026904455