

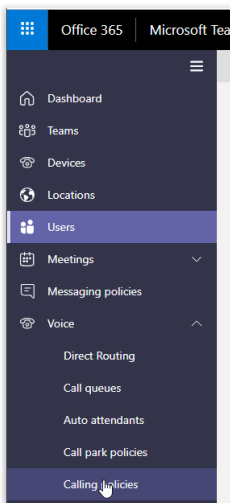
BUSY ON BUSY IN MICROSOFT TEAMS

Busy on Busy (Busy Options) is a new setting in Teams calling policies that lets you configure how incoming calls are handled when a user is already in a call or conference or has a call placed on hold. New or incoming calls can be rejected with a busy signal. You can enable busy options at the tenant level or at the user level. Regardless of how their busy options are configured, users in a call or conference or those with a call on hold are not prevented from initiating new calls or conferences. This setting is disabled by default.

ENABLING BUSY ON BUSY IN OFFICE 365

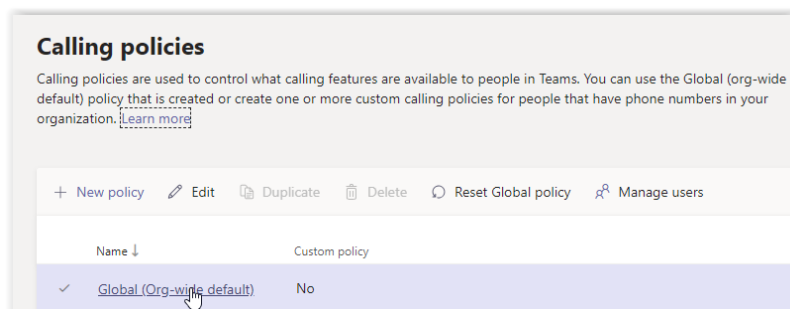
You can either do it on global level and give all your users that feature or you can do it on a per user level by creating a custom call policy.

Below you see how you can add it to all your users.



Go to the Teams admin portal in your Office 365 portal.

Click on the Calling policies and then choose your "Global" policy.



You can then activate busy on busy enabling the option and then save. Note that it can take 1-2 hours before the option will be activated.

