

USER GUIDE CELLIP MS TEAMS

This user guide will explain how to combine Cellip phone system and Microsoft Teams, and how a user with Microsoft Teams can change settings that affect how Cellip and Microsoft teams interact.

If the user is only supposed to make calls and handle voicemails, the user can handle all settings in the Microsoft Teams client. The user can use call settings to setup how to handle calls in the Microsoft Teams client.

CELLIP 365 RESPONSE GROUP

If the user is an agent in a Cellip 365 response group, the user needs to be aware of the following:

Call forward rules in Microsoft Teams will apply even when calls are received from response groups. If the user has enabled voicemail in Office 365, or has set up a call forward rule to an external phone that has voicemail enabled, the incoming call from a response group can end up in the voicemail. This is not a desired behavior since calls from a response group are supposed to go to the next available agent in such a case. To prevent this from happening, the administrator of the call queue should make sure to activate the “confirm call” option on the agent. The agent will get a voice message prompt request to press 1 if the agent wants to receive the call. If not, the call will pass on to the other agents according to your chosen call routing method.

See where the call is coming from – As of today, Microsoft Teams cannot display both who’s calling and from which call queue the call is coming from at the same time. This is being developed even though Microsoft has yet to set a date. We have solved this by adding the option to mark incoming calls with two digits of your choice. These digits will follow the caller’s phone number in the format “**ext. XX**”. Pictured here is an example of a call coming from a response group with the extension digits 88. This works in the Teams app for both desktop and mobile users. This is very useful for Agents working in multiple call queues / response groups.



As a user you will for an incoming call see which response group the call is coming from, and you will also be able to see this in your call history in the Teams client.

Logging in and out from a response group.

Speed dial lets you log on and off with ease. Each response group has two unique speed dial numbers to log you on or off. For example, a user can dial 160 in their Teams client on any device to log onto a response group, or dial 161 to log off. Businesses with many response groups can dial a special set of numbers that will log you on or off every group that you are a member of.