CALL QUEUE FEATURES IN OFFICE 365

Office 365 has a set of built in telephony features to handle call queues and touchtone functionality directly in the Office 365 portal. Together with Cellip's telephony access for Microsoft Teams and Skype for Business you get a complete cloud voice solution in Office 365.

AUTO ATTENDANT

With Auto attendant, you can very easily set different keystrokes and phrases for a main number, for example, "Hello and welcome to Cellip, do you want to talk with sales press 1, for support press 2", etc. There is a maximum of 10 button selections to configure individually. If that's not enough an Auto Attendant can transfer to another Auto Attendant to further expand the configuration. One can also set opening hours, holidays and what will happen to the call when closed.
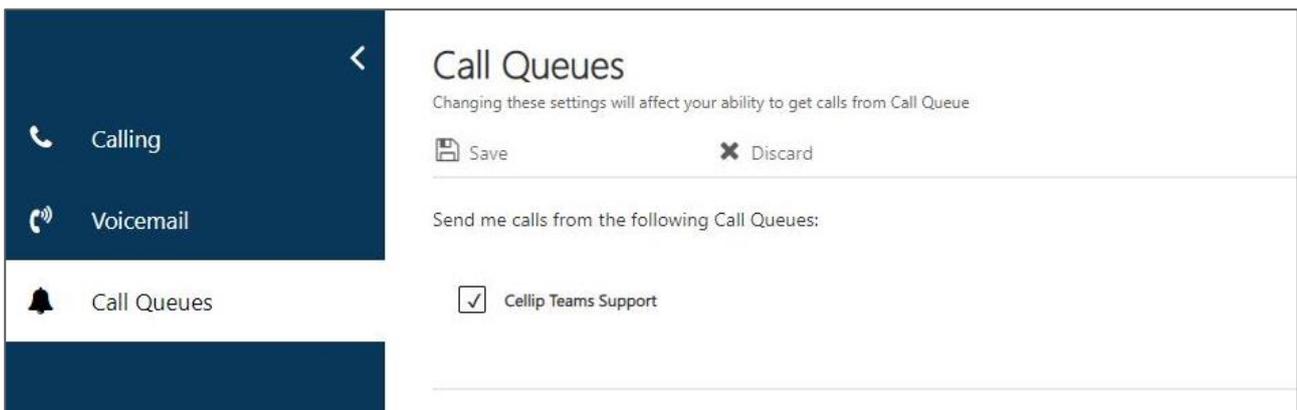

CALL QUEUES

A Call Queue is a phone queue where incoming calls are placed in a queue while waiting for a Teams user to answer, a so called "agent". One can decide whether the incoming calls will call out to all agents at the same time or one agent at a time. As with the Auto Attendant you can add a welcome phrase but no opening hours. A Call Queue can be reached either by calling directly to its phone number or via an Auto Attendant.

LOG IN AND OUT OF A CALL QUEUE

As an administrator, you can decide if the agents themselves can log in and out of the Call Queues to which they belong. The agent can then choose whether to receive calls from the Call Queues they are a member of.

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