TELEPHONE OPERATOR FUNCTIONALITY IN MICROSOFT TEAMS

The following guide will walk you through the features of Microsoft Teams that can help a phone operator or user who frequently receives phone calls that need to be handled by someone else.

TRANSFER AN ON-GOING CALL

To transfer an on-going call, click on the three dots and then on **Transfer**. A window will pop up where you can search and choose who you wish to connect the call to. You can also type an external number and transfer the call once you get the number on the screen.
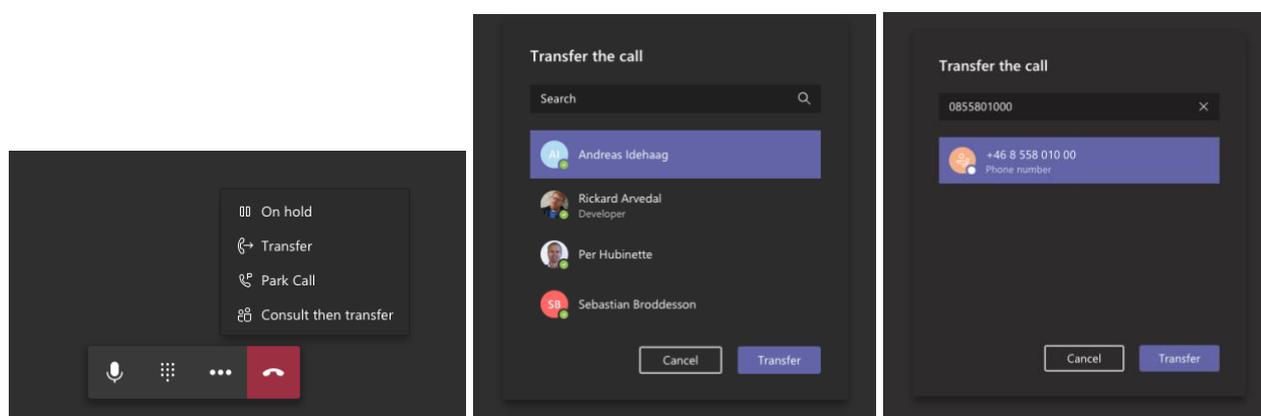
If you wish to announce a call before transferring, do the following:

Click on the three dots and then on **Consult then transfer**. The translation to Swedish is not entirely correct. Then, look up the person that you wish to ask whether they want to take the call and click on **Consult**.

As you click on **Consult** and choose a colleague who has Microsoft Teams you can choose between asking the person via the chat or click on the phone to ask by voice call. When you're ready to transfer the call, click on **Consult**.
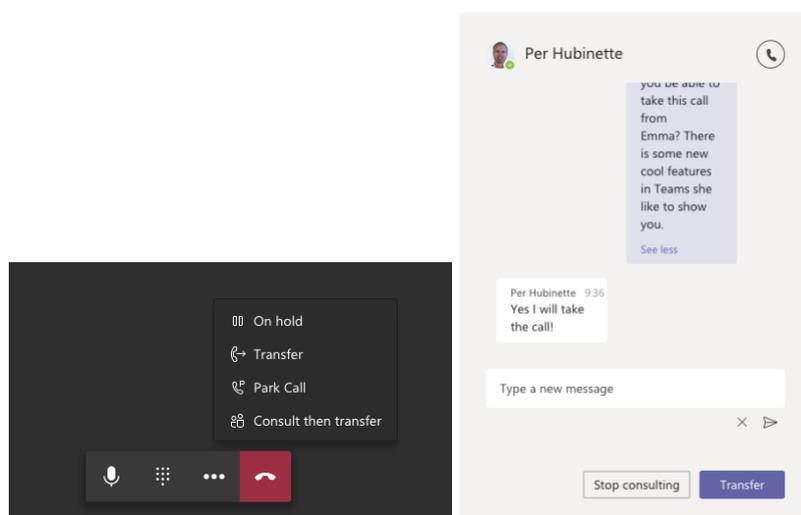
PARK CALLS

Call parking means that you can put a call on hold and then send a two-digit code to someone else who can pick the call back up. To park a call and reconnect it, this must be permitted on user level. You can check if you have this service activated on your users by clicking on the call icon and checking for the **Parked calls**
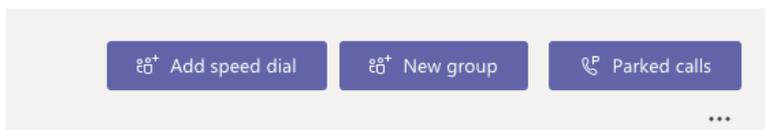
(See the section at the end of this guide to learn how an administrator activates this feature on a user account).

When a new call is incoming you answer it and can then click on the three dots. You will then see 4 options and can choose to **Park call**.
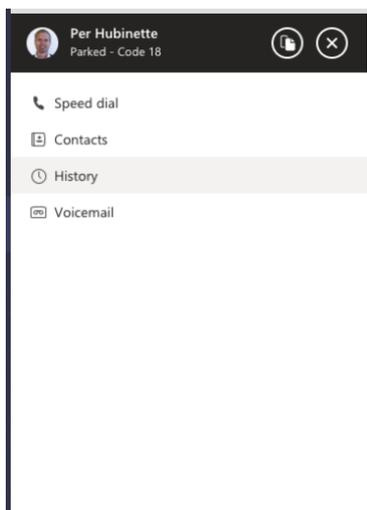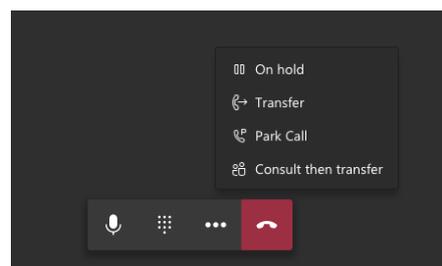
When you choose to park a call, it will appear at the top left under the call menu. You will also see that the call has received a code "18". This is the code used to pick the call back up and anyone with the Park call feature can reconnect to a call. To know which code to use to reconnect to a call, the person who parked the call must send the code to the person who is to reconnect to it.

The parked call visible at the top right is only visible to the person who parked the call, and only in the client used to park the call. Remember that if you remove a call it is not automatically cancelled as it is only the visibility in the client that is removed. It is also important to understand that the visibility doesn't disappear when someone picks the call back up and
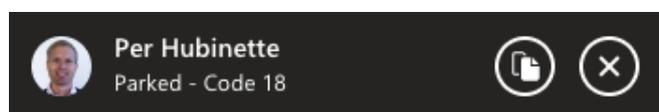
that it will remain in the client. After 5 minutes it will disappear if you do not pick it back up yourself and if it isn't manually removed before the 5 minutes are up.

If no one picks the call back up within 5 minutes the call will be returned to the person who parked it. It will then display as coming from Callpark.

If you choose not to take the call, the person who made the call will remain on hold, but it is not possible to see this anywhere and the call must be picked back up using the original code.

To pick a call back up you'll go to the call window, where your short numbers are located, and click Parked calls. When you click on Parked calls a new window will pop up where you type the code and click on Answer. Once you have typed in the code you are immediately connected to the call that has been parked.

If a parked call is cut off because the person on the other end has hung up, someone else has taken the call or the code is outdated, it may sound as if you are making a call, but the call will then be cancelled.

HANDLE CALL PARKING ON MOBILE

When you wish to park a call from a mobile phone, press the three dots and select the option: **Park Call.**
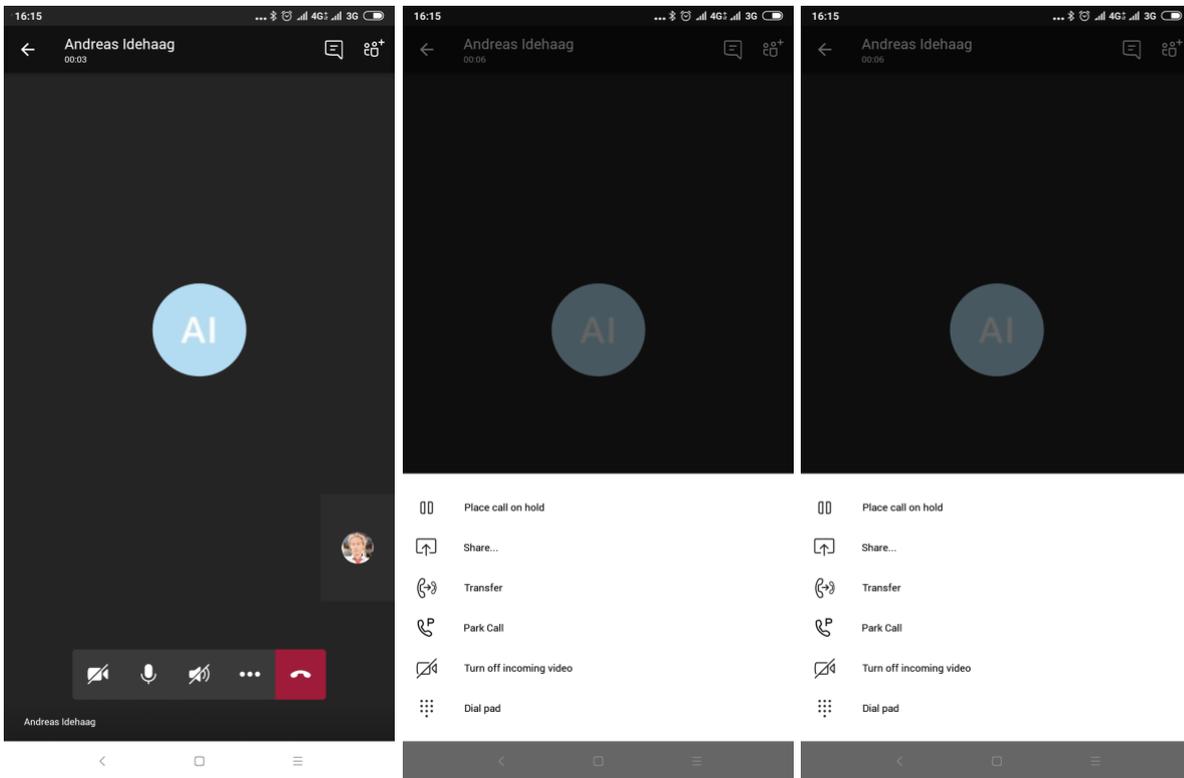
The call will be parked, and you will see which code is active. The call is parked but you won't see it in the client.

The call can now be picked back up by a mobile phone or a client on PC or Mac. Anyone who has call parking activated can pick up the call. If the call is not picked up within 5 minutes, it will return to the person who parked it.

To pick a call back up in mobile, go to the call section. Click on the phone icon and then on the phone icon with a **P** in it.
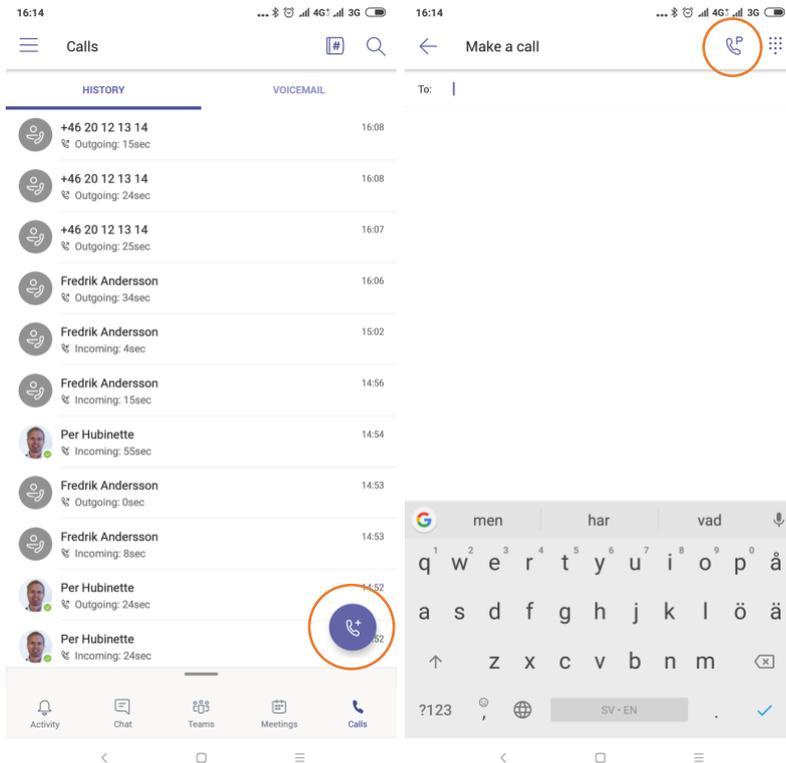
A window will pop up where you can type the code to pick the parked call back up by clicking on **Answer**.

ACTIVATE CALL PARKING IN OFFICE 365 FOR ADMINISTRATORS

You'll have to run a series of commands in Powershell to activate call park on a specific user. First, the user must be in "Teams Only Deployment Mode". This can be done by running the following command. The below shows you how to do all of it on a user called janedoe@cellip.se

Grant-CsTeamsUpgradePolicy -PolicyName UpgradeToTeams -Identity janedoe@cellip.se

Then, you will create a new call parking policy using (you only have to do this for the first user, then you can re-use this for all others who are to be granted call park)

New-CsTeamsCallParkPolicy -Identity "AllowCallParkPolicy" -AllowCallPark $true

You make sure that this new policy may park calls

Grant-CsTeamsCallParkPolicy -PolicyName SalesPolicy -Identity janedoe@cellip.se

You can also activate call park for all who have the default settings by running

Set-CsTeamsCallParkPolicy -Identity Global -AllowCallPark $true

This will make all users who are on "Teams Only Development Mode" able to use call park.