



MS Teams Business Voice

Duration	60 minutes
Prerequisites	No Prerequisites
Remote Training Requirements	<ul style="list-style-type: none">• Sessions will be hosted using Zoom• Attendees must have access to a PC/ Laptop that can access Zoom and Microsoft Teams• 3 client test accounts must be provided

COURSE DESCRIPTION

This course will provide users with an overview and introduction of the calling and telephony features within Teams.

This course can be completely customised for each client as appropriate.

COURSE CONTENT

- Microsoft Teams Telephony Overview
- What is a softphone?
- Integrated with Teams
- Access from any device
- Desktop Application
- Mobile Application
- Making a call
- Making internal & external phone calls – Desktop & Mobile
- Start an internal call or call to a guest from a chat in Teams - Desktop
- Start an internal call or call to a guest from a chat in Teams – Mobile
- Start an external call from Teams phone app – Desktop
- Start an external call from Teams phone app – Mobile
- Speed dials
- Speed dial groups
- View/add contacts
- Start a call from Contacts
- Start a call from History
- Start a call from Outlook
- Answering a call
- Answering a call – Desktop
- Answering a call – Mobile



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- Understanding the Call Window & Call Controls
- Place callers on hold – Desktop & Mobile
- Place callers on mute – Desktop & Mobile
- Using dialpad during a call
- Transfer & Conference
- Unsupervised Transfer calls
- Supervised Transfer
- Cancelling a transfer
- Adding someone to a call

- Meetings:
- Schedule a meeting Teams vs. Outlook
- Select a channel to meet in
- Invite people
- Join though teams and online
- Connecting and checking devices
- Meeting Options
- Chat with participants
- Participant preferences
- Edit and updating meetings
- Live meeting functionality: Join Information / Change Background / Share video / content
- Cancel meetings
- Call Forwarding
- Activate Call Forwarding
- Understand Call Forward options
- Forward calls to a call group
- Setting up a pickup group – Simultaneous Ring
- Call Delegation and Shared Lines
- Understand delegate permissions and features
- Add a delegate
- Make and receive calls as a delegate
- Put calls on hold as a delegate
- Change your boss's call and delegate settings
- Other Settings
- Call Blocking
- Understand DND and setting up Priority Access
- Setting up Distinctive Ringtones
- Manage Audio & Video settings
- Tagging for status change alerts
- Voicemail
- Using Voicemail
- Setup Your Voicemail greeting
- Generic vs. out of office
- Check your voicemail



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