

Microsoft Teams Phone

Course Outline

Pre-requisites: Suitable for complete beginners. Experience of using instant messaging.

Requirements

- Access to Microsoft Teams Calling Features

Description

Microsoft Teams Calling Features and Phone System.

This course covers all aspects of the Microsoft Teams Calling and Phone System Features, and is separated into helpful sections.

The Sections are:

1. Introduction
2. Calls Application View
3. Placing and Receiving Calls in Teams
4. In Calls Controls
5. Customizing Your Teams Calling Features

6. Your Voicemail Options
7. Teams Calling Delegate
8. Calls Queues and Reporting
9. Conclusions

What you'll learn

- How to use the Microsoft Teams Calling Features
- Fully understand how to use the Phone System integrated within Microsoft Teams
- Learn to use Call Centre Functionality that exists within Teams
- Place and manage your Calls in Microsoft Teams
- Receive and transfer Calls in Microsoft Teams