

Microsoft Phone System Auto Attendants and Call Queues

Overview Deck



Microsoft Phone System Considerations

Call Delivery

Need:

3 options to route calls to Phone System

- Direct Route
 - Leverage existing Microsoft certified Session Border Controller and route calls to Microsoft Phone System
- Operator Connect
 - Maintain your existing Provider and connect directly to Microsoft Phone System
- Calling Plan
 - Leverage Microsoft number pool or port your own into your tenant for fixed monthly rates. Minutes are pooled and additional credits can be purchased, if needed

[PSTN connectivity options - Microsoft Teams | Microsoft Docs](#)

Resource Accounts

Need:

To configure an Auto Attendant or Call Queue a resource account is required

- A resource account requires a license and service number
- Resource accounts do not need to use your user licenses. Virtual licenses can be obtained through your M365 admin center as an add on subscription and they will be \$0

[Manage resource accounts in Teams - Microsoft Teams | Microsoft Docs](#)

Attendants/Call Queues

Capabilities:

Auto Attendants and Call Queues will give organizations the ability to have call center functionality rather than paying some of the higher competitor pricing where 'full' agent functionality is not necessarily required

- Record/upload greetings
- Upload hold music
- Routing methods for Agents
 - Attendant routing
 - Serial routing
 - Round robin
 - Longest idle
- Add users and groups to the call queue OR a Teams channel supports up to 200 agents

[Create a call queue in Microsoft Teams - Microsoft Teams | Microsoft Docs](#)

Overall guidance

- ✓ Decide which call route to Microsoft Phone System works best for your company.
- ✓ Verify your Session Border Controller is Microsoft Certified
- ✓ Obtain your virtual licenses
- ✓ Decide how calls will be queued to the agents
- ✓ Build your call flow and add agents