Microsoft Teams telephony guide – call queues

version 1.0
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Please use this guide in conjunction with the general [Microsoft Teams telephony guide](#)

1. Microsoft Teams telephony – call queues

To see what call queues you are part of, go to the Calls section of the MS Teams Settings

The quickest way to navigate there is by clicking on the Forwarding text below the Dialpad and clicking More Settings

This will open the MS Teams Settings pane on the Calls section, scroll to the bottom

Under Call queues you will see what queues you are a member of.

If the call queue is set up to prevent you from logging out there will not be an on/off switch

If the call queue is set up to allow you to log out there will an on/off switch you can toggle

2. Microsoft Teams telephony – receiving calls from the call queue
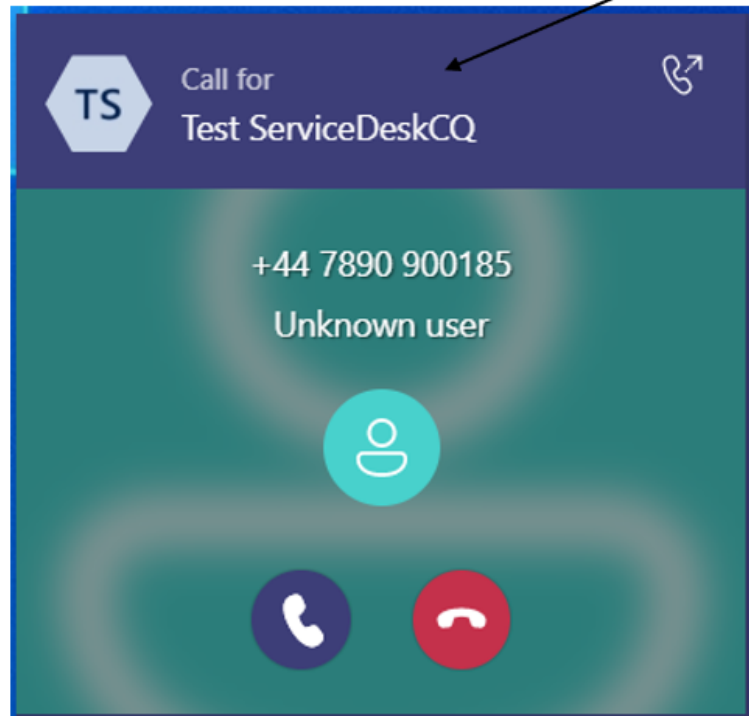
When you receive a call from the call queue you will be able to identify it as there will a banner along the top of the incoming call with the call queue name

How calls are to be allocated is set in the call queue settings. There are 4 options:
- Attendant routing - each call in the queue will ring all the users at the same time
- Serial routing - incoming calls will ring people one by one in the same order, starting from the beginning of the user list each time
- Longest idle - the next call in the queue will ring the person that has been in presence state Available the longest (i.e., green status in MS Teams)

and the most common:

- Round robin - each person will get the same number of calls from the queue

Most call queues are set up to only attempt to ring you if you are in the presence state Available (i.e., the green status in MS Teams):
- this prevents further call queue calls from being put through to you when you are already on a call from the call queue
- this means that your Outlook calendar is also taken into account – so if you are in a meeting, you will not be on the presence state Available and therefore will not receive any calls from the call queue. If you use your Outlook calendar to remind you of tasks these should have the Show As: option set to Free instead of Busy so you will still be allocated calls from the call queue

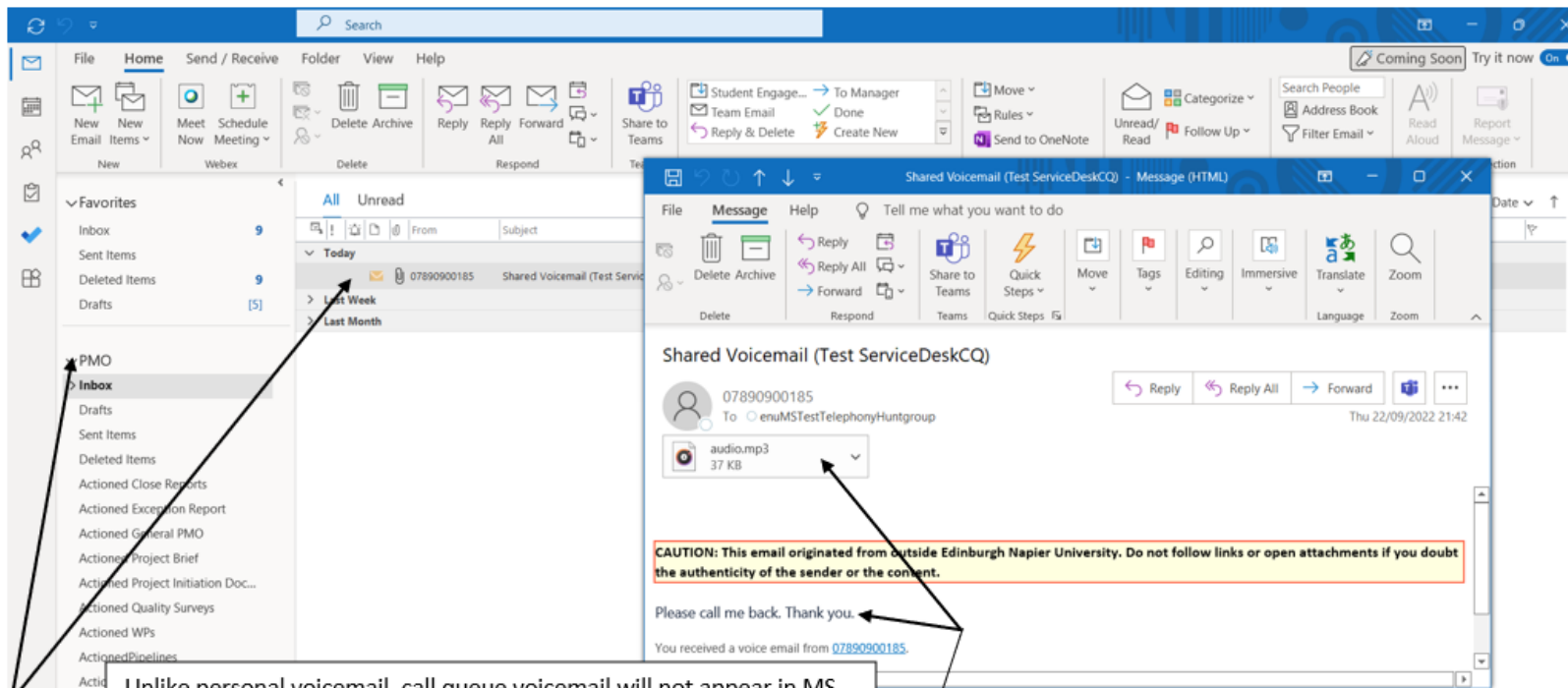3. Microsoft Teams telephony – making calls from the call queue
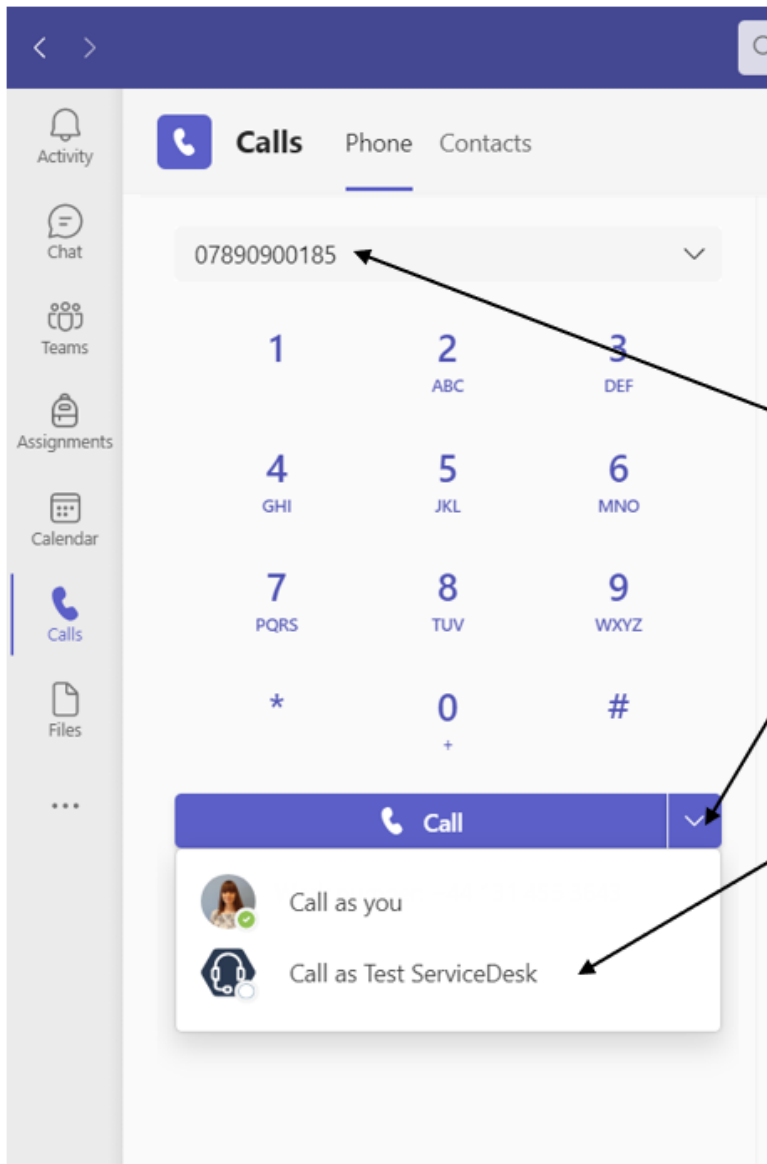
When you make a call, you can choose to do so from the call queue number

Enter the number you want to call

Click the drop-down arrow on the Call button and select the call queue you want to call from

4. Microsoft Teams telephony – call queue voicemail

Unlike personal voicemail, call queue voicemail will not appear in MS Teams

Call queue voicemail will send an email to a shared mailbox set in the call queue settings

From the email you can play the voicemail message and see the transcription

You should agree a process with all users of the call queue on how to manage voicemail message emails

If you do not want the call queue voicemail emails coming to the shared mailbox Inbox you can set up an email rule to move them to a specific folder

5. Microsoft Teams telephony – changes to the call queue settings

As you use your call queue there may be settings you want to change. These might include:

- users who are included in the call queue
- voicemail greeting(s) for the call queue
- business hours
- call allocation rules
- the number of seconds the call rings a user in the call queue before attempting another user in the call queue (the minimum this can be is 15 seconds)
- the length of time a call waits for a user in the call queue to answer before it is sent to the call queue voicemail
- the maximum number of calls that can be waiting in a queue at any one time before the next call joining the queue is sent straight to the call queue voicemail

To request changes to any of these settings please contact the IS Service Desk.