

Teams Resource Accounts

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A resource account is a disabled user in your tenant that can be used to represent resources. For Teams, this can be used to represent a Call Queue or an Auto Attendant.

You will need to have a 'Phone System – Virtual User License' licence available on your account to set up a Resource Account. This is a free licence that is available as an add-on alongside your Business or Enterprise Voice licences.

Create a Resource Account

You can create Resource Accounts in the Teams Admin Center.

1. Log into your Teams Admin Center at <https://admin.teams.microsoft.com>
2. Go to '**Org-wide Settings > Resource Accounts**'

You can then link the Resource Account to a Call

3. Select **Add**
4. Provide a name and email address for the Resource Account
5. Specify the type of Resource it will be assigned to (Call Queue/Auto Attendant)
6. Press **Save**

number. This allows calls to be routed to a linked Call Queue or Auto Attendant.

The Usage Location assigned to the Resource Account must match the number's location for it to be assigned.

Once you have created the Resource Account, you will need to apply the Virtual user licence to it.

Queue or Auto Attendant.

Assign a Number to a Resource Account

Once you have assigned the Resource Account the Virtual User licence, you can assign it a Service

1. Log into your Teams Admin Center at <https://admin.teams.microsoft.com>
2. Go to '**Org-wide Settings > Resource Accounts**'

3. Select the Resource Account
4. Select **Assign/Unassign**
5. Select the Phone Number Type as Online
6. Enter the number you want to assign and select it from the suggestions list

Note: Enter the number using the country code, without the plus (+) or spaces. i.e. 0345 223 9000 would be entered as 443452239000

7. Press **Save**