

Teams Call Queues

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Call Queues allow you to route a PTSN call to multiple users or hold calls until a user can answer.

You will need to first create a Resource Account for the Call Queue. You must also have either Business Voice or Enterprise Voice services assigned before you can create a Call Queue.

Create a Call Queue

You can create Call Queues in the Teams Admin Center.

1. Log into your Teams Admin Center at <https://admin.teams.microsoft.com>
2. Go to **'Voice > Call Queues'**
 - a. Call Queue Name – This is the name users will see when answering these calls
 - b. Resource Account – Allows calls to be routed to the Call Queue
 - c. Greeting – Provide a audio file to be played to callers before ringing with users. If not specified, it will go straight to ringing users.
 - d. Music on Hold – The music file played when callers are held in the queue.
 - e. Call Answering – The users and/or groups of users that the queue will attempt to ring on. Also specifies how it will attempt to route to users:
 - Attendant Routing – All users will ring at once
 - Serial Routing – Will route to users down the list of users
 - Round Robin – Will attempt to balance calls between all the users
 - f. Call Overflow Handling – What happens when too many calls are in the queue at a single time.
 - g. Call Time Out Handling – What happens to calls when they have been waiting for too long.
3. Select **Add**
4. Provide the required details for your Call Queue:
 - a. Call Queue Name – This is the
5. Press **Save**

