

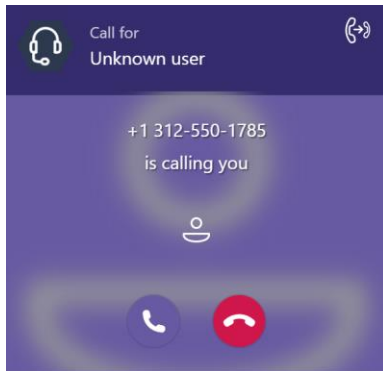


Microsoft Teams

Call Queue

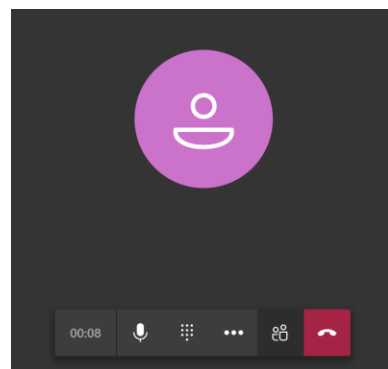
As a member of a call queue, when an incoming call reaches the queue, you will receive a popup from your Teams application. Click the answer phone  icon to answer the call. To reject the call, click the decline call  icon.



Call Controls

Once you have answered the call, you will have the following call controls available to you in Teams:

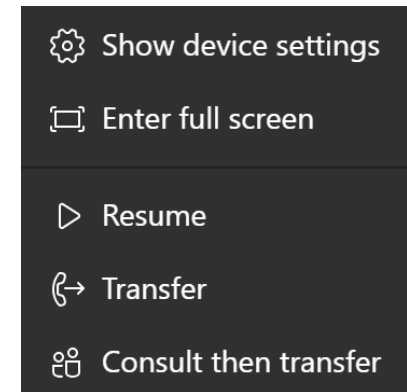
1. Mute/Unmute
2. Launch keypad
3. More options
4. View/Add participants
5. End call



1 2 3 4 5

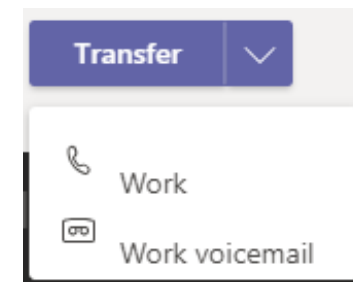
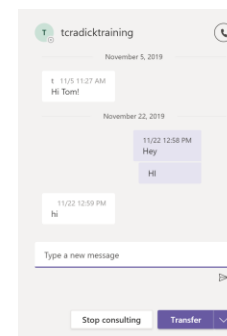
Call Transfer

To initiate a call transfer, click the more options ... icon and select **Transfer**. The participant on the far end will be placed on hold.




Consult then Transfer

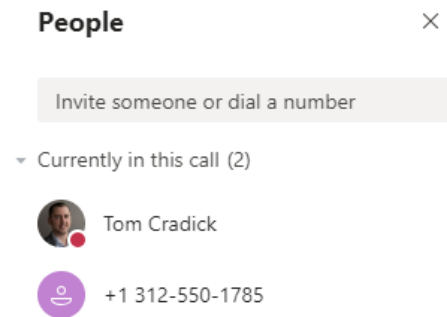
To consult with a fellow queue member before transferring a call, click the more option ... icon and select **Consult then transfer**. You can chat or call the person you want to transfer to prior to transferring the call. When ready, click **Transfer** and select **Work**. To transfer directly to a voicemail, select **Work voicemail**.



Microsoft Teams

Add a user to the call

To add someone to your call, click the participants icon  and **Invite someone or dial a number**. That person will be invited to join your call in progress.



Opt-out of call queues

To opt-out of a call queue, open a browser and enter <https://aka.ms/cqsettings>. Sign in using your Goodman Network credentials and uncheck the box for your call queue. Be sure to click **Save**.

