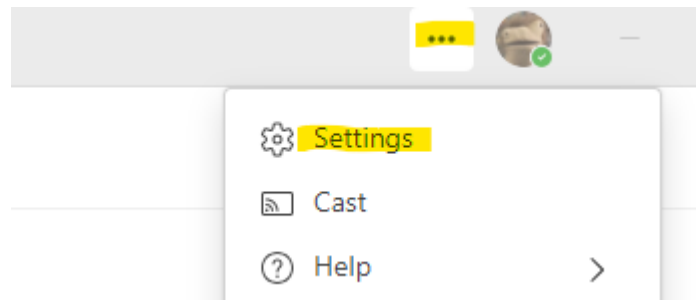


Call Queue Attendant Guide

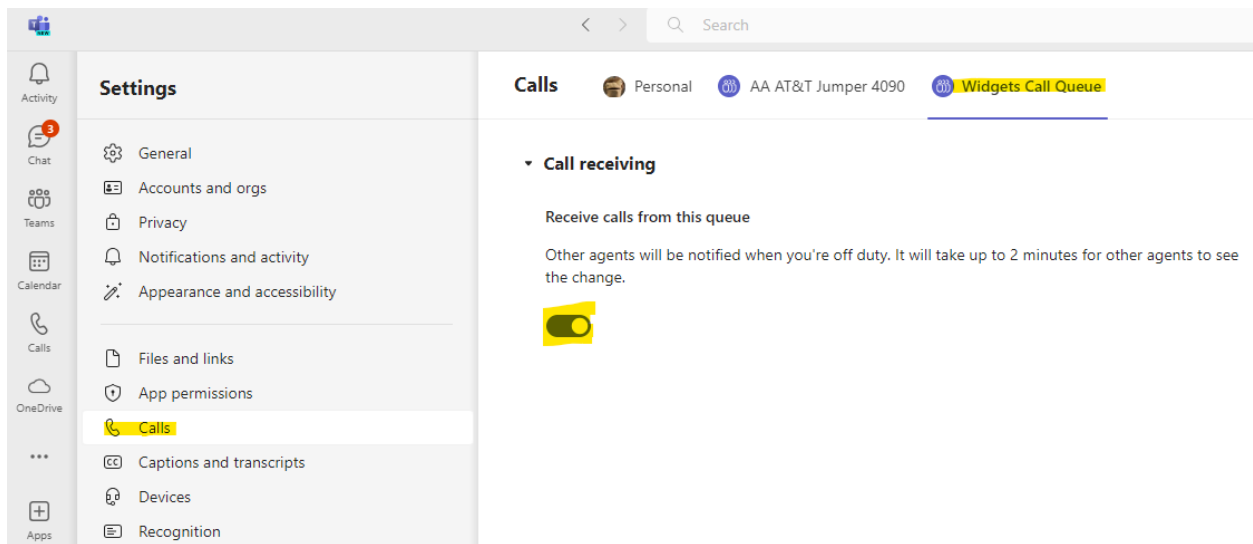
The Teams call queue has similar functionality as our previous system but with a few minor changes. You will handle calls through a combination of the handset and the desktop Teams app.

Signing in and out

To sign in, or out, of a queue. Go to your desktop app and click the three dots next to your account icon in the upper right. Then select “settings”.



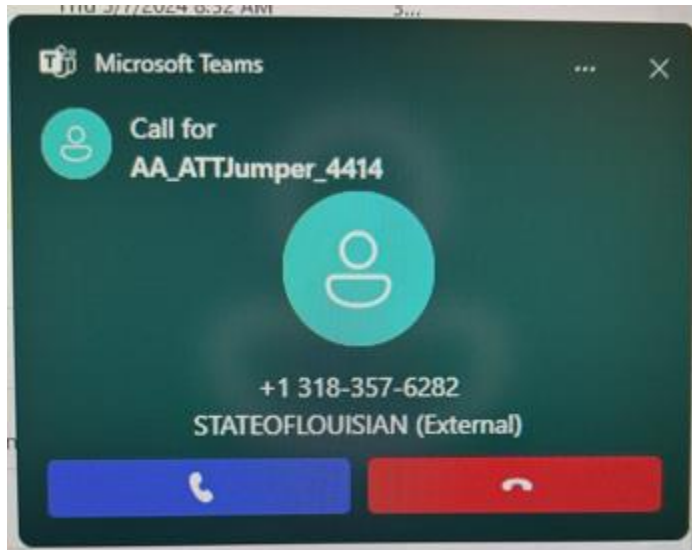
From setting click on “Calls”. At the top of the call tab you will see all the queues that you currently have access to. Click the appropriate queue, then click the slider button to enable or disable your access.



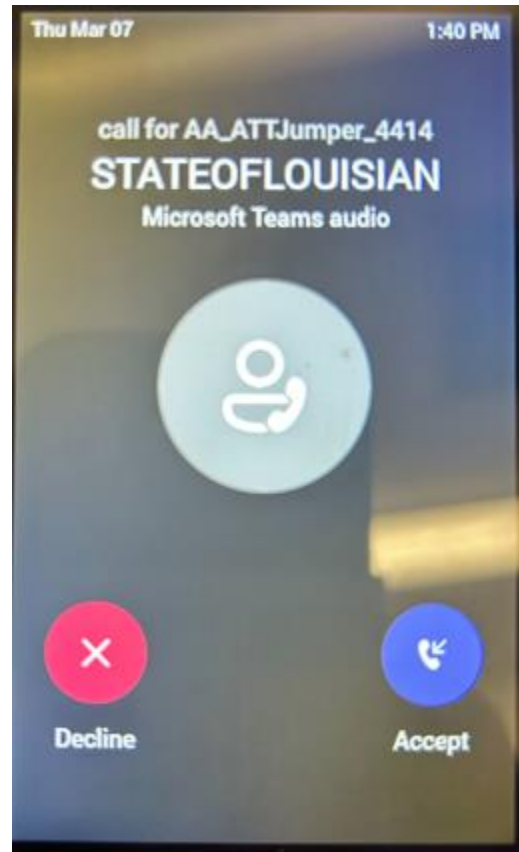
Answering calls

Calls will present on any, and all, devices that you are signed into. Expect to hear both your desktop app and desk phone ring at once. Your desktop app will give you a notification in the lower right corner of your screen.

Desktop App



Phone



Both show that the calls are for a queue, for this example, named AA_ATTJumper4414. Expect your queues to have names related to their function. Once received calls can be transferred and or manipulated as any normal calls can.