

MS Teams - Setting Up Delegates

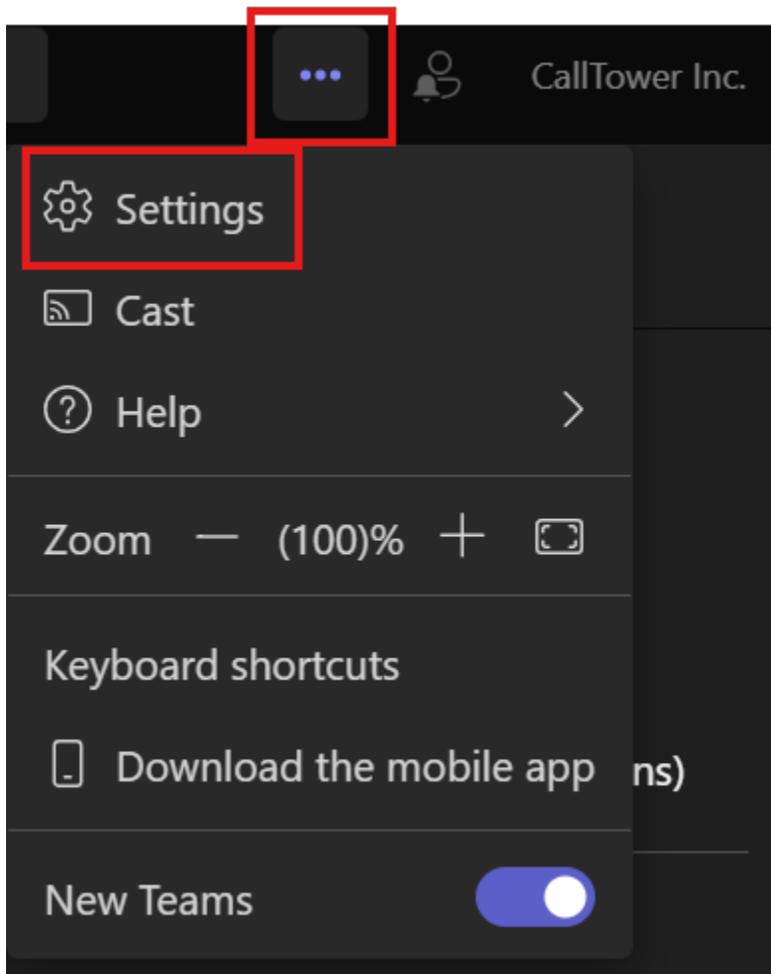
Goal:

Provide instruction on how to share a phone line with a delegate

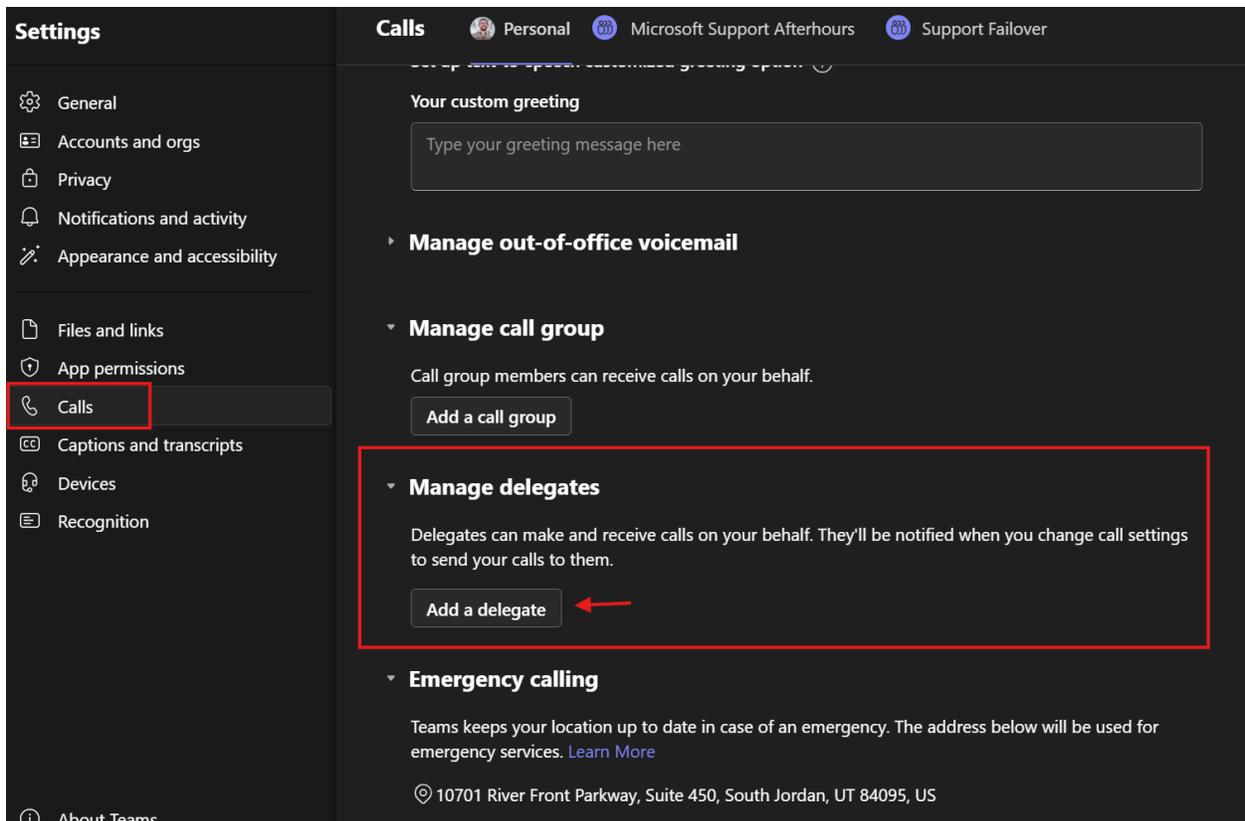
You can pick someone in Teams to be your *delegate*—to receive and make calls on your behalf. When you add a delegate, you're essentially sharing your phone line with them, so they can see and share all of your calls.

Add a delegate

1. Open the menu in Microsoft Teams by selecting ... > **Settings**. Then select the **Calls** tab.



2. Under the **Calls** tab browse to the "**Manage Delegates**" option and select it



Note: If you don't see any options for delegation in your settings, that's because you don't have an Enterprise Voice license.

3. Type the person's name in the **Add a delegate** box.
4. With the desired individual selected check the desired actions

Manage delegates

Delegates can receive and make calls on your behalf. Once you add a delegate, select them to choose what they can do.

Add a delegate

Type a name

Your delegates



Brendon King



- Make calls
- Receive calls
- Change call and delegate settings
- Pick up held calls
- Join active calls

5. Your delegate receives a notification letting them know about their new status.

Dylan Lewis 2:49 PM



Dylan Lewis added you as a delegate.

Now you can:

- Make calls on their behalf
- Receive calls on their behalf
- Change their call and delegate settings
- Pick up held calls

Now the person appears in your delegates list. They will also receive a notification letting them know you have added them as a delegate. You can review your delegates and the selected actions by going to the Manage Delegates section.

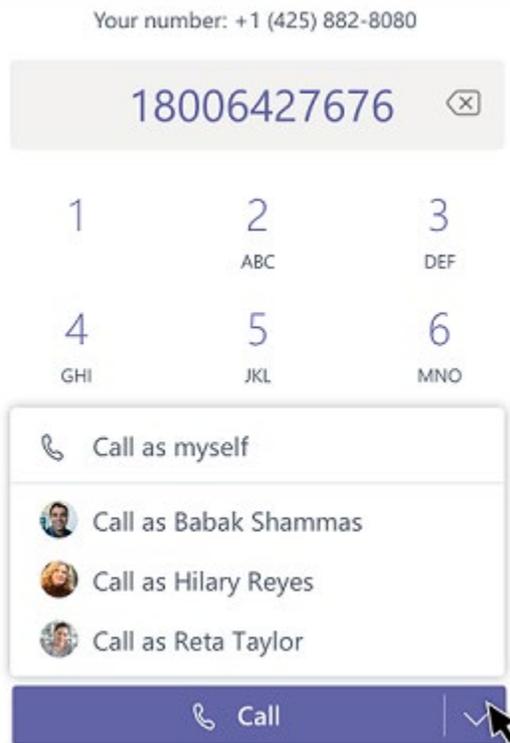
- **Notes:**

- Delegates can see when you're on a call and who it's with.
- Any calls made or received by you or on your behalf can be put on hold or resumed by you or your delegates.

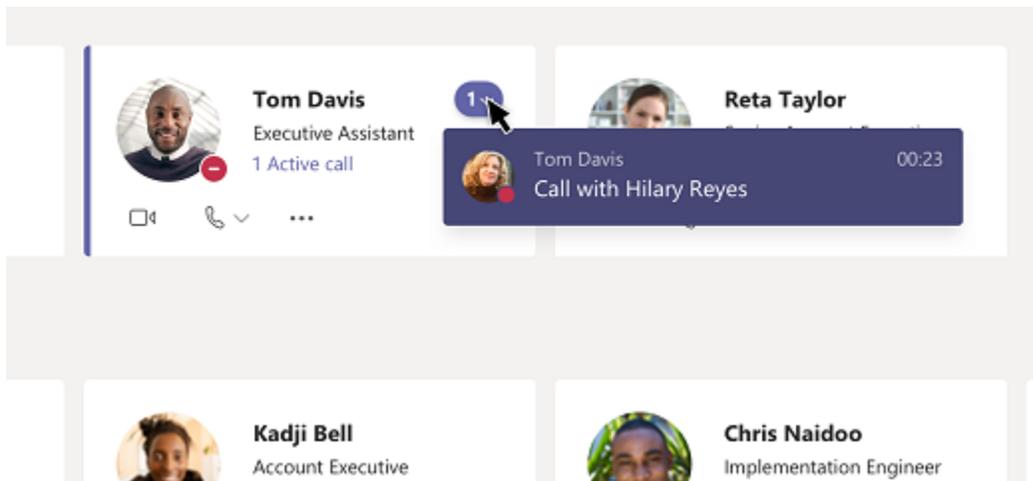
Make a call as a delegate

Once you've been added as a delegate, you can make calls on behalf of someone else.

1. Go to or start a one-on-one chat with the person you want to call, or dial a number on your dial pad.
2. Click **Call**.



Note: Delegators can see the calls you make and receive on their behalf.



For more information, click on the link below:

[Share a phone line with a delegate](#)