Call Queues and Shared Line – Ring at the Same Time Scenario

You might be added to a Shared Mailbox, Teams Voice enabled Team’s channel, or call queue group. The example on the right is from a Teams Voice enabled Teams Channel:

- Sign in and out of the shared line
- Place outgoing calls as yourself or as the shared line number
- View call history of the calls you serviced from the shared line
- View and listen to voicemail left for the shared line
- View other members of the shared line and their current status

When receiving a call from a main line, shared line, or call queue, a banner will be added to the call notification indicating the name of the line where the call originates. This provides you with an opportunity to determine if the call is coming directly to your number, or if you’re answering a line for your Department or Division.

The call history in your personal Calls menu will not reflect calls associated with shared lines. To see call history for the shared line, you will access the Calls tab in the shared line’s channel. You will only see calls here that you serviced, either incoming or outgoing. You will also see voicemails that have been left on the shared line voicemail box.

IMPORTANT NOTE: This experience is ONLY available if calls to this shared line ring to all participants at the same time. Lines with prioritized ring order do not have a Teams channel available.
Call Queues and Shared Line – Ring at the Same Time Scenario – Logging in & Out

If you help answer calls for a call queue, shared line, or hotline, you may need to sign in and out of that phone line, based on your schedule. There are two ways to do this, from the Teams computer application or from the Teams mobile application.

Option 1: From the Channel
Sign in and out of the shared line by accessing your Shared Line Team, Voice Enabled Channel, Calls Tab. Once there, look for your name and a toggle switch below the dial pad on the right side of your screen. You’ll use this switch to log in and out of the queue as your schedule dictates.

Option 2: From Settings
Sign in and out of the shared line by accessing the three-dot ellipsis next to your profile picture or initials. Once there, select Settings. Once inside the Settings menu, select Calls. Once inside the Calls menu, scroll all the way to the bottom of your screen and toggle the switch left to log out of the call queue, and right to log in to the call queue.
Call Queues and Shared Line – Ring at the Same Time Scenario – Access Shared Voicemail

If the main line or call queue that you manage has a voicemail tied to it, this feature will be available in Teams. Shared voicemail access will be available through the voice enabled channel for your shared line in Teams.

You can view the voicemail in the History, or you can click the Voicemail button to filter to only voicemail.

From the History section, you may view who called, the opening transcription of the call, and the duration, date, and time of the voicemail.

To listen, click the voicemail in History, and a window will expand on the right side of the screen providing the full transcription of the voicemail, along with a play button at the bottom of the screen, as well as an option to speed up or slow down the playback.

Best Practice: If you work with others to manage a shared voicemail, it is recommended to create a business process to indicate when a team member has reviewed and responded to a voicemail. A good approach is to assign voicemail responsibility to a single person per day, week, etc., to ensure no messages are contacted repeatedly or missed altogether.
If your number was tied to a previous phone system function that allowed calls to be automatically transferred to you, Teams will maintain the integrity of that function.

When receiving a call from a main line, shared line, or call queue, a banner will be added to the call notification indicating the name of the line where the call originates. This provides you with an opportunity to determine if the call is coming directly to your number, or if you’re answering a line for your Department or Division.

You will also be able to differentiate between the types of calls you received when looking at your call history in Teams. Calls from a main line or call queue will display in history with the name of the line where the call originates.

**IMPORTANT NOTE:** This will be the shared line experience if calls to this shared line ring to all participants in a prioritized ring order. Voicemail for shared lines (if configured) will be available in Outlook Groups.
If you help answer calls for a call queue, shared line, or hotline, you may need to sign in and out of that phone line, based on your schedule. There are two ways to do this, from the Teams computer application or from the Teams mobile application. This slide depicts the experience from the Teams desktop application:

**From Settings**
Sign in and out of the shared line by accessing the three-dot ellipsis next to your profile picture or initials. Once there, select **Settings**. Once inside the **Settings menu**, select **Calls**. Once inside the **Calls menu**, scroll all the way to the bottom of your screen and toggle the switch left to log out of the call queue, and right to log in to the call queue.
Call Queues and Shared Line – Prioritized Ring – Logging In & Out

If you help answer calls for a call queue, shared line, or hotline, you may need to sign in and out of that phone line, based on your schedule. There are two ways to do this, from the Teams computer application or from the Teams mobile application. This guide outlines the process to log in or out from the Teams Mobile Application:

**Teams Mobile App**

Sign in and out of the shared line by accessing your Shared Line Team, Voice Enabled Channel, Calls Tab. Once there, look for your name and a toggle switch below the dial pad on the right side of your screen. You’ll use this switch to log in and out of the queue as your schedule dictates.

1. Select your profile picture (or initials) in the upper left corner of the mobile application
2. Select Settings from the menu that opens
3. Select Calling from the settings menu
4. Toggle the switch to the left to log OUT of the call queue/shared line when your shift is complete.

Toggle the switch to the right to log IN to the call queue/shared line when it’s your turn to manage calls for this line.
If the main line or call queue that you manage has a voicemail tied to it, this feature will be available in Teams. Shared voicemail access will also be available through Outlook. If you currently access a shared voicemail today, you will be added to a new group in Outlook and will be notified via an email message.

You will access the shared voicemail from the left navigation in Outlook, under ‘Groups’. The name of the voicemail will match the name of the main line or call queue that you manage.

Best Practice: If you work with others to manage a shared voicemail, it is recommended to create a business process to indicate when a team member has reviewed and responded to a voicemail. Marking the message as read/unread will not show through to others accessing the shared voicemail. We recommend assigning and scheduling shared voicemail response duty, to eliminate multiple people responding to the same voicemail.