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MICROSOFT TEAMS – CLOUD AUTO ATTENDANT & CALL QUEUE SETUP GUIDE

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Summary

Cloud Auto Attendant

An auto attendant in Office 365 is a series of text-to-voice prompts or audio files that replace a human operator, allowing users that have dialed in to:

- Receive prerecorded information,
- Access custom menus and call trees
- Use dial by voice directory services to reach certain users
- Leave special messages for certain times of day or year (Holidays, or afterhours)
- Allow transfer of calls into call queues, human operators, or even other auto attendants.

This document is intended to walk through the steps needed to setup and utilize an Auto Attendant for Office 365, as well as provide guidance for best practices and help implement the prerequisites for an Auto Attendant.

Cloud Call Queue

A Call Queue in Office 365 is a method of ringing multiple users for certain types of calls, with a variety of special features and add-ons.

A Call Queue is used in conjunction with an assigned DID, or can be transferred to from an Auto Attendant without a DID attached.

Calls may be transferred to Teams users, even if they do not have a DID.

Prerequisites

- An active Office 365 tenancy
- Virtual Phone System - \$0 license the resource account is associated with.
- Access To Vconnect

Starting Implementation (For both CQ & AA)

Step 1: Creating the Resource Account and add license

1. Obtain a Phone System Virtual User license as follows:

Go to Veracity Microsoft billing portal to add these subscriptions or go to Microsoft billings. If you don't use Veracity Microsoft billing portal, then go to the Microsoft 365 admin center, go to **Billing > Purchase services > Add-on subscriptions** and scroll to the end - you will see "Phone System - Virtual User" license. Select **Buy now**.

2. Create a new resource account:

Using Microsoft Teams admin center navigate to **Org-wide settings > Resource accounts**. Click New Account, Name AA@domain.com or CQ@domain.com and select **Auto Attendant or Call Queue** from **Resource Account Type**

3. Assign the Virtual User - Phone System license to the Resource Account:

1. From the Office 365 Admin Center select the Resource Account
2. Select edit for **Product Licenses**.
3. Select **Phone System - Virtual User**

Step 2: Assign the Service number to the Resource Account

1. The Log into Vconnect
2. MSTEAMS> Voice Provisioning> Provision User
3. Use the Resource [Account User ID](#)> select the box to the far Left> Assign AA and CQ

Step 3: Link the Resource Account to AA or CQ

1. Log in to the Office 365 Team Admin Center
2. Select [Voice > Call Queues/ Auto Attendant](#)
3. Click [+Add](#)
4. At the next screen, click add accounts, then select the Resource Account you created earlier.

Step 4: Follow Microsoft Guides for Call Handling

[Microsoft Auto Attendant and Call Queue Guide](#)

Auto Attendants- Provide a series of voice prompts or an audio file that callers hear instead of a human operator when they call in to an organization. An auto attendant lets callers move through the menu system.

Call Queues- With greetings that are used when someone calls in to a phone number for your organization and search for the next available call agent to handle the call.