

## Operator Connect for Microsoft Teams

<b>Course title</b>	<b>Overview of Operator Connect for Microsoft Teams</b>
<b>Duration</b>	<b>90 minutes (Including 15 minutes Q&amp;A)</b>
<b>Number of attendees</b>	<b>Up to 20 people per session</b>
<b>Course type</b>	End User - Scheduled Interactive training
<b>Course code</b>	UA-MS-004
<b>Remote training requirements</b>	<ul style="list-style-type: none"><li>• Sessions will be hosted using Microsoft Teams.</li><li>• Attendees must have access to a PC/ Laptop that can access Microsoft Teams.</li></ul>

### Training description

This training is designed to understand how to make and receive external calls from Microsoft Teams. The session gives an overview of how to use the dial pad, make or answer a call from anywhere, manage calls, and advanced settings.

### Training synopsis

- 1) Getting Started - overview of the interface.
- 2) Making a call
  - Making internal and external calls (Desktop and mobile).
  - Start an internal and external call or call to a guest from chat (Desktop and mobile).
  - Speed dials/ Speed dial groups.
  - View/add contacts.
  - Start a call from contacts.
  - Start a call from history.
  - Start a call from Outlook.
- 3) Answer a call (Desktop and mobile)
- 4) In call features
  - Place a call on hold.
  - Place a call on mute.
  - Use dialpad during a call.
- 5) Transfer and conference
  - Unsupervised transfer/supervised transfer/cancelling a transfer.
  - Adding someone to a call.
  - Merge/conference calls.
- 6) Meetings
  - Schedule a meeting Teams vs. Outlook.
  - Select a channel to meet in.
  - Invite people.
  - Join though teams and online.
  - Connecting and checking devices.
  - Meeting Options.
  - Chat with participants.
  - Participant preferences.
  - Edit and updating meetings.
  - Live meeting functionality: Join Information / Change Background / Share video / content.

- Cancel meetings.
- 7) Call forwarding
- Activate Call Forwarding.
  - Understand Call Forward options.
  - Forward calls to a call group.
  - Setting up a pickup group – Simultaneous Ring.
- 8) Call Delegation and Shared Lines
- Understand delegate permissions and features.
  - Add a delegate.
  - Make and receive calls as a delegate.
  - Put calls on hold as a delegate.
  - Change your boss's call and delegate settings.
- 9) Voicemail
- Using Voicemail.
  - Setup Your Voicemail greeting.
  - Generic vs. out of office.
  - Check your voicemail.
- 10) Other settings
- Call Blocking.
  - Understand DND and setting up Priority Access.
  - Setting up Distinctive Ringtones.
  - Manage Audio & Video settings.
  - Tagging for status change alerts.