## CELLIP 365 CLOUD EXCHANGE FOR MICROSOFT TEAMS

Office 365 Auto Attendant and Call Queues are not fully developed yet. That's why we add Cellip 365 Cloud Exchange to Microsoft Teams – a full-featured phone solution, offering a range of options such as queue monitor and call back. Let's go through the features of Cellip 365 and how they integrate with Microsoft Teams.

## CELLIP 365 RESPONSE GROUPS

The response group is at the core of Cellip 365 and supports queue functionality, various call routing methods and call back as well as external mobile agents.

History of all calls to the response group (Max 1000)

| Response group | Time | From | Information input | Time in queue | Queue position | Agent handled the call | Call duration |
|---|---|---|---|---|---|---|---|
| Support | 2018-10-01 09:27:52 | 0738833919 | | 00:00:28 | 1 | Missed call | 00:00:00 |
| Support | 2018-10-01 09:22:04 | 086150420 | | 00:00:14 | 1 | +46855801019 | 00:00:00 |
| Support | 2018-10-01 09:21:34 | 086150420 | | 00:00:14 | 1 | Missed call | 00:00:00 |
| Support | 2018-10-01 08:43:57 | 086150420 | | 00:00:09 | 1 | Missed call | 00:00:00 |

Set your own alert thresholds to be notified in your Microsoft Teams channel. For example:
 - Too many calls waiting in line
 - Your agents don't meet a given service level
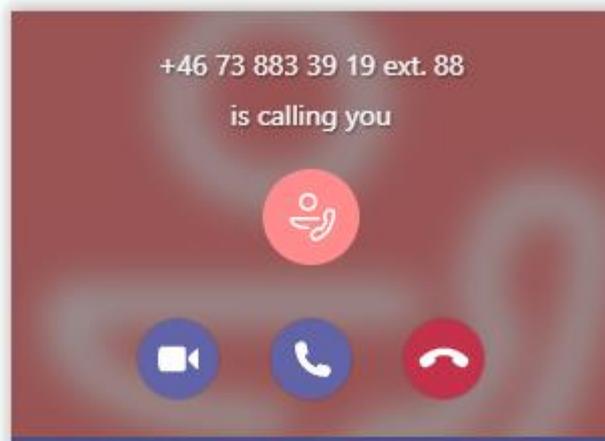 - Missed calls
Please refer to our manuals for a complete list of options.

| Number | Time | Response group: Support (3 of 4 logged in) | | | | |
|---|---|---|---|---|---|---|
| | | **0**<br>Calls in queue | **0**<br>Not answered | **00:00:00**<br>Current average time in queue | **00:00:00**<br>Current max time in queue. | |
| | | Agent | Updated | Not active today | Time in calls today | Not answered | Answered calls |
| | | 🟢 +46738833919 | 2018-10-03 12:39:55 | 00:00:00 | 00:00:00 | 0 | 0 |
| | | 🟢 +46812441433 | 2018-10-15 10:00:35 | 00:00:00 | 00:00:00 | 0 | 0 |
| | | 🔵 +46855801019 | Logging in | | | | |
| | | 🔵 +442033185190 | | | | | |

🟢 Ledig  🔴 Upptagen i samtal  🟡 Ej Svar  🔵 Ej inloggad                                    call history

## CELLIP 365 RESPONSE GROUPS AND MICROSOFT TEAMS

When you're using Microsoft Teams or if you've redirected your calls to your mobile phone as an agent in a phone queue and you miss a call, you don't want your voicemail in Azure or mobile to "steal" the call that your fellow agents could have answered. To keep calls from ending up in voicemail, either turn your voicemail off, or activate **Confirm Call**. Where the agent will get a voice message prompt request to press 1, if the agent wants to receive the call. If not, the call will pass on to the other agents according to your chosen call routing method.

***See where the call is coming from –*** As of today, Microsoft Teams cannot display both who's calling and from which call queue the call is coming from at the same time. This is being developed even though Microsoft has yet to set a date. We have solved this temporarily by adding the option to mark incoming calls with two digits of your choice. These digits will follow the caller's phone number in the format **"ext. XX"**. Pictured here is an example of a call coming from a response group with the extension digits 88. This works in the Teams app for both desktop and mobile users. This is very useful for Agents working in multiple call queues/ response group.



If you forward a call with these extra digits, the extension number will pass through to your co-worker receiving the call. Should you forward the call to an external phone number, the number will display as unknown.

## LOGGING ON AND OFF FROM CALL QUEUES

Speed dial lets you log on and off with ease. Each response group has two unique speed dial numbers to log you on or off. For example, a user can dial 160 in their Teams app on any device to log onto a response group, or dial 161 to log off. Businesses with many response groups can dial a special set of numbers that will log you on or off every group that you are a member of.

## DOESN'T GET ANY SIMPLER THAN THIS, RIGHT?

Well, actually it does! We're just about to release a the CellipBot for Teams and an app for Microsoft Teams to help you log on and off among, choose which number to display when making calls, and other features.