What is a Call Queue?

A call queue allows you to receive incoming calls and make outgoing calls from additional phone numbers. Calls are distributed one at a time to the people in the queue, who are known as agents.

Locating the Call Queue

To find your call group, open Teams and locate your team from the main menu bar.

Once you enter the team, you will look for the channel called **Call Queue**. If there is no reference to the channel, check the General channel. The **Dial Pad** is within the Teams area under the **Agents**.

Use the slider by your name to turn your availability to take calls in the queue.

Status settings are linked to your outlook calendar and activity within Teams.

If you receive a call on your work number or call queue, it will show your status as in a call. This will route the call queue to the next available person or send the call to voicemail if you are the only one in the queue that is available.

Making Calls in the Queue

Once you are in the Teams Call Queue and Calls channel, you will have access to the dial pad in the top right corner of the Team.

Type in the number to make a call. Notice after typing in the number, you will see the option under the call button dropdown to choose to call as you or the call queue group number. This will choose your outgoing caller id when making the call.

Typing in the name of the individual if within the William & Mary directory or your contacts will allow you to choose the person to call.

Receiving a Call from the Call Queue

When a call comes in and you have the call queue turned on you will see the name of the queue. If it comes in from your work number, you will see your name in the heading.

Voicemail

Viewing voicemails within the call queue area does not mark the voicemail as read for others in the call queue to know they have been reviewed. For this reason, if your job responsibility includes monitoring voicemail you will use the group voicemails that are delivered to your email inbox. In the email heading, you will see that the message is FW: from the Call Queue.

Open your email and locate the **Groups** area. Expand the listing to locate the Teams Call Queue area if you have been given permissions to look at voicemail.