

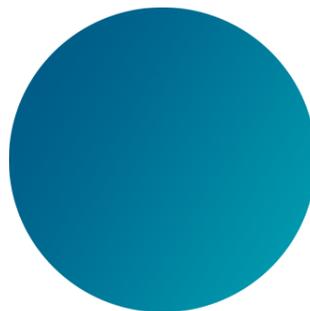


TEAMS CONNECT QUICK GUIDE

MORE FUNCTIONALITY GATHERED IN A SINGLE INTERFACE

By integrating Teams with Dstny's PBX services, you get more functionality in the interface for Microsoft Teams. The smart collaboration tool Teams together with our cloud PBX.

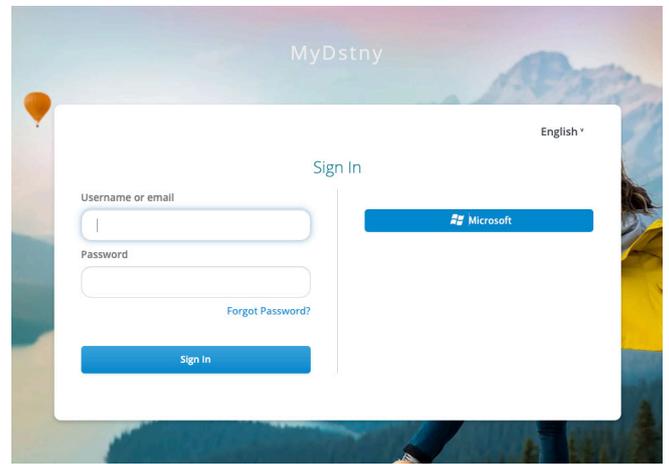
In this guide, we cover both the Teams Connect app and Teams Connect Telephony.



TEAMS CONNECT APP

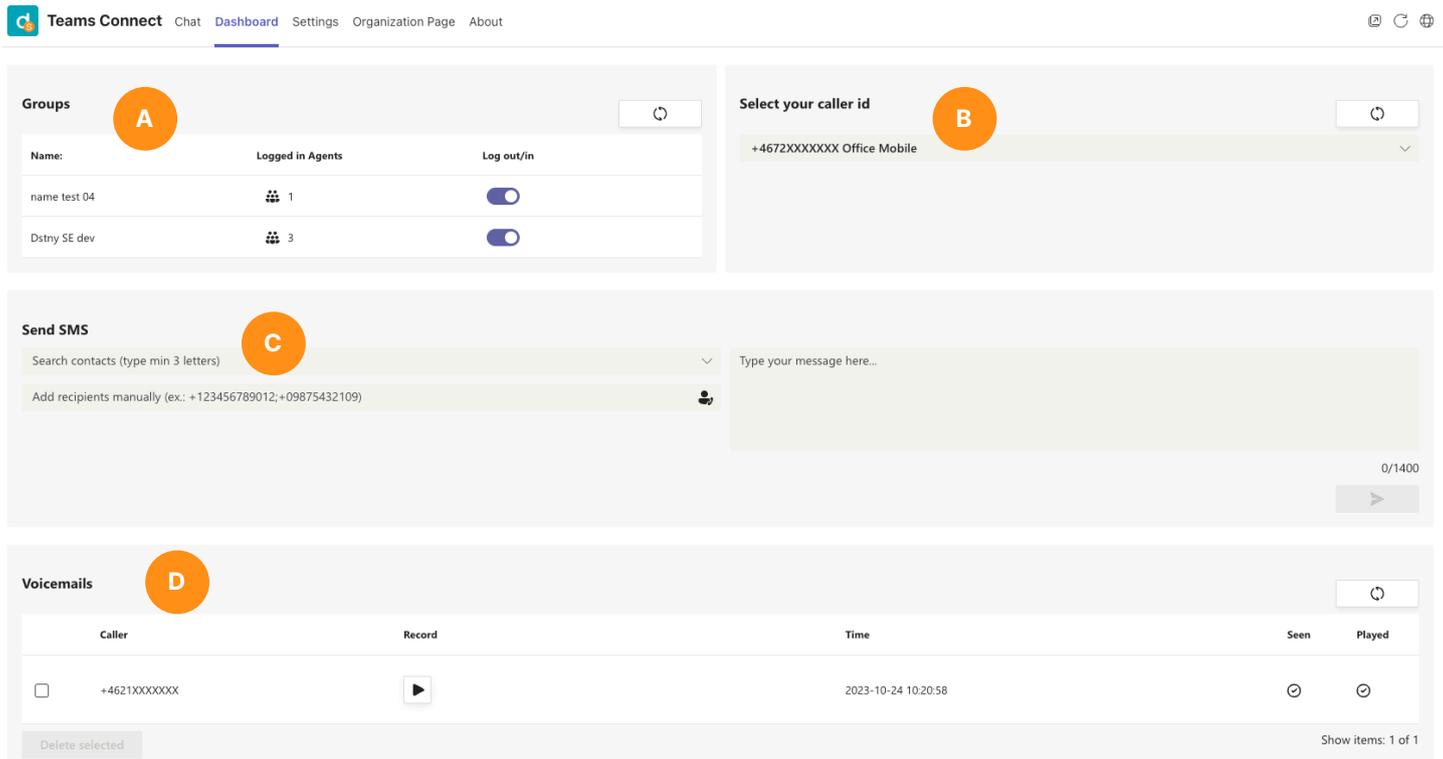
LOG IN

Open the **Teams Connect app** that you can find in your left menu or via the Teams app store after your administrator has made it available to you. Click on the Dashboard or Settings tab followed by the **Login button** and log in with the same information you use for the PBX. You can also connect SSO (single sign on) with Microsoft so that you log in with your Microsoft credentials instead.



DASHBOARD

Under the **Dashboard** tab, you will find the functions that you may need in your daily work with the PBX.



A. Groups: Here you find the ACD groups you are a part of. You get an overview of how many colleagues are logged in to the ACD group and you can also log out and log your own user into the ACD group. If you are logged in to the ACD group, you can receive calls from callers to the response group together with your colleagues.

B. Select your caller id: Choose which number should appear on your outgoing calls. For example, you can choose to display your mobile number or landline number, but the option to set an exchange number as outgoing caller ID is also available.

C. Send SMS: Send SMS to external and internal contacts and colleagues. If you have allowed Teams Connect to search your Outlook contacts as you do at the top of the Settings tab, you can use this field to search for colleagues and contacts, but you can also manually enter the number you want to send an SMS to. Enter the message in the Message field and click the button in the lower upper corner to send it to the recipient.

D. Voicemails: Here you will find the voicemails that have been received by your user in the PBX. You can listen to these voicemails directly from the Teams Connect interface and get information about who sent it and when it was recorded. You can also see if you have already seen or listened to it before. Mark a voicemail by clicking in the box. After that, you can choose to delete the voicemail. If you use Teams for telephony, you as an admin may need to turn off the voicemail function in Teams in order for incoming calls to reach voicemail in the PBX for your users.

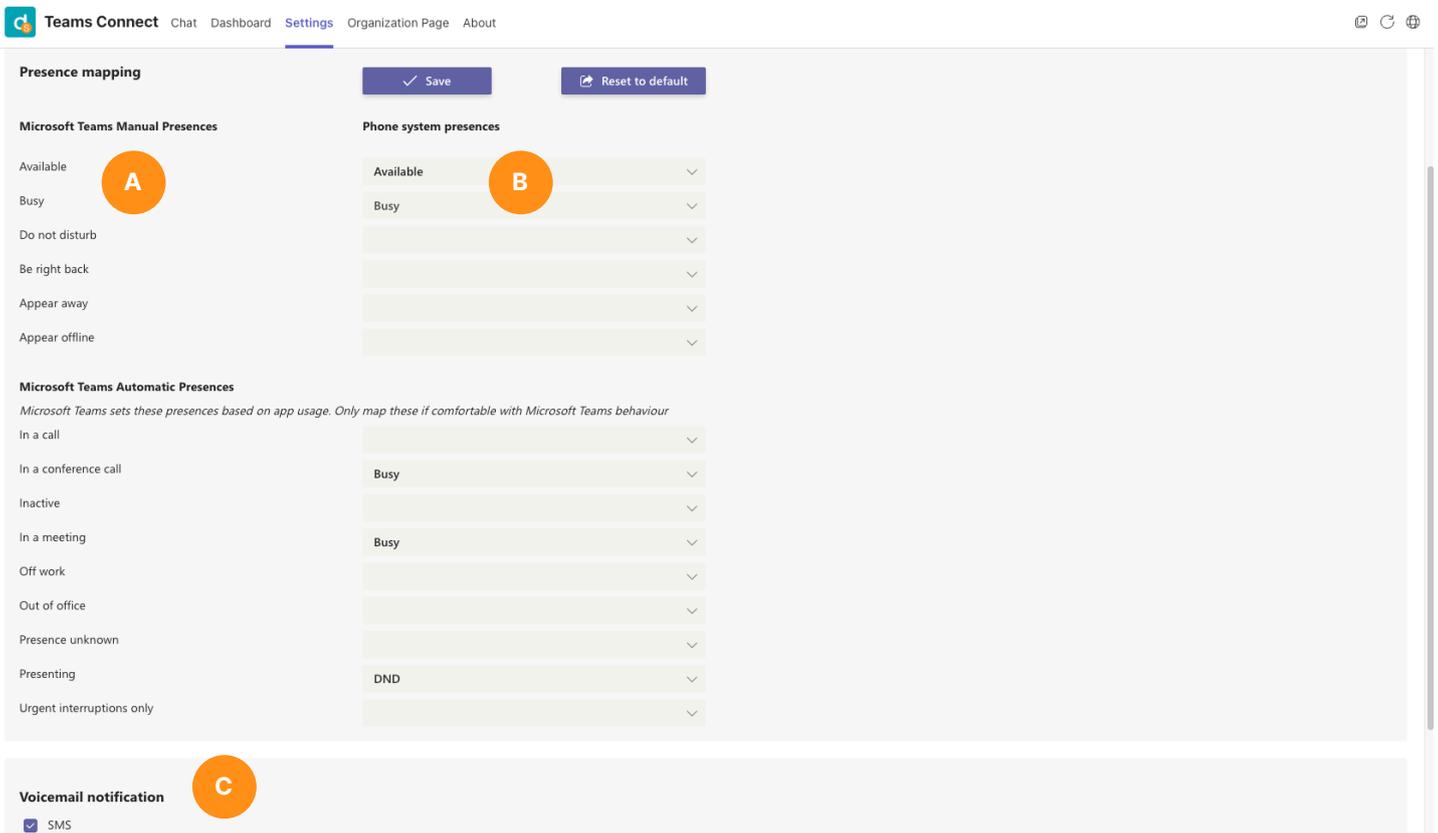
SETTINGS

Under the tab **Settings** you will find the settings you may need to make when getting started with Teams Connect.

At the top of the tab you will find **MS Teams Permissions**, and this is where you give the app rights to read and set status to/from Teams. To be able to read your Teams status and set a status in the PBX, or to be able to set your Teams user to In call from the PBX, you need to approve this by clicking on **Grant permissions** on the line for "With an administrator account, you can grant permissions (via login.microsoft.com) to all other users in tenant". Depending on your Microsoft user rights, your Microsoft admin may need to sign in to their app and approve the feature first. If everything is approved by you and your admin, you will get a window with the answer "Permissions granted successfully", otherwise check with your admin in the Microsoft environment.



This is also where you can give the app the ability to search your Outlook contacts to send SMS to them. Click **Grant permissions** for the line "To search in Outlook contacts, you can grant permissions (via login.microsoftonline.com) for your user" to give the app access. If everything goes as it should, you will receive the message "Permissions granted successfully".



You can now set your presence mapping in the **Presence mapping** field.

- A. Here are the statuses that are set or that you can set in the Teams environment.
- B. Here are the statuses to set for the respective Teams status in the PBX for your user.

These statuses overwrite your existing status in the PBX and may affect your call routing for incoming calls. A good starting point might be to start setting only a few of these statuses and work it into the organization. Don't forget to set a status of Available in **the Available field** to become available when you leave a previous Teams status. If your organization has set a default setting for attendance mapping, you can go back to it by clicking the **Reset to default** button.

Since version 1.4 of Teams Connect, we set your call status in Teams from the PBX. Should you be busy in a conversation via one of your other devices, for example PBX connected cellphone or MyDstny, we will also set your status in Teams to **In call**.

Since version 1.5 of Teams Connect, we can also set your call status for Teams calls in the switch. If you are busy in a call or conference call in Teams, we set your line state and call status in the PBX to **Busy in Call**.

Further down in the tab for Settings, you will find your settings for **voicemail notifications (C)**. You can choose between SMS and/or email. Also choose whether you want to have the audio file sent with the email notification.

At the bottom of the tab, you can see which version of Teams Connect you have. This is also where you can log out by clicking **Log out**.

ORGANIZATION PAGE

Under the tab for **Organization page**, you will find the settings that you as an administrator or admin in the PBX can set. At the top, you will find the section for ACD groups where you, as an administrator in a ACD group, can log out or log in colleagues so that they can handle calls for the respective ACD group.

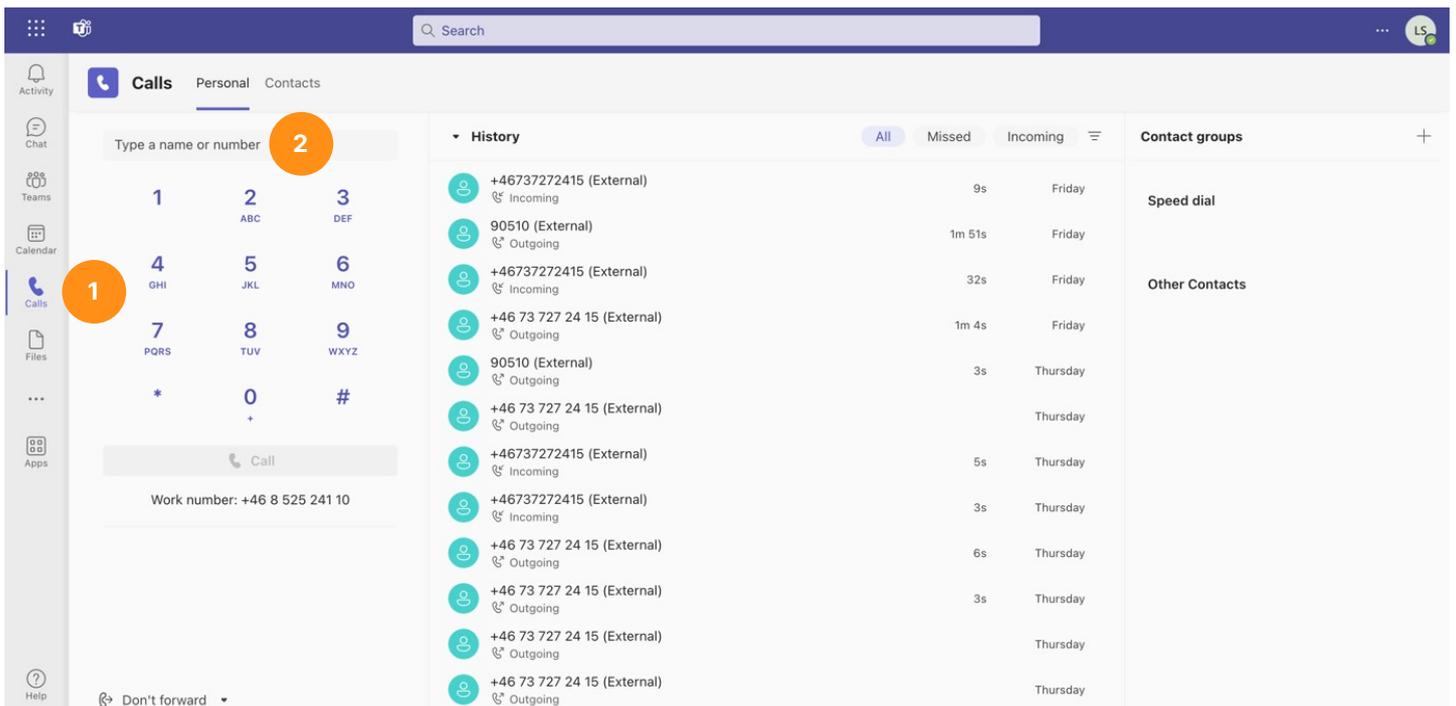
Further down in the tab, as an admin, you can set the default settings your organization should have for presence mapping.

TEAMS CONNECT TELEPHONY

With our service Teams Connect Telephony, you and your colleagues can get a softphone for the Teams client so you can handle all your outgoing and incoming calls directly in Teams and thus collect all communication in one system. To be able to call with Teams, a solution from Dstny and licenses from Microsoft are required. Your users need a Teams license and a Teams Phone standard license. In addition to licenses, your Microsoft admin also needs to set up configuration for telephony in Teams.

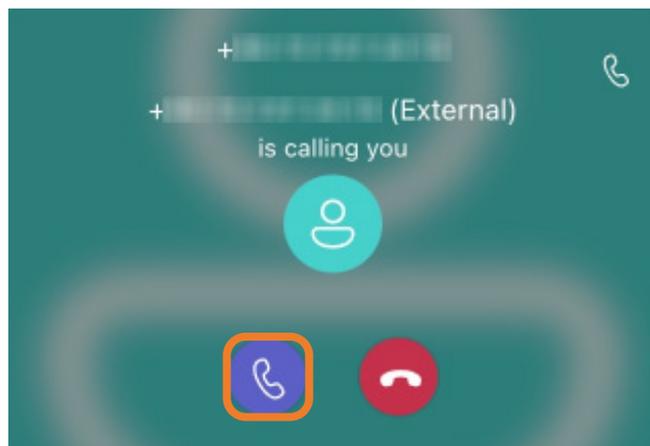
CALLS

1. Click on the **icon for calls** in the menu to the left.
2. Type in the number or look up the contact for the person you want to call
3. Press **Call**.

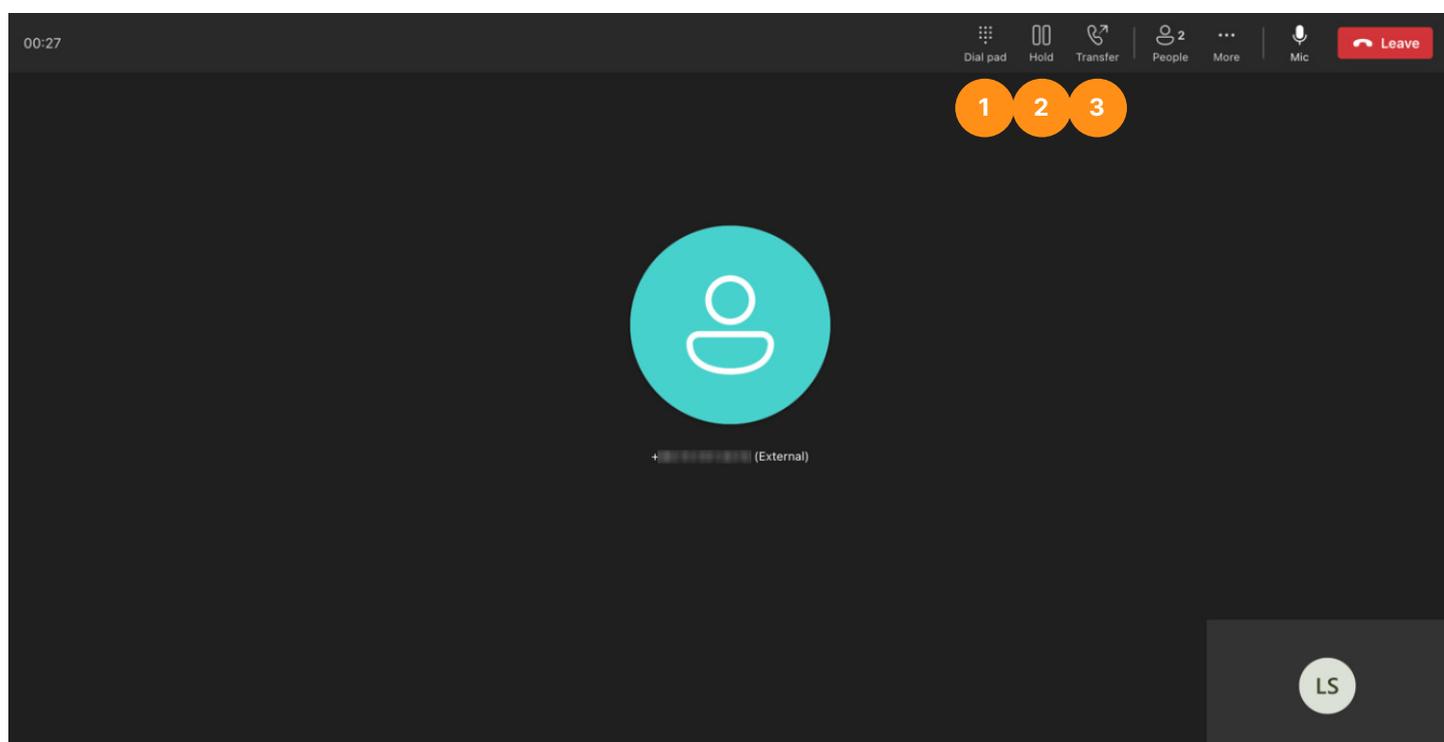


ANSWER CALL

To answer a call that comes to you in Teams, click the **phone** in the notification that comes to you on incoming calls.



CALL MANAGEMENT



When you have an active Teams call, you can:

1. Use the **dialpad** to enter DTMF tones, for example when dialing switches.
2. Pause or park the call.
3. Forward calls to a colleague or contact. There is direct transfer or supervised transfer through the option **Consult first**, where you are first connected to the number or contact and get to talk to the other party before merging your two calls.

BUSY ON BUSY

If you want incoming calls from Teams or the PBX to receive a Busy here, you can do this in the **Teams Admin Center**. If you want it to apply to all users by default, you simply change the call policy that is used for users today, alternatively you create a new call policy where you ensure that **Busy on busy when in a call** is set to Enabled. Then assign this call policy to the users who should have Busy on busy calls.