



Accepting a Phone Call

Written By: Brendon Welch

Calls

Personal

View contacts

Search for a name or number

1

2

3

4

5

6

7

8

9

*

0

#

Call

Work number: +1 424-212-8126

Parked calls

History

All

+1 808-493-2404, +1

Outgoing

9:29 AM

53s

+15628882336

Incoming for Sharp PBX Afterhours

9:28 AM

46s

+1 808-493-2404, +1

Outgoing

9:25 AM

2m 15s

+15628882336

Incoming for Sharp PBX Oonwa

9:25 AM

1m 56s

+1 562-888-2336, +1

Incoming from Sharp PBX Main

9:22 AM

1m 14s

+1 562-888-2336, +1

Incoming from Sharp PBX Physician

9:20 AM

Unknown User, +1

Incoming from Sharp PBX Test

+1 808-493-2404, +1

Outgoing

+15628882336

Incoming for Sharp PBX Test

+15628882336

Incoming for Sharp PBX Test

+15628882336

Incoming for Sharp PBX Physician

Call for Sharp PBX Oonwa

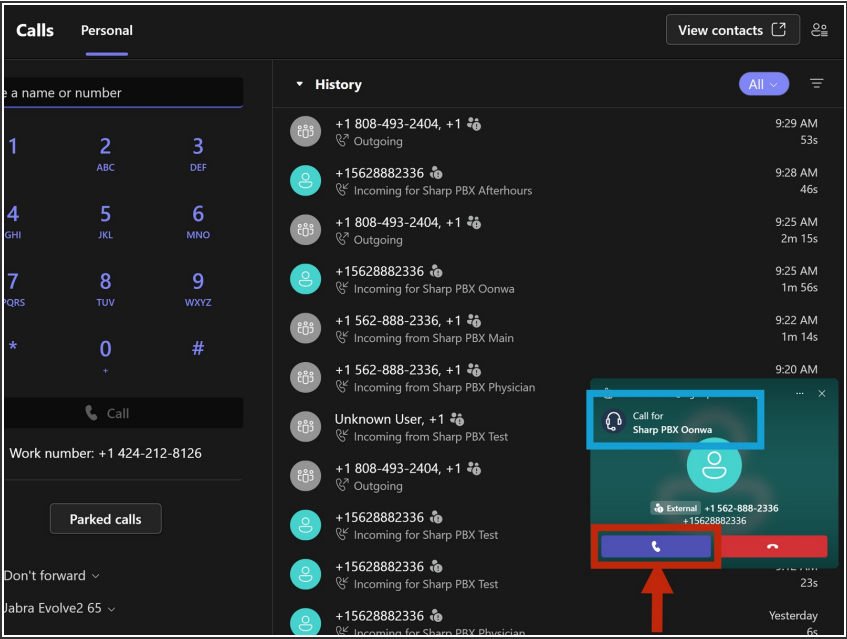
External +1 562-888-2336

+15628882336

INTRODUCTION

Calls that are routed to Microsoft Teams are not "Auto Answered". Agents must accept calls routed to them.

Step 1 — Accepting a Phone Call



- ⚠ Incoming calls to Microsoft Teams are not auto-answered.
- ℹ Incoming calls to Microsoft Teams are answered from the "Incoming Call Notification".
- Identify the inbound call's **Queue**
- 📌 To accept an incoming call:
 - Click the purple **Answer Button** in the notification