

## **WELCOME** [Visit Resource](#)

The resources listed are helpful articles on Direct Routing for Microsoft Teams. For a complete Microsoft Teams guide, visit the link above.

## **MANAGING PHONE NUMBERS** [Visit Resource](#)

Provides an overview of phone number types with links to specific articles for acquiring and managing numbers depending on your PSTN connectivity option. Describes service phone numbers available from Microsoft that are included in your licensing.

## **CALL QUEUE** [Visit Resource](#)

Call queues include greetings that are used when someone calls in to a phone number for your organization, the ability to automatically put the calls on hold, and the ability to search for the next available call agent to handle the call. You can create single or multiple call queues for your organization.

## **COMMUNICATIONS CREDITS FOR TOLL-FREE NUMBERS** [Visit Resource](#)

If you'd like to use toll-free numbers with Microsoft Teams, you'll need to set up Communications Credits. Toll-free calls are billed per minute and require a positive Communications Credits balance.

## **AUTO ATTENDANT** [Visit Resource](#)

Auto attendants let people who call in to your organization navigate a menu system to get them to the right department, call queue, person, or operator.

## **MANAGE RESOURCE ACCOUNTS** [Visit Resource](#)

In Microsoft Teams, a resource account is required for each auto attendant or call queue. Resource accounts may also be assigned telephone numbers. This is how you assign phone numbers to auto attendants and call queues allowing callers from outside Teams to reach the auto attendant or call queue.

## **SIP GATEWAY DEVICE COMPATIBILITY**

[Visit Resource](#)

See a list of non-Teams native device models that Microsoft supports. These devices are supported but only have basic calling features.

## **CONFIGURE SIP GATEWAY** [Visit Resource](#)

If using these devices, refer to the documentation to provision these devices for Teams.

## **YEALINK DECT CONSIDERATIONS**

[Visit Resource](#)

Using Yealink DECT devices requires flashing specific firmware on the Base Station and Handsets.

## SET UP HOLIDAYS [Visit Resource](#)

You can use the Teams Holidays feature to provide alternate messages and routing to callers for specific dates and times when departments, call queues or people in your organization will be following different working hours or won't be available.

## VOICEMAIL [Visit Resource](#)

This article is for Microsoft 365 administrators who want to set up Cloud Voicemail for their users. Cloud Voicemail deposits voicemail messages in a user's Exchange mailbox.

## MANAGE CALLER ID POLICIES

[Visit Resource](#)

You manage caller ID policies in the Microsoft Teams admin center. You can use the global (Org-wide default) policy or create and assign custom policies. Users in your organization will automatically get the global policy unless you create and assign a custom policy.

## CONFIGURE CALL PARK AND RETRIEVE

[Visit Resource](#)

Call park and retrieve lets a user place a call on hold. When a call is parked, the service generates a unique code for call retrieval. The user who parked the call or someone else can then use that code with a supported app or device to retrieve the call.

## CONFIGURE CALL SETTINGS FOR YOUR USERS [Visit Resource](#)

This article helps you decide which Microsoft voice solution is right for your organization. After you've decided, the article provides a roadmap to content that will enable you to implement your chosen solution.

## SHARED LINE APPEARANCE [Visit Resource](#)

Shared line appearance lets a user choose a delegate to answer or handle calls on their behalf. This feature is helpful if a user has an administrative assistant who regularly handles the user's calls. In the context of shared line appearance, a manager is someone who authorizes a delegate to make or receive calls on their behalf. A delegate can make or receive calls on behalf of the delegator.

## MUSIC ON HOLD [Visit Resource](#)

When a Microsoft Teams user places an incoming call on hold, the caller can listen to selected music. The music that is played is either the default music provided by Microsoft or custom music that you upload and configure. As the tenant administrator, you configure whether Music on Hold is available by creating a Teams calling policy and assigning the policy to the Teams user.

## DIAL PLANS AND ROUTING [Visit Resource](#)

The articles in this section describe dial plans and call routing in Microsoft Teams.

## EMERGENCY CALLING [Visit Resource](#)

This article describes concepts you'll need to know to manage emergency calling—it includes information about emergency addresses, dynamic emergency addresses, and emergency call routing.