



Teams Communications

Duration: 3 Hours

Who should attend:

This course is for business users of Microsoft Teams who will be using the application to communicate with internal and external contacts both from a telephony perspective and a messaging perspective.

You will learn how to manage your presence status, and your own personal contacts. You will learn how to transfer calls effectively and how to manage your call history. You will also learn how to configure and personalise your voicemail. Finally you will learn how to use the chat messaging feature to communicate effectively with internal and external contacts.

Pre-requisites:

No Knowledge of Microsoft Teams is assumed.

Content

Status

Understanding Status
Setting your status

Contacts

Managing Contacts
Adding an Internal Contact
Adding an external contact
Editing a contact
Removing a contact

Making and Receiving Calls

Answering a call
Making Audio Calls
Making Video Calls
Leaving Voicemail
Speed Dial Groups
Transferring Calls
Putting a call on hold

Missed Calls

Notifications of a missed call
Calling someone back

Call History

Examining Call History
Add a caller to your contacts



Teams Communications

Voicemail

- Notifications of voicemail
- Checking your voicemail
- Listening to a voicemail
- Deleting a voicemail

Configuring Voicemail

- Choosing voicemail Options
- Setting your voicemail message

Managing Incoming Calls

- Redirecting incoming calls
- Setting the length of your ringtone

Do Not Disturb and Blocked Contacts

- Allowing a caller to bypass your do not disturb
- Blocking callers altogether

Teams Chat

- 1 to 1 Chat
- Group Chat
- Meeting Chat
- Muting Chat
- Chat options