Getting started with Anywhere 365 Attendant Console for Teams

Anywhere 365 Attendant Console for Microsoft Teams provides a range of intelligent switchboard features that enable efficient call handling and onward distribution for receptionists across organisations of all sizes.

Starting MS Teams

You must have an MS Teams license enabled and open to use the Attendant Console. Click on the Teams icon. All calls are made using the Teams calling phone and your availability status within Teams is also important for call handling.

Login Attendant Console

Depending on your system configuration, open the Attendant Console icon or open a new internet browser window. Login using your Anywhere365 enabled account.

Select: (Domain to be supplied by administrator) or copy icon

Sign in   Anywhere**365**

Sign-in address
example@xx.com

☐ Keep me signed in

Next

If a username is required, it will be prompted after you have clicked 'Sign in'

Anywhere**365**

Sign in

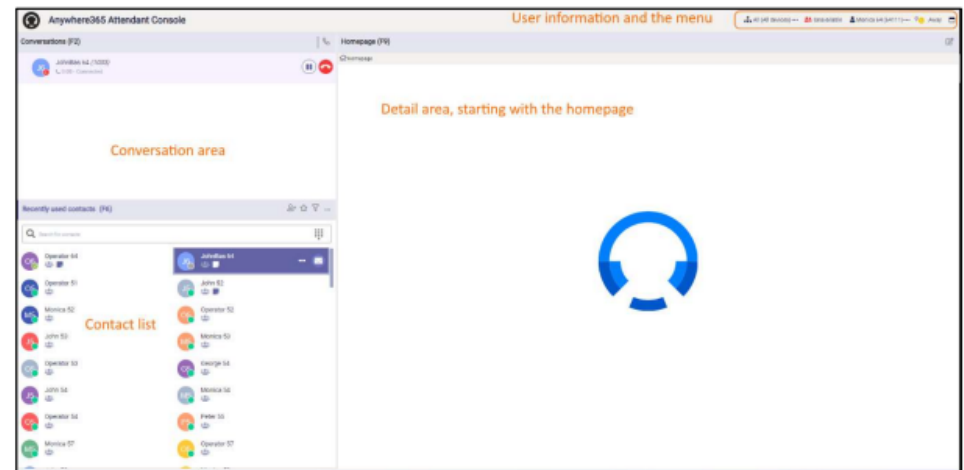Sign-in address

Username
*Example: domain\username*

Password

Sign in

Auto log-in settings may be enabled.

The attendant Home Screen

The console is split into working sections – Functional Areas, these will be referred to as F2 Conversation area or F6 Recently Used Contact List as examples.

The Homepage F9 area will change as you start to interact with conversations and contacts to create further Conversation Details F3 and Contact Details F7 sections.
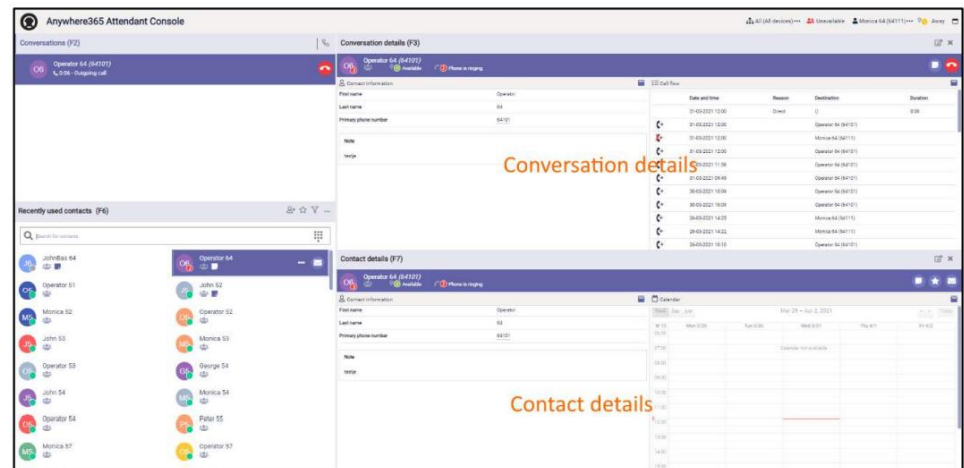
The functional areas can be re-sized using the divider/splitter tools to adjust the layout.
Widgets: Additional applications can be used for integration with calendars, websites, Social Media feeds, or CRM tools.

BT

Getting started with Anywhere 365 Attendant Console for Teams

Attendant status

Presence – Manage your availability status from the top right menu bar

Change Status – Use the available options as programmed for your profile

Teams status – It is also important to know that if you are in the Do Not Disturb status from the Teams interface you will be unable to accept calls – warning message displayed.

Menu Bar – You can also use the standard browser tools to maximise or minimise the console window.

Additional applications can also be integrated using widgets for Calendar, Agenda, Website links and CRM tools as example Salesforce.

Call functionality

Conversation Area F2 – Call conversations will appear in the F2 area. The Teams Calling Client will accept the call in the background, you may also see a screen pop alongside.

Standard Calling Icons:

| Answer Call | Hang Up or Decline Call | Transfer | Hold | Resume |

Call handling: You can manage multiple calls simultaneously using the Hold options. Waiting calls will appear depending on availability of other operators and queue settings.

Waiting calls are also indicated in the Status icons – Queue Calls / Active Calls.

If you have multiple Queues available these will appear as separate headings in the conversation window. Use the expand arrow to open/close these folders.
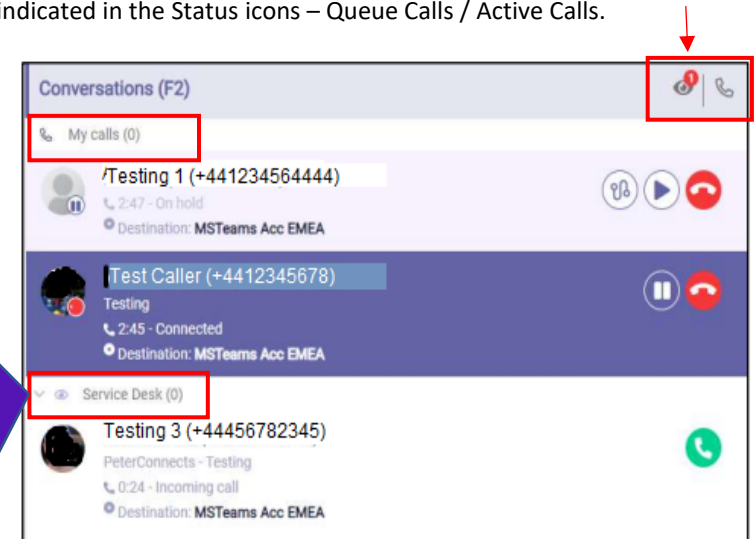
Inbound calls: 'My Calls' and 'Queue Calls'
Calls can be delivered in multiple ways, directly to your personal direct number or via an internal contact – these calls will appear ready to answer in the **'My Calls'** heading section.

My Calls: Select the **Green Phone** icon to answer.
If you use the red decline button the call will route to your own call settings e.g. Voicemail as programmed in Teams settings.

BT

# Getting started with Anywhere 365 Attendant Console for Teams

Queue Calls: Select the **Green Phone** icon to answer. The queue details will be visible.
The call will now be routed to your Teams calling application and a pop up may appear.
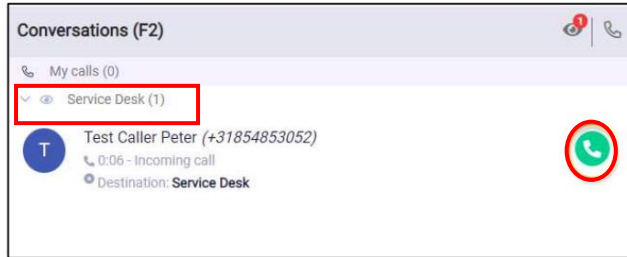
Wait for the call to be answered by Teams. *(If there is no Desktop Integration enabled you may need to answer the call via the Teams Calling pop-up window).*
Using the Red Decline button at this stage will route the call back to the queue for another available operator.

Once the call has been answered in Teams, the call is now active in the 'My Calls' section.

To end the call

Click the red End all icon
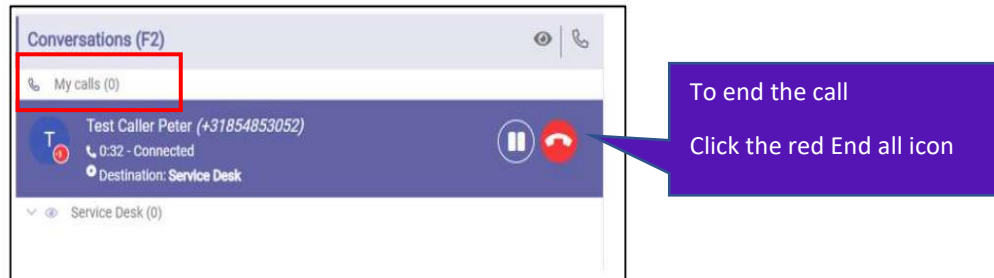
All calls once answered will display in the **F3 Conversation Details** pane and can be managed using the standard calling features available.

Transferring calls

Calls can be transferred using existing contact lists available from Teams. You can also manage your contacts, groups, and lists for personal preferences or as team wide settings.

Blind transfer (Unannounced)
With the active call, search in the **F6 Recent Contacts** lists for a colleague.
With the contact highlighted, click the **Transfer** icon to send the call to the user.
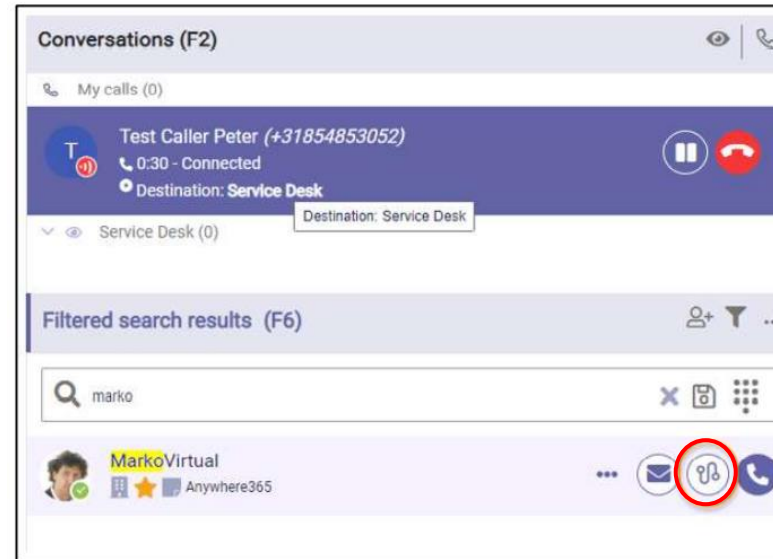
If the call is answered it will be transferred successfully. If the call is not answered, it will return to the calls section with an indication of who the call was intended for.

You can also drag and drop the active call to the highlighted contact. Dotted lines will appear where you can drop the call.
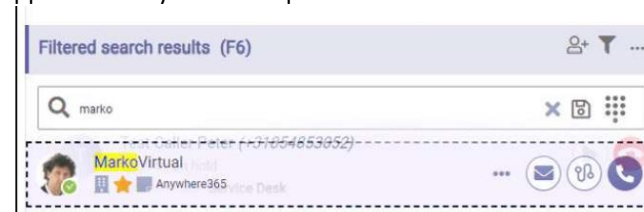

Consult transfer (Announce call)

If you want to consult or alert your colleague of the transferred call first, use the dial option to speak with your colleague first before transferring.

With the active call, search in the **F6 Recent Contact** list for your colleague.
Click the **Dial** icon to initiate the call, the original caller will be placed on hold.

# Getting started with Anywhere 365 Attendant Console for Teams
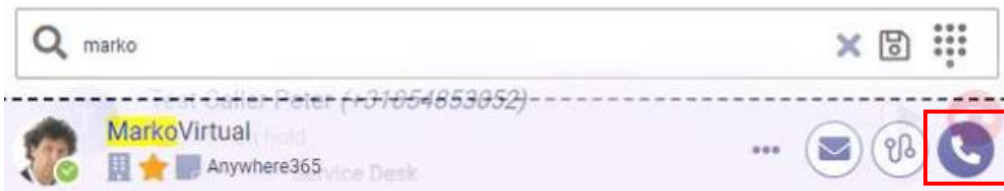
Both calls will display in the F2 and F3 Conversation windows. Use the **Transfer** icon when ready to send the call.

You can also drag and drop the call from either the caller to the colleague or vice versa.

Unsuccessful transfer: If the colleague does not answer or cannot take the call, use the **End Call** icon next to your colleague, use the **Resume/Play** icon to return to the original caller.

Email link: Use the **Email** icon to alert a colleague if they were not available to take a call, a snapshot of the caller details will be inserted to the mail.
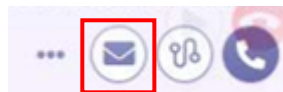
Transferring to an external number: In the F6 search window, use the **Keypad** icon to open the dial pad and type in the full listed number for the contact. Press **Dial**.

You can use the **Save** icon to store the contact to a favourite or group list for future use.

Transferring to alternative contact numbers:
For existing contacts, you can use the **Contact Details (F7)** to check for alternative numbers listed, example mobile numbers or assistants.

With the call active, select the **F7 Contact Information** card .

Hover over a listed telephone number, the **Dial** and **Transfer** icons will appear.

Select **Transfer** icon to send the call blind, or **Dial** icon to consult with the colleague first.

Placing a call on hold
If you need to consult with a colleague, or answer other waiting calls in the queue, you can place an active call on hold.

Press the **Hold** icon for the active call.

When ready to return to your caller, click the **Play** icon.

*(If you do not have desktop integration you may need to press the **Resume** key from the Teams call window.)*

Making an outbound call
You have multiple ways of making outbound calls using the available contact lists for corporate or saved contacts.
Use the **F6 Search** field to locate the user and select the **Dial** icon.
Use the contact card to view alternative numbers, mobile, assistants and select the Dial icon.
Use the keypad dial icon to type a new telephone number and select Dial icon.

The calls will display in the active conversation windows, use standard calling features to hold, transfer and end the call as per all active calls.

BT