



Microsoft (MS) Teams: Key Features and Benefits for Internal and External phone calls

Did you know Microsoft Teams allows you to?

- Receive and make calls to any UNSW student, staff member or external number (including international calls once set up)
- Receive and make calls from your mobile device
- Schedule meetings with internal and external people within and outside of UNSW
- Conference call up to 250 people at one time, with both internal and external people from UNSW
- Share documents and collaborate with students, staff, and external stakeholders
- Store files and documents in a Teams group for your team or group - accessible from any geographic location
- Access Teams from any internet-enabled device – desktop, laptop, tablet, mobile
- Can be accessed via WIFI otherwise will use your mobile data

Every Staff member at UNSW should have their own MS Teams number. You can find this number by selecting Calls > Dial a number. This number can be shared with external stakeholders which will allow them to contact you when needed. You can answer these calls on your desktop, tablet or mobile device. If you do not have an MS Teams number, you can apply for one through the IT Service Desk.

Making and receiving calls

Call Settings - Some beneficial features for UNSW Staff are detailed below:

Answering a call.

Desktop/Tablet - When someone calls you, you will get a notification that lets you accept or decline the call.

Mobile Phone - When a call comes into Teams, a notification pops up, letting you know. Tap **Answer** to start talking. This will pop up like a normal phone call.

Managing Delegates

You can pick someone in Teams to be your *delegate*—to receive and make calls on your behalf. When you add a delegate, you are essentially sharing your phone line with them, so they can see and share all your calls.

Set your call answering rules

These settings will allow you to forward calls to any other number or call another simultaneously. i.e. your teams number can be forwarded to your personal mobile number if that is the preferred way for you to take calls. This allows you to receive calls via your MS Teams number rather than your personal number.

The settings will also allow you to set various voicemail rules which is beneficial for external stakeholders.

For specific detail on how to set up your call settings in teams, find out how [here](#) and [here](#)

Features that support mobile working.

Pause incoming calls at selected time periods – We understand that you may not want to receive calls after a certain time. By changing your status to 'do not disturb' any incoming calls should be rerouted to your voicemail.

Calling Internationally

MS Teams allows staff to call internationally if their roles required this functionality.

This can be set up via the service Desk and will need to be approved by the appropriate Financial delegate in your local area.

MS Teams Calling Rates

MS Teams Domestic and international calling rates can be found [here](#)

All costs associated with MS Teams Calls are charged back to your local department.

What is coming:

- Collaborative Calling
- Chat and Collaborate.

<https://techcommunity.microsoft.com/t5/microsoft-teams-blog/what-s-new-in-microsoft-teams-microsoft-ignite-2020/ba-p/1665600#calling>