

Help Desk

Get started with Teams Phone

Take control of help desk communications with Microsoft Teams Phone

Say goodbye to juggling incoming calls, messages, emails and more from users that need help desk support. With Microsoft Teams Phone, you'll get a better calling experience that lets you securely make and receive phone calls anywhere, on any device—all from within Microsoft Teams. Here's how to get started.

Initiate voice and video calls from the Teams App

Make **voice and video calls** to people within your organization or external Teams users.

Easily transition **to voice or video** calls from Teams Chat.

Add participants at any point in the conversation.

How to call another Teams user

- Select **Audio call** or **Video call** directly from a chat, OR
- Select **Calls** from the left menu in the Teams App, and choose or search for a contact

To add participants

- Select **Add people**

Call a phone number from the Teams App

Use the Teams desktop app to **call phone numbers** — that is, phone numbers outside your company.

Easily **save phone numbers as contacts**, then make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the left menu in the Teams App
- Select **Dial a number**
- Dial any number on the keypad
- Select **Add contact** from your call history to save number to contact list

Start a call from chat

Easily **launch a call from a chat** when you need an in-person discussion.

Make **one-on-one** or **group calls** with anyone in your organization.

Add up to **20 people**, without needing to host a meeting.

How to start a call from a chat

- Go to your chat list and click **New chat**
- Type the name or names into the **To** field at the top of your new chat
- Select **Video call** or **Audio call**

Connect with another person during a call

Place a user on hold, while you conduct a phone call with someone else.

See your on-hold calls displayed on the left side of your call window.

Chat with another person while you're on a call — simply start the chat.

To place a call on hold

- Click **More actions** in your call window
- Select **Hold**, your caller will not hear your new call
- To resume the call, click the call from the left side of your call window

Escalate calls to other team members

Easily transfer calls when you need to escalate another team member.

Ensure a seamless call handoff using transfer with consult, which enables a pop-up chat before transferring a call.

Place a user on hold to address other tasks by clicking **More Actions ...** and selecting **Hold**.

Place a call on one device and pick it up from another by selecting **More Actions ...** and selecting **Call Park**. You will get a code, which you can enter on the other device.

How to transfer a call with consult

- When on a call, select **More actions**
- Select **Consult**, then transfer from the menu
- **Search** a team member on your network, and select **Consult**, which will open a chat window
- When ready, select **Transfer**

Set up call forwarding

Forward calls to another Teams contact or another phone number.

Ring another number at the same time.

Send calls directly to **voicemail**.

How to set up call forwarding

- Select **Settings and more**, then select **Calls**
- Under **Call answering rules**, choose **Forward my calls**. Then select where to forward the calls: voicemail, another person, or a call group
- To set up a call group, simply add up to 25 people

Learn more

For more information about Teams Phone and its capabilities, please visit:

[Microsoft Teams Phone | Voice and Video Calling](#)