

Customer Success Training

Microsoft Teams Calls

A trainer-hosted Teams Calls end-user session provides a live walk-through of the Calls section's features in a guided **45-60 minute** webinar.

Participants will leave this session feeling confident and ready to use the robust set of telephony tools typically offered within your new Teams Calls app. *

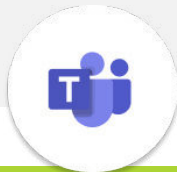
Hosted Teams Calls Training Covers

- Making Outbound Calls
- Receiving Inbound Calls
- Placing Calls On Hold
- Transferring Calls
Direct/Cold • Consultative/Warm • To Voicemail
- Parking and Retrieving Parked Calls
- Reviewing Your Call History
- Checking Voicemails
- Managing Contacts & Speed Dials
- Managing Teams Calls Advanced Settings
Call Forward • Voicemail Greetings • Call Groups & Delegates • e911 Address
- Accessing Teams Calls Help & Instructions

Please Note: Hosted training sessions are scheduled on a first come, first served basis. Session availability is subject to change as the times offered are reserved and confirmed. Training times are scheduled in US Eastern Time (ET). Trainings can be recorded (upon request). Contact your Momentum PM or AM for assistance with training requests.

Teams Calls end-user training does not cover any other Microsoft Teams application tools, Teams app administration/configuration/setup, call flows, 3rd party/add-on apps, or your organization's defined calling, security, or information retention policies.

DIAL AND RECEIVE PHONE CALLS IN MICROSOFT TEAMS FROM ANY DEVICE



Self-Directed Training Resources

Available 24/7

1

Step-by-Step Teams Calls Instructions with Screenshots

[Click Here](#)

2

Teams Calls Video Training Tutorials

[Click Here](#)

3

Teams Calls Help File

Click **...** Help > Get Help > Calls & Devices

4

Momentum University Teams Resources

[Click Here](#)

* Your organization defines your Teams interface, and access to specific areas, features, or tools may vary depending on the configuration defined by your Azure/Teams Administration team. Contact your Teams Administrator(s) for more information.

Ask your Momentum Project or Account Manager for info about scheduling a hosted training session today!

Learn More

gomomentum.com | support@gomomentum.com