



Executive Assistants

Get started with Teams Phone

Streamline your day by using Microsoft Teams as your phone

Executive assistants are responsible for protecting, managing, and prioritizing the busy schedules of the executives they support. Orchestrating a wide range of tasks and projects for executives and their teams requires efficient and intuitive tools to help keep track of it all.

Call other Teams users through Teams

Make calls to Teams users regardless of whether they are part of your organization.

Easily **uplift a Teams call** from a Teams Chat.

Add participants at any point during the call.

How to call another Teams user

- Select **Audio 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 to a call

- Select **Add people**

Dial a phone number from Teams

Use Teams to **dial phone numbers** of people or organizations that may not be Teams users.

Easily **save phone numbers as contacts**, so next time you can make a call by searching for your contact by name.

How to call a phone number

- Select **Calls** from the bottom rail in the Teams App
- Select **Dial a number**
- Dial any number on the keypad

Set up call delegation

Set up call delegation to **make or receive calls for your manager**.

Receive delegated calls on behalf of your manager and transfer with consult if required.

Customize call answer rules to have calls forwarded to you if your manager isn't available to answer a call.

Set up call delegation

- Have your manager select **Settings > General**, then select Manage delegates
- Select **Your delegates**, have your manager type your name, and then select **Add**
- Under **Calls**, your manager should select **Forward to**, and change to **My delegates**
- You will receive a notification letting you know that you have been designated as a delegate

Transfer calls to your manager and other team members

Forward a call to another team member.

Ensure a seamless call handoff to your manager by transferring with consult, which enables a pop-up chat before transferring a call.

Use hold to place a user on hold while addressing other tasks.

How to transfer a call with a consult




- When on a call, select the **More actions** menu
- Select **Transfer**, then choose **transfer now** or **Consult first**
- **Search** a team member and tap on them to **transfer** directly or **consult** first

Call park and retrieve

Easily **park a call and retrieve** from another device.

The call is then parked and the desired recipient is notified a call is holding for them as well as the corresponding retrieval code. The recipient enters the code in the Teams client and retrieves the call.

How to park and retrieve calls

- Click **More actions**  in your call window and select **Call park** 
- Teams will give you a unique code you can use to retrieve the call
- To retrieve a parked call, go to the speed dial tab, click **Unpark** , and enter the park code


Get better ways to manage voicemail

Easily set up a voicemail with a custom greeting.

Consolidate all your voicemail messages into Microsoft Teams with **cloud voicemail**.

See **voicemail transcriptions** next to recordings for easy scanning of message content.

How to set up your voicemail greeting and other settings

- Click **Settings and more** , then choose **Settings > Calls**
- In the Voicemail section, **click Configure voicemail**
- Select **Record a greeting** and follow the instructions

Make Teams calls from your mobile device

Use the Teams App on your mobile device to make and receive calls when you're on the go.

Easily **switch from your PC to your mobile device** by launching the Teams App on your phone—even during a call.

How to use your mobile device to make a Teams call

- Launch the Teams App on your mobile device
- For iPhone, tap the **Calls** icon
- For Android, tap the **More** icon and then select **Calls**

Learn more

For more information about Teams Phone and its capabilities, please visit: [Microsoft Teams Phone | Voice and Video Calling](#)