

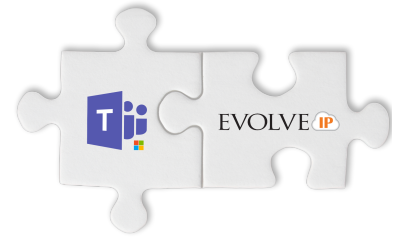
Group Call Pickup

Scenario: How can you set up a call pick up group with other members of your department with a Group Policy (Regular or Simultaneous).

Solution: Go into your MS Teams application Select Your User Profile (click your profile picture at the top of Teams) Settings > Calls Call Answering rules - Calls Ring Me OR Forward my Calls

Apply the following **Group Policy**– the group policy establishes how calls will be routed to the users assigned to a Call Group

1. In the Order Above (**Regular**) – Calls are distributed to users in specific order, always starting with the same user.
2. At the Same Time (**Simultaneous**) – Calls are distributed to all users within the hunt group at the same time



Call Sharing

Group Call Pickup

Step 1:

A. Calls ring me and CALL GROUP

Call answering rules

Choose how you want to handle incoming calls.

☒ Calls ring me ☐ Forward my calls

Also ring

Call group

If unanswered

New number or contact

No one else

Call group

B. Forward all my Calls to Call group

Call answering rules

Choose how you want to handle incoming calls.

☐ Calls ring me ☒ Forward my calls

Forward to:

Call group

Call group



7 members



Step 2: Add people to Call group

< Back to Options

Call group

Select people to be in your call group and then forward to them whenever you need to.

Add people

Search



Step 3: Confirm people to Call Group and set Ring Order Save

< Back to Options

Call group

Select people to be in your call group and then forward to them whenever you need to.

Add people

1

Search



Jason Jefferies
Call Center Associate Product Manager



Mike Hamilton
Director, Product Development



Jeff Martis
Product Manager - International Solutions



Elizabeth Crider
Product Specialist Cloud Compute



William Kuritz
Solutions Engineer, Unified Comm &
Contact Ctr

Pick the order you want people in your call group to receive your calls.

Ring order

All at the same time



2

Cancel

All at the same time

In the order above