Voicemail Management

Scenario: When presented with an inbound call to your MS Teams App (desktop, mobile, MS Teams Handset) and you require to send that unanswered or rejected call to voicemail

Solution: Go into your MS Teams application Select User Profile Settings Calls Call Answering rules - Calls Ring Me (Checked) If unanswered Set to Voicemail



Manage your call settings in Teams

Set your call answering rules

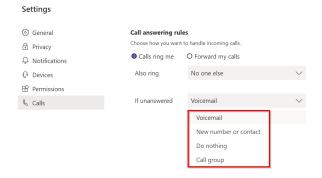
To set your call answering rules, click your profile picture at the top of the app, then Settings > Calls.

Choose how you want Teams to handle your incoming calls in the section for Call answering rules.

Select Forward my calls if that's what you want to do. If you want simultaneous ring, click Calls ring me and select others under Also ring.

Choose what to do with calls that go unanswered under If unanswered.

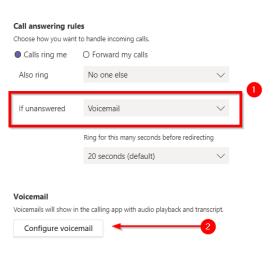
Desktop Screenshot reference:



Voicemail Configuration:

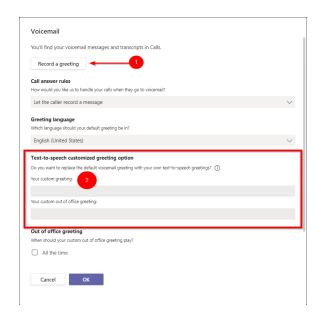
Step 1: Select 'If Unanswered' setting to Voicemail

Step 2: Configure Voicemail

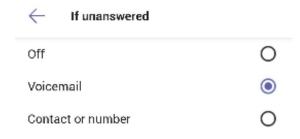


Option 1: Record a Greeting (Voice Message)

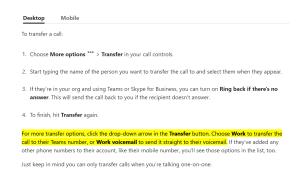
Option 2: Text-to-speech customized greeting



Mobile Screenshot reference:



Transfer a Call to Voicemail:



Screenshot Reference:

