

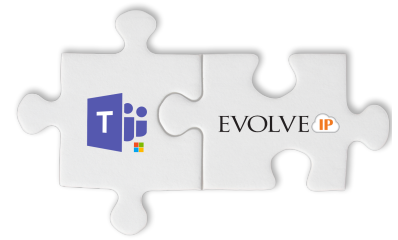
# Group Call Pickup

**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