

Delegating Phone Calls in Microsoft Teams

You can delegate the answering and placing of phone calls on your behalf to someone else in Teams.

Add your delegates:

The screenshot illustrates the steps to add a delegate in Microsoft Teams. It shows the main Settings window with the 'Delegation' section highlighted. The 'Manage delegates' button is clicked, leading to the 'Delegate settings' page. In the 'Your delegates' tab, a search for 'john smith' is performed, and the search result 'Smith, John' is selected. A 'Select permissions' dialog is shown with 'Make calls', 'Receive calls', and 'Change call and delegate settings' all checked. The 'Add' button is clicked to complete the process. A 'Back to settings' button is also visible at the bottom of the dialog.

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Settings

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Delegation

Delegates can make and receive calls on your behalf.

Manage delegates ← 4

Display

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

Back to settings

Delegate settings

People you support Your delegates ← 5

Delegates can make and receive calls on your behalf.

john smith ← 6

Smith, John ← 7

JS Smith, John

Select permissions

Things this delegate can do on your behalf:

- Make calls
- Receive calls
- Change call and delegate settings

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Cancel Add

Back to settings ← 10

Set up calls to ring your delegates:

The screenshot shows the 'Call answering rules' section in the Microsoft Teams settings. The 'Calls ring me' option is selected, and the 'Also ring' dropdown is set to 'My delegates'. The 'If unanswered' dropdown is set to 'Voicemail'. The 'Ring for this many seconds before redirecting' dropdown is set to '20 seconds (default)'. The 'Calls' settings page is highlighted in the left sidebar.

Settings

General

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Calls ← 11

Call answering rules

Choose how you want to handle incoming calls.

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Calls ring me

Forward my calls

Also ring

My delegates ← 13

If unanswered

Voicemail

Ring for this many seconds before redirecting

20 seconds (default)

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If you have any questions, please contact TechServices at help@uml.edu or 978-934-4357.