



## Technical Support

Microsoft Teams Best Practices with  
ice

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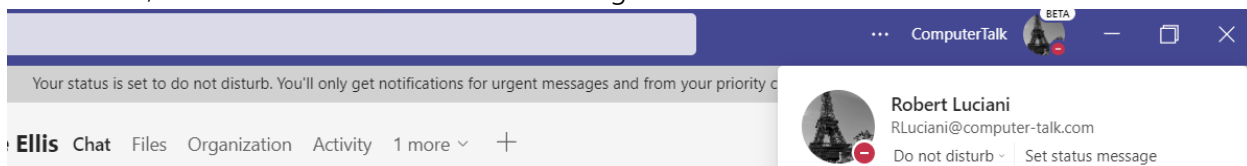
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## Microsoft Teams Best Practices with ice

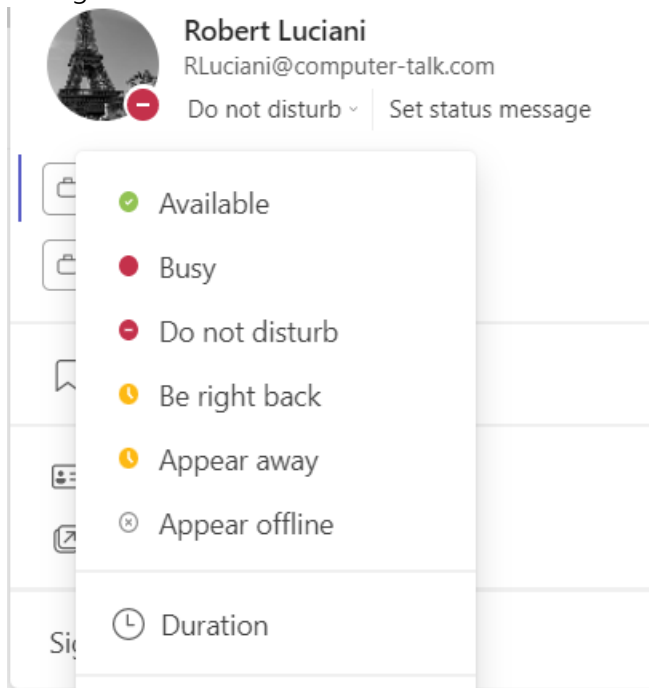
### Do not disturb/Presenting

Ensure that your agents are not on do not disturb or on presenting state. When they are in this state, all calls to their Teams will fail to connect.

1. Click the users image in the top right corner in teams.
2. Once there, click the do not disturb or Presenting text.



3. Change state to available

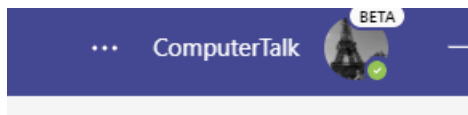


### Voicemail Settings

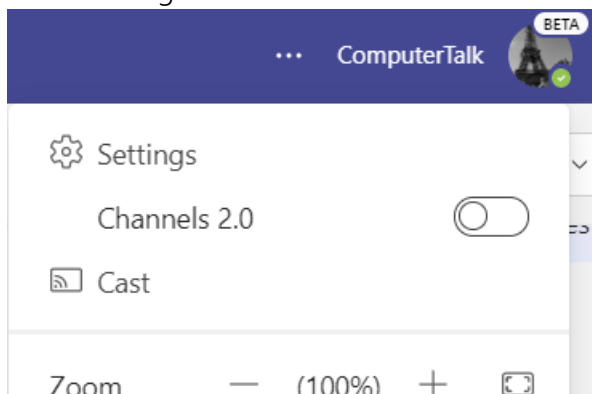
Having voicemail if unanswered can cause inbound calls to be sent to the agent's personal Teams voicemail. This can cause poor caller experience and cause troubles with agents answering calls.

1. Click the 3 dots in the top right





2. Select settings



3. Select Calls and ensure that If unanswered is set to Do nothing.

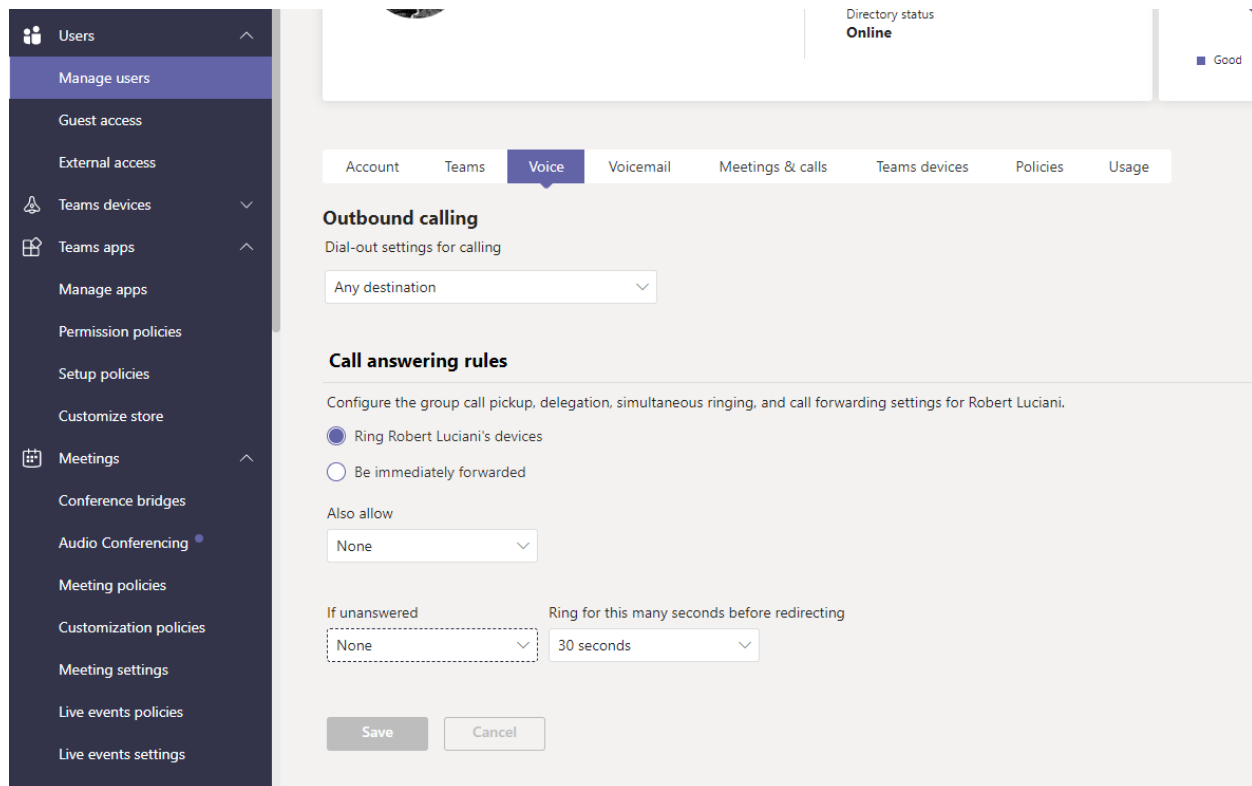
## Settings

General	<b>Call answering rules</b>
Accounts	Choose how you want to handle incoming calls.
Privacy	<input checked="" type="radio"/> Calls ring me <input type="radio"/> Forward my calls
Notifications	Also ring <div>No one else</div>
Devices	If unanswered <div>Do nothing</div>
App permissions	Ring for this many seconds before redirecting
Accessibility	<div>30 seconds</div>
Captions and transcripts	
Files	
Calls	
Recognition	<b>Voicemail</b>



## Voicemail Settings within Teams Admin Center

To do this within Teams admin center, you can go to manage users, select the user, then click voice and set the voicemail settings there.



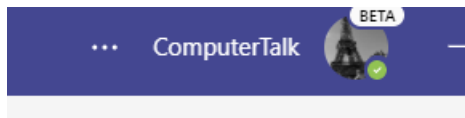
The screenshot displays the Microsoft Teams Admin Center interface. On the left is a dark navigation pane with the 'Users' section expanded, showing 'Manage users' as the active option. The main content area shows the 'Voice' tab selected under the 'Users' header. The 'Outbound calling' section is visible, with a dropdown menu set to 'Any destination'. Below this, the 'Call answering rules' section is active, showing settings for 'Robert Luciani'. It includes two radio button options: 'Ring Robert Luciani's devices' (selected) and 'Be immediately forwarded'. There is also an 'Also allow' dropdown set to 'None'. At the bottom, there are two dropdowns: 'If unanswered' set to 'None' and 'Ring for this many seconds before redirecting' set to '30 seconds'. 'Save' and 'Cancel' buttons are at the bottom of the settings area.



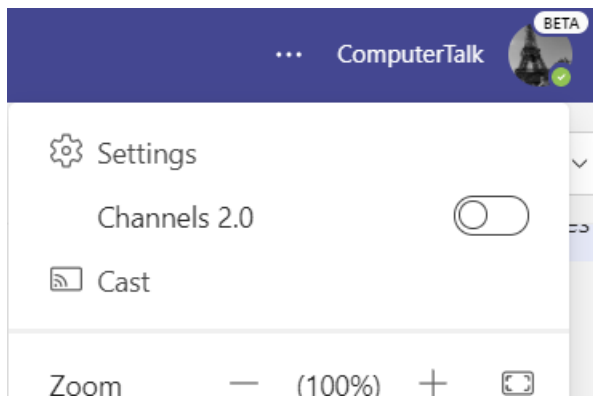
## Modifying Secondary Ringer and Noise Suppression Settings

For agents that need more notification sounds to alert them of an incoming call, you can enable secondary ringer and Noise suppression for loud environments.

1. Click 3 dots in top right.

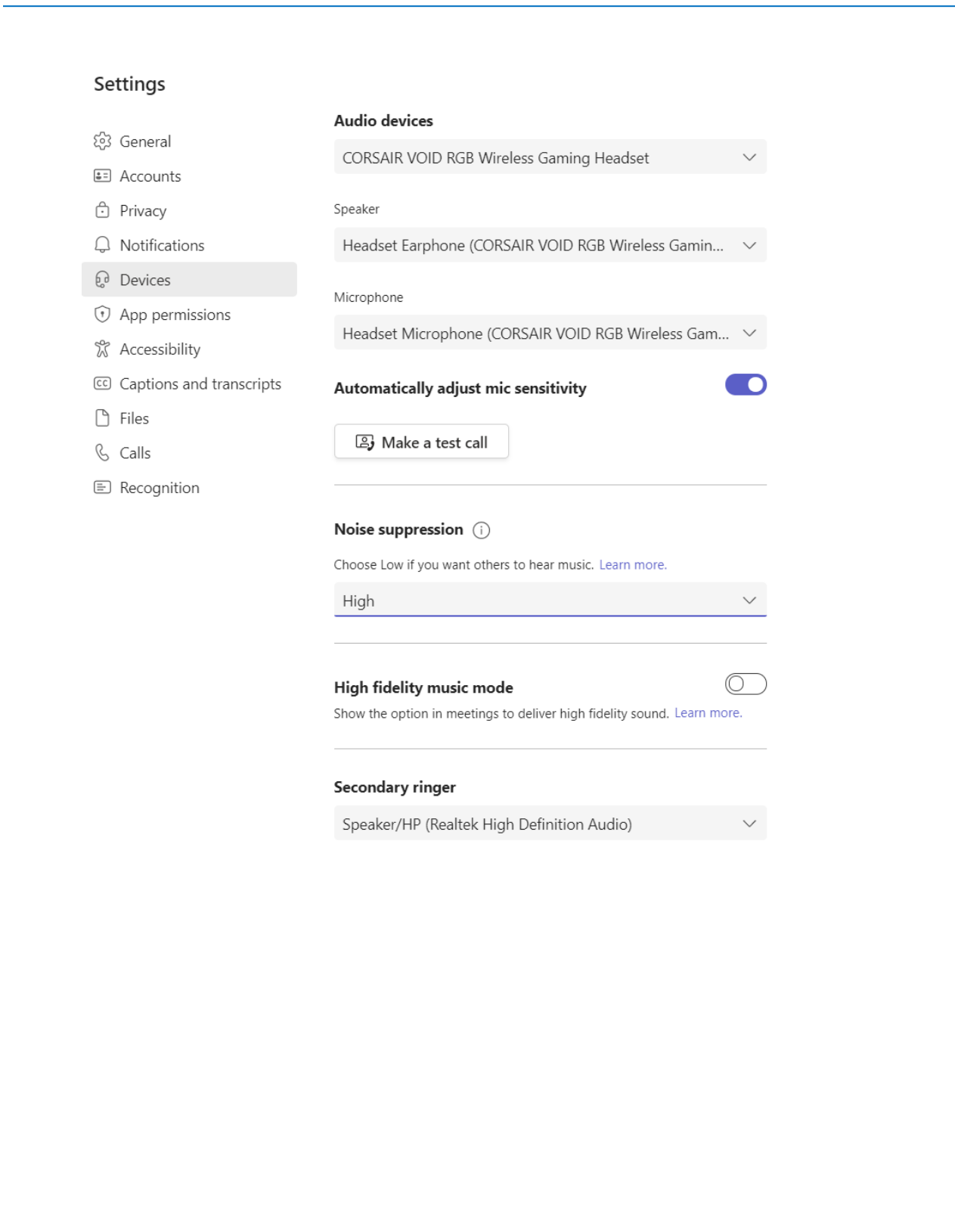


2. Select settings.



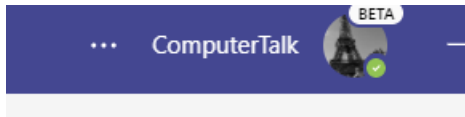
3. Go to Devices tab.
4. Select Noise Suppression to High for loud environments and select a secondary ringer to alert on that audio device as well.



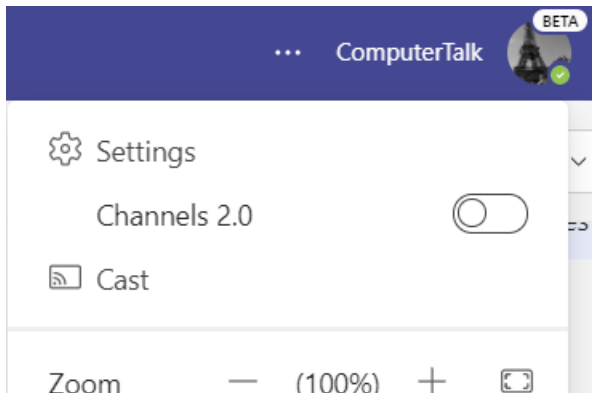


## Setting Audio Devices for Teams

1. Click 3 dots in top right.

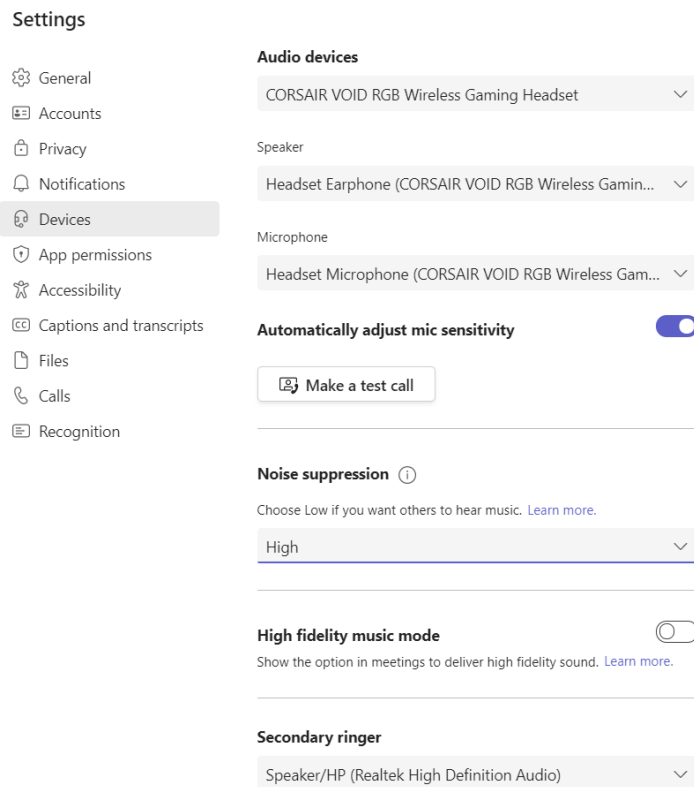


2. Select settings.



3. Go to Devices tab.
4. Select the Audio devices and ensure the microphone is properly set to the headset.

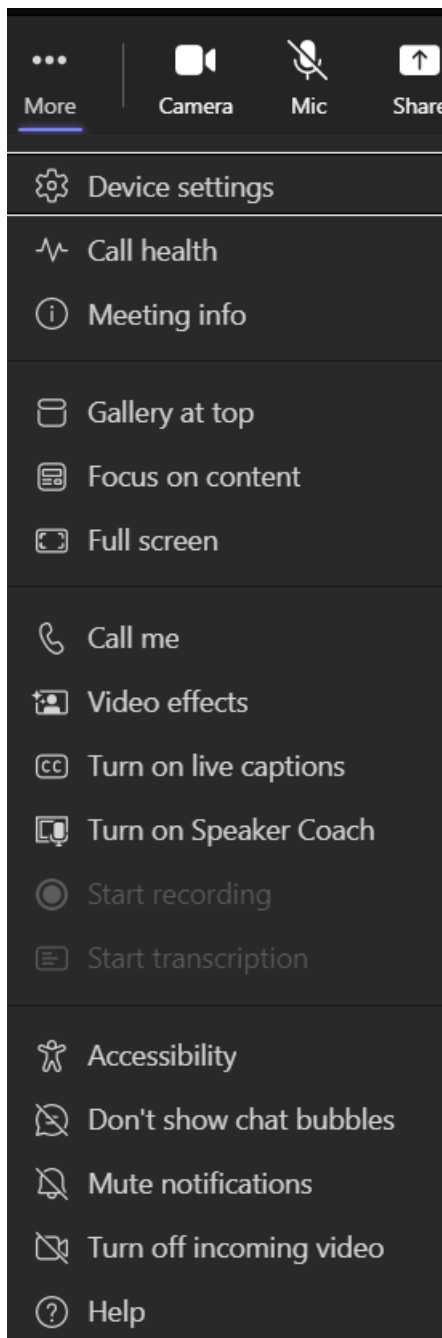




## Using Teams Call Functionality Buttons

It is strongly recommended that you do not use any of the call functionality buttons in Teams when on a call. All call functionalities such as hold, mute, transfer, consult, should be completed from the iceBar toolbar. The only call functionality that should be used in teams is the answer button when alerting for a call. Note, to reject an alerting call or release a call, we recommend using the release button on iceBar and not the leave button on teams.





## Taking calls outside of ice and distinguishing ice/Teams calls

We recommend for any agents that take calls outside of iceBar on their Teams number to enable Drop ice user line between calls. If they would like to distinguish ice calls from direct Teams calls, disabling Send Callers ANI to User Device will set all calls from ice to show as the contact center number. All information on the caller will be included on the iceBar in the userdata section.

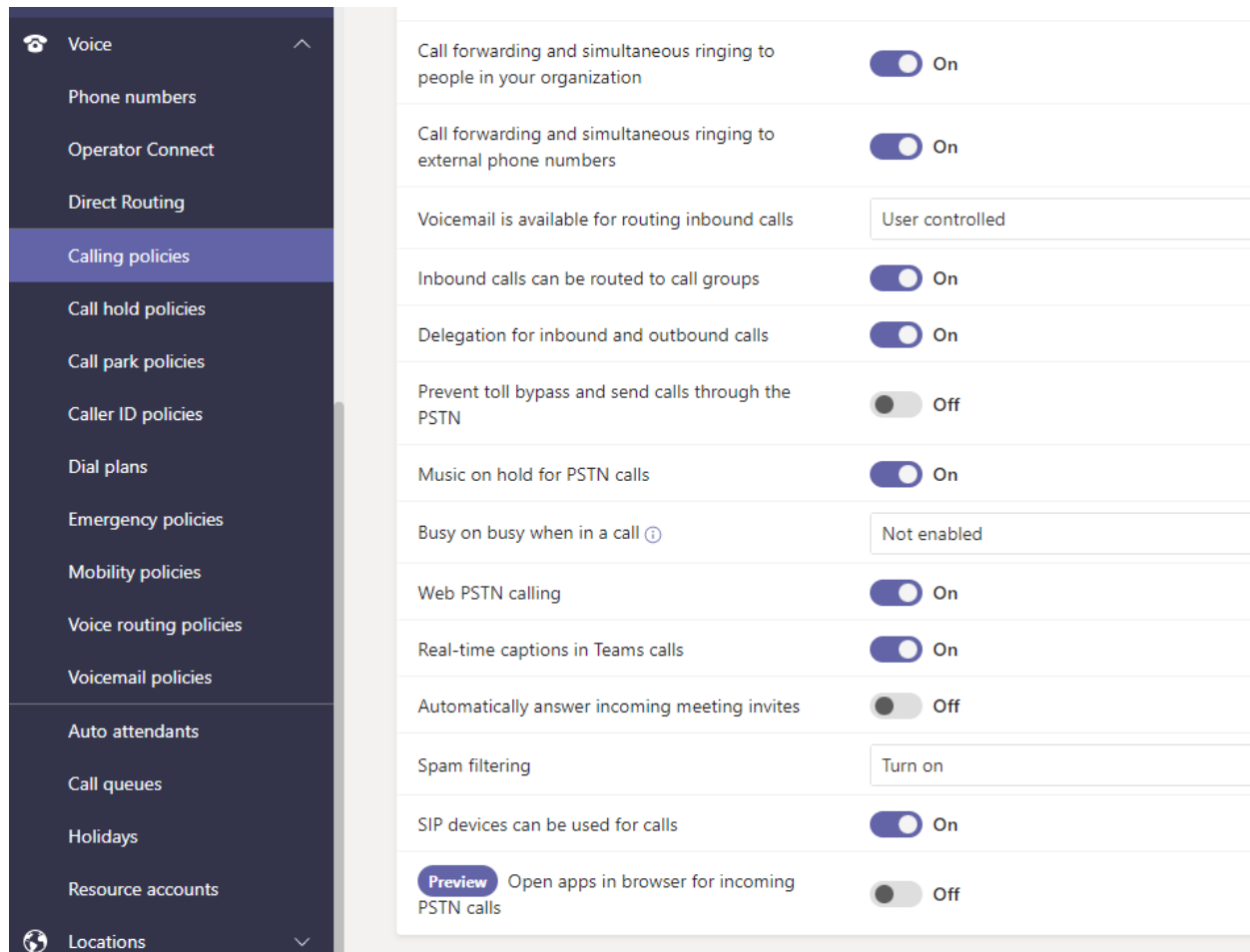
The screenshot shows the 'ice' user configuration interface. The 'Class of Service' tab is selected, displaying a list of settings under the 'User Class of Service' section. The settings are organized into two columns. The left column includes: 'Allow Multiple IM Handling' (unchecked), 'Auto Answer Calls' (unchecked), 'Only require answer button when offhook' (checked), 'Auto Answer Email or IM' (unchecked), 'Disable Auto Not Ready' (unchecked), 'Disable PAQ Queuing' (checked), 'Emergency Contact' (unchecked), 'Enable Cleardown' (unchecked), 'Drop ice User Line Between Calls' (checked), 'Logon to NOT READY' (checked), and 'Disable Whisper' (unchecked). The right column includes: 'Recording Notification' (unchecked), 'Recording Error Notification' (checked), 'Send Callers ANI to User Device' (unchecked), 'Silent Monitoring Privilege' (unchecked), 'Silent Monitoring Notification' (unchecked), 'Play Call Waiting Tone' (checked), 'Virtual User' (unchecked), 'Wrapup After Queued Call' (checked), and 'Wrapup After Placed Call' (checked). The interface also shows other tabs: 'Properties', 'Connections', 'Call Forwarding', 'Queue Assignments', 'Skills', and 'Operating Dates'.

Properties	Connections	Class of Service	Call Forwarding	Queue Assignments	Skills	Operating Dates
<b>User Class of Service</b>						
<input type="checkbox"/> Allow Multiple IM Handling						
<input type="checkbox"/> Auto Answer Calls						
<input checked="" type="checkbox"/> Only require answer button when offhook						
<input type="checkbox"/> Auto Answer Email or IM						
<input type="checkbox"/> Disable Auto Not Ready						
<input checked="" type="checkbox"/> Disable PAQ Queuing						
<input type="checkbox"/> Emergency Contact						
<input type="checkbox"/> Enable Cleardown						
<input checked="" type="checkbox"/> Drop ice User Line Between Calls						
<input checked="" type="checkbox"/> Logon to NOT READY						
<input type="checkbox"/> Disable Whisper						
<input type="checkbox"/> Recording Notification						
<input checked="" type="checkbox"/> Recording Error Notification						
<input type="checkbox"/> Send Callers ANI to User Device						
<input type="checkbox"/> Silent Monitoring Privilege						
<input type="checkbox"/> Silent Monitoring Notification						
<input checked="" type="checkbox"/> Play Call Waiting Tone						
<input type="checkbox"/> Virtual User						
<input checked="" type="checkbox"/> Wrapup After Queued Call						
<input checked="" type="checkbox"/> Wrapup After Placed Call						

## Calling policy settings

For the calling policies, it is recommended that Busy on busy when in a call is not enabled, and sip devices can be used for calls is enabled.





Setting	Value
Call forwarding and simultaneous ringing to people in your organization	On
Call forwarding and simultaneous ringing to external phone numbers	On
Voicemail is available for routing inbound calls	User controlled
Inbound calls can be routed to call groups	On
Delegation for inbound and outbound calls	On
Prevent toll bypass and send calls through the PSTN	Off
Music on hold for PSTN calls	On
Busy on busy when in a call ⓘ	Not enabled
Web PSTN calling	On
Real-time captions in Teams calls	On
Automatically answer incoming meeting invites	Off
Spam filtering	Turn on
SIP devices can be used for calls	On
<b>Preview</b> Open apps in browser for incoming PSTN calls	Off

