

Tech Alert

Collaborative Calling

Coming Soon to Microsoft Teams

MODERN OFFICE

What is new?

Collaborative calling connects inbound calls to a queue within a Microsoft Teams channel.

Team members within a specific channel can chat, collaborate, share files and take calls simultaneously.

Admins can connect call queues to specific channels and team owners can manage settings and permissions.

Why is it beneficial?

The collaborative calling feature will be ideal for IT support and HR helpdesk scenarios but will benefit any organisation that requires a customer support department. Team members have access to a detailed call log which can alleviate customer service and response time.

What is Microsoft Teams?

Microsoft Teams is the digital teamwork hub for modern businesses, facilitating collaboration with workspace chat, audio and video conferencing, shared file storage and application integration. Teams is part of the Microsoft 365 family and is accessible via desktop, mobile and web devices.

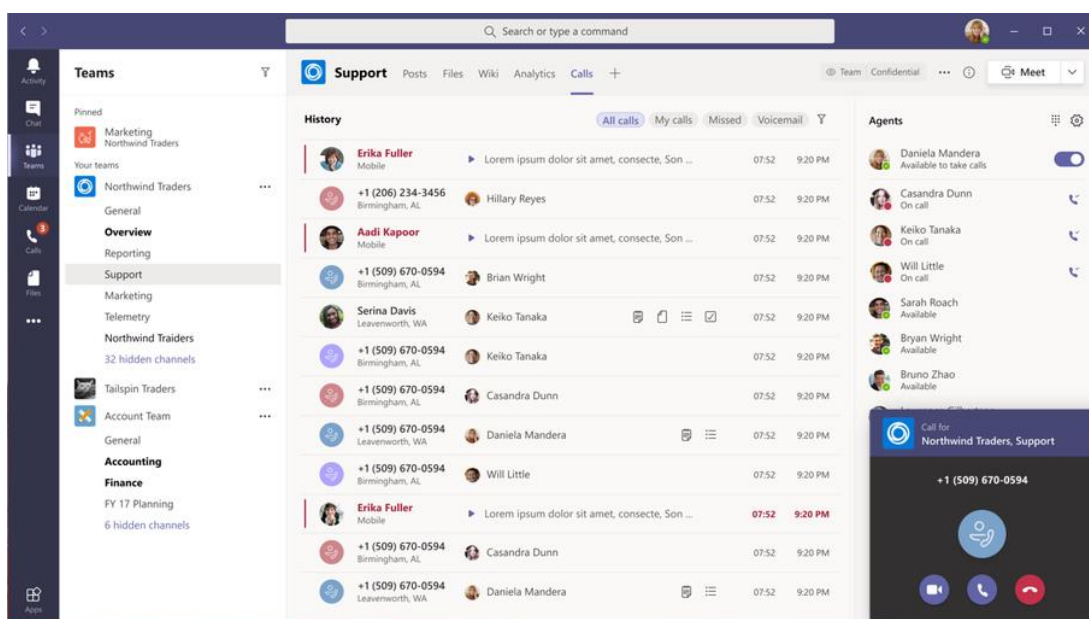
Products: Microsoft Teams

Cloud Instance: Worldwide (Standard Multi-Tenant)

Release Phase: General Availability

Status: In Development

Release: March 2021



About us

365 Architech is a technology company based in Brisbane, Australia. We deliver solutions to support organisations on their digital transformation including cloud, modern applications, cybersecurity and artificial intelligence to drive profitability, growth and achievement of strategic objectives.
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