GSD. MS Teams - What are the Prerequisites in Making Calls via Teams

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General Information:

Possible symptoms/errors:

What are the Prerequisites in Making Calls via Teams?

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

As Fresenius moves to Microsoft Teams for communication, many users want to know if there are prerequisites in using this tool for making calls. This article teaches about using Teams for voice calls:

Details:

Calling within People within the Organization

This is the option if user needs to call a Fresenius internal employee.

Basically, there are no restrictions in calling someone within the organization. Everyone in the company now uses Teams so calling functionality should be the same with Skype.

Calling a Phone Number

Calling a phone number requires a dial pad. This is only available if you have Enterprise Voice Services (EVS) license.

If user does not have the dial pad activated, they may raise a request via IT Service Portal.

Calling External Users

Calling an external user directly using Teams is still unsupported, but there are two workarounds for this:

Call the user's phone number using the Teams dial pad.Set a meeting with the external user and use it for calling.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A: