

GSD. MS Teams - How to Request Office 365 Audio Conferencing

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General Information:

Possible symptoms/errors:

How to Request Office 365 Audio Conferencing.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The dial-in feature enables users to call into Skype for Business/MS Teams meetings using a phone instead of using the Skype for Business/ MS Teams app on a mobile device or PC.

Note: Office 365 Audio Conferencing is not part of the Office 365 standard package and has to be ordered separately. Also, Office Complete license is a prerequisite to get this feature. If user does not have Office Complete license, they need to raise a request via IT Service Portal.

Once the dial-in feature has been activated, user will receive a telephone number to access conferences, their personal conference ID, and an organizer/leader PIN.Details:

1. Advise the user to go to the IT Service Portal.2. Then, to select Service Catalog.3. Under Categories, ask the user to click Conferencing Services > Office 365 Audio Conferencing.4. Instruct the user to fill out the form with the necessary information then to click Submit.NOTE: It will take 24 hours after the request has been closed for the feature to be available.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

IT Service Portal: <https://fmcna.service-now.com/sp>

