# Call Answering Rules and Call Groups

Call answering rules are established to determine how to handle incoming calls.



**Calls ring me** – Incoming calls are delivered to you.

- **Also ring** – Set up a simultaneous ring to another person or another phone number that belongs to you.
    - *Note: Simultaneous rings are not required to receive calls to a mobile phone. Teams delivers calls in sync to both the desktop and mobile application.*
- **If unanswered** – Determine where the call is directed if not answered (i.e. voicemail, another person, delegate, etc.).

**Forward my calls** – Set up call forward to another person or another phone number that belongs to you.

- *Note: Forwarding calls to an external phone number will redirect calls from ringing first to Microsoft Teams.*

**Ring for this many seconds** – Determine how long the call should ring before being redirected (according to the answer rules established).

## Establish a Personal Call Group

A personal call group can be established by selecting **Call group** from either the **Also ring** or **Forward to** drop down. (*Note: Department call groups (queues) will be established by IT.* )



Begin by searching your directory to add people to the call group. *Note: If you would like them to ring in a specified order, be sure to add them in first to last order.*

Select the order you want your call group to receive your calls. Choose to ring them all at the same time, or in the order they are listed.



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