Attendant Console

for Microsoft Teams

User 101

Quick Reference Guide

MOMENTUM

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Landis

Welcome to Attendant Console

Working with your new Teams connected Attendant Console is really easy and you are going to love it. Your Administrator will connect you, set up the tools and features you need to proactively handle calls and contacts, and then those tools are at your fingertips, and you can customize the display to work **for you**. And since it looks and feels like your already-familiar Teams environment, it makes adoption simple.

The following sections in this guide offer a basic primer for working with the features and tools in your Teams connected Attendant Console application that are designed to help you do your work efficiently and quickly.

Sign In

1. Open your browser and enter the URL for the Attendant Console login page provided to you.
2. Select the sign in button on the center of the page and follow the steps to authenticate with your Microsoft 365 (Microsoft Teams) account using the same username/password credentials you enter to sign into Teams.

General Layout

The Attendant Console consists of multiple configurable panels you can elect to display. Each allows the user to customize the contents to show tools or features you prefer.
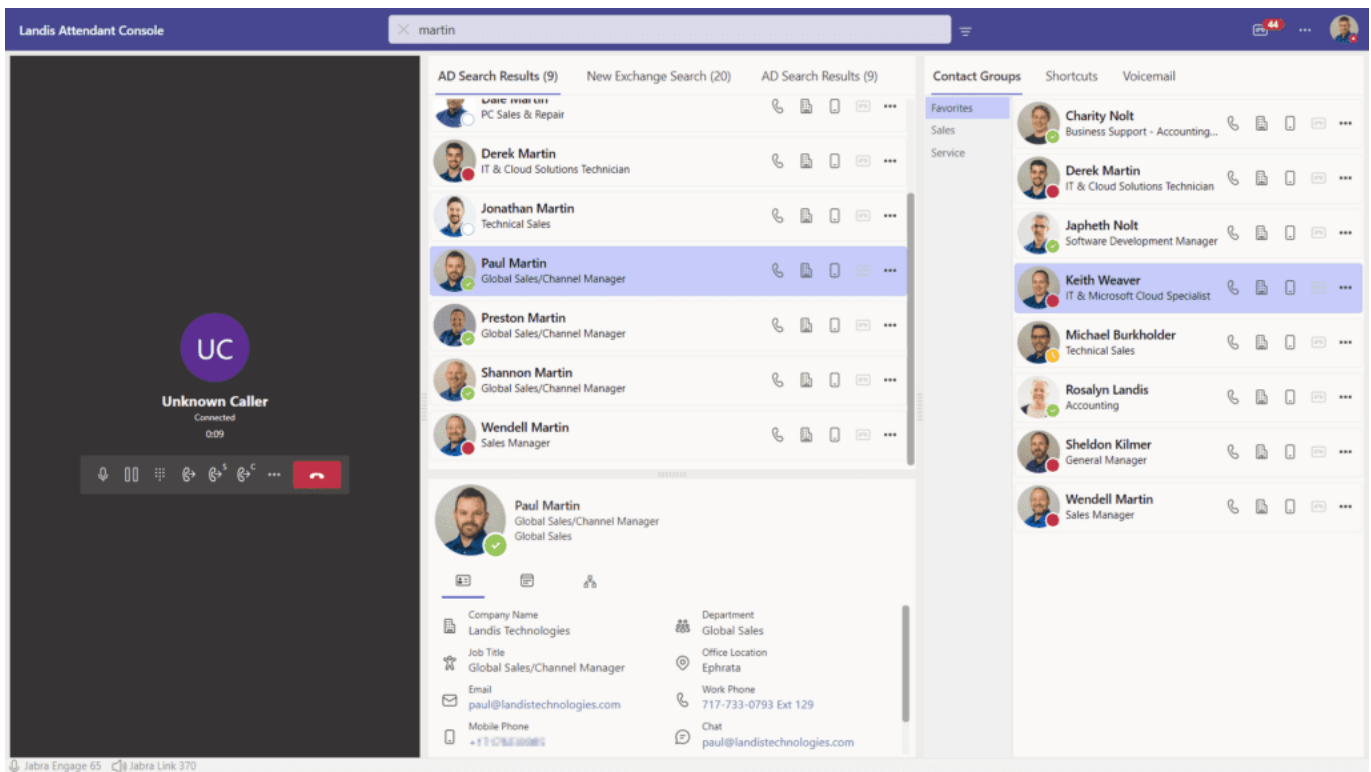
Left (1.1) panel is the call handling area. See Call Handling

Top center (2.1) panel is the search results area. See Search for Contacts

Bottom center (2.2) panel is the contact card area. See Contact Card

Right (3.1) panel is the contact groups area. See Contact Groups

Notifications

Software Notifications

A bull horn icon will appear on the top right corner when there is a software notification.
The notifications the system identified can be displayed by clicking on the bull horn icon.
These notifications may include actions that are required by the user and/or IT administrator.

Voicemail Notifications

An envelope icon with a number will appear on the top right corner when there is an unread/unheard
Teams voicemail. The number shown is the count of unread voicemail messages. Selecting the icon will
redirect the user to the Teams client to view the unread voicemail messages.

Teams Presence

Your current Teams presence is shown on the avatar on the top right corner if your Attendant Console is connected to your Teams instance. You may manage your presence in the Attendant Console as easily as you do while working in Teams.

Changing Teams Presence

Your Teams presence can be changed by selecting the avatar on the top right corner and selecting one of the available Teams presence options displayed to you.

Hover over a presence option to view and select the Clock icon to set the duration of the selected presence. After the duration expires, the presence will reset automatically, similar to the way it does when working directly in Teams.

Call Handling

Outbound Calls

To initiate an outbound call, select a contact in the search or contact group panel. To initiate a PSTN call, enter the number in the search field. A contact with the normalized number will appear in the search panel.

If a contact card does not appear after entering a PSTN number in the search field, the number normalization rules are likely incorrect. See Normalization Rules

Incoming Calls

Incoming Teams calls will appear at the top of the calls panel. Multiple incoming calls will appear in a list. Each incoming call will show the caller ID with an accept and decline button.

Current Calls

If a call is accepted, the call will appear in the center of the calls panel. The caller ID, status of the call and call timer will be shown along with the call handling options below:

Mute/Unmute

The Mute button will mute or unmute the agent's audio when clicked.

Hold

This button will place the call on hold. The call will move to the handled calls area. See Handled Calls

Dial Pad

This button will open the dial pad. This dial pad can be used to send DTMF tones while on a call.

Blind Transfer

This button will place the call in blind transfer mode. This option will transfer the call and if the transfer recipient does not answer, the call will be sent to voicemail or follow forwarding rules.

To perform a blind transfer:

1. Select the blind transfer button
2. Select a contact in the search or contact group
   panel The call will be transferred.

A call can be transferred to a PSTN number by entering the number in the contact search box. A contact with the number will appear in the contact search results panel.

Safe Transfer

This button will place the call in safe transfer mode. This option will transfer the call and if the transfer recipient does not answer, the call will be redirected back to the agent on hold.

Note: Safe transfers to a PSTN number will fail because the system is not aware when a third-party voicemail service answers the call.

To perform a safe transfer:

1. Select the safe transfer button
2. Select a contact in the search or contact group panel and the call will be
   transferred.

Consult Transfer

This button will place the call in consult transfer mode. This option will allow the agent to consult with the transfer recipient before transferring the call.

To perform a consult transfer:

1. Select the consult transfer button
2. Select the transfer recipient contact in the search or contact group panel.
   This will put the caller on hold and initiate a call to the transfer recipient.
3. When ready to complete the transfer, select the consult transfer button again on the current call. The agent will be disconnected from the call and the caller will be transferred to the transfer recipient.

When two calls are placed in consult transfer mode, the transfer will initiate, and the two calls will be connected.

Chat Consult Transfer

The Attendant Console bot is required to be installed in each user's Teams desktop application for the Chat Consult Transfer to function and the Admin must enable the feature for use.

The Chat Consult Transfer button will place the call in Chat Consult Transfer mode. This option allows the agent to send an adaptive card (a pop up message) to the transfer recipient that provides the recipient with the option to accept, reject, or send the call to voicemail.

To perform a Chat Consult Transfer:

1. Select the chat consult transfer button
2. Select the transfer recipient contact in the search or contact group panel.
   This action puts the caller on hold and sends the transfer recipient an adaptive card.
   When the transfer recipient selects an option on the adaptive card, the status of the call will update on the calls panel.
3. The transfer can be completed from the status area.

Recommended: If "Enable Automatic Transfer from Hold" (Settings | Transfer tab) is enabled, the call transfer will automatically be initiated if the transfer recipient selects Accept or Send to Voicemail.

If the experimental feature "Enable transfer to voicemail" is enabled by your Administrator, a send to Voicemail option can also be displayed in the adaptive card the recipient sees.

Add Participant

This button will place the call in Add Participant mode.
This option allows the user to add a contact to the call creating a quick 3-way conference call.

To add a participant to a call:

1. Select the add participant button
2. Select a contact in the search or contact group panel.
   The contact will then be added to the existing call to form a 3-way conference call.

Disconnect

Click this button to disconnect the call.

A Transfer mode can be changed if selected incorrectly. Just select the correct transfer mode button.
To remove a transfer mode from a call, select the transfer mode button again.

Handled Calls

Calls that are placed on hold, are in the process of transferring, or have failed to transfer appear in a list on the bottom of the Calls panel so the Receptionist can always see those calls still in need of their attention until they are transferred completely. This offers the option to retrieve calls while they are still in view. Each call will show the caller ID, call timer, and current status.

- If a transfer mode has been selected for the call, the transfer type icon will also appear on the call.
- Calls on hold or that have failed to transfer can be retrieved by selecting the **Answer** button.
  Calls on hold or mid-transfer can also be disconnected by selecting the **More** button > **Disconnect**.
- Calls can be transferred directly while on hold by selecting the More button > choose a transfer mode.
  If an incorrect transfer mode has been selected, it can be changed from this menu, as well.

Once the call has been placed in a transfer mode, select a contact in the search or contact group panel and the call will be transferred per the transfer mode selected.

Contacts

Contacts are shown in both the Search and Contact Group panels. Each listed contact offers both information and the enabled contact methods for calling, transferring, etc. This is where you will initiate communication with a contact or select a contact as a transfer recipient. The basic default contact methods shown are Chat and Call (using default method). Additional contact methods enabled on your system are shown by selecting the More button. These could include options to call mobile, transfer to voicemail, etc.

Contact Card

After selecting a contact in either the Search or Contact Groups section of the display, the contact information will appear in this panel. There are three tabs in this panel: **Details**, **Schedule** (if connected to the Exchange Calendar), and **Organization Structure** (as defined in Teams).

Contact notes for internal contacts and PSTN numbers can be edited, saved, and viewed for the contact when displayed in the **Details** tab. Any notes added by a user are personal and are not shared across other Attendant Console user accounts. They are only viewable on the Contact card.

Using Contacts

In Transfer Mode/Active Call

If a call is in a transfer mode, double clicking or selecting a voice contact method on the contact will initiate a transfer of the call to the contact. If chat or email contact method buttons display, a click can initiate those contact options. And, if enabled, a Chat or Email Callback Reminder can be sent to a recipient contact by selecting the email or chat callback reminder buttons. This sends a chat or email with a prepopulated message requesting a callback. The callback message received by the contact you select includes the caller name, number, and call time.

When Idle

If there are no active calls or calls in transfer mode, selecting a contact method on the contact will allow you to initiate a new call, chat, or email to the contact from your line. Double-clicking the contact will also initiate a new voice call to the contact.

Chat and email callback reminders are not available in this scenario.

Customize Contact Buttons

The buttons on the Contacts section can also be customized in your Settings to add or remove available options if the Admin provided access to do so.

Search for Contacts

Contacts can be searched by entering a search term in the search field at the top center of Attendant Console. The search results will be shown as contacts on the contact search panel.

Additional Search fields

Additional search fields can be specified by selecting the Filter button to the right of the search field. A panel will appear below the search field with multiple fields. Text can be entered in any of the fields. Click apply to submit the search term and see the results.

- The filter button will show a * when a filter is being applied.
- To remove the search filter, select the filter button and select Clear.
- Persistent filter options can be added here: Configure Filter Items Lists

Search terms can be specified in the filter panel without a search term in the primary search field. For example, "Sales" in the department field will return all contacts with the department as sales.

Contact Groups

Contact Groups are typically used to build lists of contacts that are frequently contacted. Contact groups are Attendant Console-specific groups and can be modified by each user for their own use (not shared). Each group will typically show a list of the contacts grouped within it.

The first contact group is created on initial sign in.
This group will contain any already related contacts via the connection to Teams, Outlook, or Microsoft 365.

Voicemail

The Attendant Console user's personal Teams voicemails will appear in the voicemail panel if that has been selected to display.

If a voicemail is selected for review, the details will appear in the lower area along with the ability to playback the recording.

- The voicemail panel can be enabled by an Admin under **Settings | Layout**
- The last 50 voicemails are displayed.
- Unread/unheard messages will be included in the notification count even if they are not among the last 50 voicemails that can be displayed.
- Go to your Microsoft Outlook | Search Folders | Voice Mail to see voicemails beyond the last 50 that you have not yet played/heard/deleted.

Voicemail Notifications

An envelope icon with a number will appear on the top right corner when there is an unread Teams voicemail. The number shown is the count of unread/unheard voicemail messages. Selecting the icon will redirect the user to their Teams client to view the unread/unheard voicemail messages.

Settings

The settings window can be accessed by selecting the ".." **More** button on the top right corner of Attendant Console next to your avatar/initials.
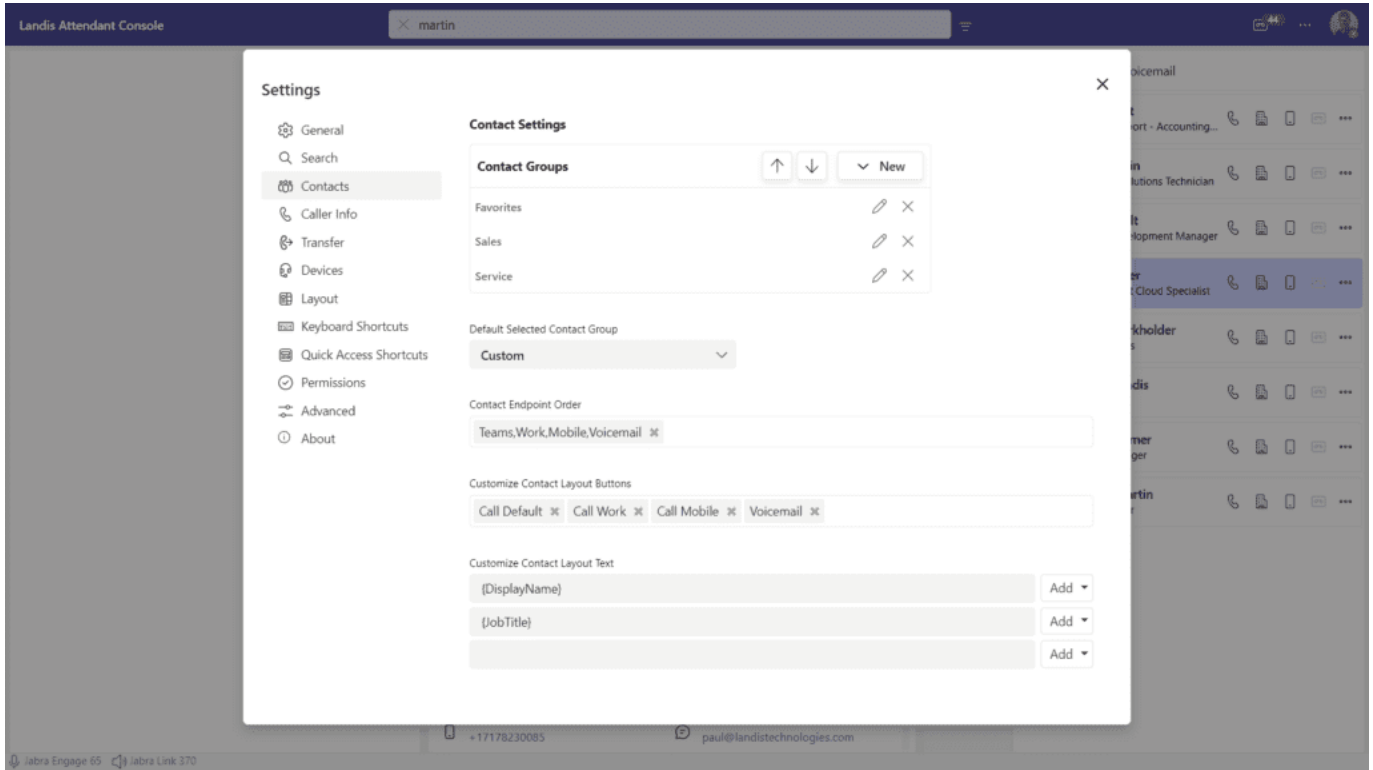
General

Settings | General

Column	Description
Language	Chooses the Language of the text in the application.
Theme	Light or dark mode. Default is light mode.

Notification Settings

Column	Description
Suppress Teams Notifications	If enabled, Teams desktop client call notifications will be suppressed. A restart of the application is required for this setting to take effect. (Desktop app only)
Max notifications to show	Max amount of Attendant Console notifications to show at one time. Default is four. (Desktop app only)
Focus on Incoming Call	If enabled, the application will become the active window when there is an incoming call. (Desktop app only)

> ⚠ The Teams desktop application language is required to match the Landis Attendant Console language for the Teams call notifications to be suppressed.

Search

Settings | Search

Configure Search Sources

The default search source is Entra ID Users.

There can be multiple search sources of the same type with different configurations.

Each search source selected/enabled here will appear as another tab in the Search panel.

Search Source Options

Name	Description
Entra ID User Search	Also known as Active directory users or Microsoft 365 users.
Exchange Search	Personal Outlook contacts
Global Exchange Contacts Search	Mail contacts. Also known as Active Directory contacts or organizational contacts.
External Search	Custom API Contacts

Entra ID User Search

Active Directory search will only search on display name and is a 'begins with' search.

Column	Description
Search Source Display Name	Custom display name of search source.
Max Contact Search Results	The maximum amount of contacts returned from a search.

> ℹ By default, disabled user accounts are not returned in search results. If you would like disabled accounts to be displayed, enter the text below in the Custom Settings field:
>
> {
>
> "key": "includeDisabledAccountsInAdSearch",
>
> "description": "Filter disabled user accounts in AD Search",
>
> "value": "false"
>
> }

Exchange Search

Exchange search will only search on display name and is a "contains" search.

Column	Description
Display Name	Name of a contact group
Folder ID	The Exchange Mailbox contact folder ID
User ID or UPN	The Azure active directory ID (GUID) or the user principle name of the mailbox. This can be a primary mailbox or a mailbox with delegated permissions.
Max Contact Search Results	The maximum number of contacts returned from a search

To search your default personal contacts folder in your Exchange mailbox, the folder ID and User ID/UPN fields are not required.

Global Exchange Contacts

Additional permissions are required to enable global Exchange contacts. See Permissions

Global Exchange Contacts will only search on display name and is a "begins with" search.

Column	Description
Search Source Display Name	Custom display name of search source.
Max Contact Search Results	The maximum amount of contacts returned from a search.

External Search

Advanced and requires additional setup. External search can be set up to query a custom search API. This is set up by your Admin. The response from the API should return contact information that will be shown in the search panel.

Column	Description
Search Source Display Name	Custom display name of search source.
External Contact Search URL	External API URL to query for search results.
Max Contact Search Results	The maximum amount of contacts returned from a search.

Search Pre-filter

Search pre-filters will always filter the search results by the values in these fields:

|	
Departments	Office Locations
Countries	Postal Codes
Job Titles	Given Names
Surnames Emails	Display Names User
	Principle Names

Configure Filters Item Lists

The custom names added to these fields will be listed as persistent filter options in the advanced search panel. Multiple filter options can be added to each field. Each option must be separated by a semicolon. Example:

Configure filters items lists

Departments

Human Resources;Information Technology;Sales

Once added to the item list, the options that were included will then appear in the Advanced search filter:
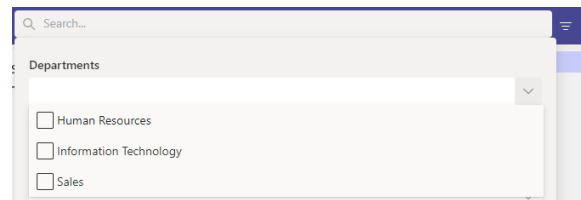
Contacts

Settings | Contacts

Contact Groups

The default contact group is a list of Entra ID Users that are relevant to the user.
Each contact group can be either a dynamic group based on search terms, or users in a Teams team.

Contact Group Types

Name	Description
Search Group	Entra ID Users. Also known as Active Directory users or Microsoft 365 users.
Teams Team Group	Users in a Teams team. 100 Contact limit.
Exchange Group	Personal Exchange contacts
Global Exchange Contacts Group	Mail contacts. Also known as Active Directory contacts or organizational contacts.

New Search Group

This group type can only show Entra ID users. For this search group, at least one filter parameter is required for contacts to appear in the group or search results.

Column	Description
Display Name	Name of contact group
Max Contact Search Results	Max amount of contacts that will be displayed in the contact group.
Departments	Filter by Entra ID user departments.
Office	Filter by Entra ID user office locations
Locations Countries	Filter by Entra ID user countries.
Postal Codes	Filter by Entra ID user postal codes.
Company Names	Filter by Entra ID user company names.
Job Titles	Filter by Entra ID user job titles.
Given Names	Filter by Entra ID user given names.
Surnames	Filter by Entra ID user surnames.
Display Names	Filter by Entra ID user display names.
Emails	Filter by Entra ID user emails.
User Principle Names	Filter by Entra ID user principle names.

Multiple search terms can be entered in each field separated by a semicolon.
For example: Sales;Information technology;Human resources

New Teams Team Group

This group type can only show the users in the specified Teams team.

Column	Description
Display Name	Name of a contact group
Select a Teams team	The members of the Teams team will appear in the contact group.

New Exchange Group

This group type can only show Exchange contacts. For this search group, at least one filter parameter is required for contacts to appear in the group or in search results.

Column	Description
Display Name	Name of a contact group
Max Contact Search	Max number of contacts that will be displayed in the contact group
Results Folder ID	The Exchange Mailbox contact folder ID
User ID or UPN	The Azure active directory ID (GUID) or the user principle name of the mailbox. This can be a primary mailbox or a mailbox with delegated permissions.
Departments	Filter by user departments.
Office Locations	Filter by office locations.

Countries	Filter by user countries.
Postal Codes	Filter by user postal codes.
Company Names	Filter by company names.
Job Titles	Filter by user job titles.
Given Names	Filter by user given names.
Surnames	Filter by user surnames.
Display Names	Filter by user display names.
Emails	Filter by user emails.
User Principal Names	Filter by user principle names.

Multiple search terms can be entered in each field separated by a semicolon.
For example: Sales;Information technology;Human resources

New Global Exchange Group

Additional permissions are required to enable global Exchange contacts.

This group type can only show global Exchange contacts.

At least one filter parameter is required for contacts to appear in the group.

Column	Description
Display Name	Name of a contact group
Max Contact Search	Max number of contacts that will be displayed in the contact
Results Job Titles	group Filter by user job titles.
Given Names	Filter by user given names.
Surnames	Filter by user surnames.
Display Names	Filter by user display names.
Emails	Filter by user emails.
User Principal Names	Filter by user principle names.

Multiple search terms can be entered in each field separated by a semicolon.
For example: Sales;Information technology;Human resources

Default Selected Contact Group

This setting will configure the group that will automatically be selected when Attendant Console is loaded.

Contact Endpoint Order

This is the priority of contact methods evaluated when using the "CallDefault" button or double clicking a contact card. For example, if the first contact method listed is Teams, the Attendant Console will initiate a Teams call. If the user is not enabled for Teams, it will try the second contact method on the list, and so on...

Customized Contact Layout Buttons

This setting will configure the buttons and order of buttons that are shown on contacts.

Customize Contact Layout Text

This setting will configure the text that is shown on contacts. There can be up to three lines of text on each contact. The text that is displayed on each line is configured by entering plain text and/or placeholders for the desired fields. A placeholder can be inserted by selecting a placeholder from the dropdown to the right of the field. The cursor position is saved and used for the insert.

Smart Separators and Labels

Smart separators and labels allow text to only show when needed.

- Smart separators are anything put inside curly braces that is not a recognized placeholder. Smart separators have the ability to intelligently be hidden when the placeholder to its left or right evaluates to an empty string. This only applies when the smart separator is directly against another curly braced item such as a placeholder.
- Labels are text put inside <> which is nested inside a curly braced field. In this case, the label will only show when the field accompanying it evaluates to text rather than an empty string.
- Plain text outside of curly braces will be displayed all the time.

Note: Multiple spaces will be ignored and treated as a single space

Example:	{<Dept: >Department}{ – }{<Job Title: >JobTitle}

In the example above, the "Dept" label will only show if the department field is populated for the contact.
The smart separator " - " will only show if the contact has both a department and a job title.
The label "Job Title: " will only show if the job title field is populated for the contact.

Allow Saving Contact Notes

This setting is enabled by default. Disabling this setting will stop users from being able to save contact notes in the contact card panel.

Caller Info

Settings | Caller Info

Call pop lookup URL

The call pop lookup URL is queried when there is an incoming call. The webpage will be shown in an IFrame on the call pop panel. The caller display name, caller number, queue name, and/or call ID can be included in the URL by using the supported placeholders. Reference the example URL with placeholders shown here:

https://apps.powerapps.com/play/b232?callernumber={callernumber}&displayname={displayname}&hidenavbar=true

Open call pop in browser

If selected, the web page for the above URL will be shown in a new browser tab instead of the call pop panel.

Transfer

Settings | Transfer

Transfer Mode on Answer

When a call is answered the specified transfer mode will automatically be selected. This will enable one click transfer.

Place call on hold on begin transfer

If this option is enabled, when a transfer mode is selected the call will immediately be placed on hold.

Call Button Visibility

These settings control what transfer options are available for calls.

Option	Description
Full	Transfer Button will be shown on the current call area.
Minimized	Transfer option will only be available on the "more"
Disabled	menu. Transfer option will not be available.

Call Back Messages

These fields allow customization of the call back chat, call back email, and chat consult transfer messages. Placeholders can be added to the text by selecting a placeholder from the "Add" drop down menu to the right of each text field. All fields can be reset to default by selecting the "Reset to default" button below each field.

Devices

Settings | Devices

Audio Devices

Option	Description
Speaker	Device speaker used for calls.
Microphone	Device microphone used for calls.
Ring	Speaker used for incoming call alerts.
Silence Incoming Ring	Option to disable incoming call alerts.
Silence Call Waiting Tone	Option to disable incoming call alerts when in an active call.
Make a test call	Initiates a call to an audio test service to verify your audio device is working correctly.

Utilize Headset Buttons (Preview)

To learn more about this preview/beta, check out the following article from the developer:
USB Audio Device Call Control Buttons

Layout

Settings | Layout
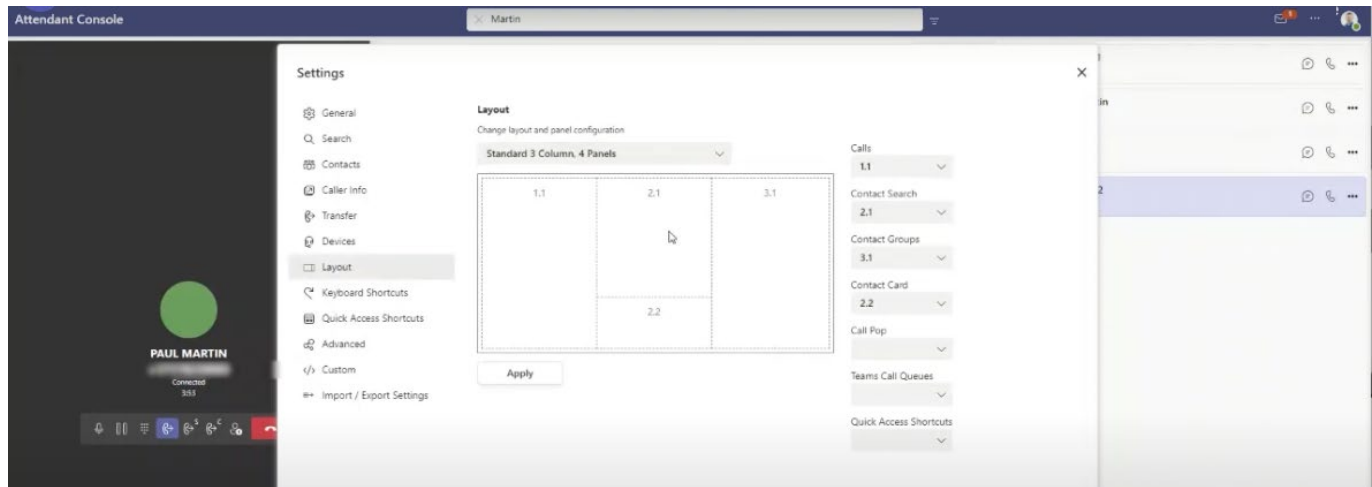
Configure Layout

These options will allow the customization of each panel's size and location and what is displayed on each panel. There are multiple preconfigured layout options and an option to create a custom layout. Once the preferred layout has been selected, what is displayed on each panel can also be configured. Each panel on the layout has a number assigned. These panel numbers can be selected for each of the options (Calls, Contact Search, etc.). This allows the user to add or remove tools, features, or sections at any time.

The same panel number can be selected for multiple options. Tabs will appear for each option on the top of the panel when multiple options are assigned to a single panel.

Panel Types

Name	Description
Calls	Panel where calls are displayed and handled. See Call Handling
Contact Search	Panel where search tools and results display. See Search for
Contact Groups	Contacts Panel where contact groups are displayed. See Contact
Contact Card	Groups Panel where contact details are displayed. See Contact
Call Pop	Card
Teams Call Queues	Panel where call pop is displayed. See Caller Info
Quick Access	Panel that includes Teams button for agents to sign in/out of
Shortcuts Voicemail	queues. Panel where specified shortcut buttons are displayed.
External Site	Panel where voicemails are displayed.
	Panel that displays a persistent webpage in the user's view.
	See External Site URL

Keyboard Shortcuts

Settings | Keyboard Shortcuts

Keyboard shortcuts can be configured to perform call candling actions. The actions are listed along with the shortcut key combination. When using the browser, keyboard shortcuts can only be used when the attendant console is the active window. When using the desktop application, clear a key combination by selecting the X to the right of the Action.

To change or enable a keyboard shortcut:

1. Select the name of an action
2. Press the key combination desired.
   The key combination will appear in the key combination column.
   If the key combination does not appear, it is not an available key combination.

Other Shortcuts

Shortcut

Ctrl+Alt+Shift+1	Export Logs
Ctrl + (plus)	Zoom In (Desktop app only)
Ctrl - (minus) Ctrl	Zoom Out (Desktop app only)
+0	Reset Zoom (Desktop app only)

Quick Access Shortcuts

Settings | Quick Access Shortcuts

Quick Access Shortcuts are buttons that allow a user to perform an action.
These actions are customizable and are typically created to simplify a common action or task.

Call user shortcut

This option can initiate a new call to a user/number specified or calls can be transferred to the user/number.

Option	Description
Shortcut Display	Name of shortcut displayed on button.
Name Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
UPN or PSTN	The contact's user principal name / phone number in E.164 format.

Open Webpage shortcut

This option will open the specified webpage in the browser.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the
Webpage URL	action. The URL of the webpage that will be opened.

Execute HTTP request shortcut

This option will execute the specified HTTP method to the specified URI. The Headers and Body can also be specified.

Option	Description
Shortcut Display Name	Name of shortcut displayed on the button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the action.
HTTP Method	The HTTP Method: POST, GET, etc.
URI	URI of the request.
Headers	Headers included in the request.
Body	Body included in the request(optional).

Set audio device shortcut

This option sets the active audio device used for Attendant Console.

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Keyboard Shortcut	Keyboard Shortcut that performs the
Microphone	action. Microphone that will be selected.
Speaker	Speaker that will be selected.

Set (Teams)Presence Shortcut

This option will change the signed in user's Teams presence

Option	Description
Shortcut Display Name	Name of shortcut displayed on button.
Description	Description of Action.
Presence	Teams Presence option that will be selected.
Duration in minutes (optional)	Duration of the Teams presence option selected before resetting.

Permissions

Settings | Permissions

Optional permissions that can be granted to enable more features.

Mail.ReadBasic

This will enable a voicemail icon on the top bar with unread voicemail count.

Mail.ReadWrite

This will enable the voicemail panel to retrieve voicemails and mark them as read when selected.

OrgContact.Read.All

This will enable the ability to search global Exchange Contacts and/or display global Exchange Contact groups.

After granting consent to one or multiple permissions, all users will need to reauthenticate (Sign out and sign in) for the features to become available.

Advanced

Settings | Advanced

Logging Level

Logging level determines what level of logs are collected. If enabled, only the previous 15 min of logs are collected and can be exported.

Import/Export Settings

These options allow a user to import and export the current settings applied in attendant console.

Number Normalization Rules

Normalization rules are applied when a user enters a number in the search field. For example, if the user enters 7177330793, a normalization rule can translate the number to +17177330793. Regular expressions are used to match and translate a number.

Option	Description
Description	Description or name of normalization rule.
Pattern	Pattern to match
Translation	Translation of number after it has matched the pattern.
Normalize Contact Numbers	When a number is selected on a contact, the number will be normalized when the call is initiated.

Normalization rules are also used in Teams tenant dial plans. Typically, the same rules apply to Attendant Console.
To view the normalization rules applied to a user in Teams, see:

https://docs.microsoft.com/en-us/powershell/module/skype/get-cseffectivetenantdialplan

Custom Settings

Custom settings can be enabled by adding specific JSON objects to this field. Example: USB Audio Device Call Control Buttons (Preview). After adding a custom setting, a restart or refresh of the application is required for the custom setting to be applied.

Enable Experimental Features

Experimental features may change, break, or disappear at any time and have limitations so use caution. The vendor, service provider, and Microsoft cannot and will not guarantee support for experimental features and may not be able to help you with issues that may appear.

These features can be enabled by selecting the checkbox beside the experimental feature if one displays.

Enable Transfer to Voicemail

Enable Transfer to Voicemail

1. Place a call in blind transfer mode.
2. Find the transfer destination contact
3. Select "..." button on the contact.
4. Select the voicemail option.
   - Transfer to voicemail is only available for internal contacts.
   - A contact's voicemail is not able to be called directly.
   - This also enables send to voicemail option in chat consult transfer.

Enable Music on Hold (deprecated)

This option will play music when a caller is placed on hold. Disabling this feature will enable the supported production iteration of music on hold that is enabled by default.

External Site URL

The external site URL is the website that is shown on the External Site panel.

This panel can be enabled to display within the Layout tab in the Settings.

The website is required to be Iframe compatible.