

Anywhere365 Attendant Console for Microsoft Teams

Auto Attendant configuration

October 2022

Anywhere365



ANYWHERE365

Van Nelleweg 1 Hal B
3044 BC Rotterdam

Tel +1 206 338 7450
www.anywhere365.io
info@anywhere365.io

July 2020, Version 1.3.3

Author: Anywhere365

This document contains confidential and proprietary information which may be legally privileged. It is intended only for the original recipient. Any form of reproduction, dissemination, copying, disclosure, modification, distribution and or publication of this material is strictly prohibited without the explicit consent of ANYWHERE365. All products mentioned in this, and associated documents are the property of their respective owners.
All rights reserved © 2020 ANYWHERE365

Anywhere365 Attendant Console for Teams

This document describes the configuration steps to add a native Teams Auto Attendants upfront the receptionist endpoint, to combine Native Teams features with values added Attendant Console functionalities.

This document has been validated with a single Teams Tenant with Microsoft Calling Plan.

- Play a greeting message
- Menu options
- Business Hours handling / Holidays call settings

Table of Contents

.....	1
Table of Contents	4
Configure a Teams AA using Teams Admin Center	5
Call flow.....	5
Step 1: Create a Resource Account	6
Step 2: Assign a Virtual User License to the RA	7
Step 3: Create the Auto Attendant	8
General Info	8
Call Flow	9
Set business hours and after-hours policy.....	10
Holiday call settings.....	11
Find people	12
Step 4: Assign the Service Phone number to the RA.....	13
Redirect the caller to an A365 Attendant Queue	14
Annexe	15
Configure Teams AA using PowerShell Commands.....	15
Modify an existing Teams Auto Attendant using PowerShell.....	15
Create a new Teams Auto-Attendant using PowerShell	17
Change the Phone Number presented when dialing-out	20
Create a CallingID Policy on Teams	20
Assign it to the Bot Endpoint	21
More resources	22

Configure a Teams AA using Teams Admin Center

Call flow

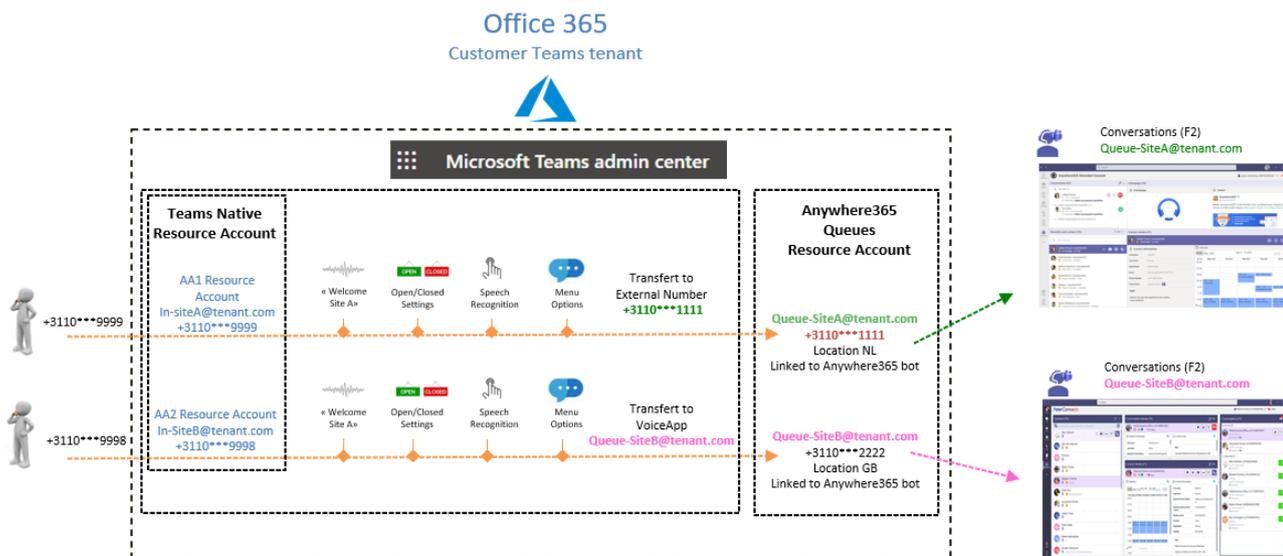
The new service number will be the Public Number called.

This number is assigned to the resource account linked to the Auto Attendant.

Only the option **“Redirect to External Phone Number”** can be used to route the call to the Service Number assigned to the Anywhere365 Attendant Console queue number as Microsoft has set filters that prevent third-party resources (like our calling bot endpoint queues) to be listed in the graphical Teams Admin Center portal as a voiceApp (*)

This redirection can as well be set as **“Operator”** in Teams Auto Attendants configuration.

Example of an AA scenario:

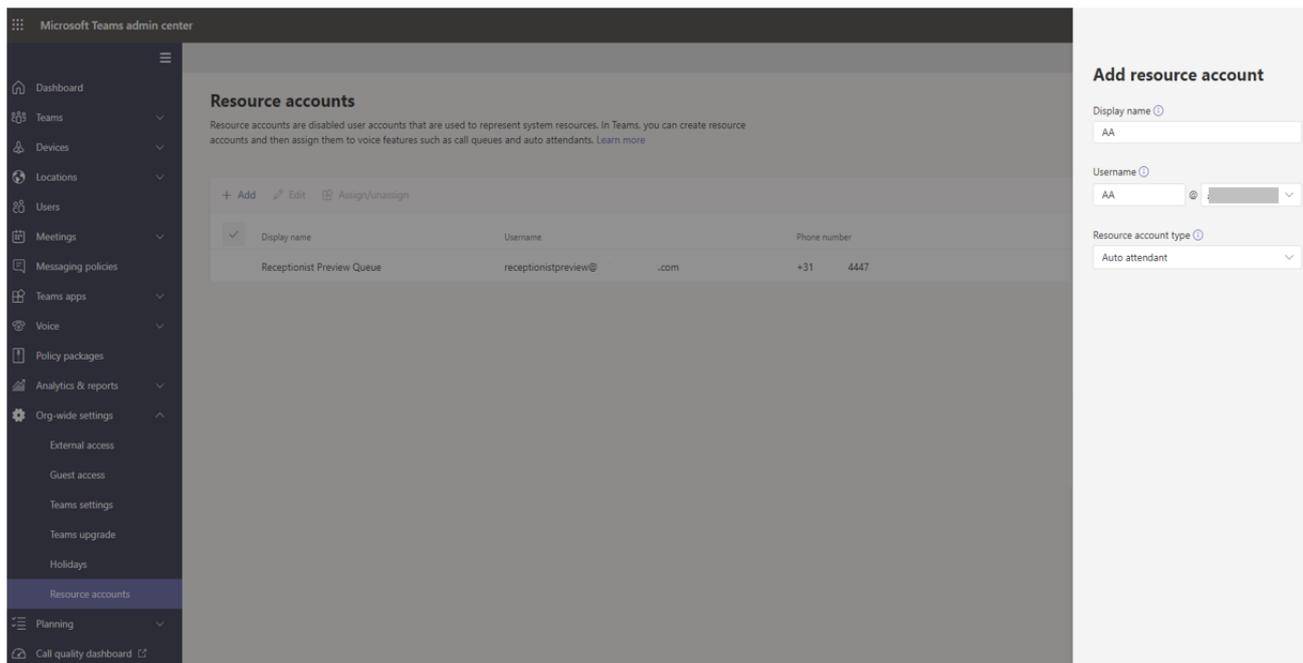


(*) PowerShell commands are then required to configure that option, in combination with our Attendant queues. Cf. hereunder.

Step 1: Create a Resource Account

Microsoft Teams Admin Center – Org-wide settings – Resource Accounts

- Choose a display name
- Choose a Username not used in your tenant
- Assign the Resource Account type to **Auto Attendant**



The screenshot displays the Microsoft Teams Admin Center interface. On the left is a navigation sidebar with options like Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, Org-wide settings, and Planning. The main content area is titled 'Resource accounts' and includes a table with one entry: 'Receptionist Preview Queue' with username 'receptionistpreview@.com' and phone number '+31 4447'. On the right, the 'Add resource account' form is visible, showing fields for 'Display name' (AA), 'Username' (AA), and 'Resource account type' (Auto attendant).

Display name	Username	Phone number
Receptionist Preview Queue	receptionistpreview@.com	+31 4447

Add resource account

Display name

Username

Resource account type

Step 2: Assign a Virtual User License to the RA

To assign a license to the Resource Account, use Microsoft 365 admin center.

Go to

- Users – Active Users
- Search the resource account created
- In Licenses and apps, Assign a Microsoft Teams Phone Standard - Virtual User

The screenshot displays the Microsoft 365 Admin Center interface. On the left is a navigation pane with categories like Home, Users, Teams & groups, Billing, and Purchase services. The main area is titled 'Active users' and shows a table of users. One user, 'AA', is selected and highlighted. The table has columns for 'Display name', 'Username', and 'Licenses'. The 'Licenses' column for 'AA' shows 'Microsoft Teams Phone Standard - Virtual User'. On the right, a detailed view of the user 'AA' is shown, including a profile picture, name, and a list of assigned licenses. The 'Microsoft Teams Phone Standard - Virtual User' license is checked and highlighted with a red box. Other licenses listed include Communications Credits, Microsoft 365 Business Standard, Microsoft 365 Domestic Calling Plan (120 min), Microsoft 365 Domestic and International Calling Plan, Microsoft Teams Exploratory, and Power BI (free). At the bottom right, there is a 'Save changes' button and a 'Help & support' link.

Step 3: Create the Auto Attendant

Microsoft Teams admin center – Voice – Auto Attendants

General Info

- Click on Add
- Choose a Name
- Leave the Operator Empty
- Select the correct time zone
- Select the language used
- Active or not Voice Inputs for advance menu options

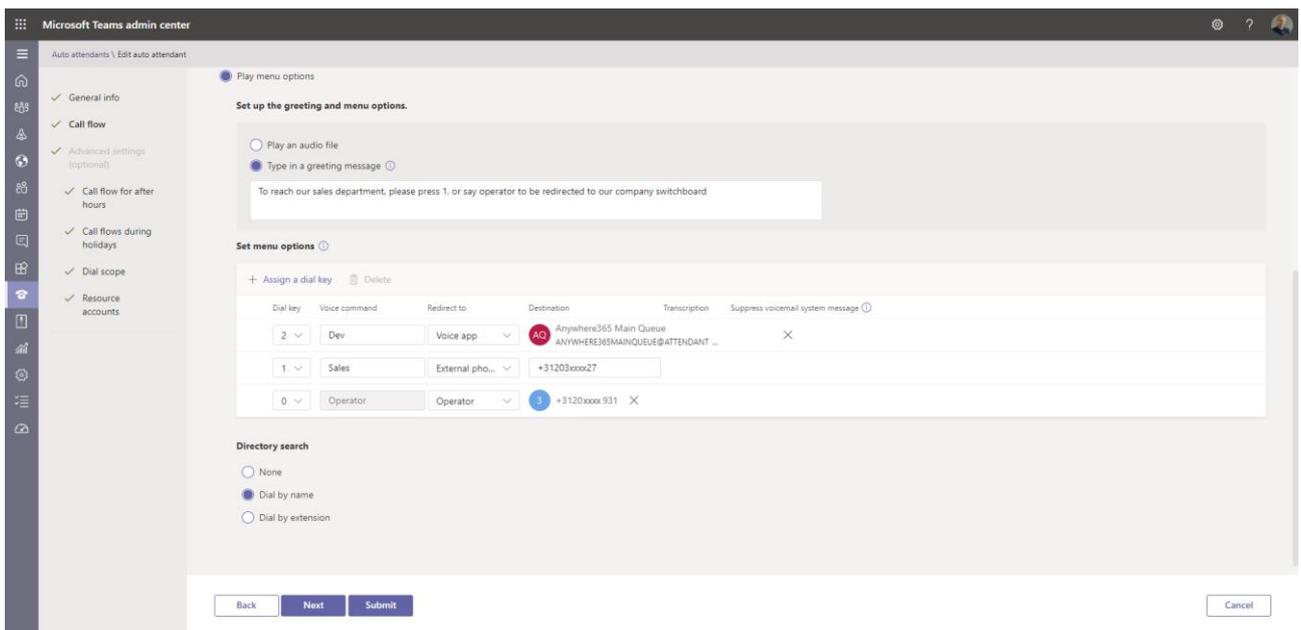
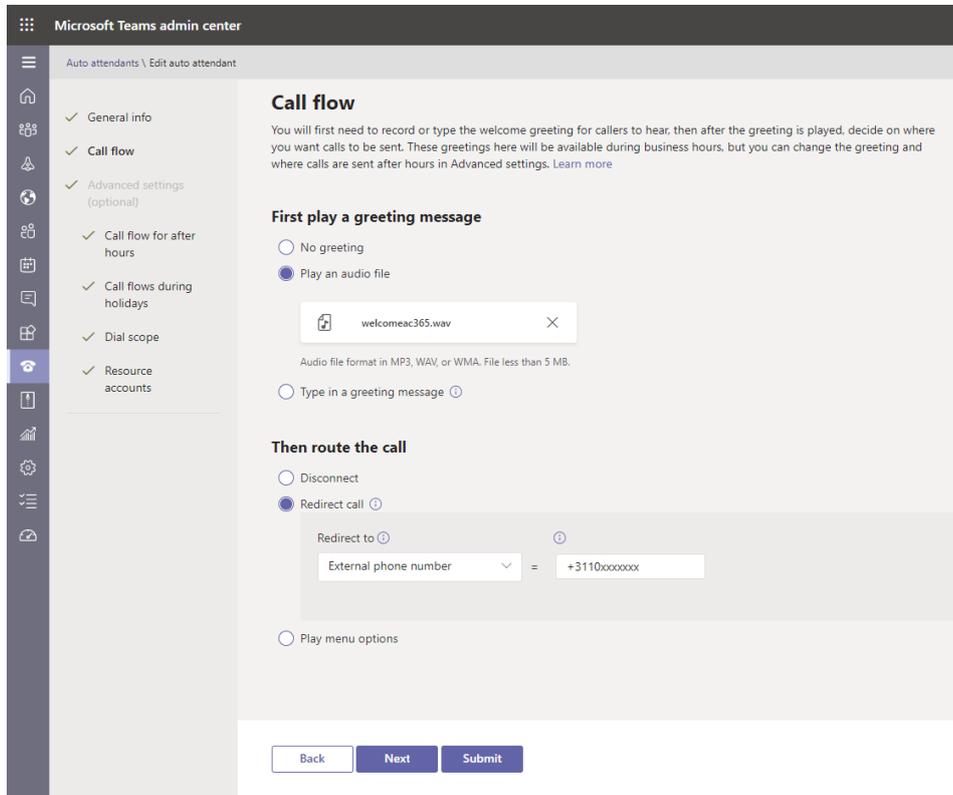
The screenshot displays the Microsoft Teams admin center interface for configuring an auto attendant. The page title is "Auto attendants \ Add auto attendant". The left sidebar contains navigation icons for Home, Users, Teams, Global, Groups, Meetings, Chat, App, Reports, Settings, and Help. The main content area is titled "Welcome to Belipco Amsterdam" and includes the following configuration options:

- Operator (optional):** A description states, "This lets you set up a person in your organization to answer calls when a caller wants to talk to another person. You can also link this auto attendant to another auto attendant or call queue." Below this is an empty dropdown menu.
- Time zone:** A description states, "Setting the time zone will let calls be answered during the correct business and non-business hours." The dropdown menu is set to "(UTC+01:00) Amsterdam, Berl...".
- Language:** A description states, "This lets you set the language that will be used. The language set here will tell the system what language to use when reading prompts, greetings, and dial keys." The dropdown menu is set to "English (United States)".
- Enable voice inputs:** A toggle switch is currently turned off.

A "Next" button is located at the bottom right of the configuration area.

Call Flow

- Choose a greeting message (upload it, or use text to speech)
- Choose the routing option **redirect call to the external phone number** or a **voiceApp** to the Attendant Console bot service account (queue number) you want the call to be distributed



Example of menu options

Set business hours and after-hours policy

- Define the opening hours for each day
- Define the out of business hours policy

Microsoft Teams admin center

Auto attendants \ Add auto attendant

- General info
- Call flow
- Advanced settings (optional)
 - Call flow for after hours
 - Call flows during holidays
 - Dial scope
 - Resource accounts

Set business hours

By default, business hours are set to 24/7, Monday through Sunday. If you set custom business hours, all hours that aren't included in business hours are considered after business hours.

Reset to default Clear all hours

Day	Start at	End at	
Sunday	12:00 AM	12:00 AM	+ Add new time
Monday	12:00 AM	12:00 AM	+ Add new time
Tuesday	12:00 AM	12:00 AM	+ Add new time
Wednesday	12:00 AM	12:00 AM	+ Add new time
Thursday	12:00 AM	12:00 AM	+ Add new time
Friday	12:00 AM	12:00 AM	+ Add new time
Saturday	12:00 AM	12:00 AM	+ Add new time

Set up after hours call flow

If you have business hours set up, you will need to also set up what to do with the call when it's answered during after hours.

First play a greeting message

- No greeting
- Play an audio file
- Type in a greeting message ⓘ

Then route the call

- Disconnect
- Redirect call ⓘ
- Play menu options

Back Next Submit

Holiday call settings

- You can add specific holidays with greeting message and actions

The screenshot shows the Microsoft Teams admin center interface for configuring an auto attendant. The left sidebar contains a navigation menu with icons for Home, Users, Call flows, Call flow for after hours, Call flows during holidays, Dial scope, Resource accounts, and a search icon. The main content area is titled "Auto attendants \ Edit auto attendant" and features a "Holiday call settings" section. This section includes a descriptive paragraph about setting up holidays and a table with columns for Name, Dates, Greeting, and Actions. A "Christmas" holiday is listed with dates from 12/25/2021 to 12/26/2021 and an "Audio file" greeting leading to a "Disconnect" action. At the bottom of the page are "Back", "Next", and "Submit" buttons.

Microsoft Teams admin center

Auto attendants \ Edit auto attendant

Holiday call settings

Setting up holidays for your organization isn't required but if you want to answer calls for several days or weeks when your business is closed, you can set up a new holiday to play greetings and messages for the dates you want and set up how to redirect calls to the correct place. For example, you can add holidays for "Christmas" with the dates of 12/24/2020 and 12/25/2020 or "New Years Day" for the 1/1/2020. [Learn more](#)

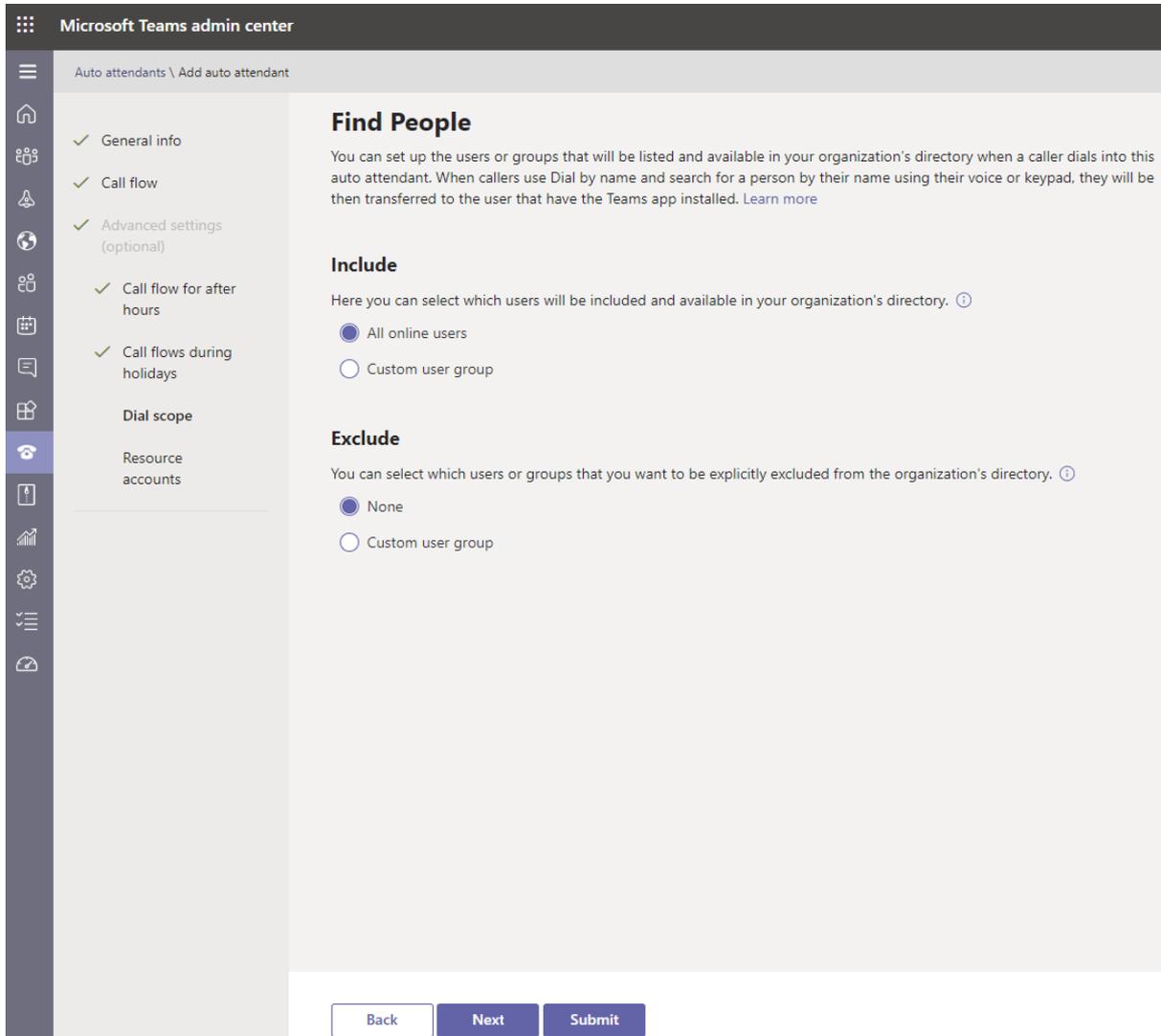
+ Add Edit Delete

<input checked="" type="checkbox"/>	Name	Dates	Greeting	Actions
	Christmas	12/25/2021 - 12/26/2021	Audio file	Disconnect

Back Next Submit

Find people

- Setup the Dial by name if needed



The screenshot shows the Microsoft Teams admin center interface. The top navigation bar includes the Microsoft Teams logo and the text "Microsoft Teams admin center". The left sidebar contains various navigation icons, with the "Auto attendants \ Add auto attendant" section selected. The main content area is titled "Find People" and contains the following sections:

- General info**: Includes "General info", "Call flow", "Advanced settings (optional)", "Call flow for after hours", and "Call flows during holidays".
- Dial scope**: Includes "Resource accounts".
- Find People**: A section with a heading and a description: "You can set up the users or groups that will be listed and available in your organization's directory when a caller dials into this auto attendant. When callers use Dial by name and search for a person by their name using their voice or keypad, they will be then transferred to the user that have the Teams app installed. [Learn more](#)".
- Include**: A section with a heading and a description: "Here you can select which users will be included and available in your organization's directory. ⓘ". It contains two radio button options: "All online users" (selected) and "Custom user group".
- Exclude**: A section with a heading and a description: "You can select which users or groups that you want to be explicitly excluded from the organization's directory. ⓘ". It contains two radio button options: "None" (selected) and "Custom user group".

At the bottom of the page, there are three buttons: "Back", "Next", and "Submit".

Step 4: Assign the Service Phone number to the RA

Assign the Toll/Toll-Free Phone number to the resource account via:

- Microsoft Teams Admin Center – Org-wide settings – Resource Account
- Click on Assign/Unassign
- Select Online
- Choose the number to assign

The screenshot shows the Microsoft Teams Admin Center interface. On the left is a navigation sidebar with categories like Dashboard, Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, Voice, Policy packages, Analytics & reports, and Org-wide settings. The 'Resource accounts' section is selected. The main area displays a table of resource accounts:

Display name	Username	Phone number
Receptionist Preview Queue	receptionistpreview@.com	+31 10 8
AA	AA@.com	+31 10 8

An 'Assign/unassign' button is highlighted above the table. To the right, a modal dialog titled 'Assign/unassign' is open for the 'AA Receptionist' account. It contains the following fields:

- Phone number type:** A dropdown menu currently set to 'Online'.
- Assigned phone number:** A text input field containing '+31 10 8 000000' with a clear (X) button.
- Assigned to:** A dropdown menu showing 'Welcome Receptionist for Teams' with a clear (X) button.

At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Redirect the caller to an A365 Attendant Queue

When configuring a Teams Auto Attendant, after user input for instance, you may want to redirect the call to a specific Attendant Console queue.

This can be done graphically or via PowerShell commands (cf. annexe)

From **Teams Admin Center -Auto attendants** Menu, Edit your Auto-Attendant.

In your flow configuration, Select your **Redirect to** method:

- Voice App or
- External phone number:

Operator

Person in organization

Voice app
Search for a resource account for an auto attendant or call queue.

Voicemail
Search for a Microsoft 365 group

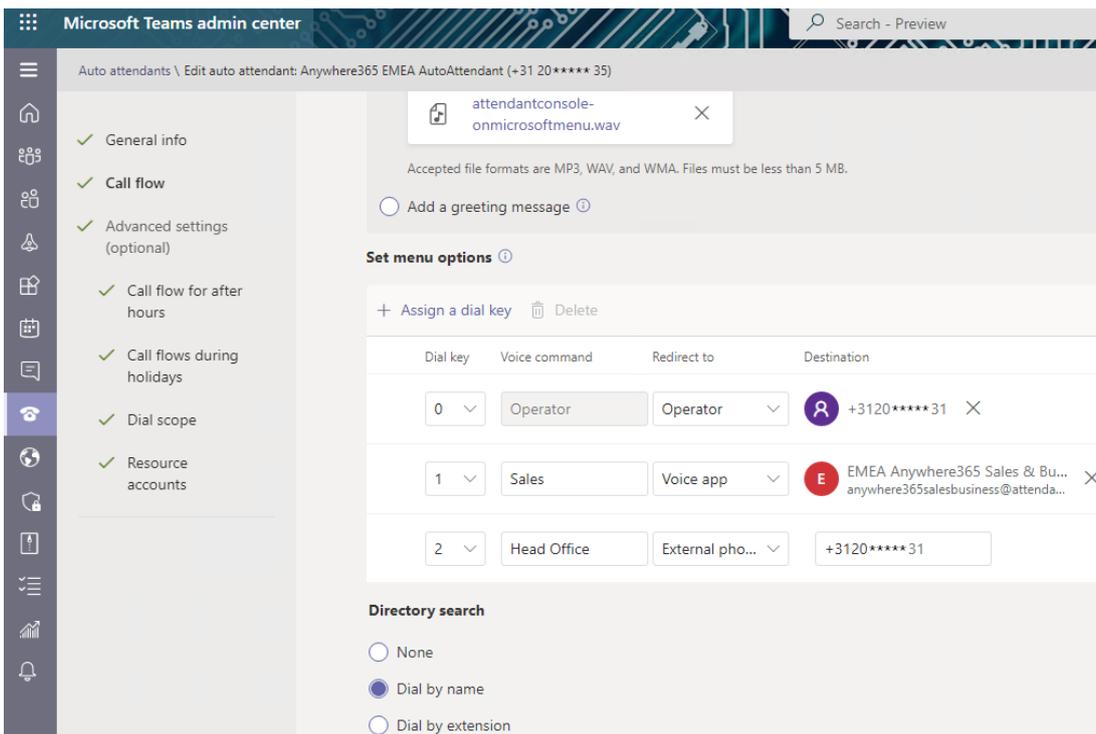
External phone number
Enter the external phone number

Announcement
Play an audio file.

Announcement
Type in a message.

In the **Destination** Field, search for your **Anywhere365 Resource Account** previously create and assign it.

Here is an **example** after a menu input showing different redirection methods:



Annexe

Configure Teams AA using PowerShell Commands

Here are some PowerShell commands example to create and configure a Teams Auto-Attendant.

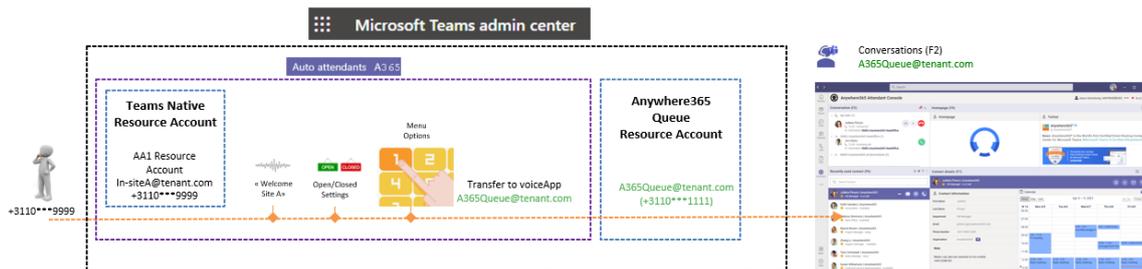
Modify an existing Teams Auto Attendant using PowerShell

Collect the following information, i.e., Auto-Attendant Id and Anywhere365 queue resource account Id to forward the call to.

Resource	PowerShell Command	Information
Anywhere365 Attendant Queue (A365queue in the example)	Get-COnlineApplicationInstance fl	ObjectId
Existing Teams Auto Attendant (A365 in the example)	Get-CsAutoAttendant	Identity
Resource Account associated with Auto-attendant	Get-COnlineApplicationInstance fl	ObjectId

In this example, we will modify an existing Auto-Attendant "A365" with:

- Play a welcome message
- Play a Menu
 - Option 1 redirects to an Anywhere365 resource queue as a **VoiceApp**



The main command is to set the redirect endpoint to our resource account created for the queue.

```
$callableEntity = New-CsAutoAttendantCallableEntity -Identity <replace with Anywhere365 Queue ID> -Type ApplicationEndpoint
```

You can for instance create a menu for the AutoAttendant. Multiple options are available, text to speech, using an audio file, create menu options...

Please refer to Microsoft website for PowerShell commands options.

In the following example, option 1 redirect to anywhere Attendant Queue using a Voiceapp:

```
$menuOption = New-CsAutoAttendantMenuOption -Action TransferCallToTarget -DtmfResponse Tone1 -CallTarget $callableEntity
$menuPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "To reach our sales department, please press 1, or say operator to be redirected to our company switchboard"
$menu = New-CsAutoAttendantMenu -Name "Default Menu" -MenuOptions @($menuOption) -Prompts @($menuPrompt)
$greeting = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to Anywhere365 Attendant Console"
$callFlow = New-CsAutoAttendantCallFlow -Name "Default Call Flow" -Menu $menu -Greetings $greeting
$autoAttendant = Get-CsAutoAttendant -Identity <Replace with ObjectID of the AutoAttendant>
```

Assign that call flow to your AutoAttendant:

`$autoAttendant.DefaultCallFlow = $callFlow`

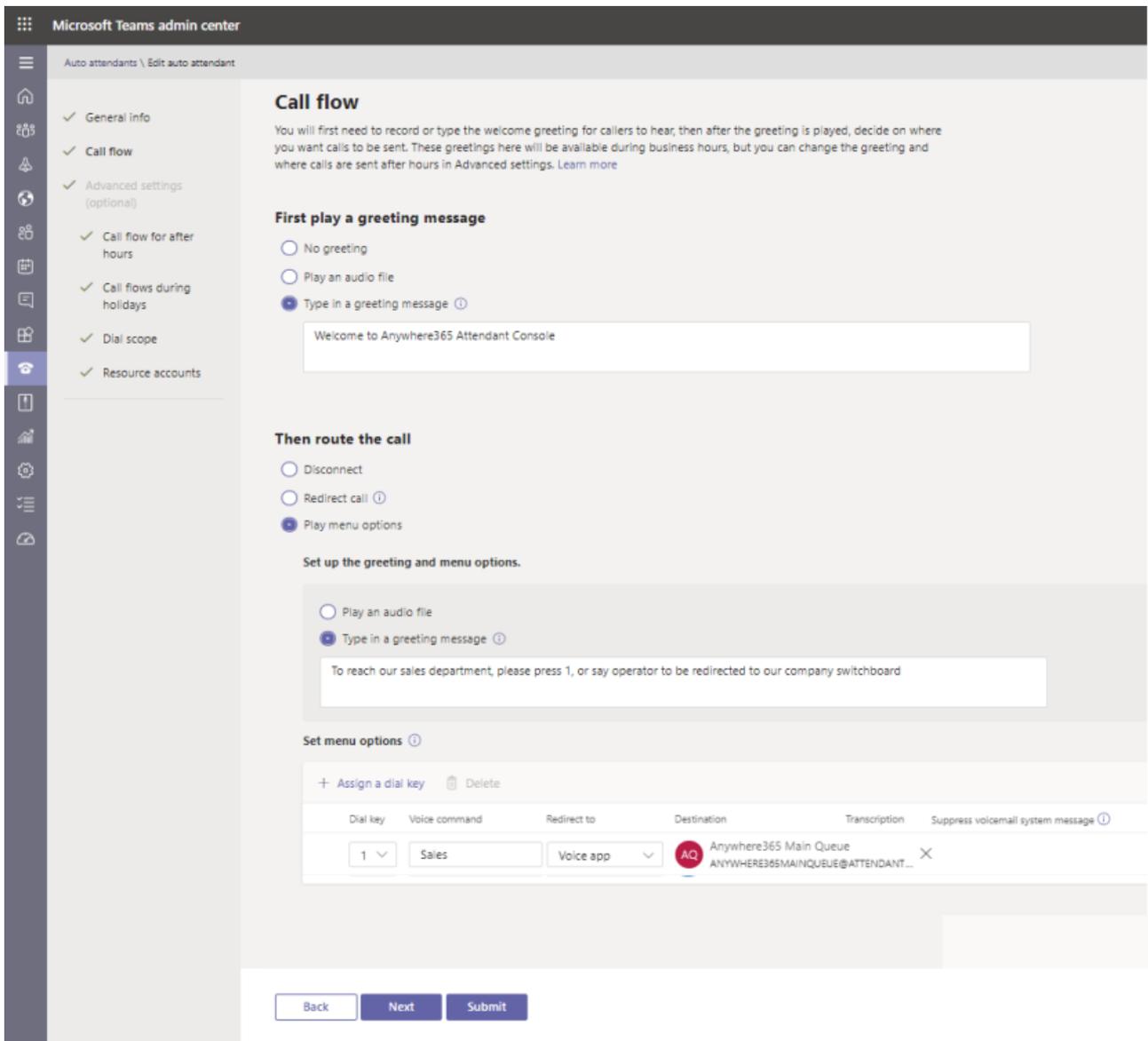
Apply the configuration:

`Set-CsAutoAttendant -Instance $autoAttendant`

You can verify the application in Teams Admin Center Voice – AutoAttendant Menu and modify the configuration if needed.

Result:

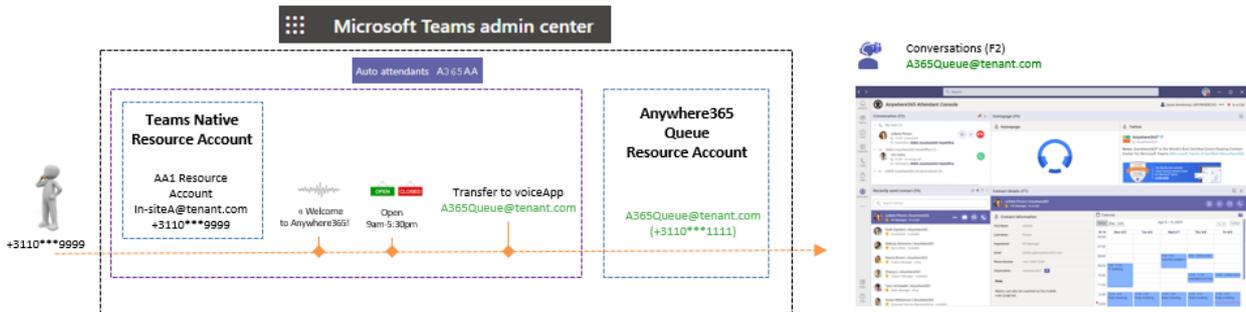
```
Administrator: Windows PowerShell
PS C:\Scripts> $callableEntity = New-CsAutoAttendantCallableEntity -Identity ab01aa8d-f35b -Type ApplicationEndpoint
PS C:\Scripts> $menuOption = New-CsAutoAttendantMenuOption -Action TransferCallToTarget -DtmfResponse Tone1 -CallTarget $callableEntity
PS C:\Scripts> $menuPrompt = New-CsAutoAttendantMenuPrompt -TextToSpeechPrompt "To reach our sales department, please press 1, or say operator to be redirected to our company switchboard"
PS C:\Scripts> $menu = New-CsAutoAttendantMenu -Name "Default Menu" -MenuOptions @( $menuOption ) -Prompts @( $menuPrompt )
PS C:\Scripts> $greeting = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to Anywhere365 Attendant Console"
PS C:\Scripts> $callFlow = New-CsAutoAttendantCallFlow -Name "Default Call Flow" -Menu $menu -Greetings $greeting
PS C:\Scripts> $autoAttendant = Get-CsAutoAttendant -Identity cbdd876e-f40b
PS C:\Scripts> $autoAttendant.DefaultCallFlow = $callFlow
PS C:\Scripts> Set-CsAutoAttendant -Instance $autoAttendant
PS C:\Scripts>
```



Create a new Teams Auto-Attendant using PowerShell

The Creation of a Teams Auto-Attendant that will:

- Play a welcome message
- Direct redirection to an Anywhere365 resource queue as a VoiceApp
- Opening Hours are 09:00 to 17:30



Collect the following information, i.e., Anywhere365 queue resource account Id

Resource	Powershell Command	Information
Anywhere365 Attendant Queue (A365Queue in the example)	Get-COnlineApplicationInstance fl	ObjectId

Use the following command to configure Teams AA options:

```

$operatorEntity = New-CsAutoAttendantCallableEntity -Identity <Replace with Anywhere365 Endpoint ObjectID> -Type ApplicationEndpoint
$afterHoursGreetingPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to Anywhere365! However, you have reached us outside of our business hours. Please call us back Monday to Friday, between 9 A.M. and 5:30 P.M. Goodbye!"
$automaticMenuOption = New-CsAutoAttendantMenuOption -Action Disconnect -DtmfResponse Automatic
$afterHoursMenu = New-CsAutoAttendantMenu -Name "After Hours menu" -MenuOptions @($automaticMenuOption)
$afterHoursCallFlow = New-CsAutoAttendantCallFlow -Name "After Hours call flow" -Greetings @($afterHoursGreetingPrompt) -Menu $afterHoursMenu
$timerange1 = New-CsOnlineTimeRange -Start 09:00 -end 17:30
$afterHoursSchedule = New-CsOnlineSchedule -Name "After Hours Schedule" -WeeklyRecurrentSchedule -MondayHours @($timerange1) -TuesdayHours @($timerange1) -WednesdayHours @($timerange1) -ThursdayHours @($timerange1) -FridayHours @($timerange1) -Complement
$afterHoursCallHandlingAssociation = New-CsAutoAttendantCallHandlingAssociation -Type AfterHours -ScheduleId $afterHoursSchedule.Id -CallFlowId $afterHoursCallFlow.Id
$callableEntity = New-CsAutoAttendantCallableEntity -Identity <Replace with Anywhere365 Endpoint ObjectID> -Type ApplicationEndpoint
$greetingPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to Anywhere365!"
$menuPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "To reach your party by name, enter it now, followed by the pound sign."
$menuOption = New-CsAutoAttendantMenuOption -DtmfResponse Automatic -Action TransferCallToTarget -CallTarget $callableEntity
$menu = New-CsAutoAttendantMenu -Name "Default menu" -EnableDialByName -MenuOptions @($menuOption)
$defaultCallFlow = New-CsAutoAttendantCallFlow -Name "Default call flow" -Greetings @($greetingPrompt) -Menu $menu
    
```

Apply and Create the Teams AutoAttendant:

```

New-CsAutoAttendant -Name "A365 AA" -DefaultCallFlow $defaultCallFlow -Operator $operatorEntity -CallFlows @($afterHoursCallFlow) -CallHandlingAssociations @($afterHoursCallHandlingAssociation) -EnableVoiceResponse -LanguageId "en-US" -TimeZoneId "W. Europe Standard Time"
    
```

Result:

```
PS C:\Scripts> $app = New-CsAutoAttendantCallableEntity -Identity 346abc35 -Operator eaa25 -Type ApplicationEndpoint
PS C:\Scripts> $afterHoursGreetingPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to Anywhere365! However, you have called us outside of our business hours. Please call us back Monday to Friday, between 9 A.M. and 5:30 P.M. (GMT+1)."
PS C:\Scripts> $afterHoursMenuOption = New-CsAutoAttendantMenuOption -Action Disconnect -DtmfResponse Automatic
PS C:\Scripts> $afterHoursMenu = New-CsAutoAttendantMenu -Name "After Hours Menu" -MenuOptions @( $afterHoursMenuOption )
PS C:\Scripts> $afterHoursCallFlow = New-CsAutoAttendantCallFlow -Name "After Hours call flow" -Greetings @( $afterHoursGreetingPrompt ) -Menu $afterHoursMenu
PS C:\Scripts> $timerange = New-CsOnlineTimeRange -Start 09:00 -end 17:30
PS C:\Scripts> $afterHoursSchedule = New-CsOnlineSchedule -Name "After Hours Schedule" -WeeklyRecurrenceSchedule -MondayHours @( $timerange ) -TuesdayHours @( $timerange ) -WednesdayHours @( $timerange ) -ThursdayHours @( $timerange ) -FridayHours @( $timerange ) -Complement
PS C:\Scripts> $afterHoursCallHandlingAssociation = New-CsAutoAttendantCallHandlingAssociation -Type AfterHours -ScheduleId $afterHoursSchedule.Id -CallFlowId $afterHoursCallFlow.Id
PS C:\Scripts> $callableEntity = New-CsAutoAttendantCallableEntity -Identity 346abc35 -Operator eaa25 -Type ApplicationEndpoint
PS C:\Scripts> $greetingPrompt = New-CsAutoAttendantPrompt -TextToSpeechPrompt "Welcome to PeterConnects with Anywhere365!"
PS C:\Scripts> $menuPrompt = New-CsAutoAttendantMenuOption -TextToSpeechPrompt "Press your party by name, enter 4 now, followed by the pound sign."
PS C:\Scripts> $menuOption = New-CsAutoAttendantMenuOption -DtmfResponse Automatic -Action TransferCallToTarget -CallTarget $callableEntity
PS C:\Scripts> $menu = New-CsAutoAttendantMenu -Name "Default Menu" -EnabledDialByName -MenuOptions @( $menuOption )
PS C:\Scripts> $defaultCallFlow = New-CsAutoAttendantCallFlow -Name "Default call flow" -Greetings @( $greetingPrompt ) -Menu $menu
PS C:\Scripts> $autoAttendant = New-CsAutoAttendant -Name "Anywhere365 Dedicated AutoAttendant" -DefaultCallFlow $defaultCallFlow -Operator $operatorEntity -CallFlows @( $afterHoursCallFlow ) -CallHandlingAssociations @( $afterHoursCallHandlingAssociation ) -EnableVoiceResponse -LanguageId "en-US" -TimeZoneId "W. Europe Standard Time"

Identity : 1612dbd6-29a2-404d-792-d9e
TenantId : 904d792-d9e
Name : Anywhere365 Dedicated AutoAttendant
LanguageId : en-US
VoiceId : Female
DefaultCallFlow : Default call flow
Operator : ID=346abc35; eaa25, Type=ApplicationEndpoint
TimeZoneId : W. Europe Standard Time
VoiceResponseEnabled : True
CallFlows : After Hours call flow
Schedules : After Hours schedule
CallHandlingAssociations : AfterHours(1)
Status : Successful
DialByNameResourceId : C7683383-b69e
DirectoryLookupScope :
ApplicationInstances : {}
GreetingsSettingAuthorizedUsers : {}
```

Microsoft Teams admin center

Auto attendants \ Edit auto attendant

Call flow

You will first need to record or type the welcome greeting for callers to hear, then after the greeting is played, decide on where you want calls to be sent. These greetings here will be available during business hours, but you can change the greeting and where calls are sent after hours in Advanced settings. Learn more

First play a greeting message

- No greeting
- Play an audio file ⓘ
- Add a greeting message ⓘ

Welcome to PeterConnects with Anywhere365!

Then route the call

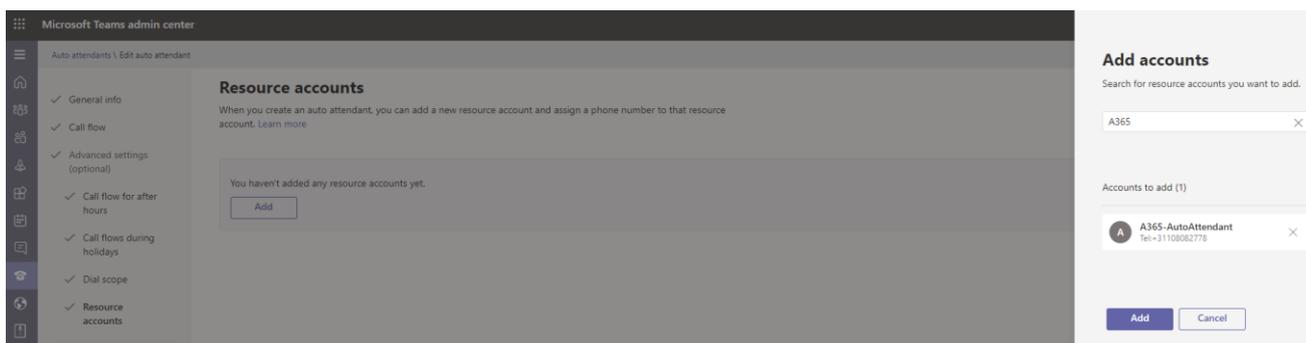
- Disconnect
- Redirect call ⓘ
- Play menu options

Redirect to ⓘ

Voice app = T test22 test22@att.onmicrosoft.com

The final necessary steps are:

- create a resource account to dial into that new Auto Attendant (step1 page 6)
- assign a virtual license to it (step2 page 7)
- validate the virtual user location to match the phone number location you will assign
- assign an on-premise or online phone number either
 - o using Teams Admin Center – Resource Account – Assign/Unassign
 - o or via PowerShell commands (Set-CsOnlineApplicationInstance -onpremponenumber if Direct Routing or Set-CsOnlineVoiceApplicationInstance -telephonenumber if MS Calling Plan)
- link the resource account to the Teams Auto Attendant



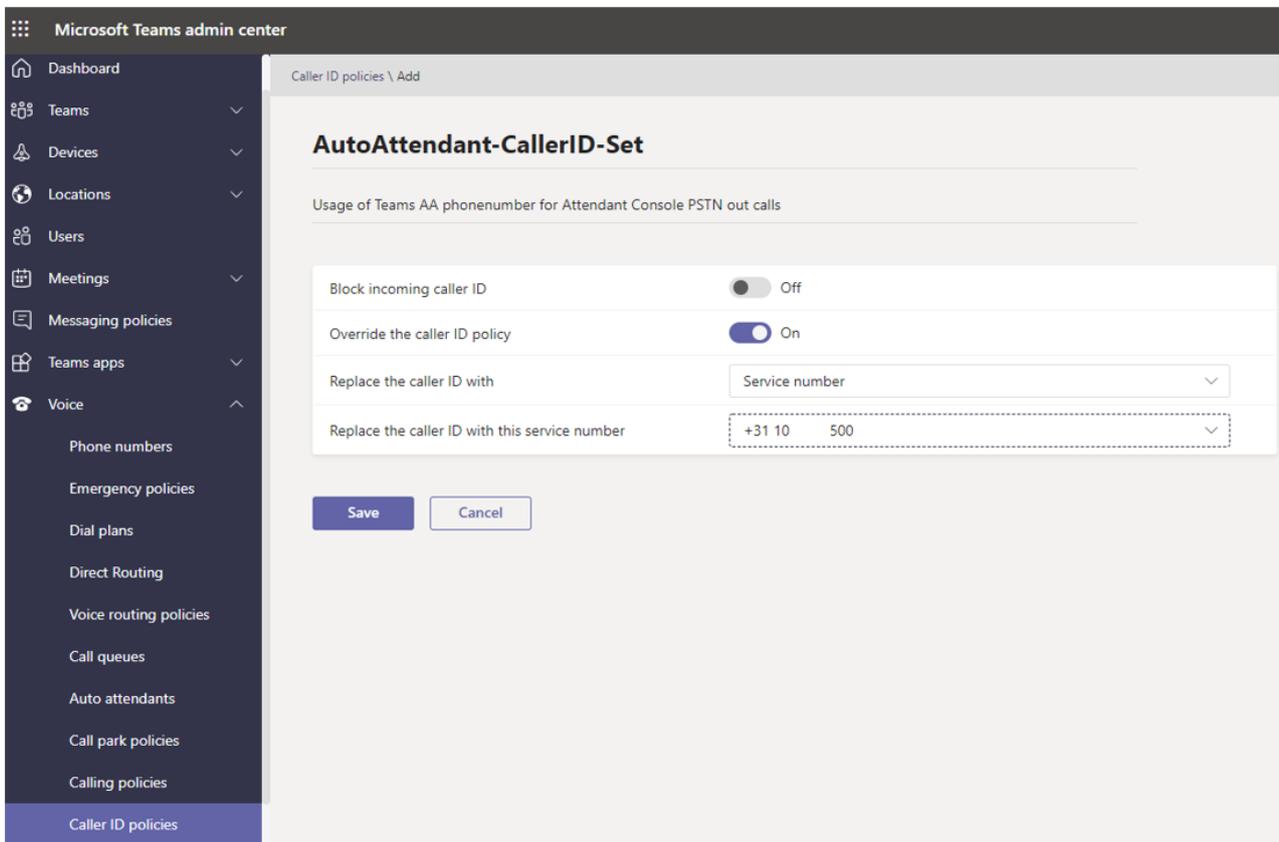
Change the Phone Number presented when dialing-out

Using Teams AutoAttendant upfront may require change/anonymizing the number presented when dialing out **from the Attendant Console**, and use the **Outbound Phone number set** in Attendant Console preferences for example.

Teams "CallingID policy" can be used to replace the caller ID for PSTN calls.

<https://docs.microsoft.com/en-us/microsoftteams/caller-id-policies#:~:text=Create%20a%20custom%20caller%20ID%20policy%20%20In,calls%20from%20being%20displayed.%20...%205%20Click%20Save>

Create a CallingID Policy on Teams



Assign it to the Bot Endpoint

The latest AZURE AD and Teams Powershell modules must be installed.

List the Calling Policy created

```
PS C:\Users\Sebastien> Get-CsCallingLineIdentity -Identity AutoAttendant-CallerID-Set
Identity                : Tag:AutoAttendant-CallerID-Set
Description              : Use Teams AA Caller ID for outbound calls
EnableUserOverride      : True
ServiceNumber           : 31      4500
CallingIDSubstitute     : Service
BlockIncomingPstnCallerID : False
ResourceAccount         :
CompanyName             :
```

List the Endpoint Queue you want the policy to be applied:

```
PS C:\Users\Sebastien> Get-CsOnlineApplicationInstance -Identity outboundqueue@pcadev.net
RunspaceId              : 9effeb8a-3b733749
ObjectId                : 06727e62-d5bc6dbd
TenantId                : bf0dfb98-3f7089a6
UserPrincipalName       : outboundqueueoseb@pcadev.net
ApplicationId           : 01b9161a-141e95c6
DisplayName             : [Production] Outbound
PhoneNumber              : tel:+31 4502
```

Apply the Policy:

```
PS C:\Users\Sebastien> Grant-CsCallingLineIdentity -Identity 2be33c2c-0a47
cmdlet Grant-CsCallingLineIdentity at command pipeline position 1
Supply values for the following parameters:
PolicyName: AutoAttendant-CallerId-Set,
PS C:\Scripts> █
```

When dialing out via PSTN from Anywhere365 Attendant Console, the phone number will be "+31.....4500" instead of "+31....4502"



Anywhere365 Dialogue Cloud

Anywhere365 Dialogue Cloud delivers the reliability and security modern omni-channel contact centers demand while allowing you the flexibility to easily integrate your back-office systems and the latest technologies into your agents' workflows.



Smart routing

Omnichannel dialogue routing allows routing calls based on CLID, Bots, skills, geography, IVR prompts, CRM data, IOT devices, etc.



Chat- and Voicebots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.



IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy to manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 different languages.



Business Applications

In addition to supporting Microsoft Skype for Business and Teams clients, Anywhere365 turns Dynamics 365, Salesforce and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.



Integrations

The Anywhere365 platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services and over 30 other CRM and ERP solutions.



Reporting and Dialogue Intelligence

Historical reporting and real-time monitoring of contact center KPI's. Microsoft Power BI tools provide deep-dive actionable intelligence.

[More resources](#)

GoLive!

The GoLive! site <https://golive.anywhere365.io/>
Explains in detail all aspects of installing, customizing,
maintaining or using the software.

Anywhere365 website

<https://anywhere365.io/>

Social media

Follow us on

 [LinkedIn](#)

 [Twitter](#)

Watch our product demo's on

 [YouTube](#)



| Auto Attendant configuration

ROTTERDAM - BRUSSELS - LONDON - MANCHESTER

ATLANTA - OTTAWA - SEATTLE