Microsoft Teams Calling Training Agenda (90 minutes)

I. Getting started

- Overview
- Activating Teams Calling
- Setting Busy Hours on Telecom Self Service site for when you receive calls

II. Using Teams Calling

- Using the dial pad
- In-Call features
- Creating contacts, creating contact lists, and contact groups

III. Other Features

- Mobile Features
- Accessing your voicemail
- Blocking Spam Calls