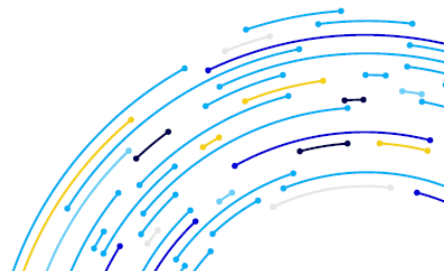


## Sky Voice for Microsoft Teams: Getting Started Guide for Users

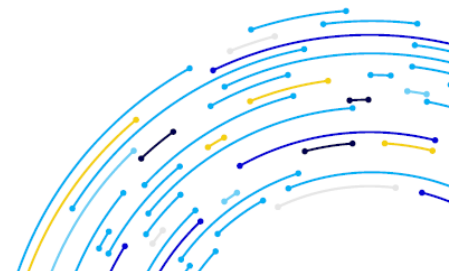


# What is SkyVoice in Teams?

Seamless Communication and Collaboration in One Integrated Platform.

SkyVoice integrates directly into Microsoft Teams to streamline your calling experience. Instead of switching between apps, you can manage calls and related features from within Teams.

This guide will walk you through the essentials and help you get comfortable using SkyVoice in Microsoft Teams.



## Getting Started

It's important to understand as many basic functions as possible, as well as the locations of the buttons that are most relevant. This section will help bring these to light.

## Accessing SkyVoice in Teams

- Open Microsoft Teams
- Select the Ascend UC tab from the left-hand navigation
- If you don't see it, contact your administrator to enable or pin the app

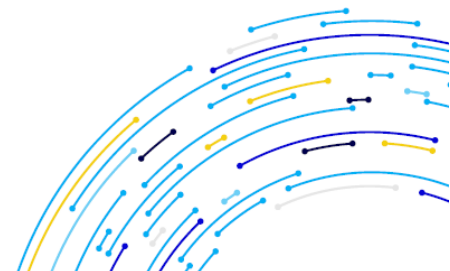
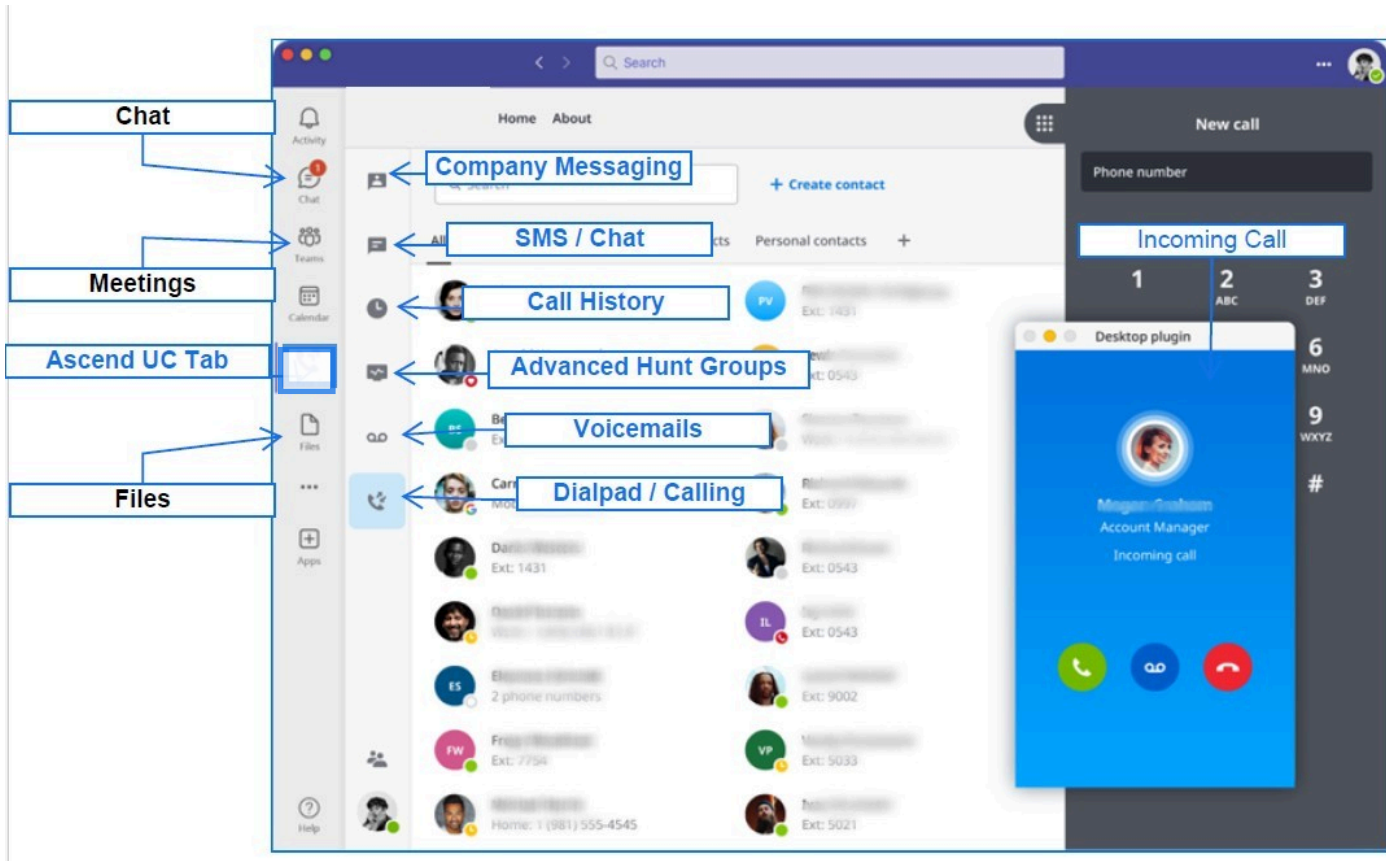
## Getting to Know SkyVoice with in Teams

### COLLABORATE IN TEAMS

Use chat, meetings, and file sharing in Teams to stay connected and productive.

### COMMUNICATE WITH SEGRA SKYVOICE

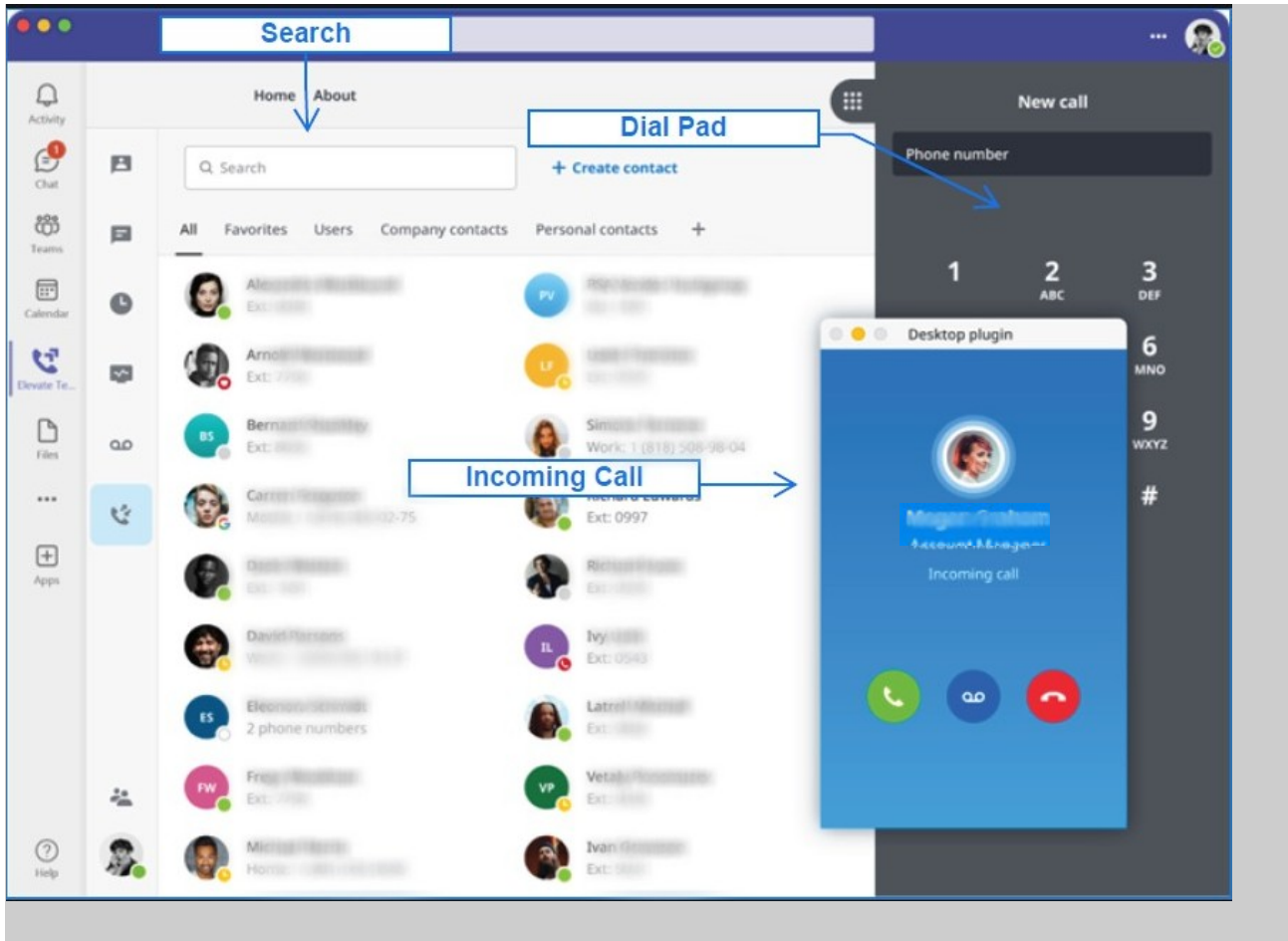
Manage all cloud communications through the SEGRA SkyVoice tab in Teams.



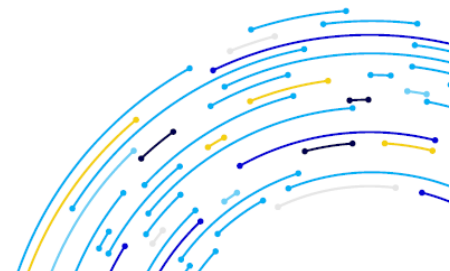
## Key Features & How to Use

### Making & Receiving Calls:

- Use the dialpad or search contacts/company directory.
- Click-to-call from chats or contacts.
- Incoming calls ring in Teams; answer with full softphone controls (mute, hold, transfer, DTMF, conference).
- During calls: Access options like warm/cold transfer, call flip, park, and recording (if enabled).



**Tip:** Use a headset for the best audio quality.



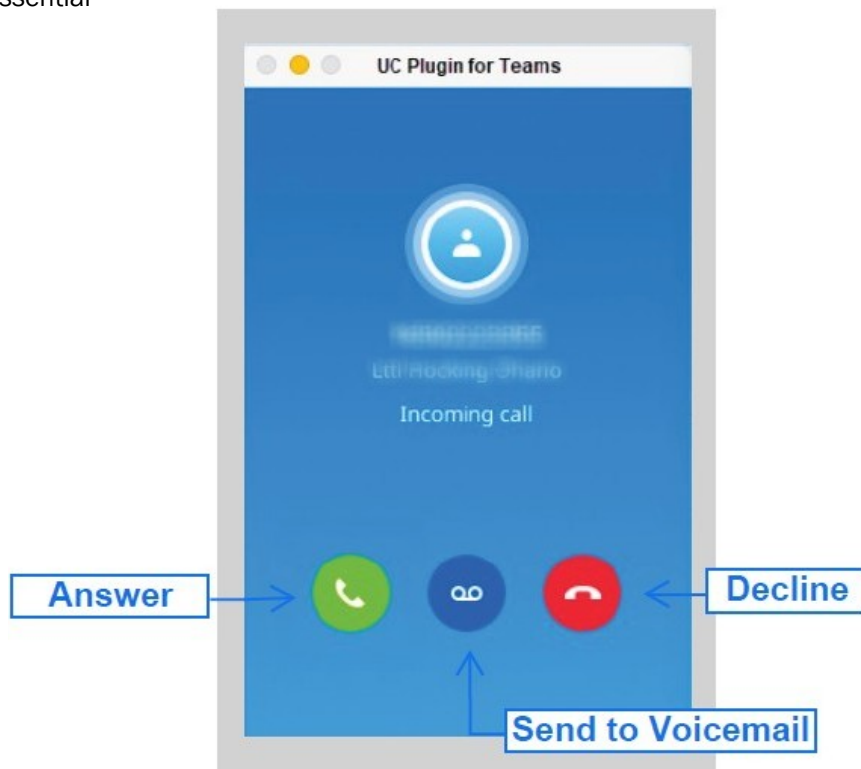
## Managing Calls

Handle calls confidently with quick access to essential controls.

### ANSWER A CALL

When you receive a call, you'll see a notification allowing you to:

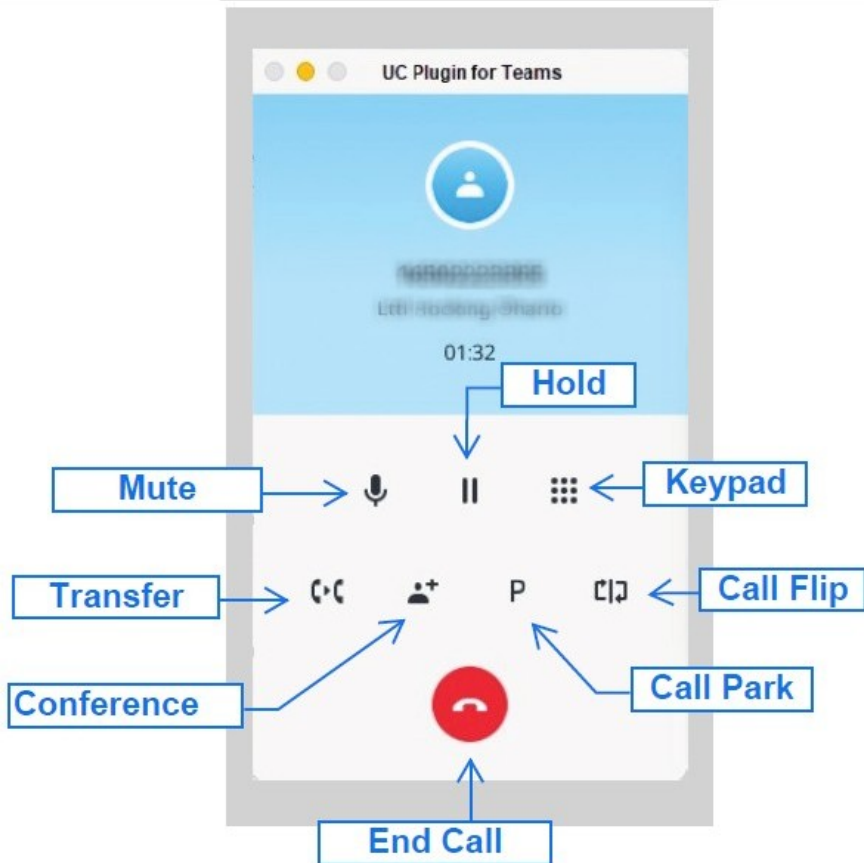
- Answer: To take the call.
- Decline: If you can't answer now.
- Voicemail: If you want to send the call to voicemail.



### DURING A CALL

While on an active call, you'll see multiple buttons allowing you to:

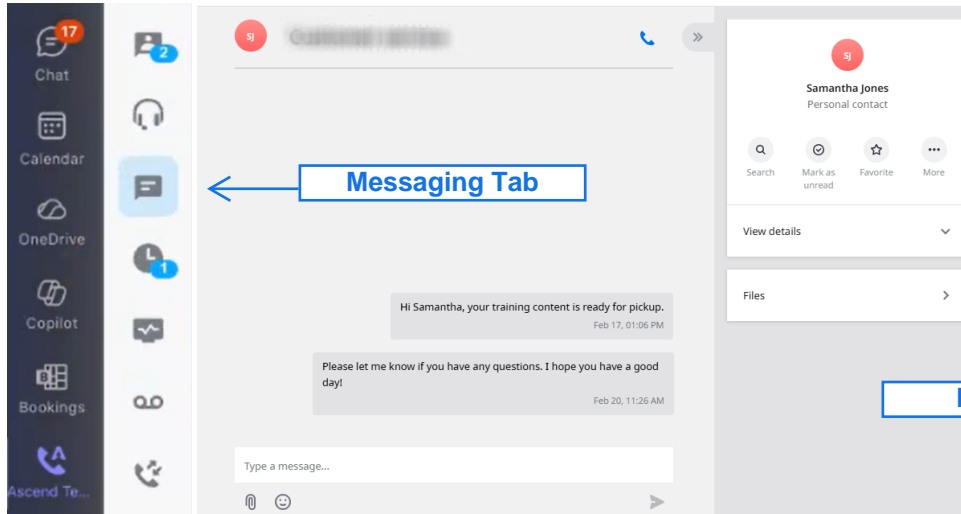
- Mute or unmute yourself
- Place the call on hold
- Use the dial pad
- Transfer the call
- Start a conference
- Park the call
- Call flip
- End the call



**Tip:** The Desktop Plugin ensures smooth audio and advanced call handling while staying inside Teams.

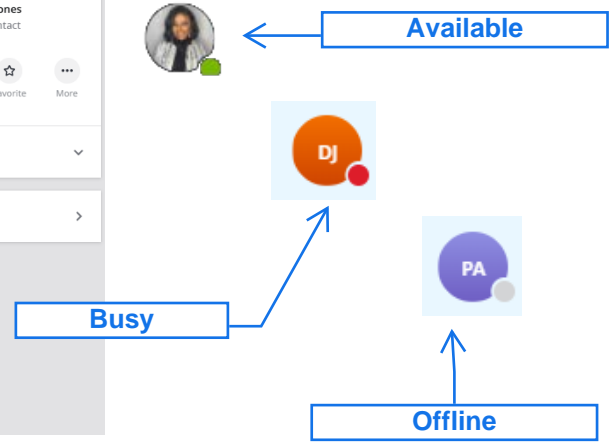
## Key Features & How to Use

- **SMS & Messaging:**(If enabled by your administrator)
- Send/receive business SMS from your company number directly in the Unite tab.
- Syncs across devices.



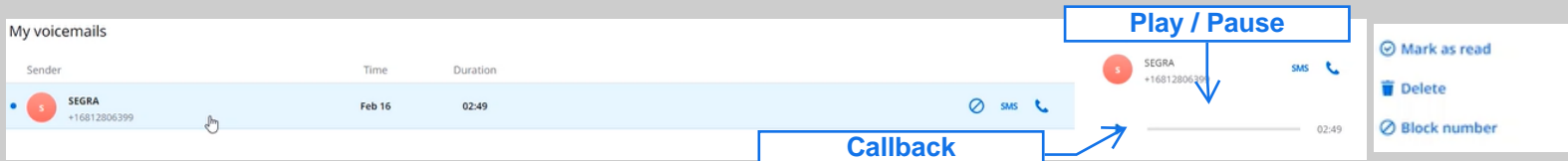
### • Presence:

- Real-time status (Available, Busy, On a Call, etc.).
- Configurable 2-way sync with Microsoft Teams presence.



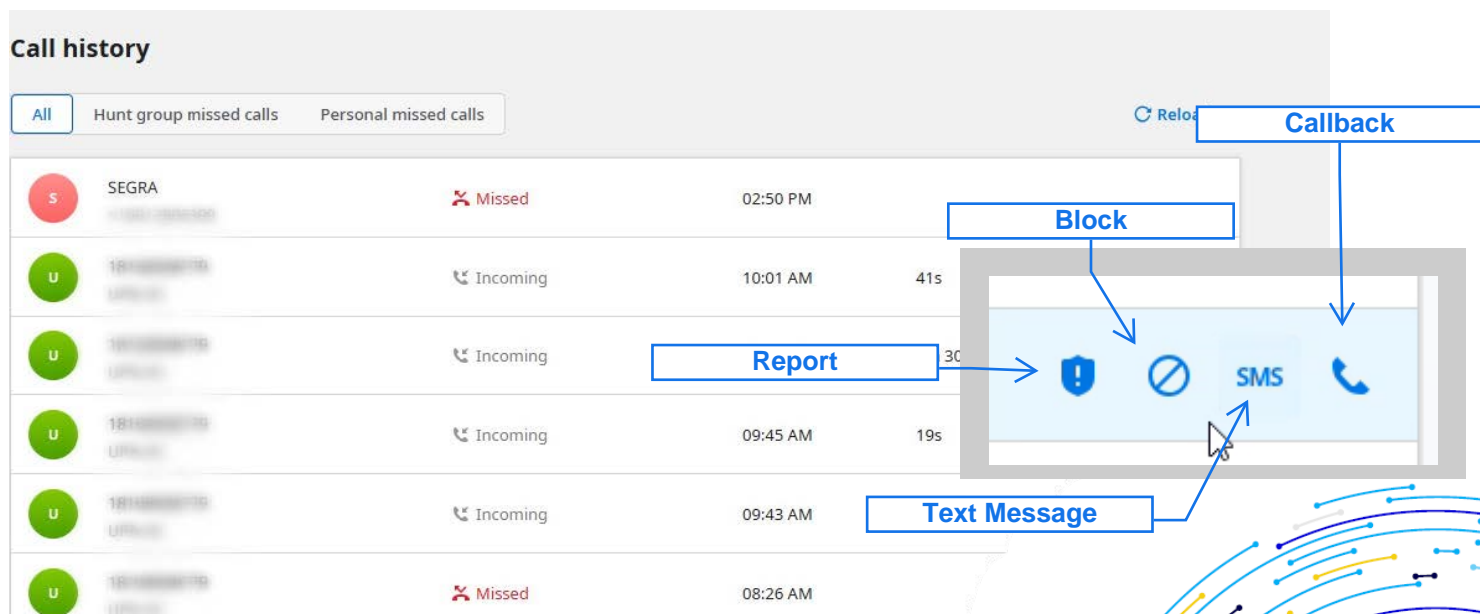
### • Voicemail:

- View, listen to, and read transcribed voicemails.
- Callback or delete from the tab.



### • Call History:

- Review missed, received, and placed calls; callback or send SMS. (If enabled by your administrator)



## Key Features & How to Use

### • Contact Center (if licensed):

- Answer customer queue calls (voice, chat, email) inside Teams.
- Use the same dashboard and controls as the Unite desktop app.
- Orange call bar may indicate CC interactions.

**Tip:** See Contact Center guide for more detail.

**Contact Center Dashboard**

Customers waiting: 1

Max customers

Default email queue: 1

Longest wait time

Default email queue: 3d

Global service level: 100%

| Queues              | Type  | Waiti... ↑ | Exceeding | Wait time | Callbacks | Active | Agents | Available |
|---------------------|-------|------------|-----------|-----------|-----------|--------|--------|-----------|
| Total (5)           |       | 1          | 1         |           |           |        |        |           |
| Default email queue | Email | 1          | 1         | 3d        |           |        |        |           |
| ✓ Billing           | Voice |            |           |           |           |        | 1      | 1         |
| ✓ Chat queue        | Chat  |            |           |           |           |        | 1      | 1         |
| ✓ Customer service  | Voice |            |           |           |           |        | 1      | 1         |
| ✓ Technical support | Voice |            |           |           |           |        | 1      | 1         |

### AI Features (Powered by SPARK AI, if enabled)

- Previous call summaries
- Live transcription & sentiment analysis
- AI Agent Assist (suggestions during calls)
- AI Call Recap (post-call summaries)
- CRM screen pops (if configured by admin)

### • Hunt Groups:

- Receive calls routed to your team using strategies like Round-Robin, Sequential, Longest Idle, or Ring All.
- View assigned groups and group call history in the Unite tab.
- Answer routed calls with standard controls. Supervisors with Advanced Hunt Groups can monitor, whisper, or barge call.

**Call Information**

Customer Name: Danie  
Phone Number: +1347822584  
Account ID: 2559000

**Sentiment Analysis**

**Previous Call Summary**

**Live Transcription**

**AI Agent Assist**