

Microsoft Teams Voice Engineer: Plan and Configure Teams Phone

Configuring Phone Policies

Calling Policy Settings

<https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy#calling-policy-settings>

How Caller ID can be used in your organization

<https://docs.microsoft.com/en-us/microsoftteams/how-can-caller-id-be-used-in-your-organization>

More about Calling Line Identity and Calling Party Name

<https://docs.microsoft.com/en-us/microsoftteams/more-about-calling-line-id-and-calling-party-name>

Call park and retrieve in Microsoft Teams

<https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>

View existing Calling Policies in tenant

```
Get-CsTeamsCallingPolicy
```

Create a new Calling Policy

```
New-CsTeamsCallingPolicy -Identity NoCallForward -AllowCallForwardingToPhone $false -  
AllowCallForwardingToUser $false
```

Assign Calling Policy to a user

```
Grant-CsTeamsCallingPolicy -Identity scarlett@rizinbiz.net -PolicyName NoCallForward
```

Create new Call Park policy

```
New-CsTeamsCallParkPolicy -Identity "SalesPolicy" -AllowCallPark $true -PickupRangeStart 500 -  
PickupRangeEnd 1500
```

Assign Call Park policy

```
Grant-CsTeamsCallParkPolicy -Identity scarlett@rizinbiz.net -PolicyName SalesPolicy
```

Create new Caller ID/Calling Line Identity policy

```
New-CsCallingLineIdentity -Identity Anonymous -Description "AnonymousOutboundCallerID" -  
CallingIDSubstitute Anonymous
```

Assign Calling Line Identity policy

```
Grant-CsCallingLineIdentity -Identity scarlett@rizinbiz.net -PolicyName  
AnonymousOutboundCallerId
```

Block inbound calls

<https://docs.microsoft.com/en-us/microsoftteams/block-inbound-calls>

Create a range of blocked numbers using regex

```
New-CsInboundBlockedNumberPattern -Name "BlockRangeGF" -Enabled $true -Description  
"Block Ground Falcons" -Pattern "^\\+?1312555\\d{4}$"
```

<https://t.me/learningnets>

```
# Create a block number pattern for a single number
New-CsInboundBlockedNumberPattern -Name "BlockNumberGF" -Enabled $true -Description "Block
Wired Ground Falcons" -Pattern "^\\+?14125551234$"
```

```
# View existing blocked number patterns
Get-CsInboundBlockedNumberPattern
```

```
# Remove a blocked number pattern
Remove-CsInboundBlockedNumberPattern -Identity "BlockNumberGF"
```

```
# Create an inbound blocked number patter exemption
New-CsInboundExemptNumberPattern -Identity "AllowContoso1" -Pattern "^\\+?1312555888[2|3]$"
-Description "Allow GF helpdesk" -Enabled $true
```

```
# Test a number against all blocked number patterns
Test-CsInboundBlockedNumberPattern -PhoneNumber 13125551234
Test-CsInboundBlockedNumberPattern -PhoneNumber 13125558882
```

Introduction to Teams policy-based recording for callings & meetings
<https://docs.microsoft.com/en-us/MicrosoftTeams/teams-recording-policy>

Introduction to Teams Policy-Based Recording for Calling & Meetings (Ignite 2019 session)
<https://myignite.microsoft.com/archives/IG19-VCE40>

```
# Create an application registration/dummy user account
New-CsOnlineApplicationInstance `
  -UserPrincipalName TeamsComplianceRecordingBot@globointl.onmicrosoft.com `
  -DisplayName TeamsComplianceRecordingBot `
  -ApplicationId 51bbc195-4422-4e74-ad01-540397fc5145
```

```
# Sync the application instances from Azure Active Directory into Agent Provisioning Service
Sync-CsOnlineApplicationInstance -ObjectId 8636848b-0c0a-4a26-a3c7-b098d928dfca
```

```
# Create a recording policy
New-CsTeamsComplianceRecordingPolicy -Identity GlobalDefaultCompliancePolicy `
  -Enabled $true `
  -Description "Global Compliance Recording Policy"
```

```
# View recording policies
Get-CsTeamsComplianceRecordingPolicy
```

```
# Associate recording application with compliance policy
Set-CsTeamsComplianceRecordingPolicy -Identity GlobalDefaultCompliancePolicy -
ComplianceRecordingApplications `
  @(New-CsTeamsComplianceRecordingApplication `
    -Parent GlobalDefaultCompliancePolicy `
    -Id 8636848b-0c0a-4a26-a3c7-b098d928dfca)
```

```
# Wait 30-60 seconds to view compliance policy
Get-CsTeamsComplianceRecordingPolicy GlobalDefaultCompliancePolicy
```

```
# Assign the policy
Grant-CsTeamsComplianceRecordingPolicy -Identity scarlett@rizinbiz.net -PolicyName
GlobalDefaultCompliancePolicy
```

```
# View user compliance policy
Get-CsOnlineUser scarlett@rizinbiz.net | Select-Object SipAddress,
TeamsComplianceRecordingPolicy
```

What are dial plans?

<https://docs.microsoft.com/en-us/microsoftteams/what-are-dial-plans>

Sample dial plan normalization rules

<https://docs.microsoft.com/en-us/microsoftteams/what-are-dial-plans#sample-normalization-rules>

Create and manage dial plans

<https://docs.microsoft.com/en-us/microsoftteams/create-and-manage-dial-plans>

```
# View country/service-scoped dial plan
Get-CsDialPlan -Identity <US | GB | CA>
```

```
# View the global default tenant scoped dial plan
Get-CsTenantDialPlan -Identity Global
Get-CsTenantDialPlan -Identity Global | Select-Object -ExpandProperty NormalizationRules
```

```
# Create a user scoped dial plan
New-CsTenantDialPlan -Identity BrooklynDialPlan -Description "Dial Plan for Brooklyn" -SimpleName "Dial-Plan-for-Brooklyn"
```

```
# Create a normalization rules
$3DigitExt = New-CsVoiceNormalizationRule -Parent Global `
  -Description '3-digit extension dialing' `
  -Pattern '^(\\d{3})$' `
  -Translation '+14255551$1' `
  -Name Brooklyn3DigitExt `
  -IsInternalExtension $false `
  -InMemory
$globalHelpLine = New-CsVoiceNormalizationRule -Parent Global `
  -Description 'Help line extension dialing' `
  -Pattern '^(12345\\d*)$' `
  -Translation '+131255$1' `
  -Name InternalHelpLine `
  -IsInternalExtension $false `
  -InMemory
```

```
# Add normalization rule to the dial plan
Set-CsTenantDialPlan -Identity BrooklynDialPlan -NormalizationRules @{add=$3DigitExt}
Set-CsTenantDialPlan -Identity BrooklynDialPlan -NormalizationRules @{add=$globalHelpLine}
```

```
# Assign a user-scoped dial plan to a user
Grant-CsTenantDialPlan -Identity rizwan@rizinbiz.net -PolicyName BrooklynDialPlan
```

```
# Verify dial plan assignment to user
Get-CsOnlineUser -Identity rizwan@rizinbiz.net | Select-Object *DialPlan*
```

```
# Test phone numbers against a user's assigned dial plan
Test-CsEffectiveTenantDialPlan -Identity rizwan@rizinbiz.net -DialedNumber 999
Test-CsEffectiveTenantDialPlan -Identity rizwan@rizinbiz.net -DialedNumber 15551234567
```

Additional Resources

Codecademy: Introduction to Regular Expressions

<https://www.codecademy.com/learn/introduction-to-regular-expressions/modules/intro-to-regex>

PluralSight: Regular Express Fundamentals by Juliette Reinders

<https://www.pluralsight.com/courses/regular-expressions-fundamentals>