

ENREACH CONTACT APP FOR MICROSOFT TEAMS USER MANUAL

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1 INTRODUCTION

The Enreach Contact App for Microsoft Teams allows you to make and receive Enreach Contact Desktop calls directly on the Microsoft Teams interface. It also gives you full access to your contacts, advanced call control, reachability management and Enreach's AI capabilities. You need an Enreach Contact subscription with the respective add on.

The following features are available:

- Starting and receiving calls
 - Advanced call control (Transferring, holding and switching calls between devices)
 - Full access to your contacts
 - Viewing your colleague's presence
 - Editing your own presence
 - Managing your reachability by setting call forwardings or REACH status override
 - Logging in to or logging out from queues
 - Voicemail transcription
 - Single Sign On with your Microsoft 365 account
- To use the single sign-on function, the administrator must grant permission in the Microsoft Enterprise Portal. For more information, see the Enreach Contact documentation [https://help.enreach.com/contact/1.00/web/Enreach/en-US/#context/MicrosoftSSO_\\$](https://help.enreach.com/contact/1.00/web/Enreach/en-US/#context/MicrosoftSSO_$).

Further Online Help

Online Help	URL
Enreach Contact Desktop	https://help.enreach.com/desktop/1.00/web/Enreach/en-US/
Enreach Contact Android	https://help.enreach.com/umc/1.00/Android/Enreach/en-US/

Online Help	URL
Enreach Contact iOS	https://help.enreach.com/umc/1.00/iOS/Enreach/en-US/
Enreach Contact Qboard	https://help.enreach.com/qboard/1.00/web/Enreach/en-US/

2 INSTALLATION

The Enreach Contact App for Microsoft Teams can be downloaded directly in the Microsoft Teams app store.



In order to use the Enreach Contact App for Microsoft Teams you need to have the Enreach Contact Desktop client installed on your computer.



The Microsoft Teams web app is not supported for the Enreach Contact App for Microsoft Teams. You need to use the Microsoft Teams desktop app.



The email address, you use to sign in to Microsoft365 must be the same as your Operator web user. If you have any questions, please contact your administrator.

To install the Enreach Contact App for Microsoft Teams from the app store

- 1 Open Microsoft Teams.
- 2 Click on **Apps**.
- 3 Search for **Contact** and click on **Add** next to the Enreach icon.
 - ✓ The Enreach Contact App for Microsoft Teams is added to your Microsoft Teams interface.



To open the Enreach Contact App for Microsoft Teams you might have to click on ●●● in the menu bar. You can avoid this by right clicking on the app and clicking on **Pin**.

2.1 UPLOADING THE ENREACH CONTACT APP FOR MICROSOFT TEAMS

As an administrator, you can upload the Enreach Contact App for Microsoft Teams in the company's internal area of the Microsoft Teams App Store to provide it to all employees in your company. For more information, see also <https://learn.microsoft.com/en-us/microsoftteams/platform/concepts/deploy-and-publish/apps-upload>.

To upload the app in the Microsoft Teams Admin Center

- 1 Download the Enreach Contact App for Microsoft Teams.zip file.
https://www.enreach.de/de/service/downloads#cat_5



.zip files may be blocked by Windows after downloading. Right-click on the file and activate **Allow** under **Properties** to disable blocking of the file.

- 2 Open the Microsoft Teams Admin Center.
- 3 In the menu, click **Teams apps**.
 - ✓ A dropdown menu opens.
- 4 Click on **Manage apps**.
 - ✓ The **Manage apps** page appears.
- 5 Click on **+Upload**.
 - ✓ The **Upload a custom app** window appears.
- 6 Click on **Select a file**.
- 7 Select the Enreach Contact App for Microsoft Teams .zip file and click on **Open**.
 - ✓ The Enreach Contact App for Microsoft Teams has been uploaded to the company-wide App Store and is available to your employees.



The status of the app must be set to **Allowed**. To do so, enter **Enreach** in the search field and check that the status is set to **Approved**.

2.2 AUTOMATIC DISTRIBUTION OF THE ENREACH CONTACT APP FOR MICROSOFT TEAMS

When distributing the Enreach Contact App for Microsoft Teams you have two options:

Company-wide distribution

Distribution to groups

For more information, see also <https://learn.microsoft.com/en-us/microsoftteams/platform/concepts/deploy-and-publish/apps-upload>.

2.2.1 COMPANY-WIDE DISTRIBUTION

You can provide the Enreach Contact App for Microsoft Teams to the entire company.

To deploy the Enreach Contact App for Microsoft Teams across your entire organisation

- 1 Open the Microsoft Teams Admin Center.
- 2 In the menu, click **Teams apps**.
 - ✓ A dropdown menu opens.
- 3 Click on **Setup policies**.
 - ✓ The **App setup policies** page appears.
- 4 Click on **Global (Org-wide default)**.
 - ✓ The **Global** page appears.
- 5 Click on **Add apps**.
 - ✓ The **Add installed apps** window appears.
- 6 Enter **Enreach** in the search field and click on the app that appears.
- 7 Click on **Add**.
 - ✓ The Enreach Contact App for Microsoft Teams appears in the list **Installed Apps**.

- 8 Click on **Save**.
 - ✓ The Enreach Contact App for Microsoft Teams is available to the entire company.

To add a pinned app for the entire company

- 1 Follow steps (1)-(4) under **2 To deploy the Enreach Contact App for Microsoft Teams across your entire organisation**, page 5.
- 2 Click on **Add Apps** under **Pinned apps**.
 - ✓ The **Add pinned apps** window appears.
- 3 Enter **Enreach** in the search field and click on the app that appears.
- 4 Click on **Add**.
 - ✓ The Enreach Contact App for Microsoft Teams appears in the list **Pinned Apps**.
- 5 Click on **Save**.
 - ✓ The Enreach Contact App for Microsoft Teams is provided to the entire company as a pinned app.

2.2.2 DISTRIBUTION TO GROUPS

You can provide the Enreach Contact App for Microsoft Teams to individual groups.

To provide the Enreach Contact App for Microsoft Teams to specific groups

- 1 Follow steps (1)-(3) under **2 To deploy the Enreach Contact App for Microsoft Teams across your entire organisation**, page 5.
- 2 Click on **Add**.
 - ✓ You can create a new setup policy.
- 3 Enter a name for the setup policy under **Description**.
- 4 Click on **Add apps**.
 - ✓ The **Add installed apps** window appears.
- 5 Enter **Enreach** in the search field and click on the app that appears.

- 6 Click on **Add**.
 - ✓ The Enreach Contact App for Microsoft Teams appears in the list **Installed Apps**.
- 7 Click on **Save**.
 - ✓ The Enreach Contact App for Microsoft Teams is available to the respective group.

2.3 DELETING THE ENREACH CONTACT APP FOR MICROSOFT TEAMS

You can delete the Enreach Contact App for Microsoft Teams in your company.

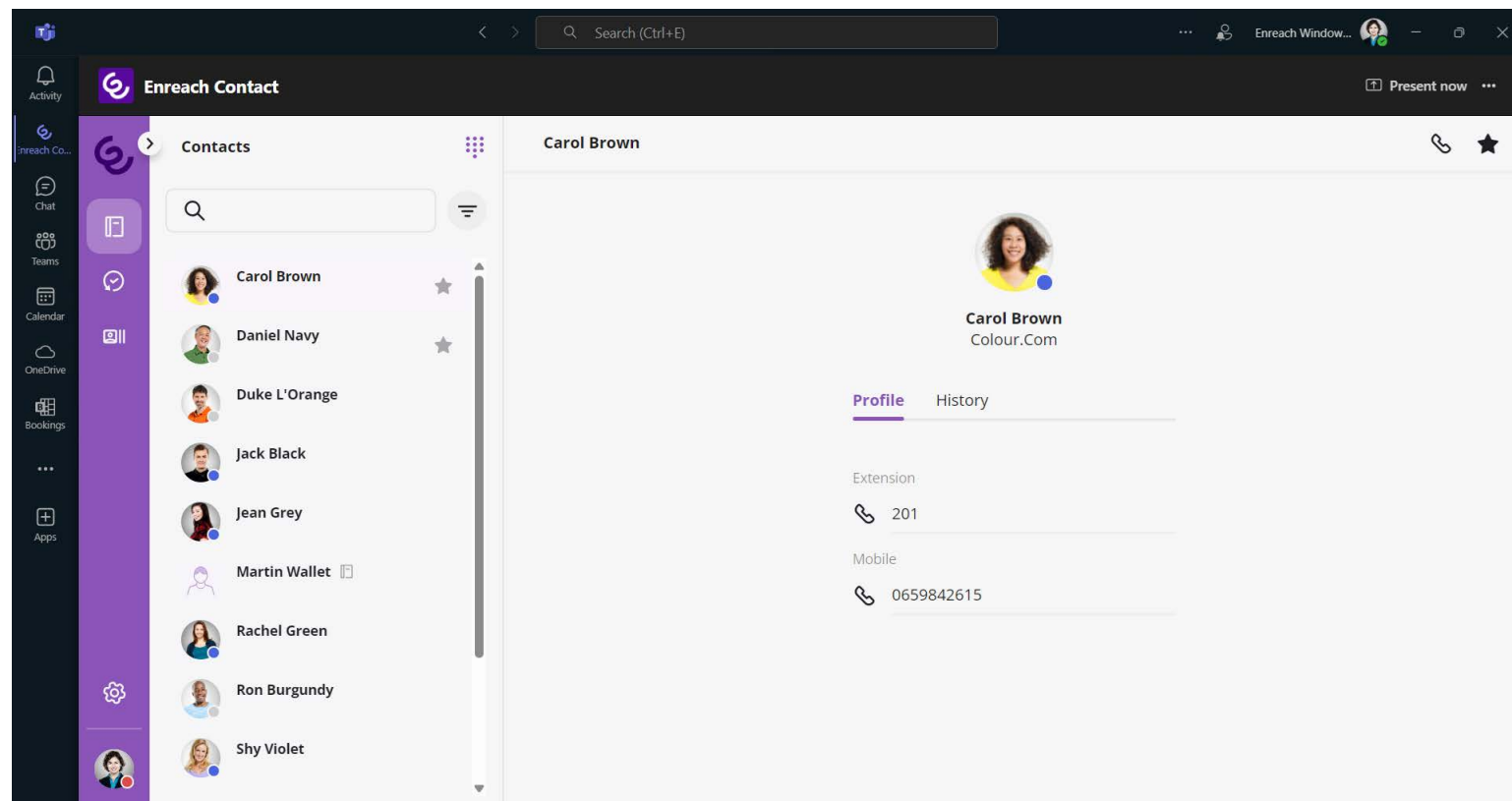
To delete the Enreach Contact App for Microsoft Teams

- 1 Open the Microsoft Teams Admin Center.
- 2 In the menu, click **Teams apps**.
 - ✓ A dropdown menu opens.
- 3 Click on **Manage apps**.
 - ✓ The list of all apps available in your company appears.
- 4 Enter **Enreach** in the search field and click on the app that appears.
 - ✓ Information about the app appears.
- 5 Click on **Delete** to delete the Enreach Contact App for Microsoft Teams.
 - ✓ The app is deleted from the company's internal app store and is no longer available to your employees.


3 USER INTERFACE

The user interface of the Enreach Contact App for Microsoft Teams is divided into three parts:

- Contact list
- Recents list
- Qboard



3.1 CONTACT LIST



Click on  to open your contact list. Here all your contacts with their current presence are displayed. You can view and set favourites. You can also start calls from the contact list, see *4 Enreach Contact App for Microsoft Teams options*, page 10.

Search bar

In the search bar you can search for names and extension numbers.



Filtering

Click on  to display multiple options when filtering contacts. If a filter is active, the icon changes to .







Option	Explanation
Favorites	You can display all contacts that you marked as favourite.
Available	Shows all contacts that are available.
Colleagues	Shows your colleagues.
Company	Shows all contacts that are within your company.
Personal	Shows your personal contacts.
Microsoft	Shows all your Microsoft contacts.

Presence


The status of your contacts is indicated by a coloured dot on the profile picture. The following presence statuses are available:



When you are in a Enreach Contact or Microsoft Teams call, your presence is synchronized between both Microsoft Teams and Enreach Contact.

Status	Symbol	Explanation
Automatic		Available This status signals to your contacts that you are logged on to a desk phone or that an Enreach Contact SIM card is linked to your user and you can therefore be reached on a mobile phone. You are not logged in to the Enreach Contact Desktop or mobile app.
		Online This status indicates that you are logged in to Enreach Contact Desktop and Enreach Contact Mobile.
		Offline This status indicates that you are not logged in to any device or client.
Away		This status indicates that you are currently unavailable.
Busy		This status indicates that you are currently busy, for example on a call or in a meeting.
Offline		With this option, your status is signalled as logged out on all devices and on Enreach Contact Mobile and Desktop.

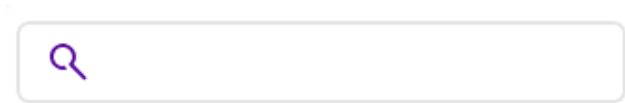
3.2 RECENTS LIST

Click on  to open the Recents list. All your ingoing, outgoing and missed calls are displayed here. You can also start calls from the

recents list, see *4 Enreach Contact App for Microsoft Teams options*, page 10.



Search bar

In the search bar you can search for names, extension numbers, queues and groups.



Filtering

You have multiple filter options in the recents list:

Option	Explanation
Queue	Activating this filter shows all your incoming, outgoing and missed queue calls.
Group	This filter shows all your incoming, outgoing and missed group calls.
	<p>By clicking on this option, the following additional filters appear:</p> <ul style="list-style-type: none">• Queue• Group• Outgoing• Incoming• Missed• Redirected• Voicemail <p>If a filter is active, the icon changes to .</p>

3.3 QBOARD

Enreach Contact Qboard is a dashboard that gives you an overview of your queues. The summary shows you in real time the performance and utilisation of departments, the availability of agents or overall statistics.

For further information please see https://help.enreach.com/qboard/1.00/web/Enreach/en-US/#page/help/Title_Copy.html

4 ENREACH CONTACT APP FOR MICROSOFT TEAMS OPTIONS

You can make phone calls, set your forwardings and manage your queues and REACH settings from the Enreach Contact App for Microsoft Teams.



In order to use the Enreach Contact App for Microsoft Teams, it is recommended to have the Enreach Contact Desktop App open. The client can be downloaded from the following download link: <https://desk-top.enreach.com/>

4.1 TELEPHONING

You can start calls directly from the Microsoft Teams interface. You have several options for starting a call:

- From your contact list
- From the recents list
- From a contact's profile
- From the dialpad



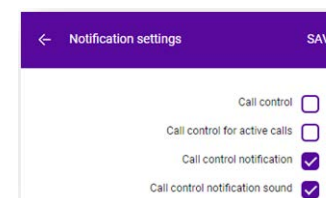
Calls that are started via the Enreach Contact App for Microsoft Teams are carried out on the device that you set under *Device for outgoing calls*.



If you want to use the Enreach Contact softphone (e.g. with a headset) in combination with the Enreach Contact App for Microsoft Teams, you will still need to install the Enreach Contact Desktop App. This is necessary as Enreach is not allowed to use the WebRTC capabilities of Microsoft Teams.

Enreach is not allowed to send push notifications to Microsoft Teams, for example, on an incoming call to your softphone.

To ensure that you don't miss an incoming call to your softphone with the Enreach Contact App for Microsoft Teams, please use the following notification settings in the Enreach Contact Desktop Client (if you are using a fixed or mobile device, you will of course be notified by the ringing event of these devices instead).




To start a call from your contact list

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 If applicable, click on .
✓ Your contact list appears.
- 3 Next to the respective contact, click on ●●● and then on .
✓ The call is initiated and you can make the call on your selected device, see 4.7.1 *Device for outgoing calls*, page 15.

To start a call from a contact's profile

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 If applicable, click on .
✓ Your contact list appears.
- 3 Click on the contact you want to start the call with.
- 4 Under **Extension** click on .
✓ The call is initiated and you can make the call on your selected device, see 4.7.1 *Device for outgoing calls*, page 15.

To start a call from the dialpad

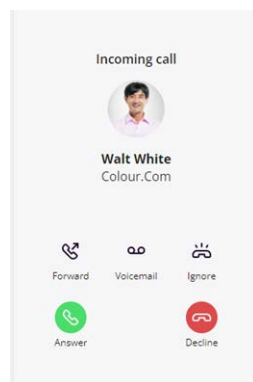
- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .
 - ✓ The dialpad appears.
- 3 Type in the extension of the user or the external number you want to call.
 - ✓ The call is initiated and you can make the call on your selected device, see *4.7.1 Device for outgoing calls*, page 15.



4.1.1 OPTIONS DURING AN INCOMING CALL

When you receive an incoming call, you have several options. You can accept the call, forward it to another destination, such as a colleague or your voicemail, or reject it.

To forward an incoming call to another destination


You are receiving an incoming call.



- 1 Click on  and select the destination you want to forward the call to.
 - ✓ The call is forwarded directly.
 - or
 - ✓ Click on  to forward the call directly to your voicemail.

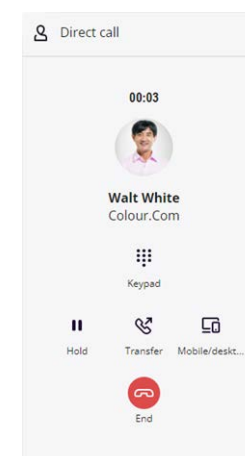
To ignore an incoming call

You are receiving an incoming call.


- 1 Click on .
 - ✓ The call control window disappears in the background. The caller hears the dialling tone until the timeout is reached.


4.1.2 OPTIONS DURING AN ACTIVE CALL

Once a call is established, you can open the keypad to enter DTMF digits, transfer the active call to another destination, put the call on hold, and perform a device switch to seamlessly transfer an active call to another device.





To transfer an active call to another contact without consultation (Blind transfer)

- 1 During an active call, click .
- 2 Click on **Blind transfer** to transfer the call without consultation.
 - ✓ A menu for contact selection appears.


- 3 Select a contact from the list. You can also search by typing in the search field.
- 4 Click on  to execute the transfer.
 - ✓ The call is transferred directly to the selected contact.

To transfer an active call to another contact with consultation (Attended transfer)


- 1 During an active call, click .
- 2 Click on **Attended transfer** to start a consultation call.
 - ✓ A menu for contact selection appears.
- 3 Select a contact from the list. You can also search by typing in the search field.
 - ✓ The first subscriber is put on hold and you can call and consult with the other subscriber.
- 4 Click on  to execute the transfer.
 - ✓ Both participants are connected.

To start a conference

You have at least two conversations, one “active” and one “on hold”. This provides you with the option of creating a conference between these subscribers and yourself.


- 1 Click on .
 - ✓ All subscribers are brought together in a conference.

To transfer an active call to one of your devices


- 1 During the call, click on .
- 2 Select the device to which you want to forward the call from the list displayed.
 - ✓ The selected device rings.

- 3 Answer the call on the device.
 - ✓ You can continue the call.



To put a call on hold

- 1 During an active call, click .
 - ✓ The call will be put on hold and your conversation partner will hear music on hold.
- 2 Click this icon again to re-activate the held call.


4.2 VOICEMAIL


You can receive and listen to voicemails. This is indicated by  in the recents list. Additionally, the voicemail transcription feature allows incoming voice messages to be converted into text.

To listen to a voicemail



- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .
 - ✓ The **Recents list** appears.
- 3 Click on the entry with the voicemail.
- 4 Click on .
 - ✓ The voicemail is played.

To download a voicemail



- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .
 - ✓ The **Recents list** appears.
- 3 Click on the entry with the voicemail.

- 4 Click on .
 - ✓ The voicemail is downloaded to your device.

To view the transcription of a Voicemail



- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .
 - ✓ The **Recents list** appears.
- 3 Click on the entry with the voicemail.
- 4 Click on .
 - ✓ The transcription of the voicemail will be displayed in the right section of the window.

To delete a voicemail

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .
 - ✓ The **Recents list** appears.
- 3 Click on the entry with the voicemail.
- 4 Click on .
- 5 Click on **Yes, delete it.**
 - ✓ The voicemail is deleted.

4.3 PRESENCE

You can overwrite your presence status. You have the following options:

-  Away
-  Busy

 Offline

To overwrite your presence status

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on your profile picture.



You might have to scroll down to see your profile picture.


- 3 Under **Presence** select the status you want to set from the dropdown list.
 - ✓ Your current presence status is overwritten with the selected status.

4.4 FORWARDING

You can manage your forwarding settings directly from the Microsoft Teams interface.

To manage your forwarding settings

- 1 Open the Enreach Contact App for Microsoft Teams.

- 2 Click on .



You might have to scroll down to see the settings button.

- 3 Click on **Forwarding.**
- 4 Activate **Enable call forwarding.**
- 5 Click on **Conditional** to set a conditional forwarding.
- 6 Select the time after which calls should be forwarded from the dropdown list.

or


- 7 Click on **Unconditional** to set an unconditional forwarding.
- 8 Select if you want to forward calls to your voicemail or to an extension/phone number.
- 9 If applicable, enter the respective extension or phone number.
- 10 Click on **Save**.
 - ✓ Your forwarding settings are saved.

4.5 REACH

You can manage your REACH settings directly from the Microsoft Teams interface. You can

- see your active status
- override your active status and set an expiry date
- set a status for when you are in Enreach Meetings

To manage your REACH settings

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .



You might have to scroll down to see the settings button.

- 3 Click on **REACH**.

Label	Explanation
Active status	Here you can see the status that is currently active for your user. Your REACH profile is managed by your administrator.
Override with	You can select a status which overrides your currently active status from the dropdown list.

Label	Explanation
Expiry time and date	Activate the checkbox and set the expiry time and date for the status override.
While in Enreach Meetings	Specify which status should be shown to your contacts while you are in Enreach Meetings.

- 4 Click on **Save**.
 - ✓ Your settings are saved.

To manually change your REACH status

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on your profile picture.




You might have to scroll down to see your profile picture.

- 3 Open the dropdown menu under **REACH** and select a REACH status.
 - ✓ Your current REACH status is overwritten with the selected status.

4.6 QUEUES

Under **Queues** you can log in and out of your queues.

To log in or out of your queues

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on .



You might have to scroll down to see the settings button.




- 3 Click on **Queues**.
 - ✓ All queues in which you are a member, are displayed here. You can see how many queues you are logged into.
- 4 Activate the slider next to the queues you want to log into.
 - ✓ You are logged into the respective queues.
 or
- 5 Deactivate the slider next to the queues you want to log out of.
 - ✓ You are logged out of the respective queues.

4.7 DEVICES FOR INCOMING AND OUTGOING CALLS

Under your profile picture in the bottom left-hand corner, you can specify the end devices for incoming and outgoing calls.

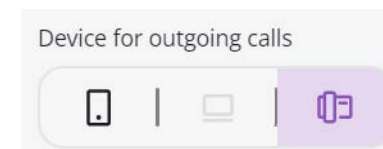
4.7.1 DEVICE FOR OUTGOING CALLS

You can set on which device your calls should be carried out. You have the following options:

Icon	Explanation
	If you select this option, calls are made via Enreach Contact Mobile.
	If you select this option, calls are made via Enreach Contact Desktop.
	If you have a deskphone installed and linked with Enreach Contact, you can select this option to make calls via your deskphone.

To select which device will be used for outgoing calls




- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on your **Profile Picture**.
- 3 Click on the device which you want to use for your outgoing calls.



Symbol colour	Explanation
Purple	This device is selected.
Black	The device is available, but not selected.
Greyed out	The device is not available

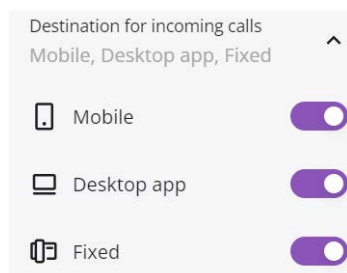
4.7.2 DESTINATION FOR INCOMING CALLS

You can select on which device(s) incoming calls should be signalled.

Icon	Explanation
	Activate this option to have incoming calls signalled on your Enreach Contact Mobile application.
	Activate this option if you want incoming calls to be signalled on the Enreach Contact Desktop client.
	If you have a deskphone installed and linked with Enreach Contact, you can select this option to have incoming calls signalled on your deskphone.

To select which device will signal incoming calls

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on your **Profile Picture**.
- 3 Click on the device on which you want to receive calls.



An incoming call can be signalled on several devices.

4.8 CHANGE LANGUAGE

You can change the language of Enreach Contact App for Microsoft Teams.

To change the language of Enreach Contact App for Microsoft Teams

- 1 Open the Enreach Contact App for Microsoft Teams.
- 2 Click on your [Profile Picture](#).
- 3 Select the desired language in the language field.
 - ✓ The language is changed directly.