Microsoft Teams Phone System

Including Code:

1. Configure Microsoft Teams phone

1. Access Microsoft Teams Admin Center:
   ○ Log in to the Microsoft Teams admin center with your admin credentials.
2. Set Up Call Routing:
   ○ Navigate to Voice > Auto attendants.
   ○ Click on Add to create a new auto attendant or edit an existing one.
3. Configure Auto Attendant:
   ○ Name and Language:
      ■ Enter a name for the auto attendant.
      ■ Select the language.
   ○ Call Flow:
      ■ Under "Call flow," select Add a greeting.
      ■ Record or upload a greeting that includes: "Press 1 for a link to the options menu to be sent via text to your mobile device."
   ○ Menu Options:
      ■ Add a menu option for "Press 1."
      ■ Set the action to Redirect call and choose External phone number.
      ■ Enter the phone number that will handle the SMS sending (this could be a number managed by your SMS provider like Twilio).

2. Send SMS via A2P 10DLC

1. A2P 10DLC Registration:
   ○ Choose an SMS provider (e.g., Twilio, Bandwidth).
   ○ Register your business and campaign with the provider to comply with A2P 10DLC regulations.
   ○ Provide necessary details such as business name, type, and use case.
2. Integrate SMS API:
   ○ Obtain API credentials from your SMS provider.
   ○ Set up a webhook or API endpoint that will be triggered when the caller presses 1.
   ○ Use the API to send an SMS with the link to the options page.

Python:

```python
import requests

def send_sms(phone_number, link):
    api_url = "https://api.twilio.com/2010-04-01/Accounts/{AccountSID}/Messages.json"
    data = {
        "To": phone_number,
        "From": "YourTwilioNumber",
        "Body": f"Here is the link to the options menu: {link}"
```

```
}
response = requests.post(api_url, data=data, auth=("AccountSID", "AuthToken"))
return response.status_code
```

3. Configure the IVR System

1. Update IVR Prompt:
   ○ Ensure the IVR system includes the new option: "Press 1 for a link to the options menu to be sent via text to your mobile device."
2. Test the System:
   ○ Make test calls to ensure the IVR system correctly routes the call and triggers the SMS sending.

4. Monitor and Optimize

1. Monitor Performance:
   ○ Use analytics provided by ZapDial and your SMS provider to monitor the performance of the system.
   ○ Track metrics such as the number of SMS sent, link click-through rates, and call resolutions.
2. Optimize Options Page:
   ○ Regularly update the options page based on customer feedback and usage patterns.
   ○ Ensure the page is mobile-friendly and easy to navigate.

Additional Considerations

- Compliance:
  ○ Ensure compliance with SMS regulations and privacy laws, especially when handling customer data.
- User Experience:
  ○ Design the options page to be intuitive and user-friendly.

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2. Integrate SMS API:
   ○ Use a no-code platform like Zapier or Microsoft Power Automate to connect your IVR system with the SMS provider.
   ○ Create a workflow that triggers an SMS when the caller presses 1.
3. Example with Zapier:
   ○ Trigger: New call in Microsoft Teams.
   ○ Action: Send SMS via Twilio.

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