

Microsoft Teams Queues App

Pure IP sets up and runs the Microsoft Teams Queues App for you, bringing call management and agent monitoring directly into Teams.



What the Queues App does

The Microsoft Teams Queues App for Teams Premium, brings call queue and auto attendant management into Teams, giving agents, supervisors, and IT admins the tools they need without leaving the platform.

Key capabilities:

For agents

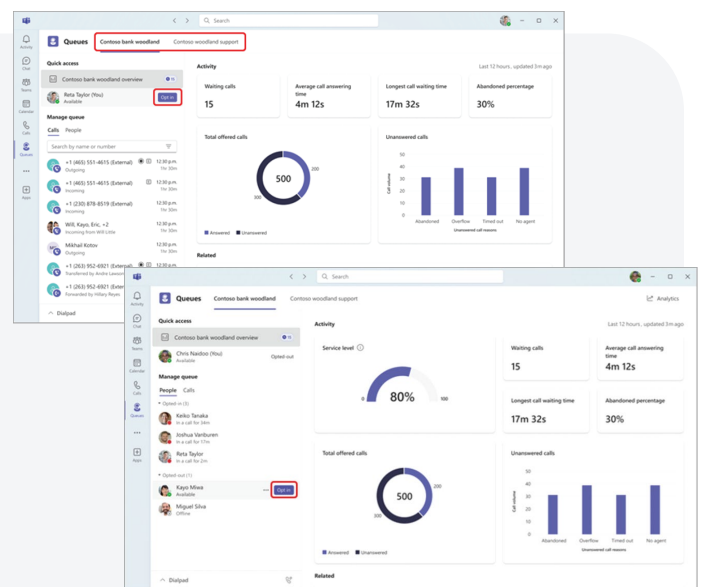
- Receive inbound calls and make outbound calls with selectable caller ID
- Opt in and out of queues with calls routed based on presence
- Manage calls with transfer, hold, merge, park, and add participant
- View call history, access CRM records, and chat with colleagues mid-call

For supervisors

- See queue activity in real time (waiting calls, average wait, longest wait)
- Access historical reporting up to 27 days and export reports
- Coach agents live with monitor, whisper, barge, and takeover

For IT admins

- Configure queues, auto attendants, resource accounts, and service numbers
- Manage user roles, policies, licensing, compliance, and governance



Who's it for?

Organizations that want the confidence of expert deployment and setup for their Queues App.

- **Teams Phone customers** who want to utilize Teams Queues for better customer engagement, without the need for a full contact center solution.
- **IT teams** looking to offload the configuration work to specialists who know the platform.
- **Companies that want reliable support** for queue changes, agent updates, and troubleshooting when problems arise.

Looking for advanced routing, omnichannel, or deep analytics? Ask us about our options for full contact center.

What we do

Pure IP handles deployment, configuration, and support so you skip the guesswork on resource accounts, policies, and call flow setup. We offer two delivery options:

1. Professional Services Engagement

A scoped deployment project for your environment.

Includes:

Requirements analysis
Call flow design
Provisioning and configuration
System Acceptance Testing and User Acceptance Testing
Admin and agent training
Documentation and handover

Pricing: One-time fee based on number of queues and complexity.

Ongoing support: Available separately for Teams Phone Plus customers. Covers incidents, moves/adds/changes/deletes, and Microsoft escalation.

2. Teams Phone Plus Add-On

Deployment and support bundled into one subscription.

Includes:

- Standard deployment
- Ongoing incident management
- Moves/adds/changes/deletes
- Microsoft escalation

Pricing: \$0.75 USD/user/month added to Teams Phone Plus.

Both options require Teams Admin access for Pure IP and a Microsoft Teams Premium license/user. Microsoft licensing for Teams Premium and Teams Phone is separate and billed per Microsoft's standard pricing.

Why work with us

Your Queues App deployment is handled by the same team that runs Teams Phone for some of the world's largest enterprises.



Microsoft Partners

Advanced Specialization in Teams Calling, awarded for complex voice deployments and enterprise support at scale.



Enterprise-proven delivery

Our engineers deploy and manage Teams Phone for Fortune 500 companies, global insurance firms, and household-name consumer brands.



Advanced expertise

Every project is led by Microsoft-certified experts in voice, networking, and security, including Teams Voice Engineers and Solutions Experts.



Decades of delivery

Twenty years running enterprise voice platforms, covering complex migrations, multi-site estates, and compliance-heavy industries.

→ Book a call with our team to discuss your queues, your requirements, and the best way to get you up and running.