

# Teams

Contact Point



## Get started with Microsoft Teams

First things to know about calls in [Microsoft Teams](#)



## Dstny Teams Connect

### Integrate your Microsoft Teams with Dstny Contact Point

When your Teams administrator has activated your user in Dstny, you can log in to Dstny DK Teams Connect - In this app you can:

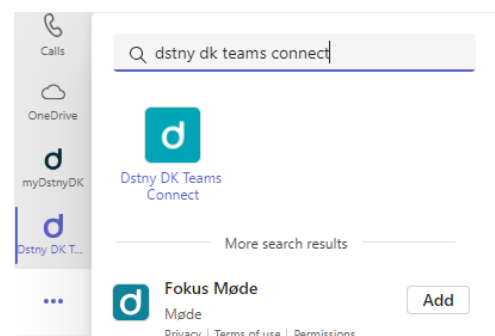
Log in and out of call queues, change your caller ID, synchronize your presence and line state, send text messages and listen to your voicemail.



### 1. Find the app

Find Dstny DK Teams Connect app in Teams

*If you can't find the Dstny DK Teams Connect app, please contact your Teams administrator*



## 2. Log in

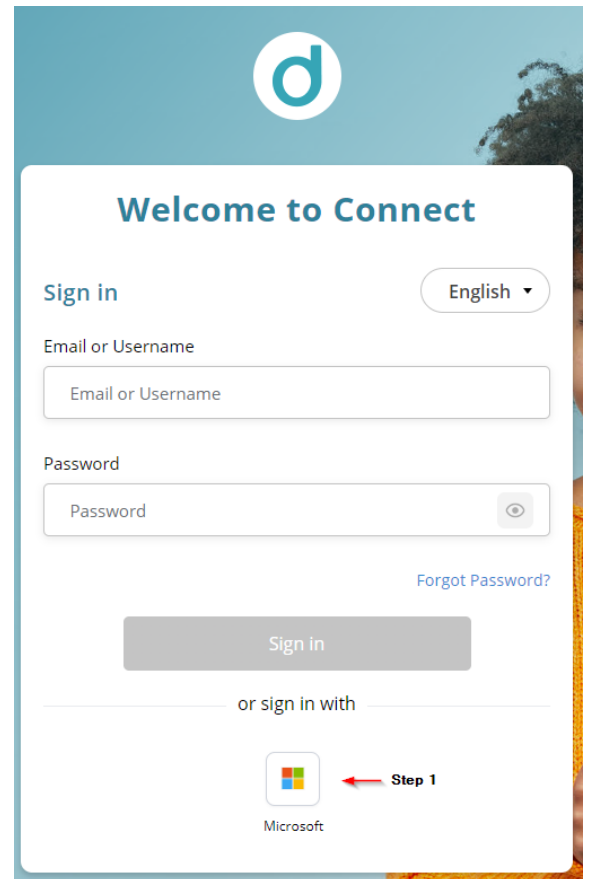
### First login to Dstny DK Teams Connect:

You have received an email from Dstny with your username and password.

If you haven't received a login, you can use the "Forgot password" option.

### Step 1 – Microsoft Login (SSO)

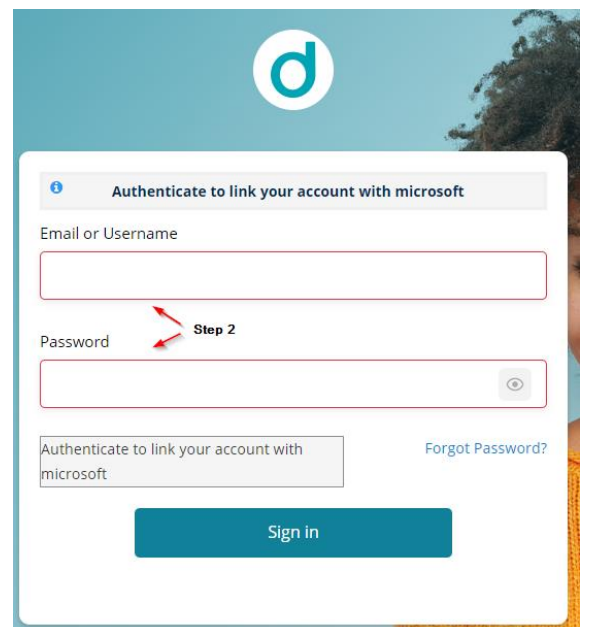
Click on the Windows icon and enter your Windows login credentials.



### Step 2 – Dstny login

Enter your Dstny username and password to link your Dstny account with your Microsoft account.

*After your first login, your Dstny account will be linked to your Microsoft account (SSO) – from then on, you'll only need to use your Microsoft account to log in.*

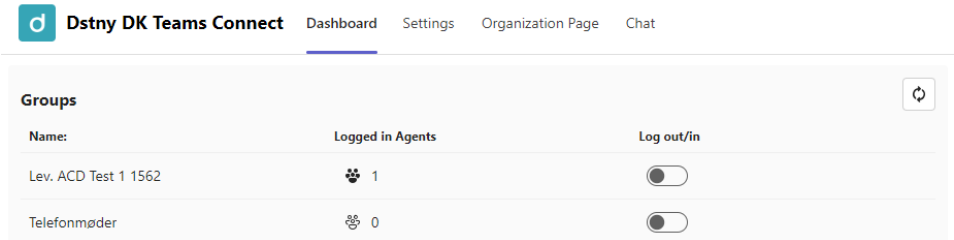


If you have any questions, you are welcome to contact Dstny support on +45 8888 7777

### 3. Dstny DK Teams Connect - Dashboard

#### Queues – Call groups:

*Log in and out of call groups*



The screenshot shows the 'Dstny DK Teams Connect' dashboard with a navigation bar containing 'Dashboard', 'Settings', 'Organization Page', and 'Chat'. The main content area is titled 'Groups' and contains a table with the following data:

Name:	Logged in Agents	Log out/in
Lev. ACD Test 1 1562	1	<input checked="" type="checkbox"/>
Telefonmøder	0	<input type="checkbox"/>

#### Caller ID:

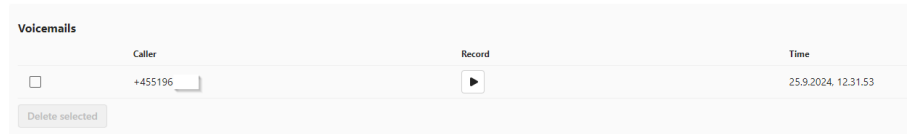
*Change outgoing number - ex. office fixed, office mobile or call groups number*



The screenshot shows a 'Select your caller id' dropdown menu. The selected option is '+4588887751 Office Fixed'.

#### Voicemail:

*View and listen to your voicemail messages*



The screenshot shows a 'Voicemails' list with the following data:

	Caller	Record	Time
<input type="checkbox"/>	+455196	<input type="checkbox"/>	25.9.2024, 12.31.53

Below the table is a 'Delete selected' button.

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