Dear Customers,

We want to inform you of an upcoming change to Microsoft Teams Call Queues involving Conference Mode and compliance recording functionality. This update introduces the ability to configure recording templates for call queues operating in Conference Mode, enhancing your ability to manage and retain call records for compliance and quality purposes.

WHAT'S CHANGING?

Microsoft is enabling Compliance Recording for Call Queues using Conference Mode. With this update, organizations will be able to assign recording templates to specific call queues for better control and monitoring.
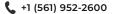
DO NOT configure your environment ahead of time. You must ensure this capability has been released to your region and is generally available.

Please Note: Only Conference Mode call queues will support this feature initially. The following features are not supported at launch:

- On-behalf-of call queue calling (outgoing calls via the Queues app)
- Call queue callback
- Transfer-mode call queues

Additionally, recording will not activate if a call leaves the queue prior to agent pickup (e.g., due to timeout or overflow routing). If a call transfers to another call queue that also has recording enabled, recording will begin under the new queue.

To record other calls for your agents (outbound calls, internal calls, etc.), each agent will still need to have a recording policy as they did prior to this new change being implemented.

How to Configure Compliance Recording for Call Queues
To prepare for this change, follow the steps below to implement the new recording capability in your environment.

STEP 1: Create a New Compliance Recording Template

-Name "<Template Name>" `
-Description "<Description>" `
-BotId "<ApplicationInstanceID of Bot>" `
-RequiredDuringCall <Boolean>
-RequiredBeforeCall <Boolean>
-CurrentInvitationCount <Int32>
-PairedApplication <String>
<CommonParameters>

Important Notes:
The -BotId parameter must be the ApplicationInstanceID retrieved via Get-CsOnlineApplicationInstance, not the Azure ObjectID.

Ensure -PairedApplication <String> is either left blank or explicitly set to the correct applicationInstanceID. Avoid setting it to true or false.

Example:
New-CsComplianceRecordingForCallQueueTemplate
 `
-Name "Sample Call Queue" `
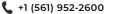-Description "Sample Call Queue" `
-BotId 5391bade-****-****-****-df40854ff915 `
-RequiredDuringCall   : True
-RequiredBeforeCall   : True
-ConcurrentInvitationCount   : 1
-PairedApplication   : False

-PairedApplication <String>
<CommonParameters>

STEP 1A: Disable Strict Mode (if necessary)

If strict mode settings default to True, you can manually update them:

```
$template = Get-CsComplianceRecordingForCallQueueTemplate -Id <TemplateID>
$template.BotId = <ApplicationInstanceID>
$template.RequiredDuringCall = $false
$template.RequiredBeforeCall = $false
Set-CsComplianceRecordingForCallQueueTemplate $template
```

Example:
```
$template = Get-CsComplianceRecordingForCallQueueTemplate -Id 2db362ca-****-
****-****-8006fae2b61c
$template.BotId = 5391bade-****-****-****-df40854ff915
-RequiredDuringCall $false
-RequiredBeforeCall $false
Set-CsComplianceRecordingForCallQueueTemplate $template
```

Results:
```
Name                        : Sample Call Queue
Id                          : 2db362ca-****-****-****-8006fae2b61c
Description                 : Kevin Call Queue
BotId                       : 5391bade-****-****-****-df40854ff915
RequiredDuringCall          : False
RequiredBeforeCall          : False
ConcurrentInvitationCount   : 1
PairedApplication           : False
```

STEP 2: Assign the Template to a Call Queue

First, get the Call Queue identity:
Get-CsCallQueue

Results:
```
TenantId            : f1eca656-****-****-****-c732d4b7057d
Name                : SampleCQ
Identity            : cd232602-****-****-****-1e28cdfa5e66
RoutingMethod       : Attendant
DistributionLists   :
```
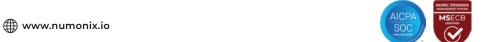
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Then assign the template:

Set-CsCallQueue -Identity <CallQueueID>
-ComplianceRecordingForCallQueueTemplateId <TemplateID>

Example:
Set-CsCallQueue -Identity cd232602-****-****-****-1e28cdfa5e66
-ComplianceRecordingForCallQueueTemplateId 2db362ca-****-****-****-8006fae2b61c

Verify Assignment:

PS C:\Windows\system32> Get-CsCallQueue | select Name,
ComplianceRecordingForCallQueueTemplateId

Results:

Name   ComplianceRecordingForCallQueueTemplateId

----   ---

SampleCQ   {2db362ca-****-****-****-8006fae2b61c}

Note: The following features will not initially be supported by compliance recording for call queues:

- On-Behalf-Of call queue calling (call queue agent makes an outgoing call on behalf of that agent's queue via the Queues app)
- Call queue callback
- Transfer-mode call queues - only conference-mode call queues will support compliance recording for call queues.

Also note that Call Queue for Recording will not activate if a call leaves the queue. A call leaves the queue if prior to an agent joining the call, the queue redirects to another application (ex: call queue, voicemail) due to features such as queue timeout or overflow. At the time of the redirect, the call has left the queue. If the redirect target is another call queue configured for compliance recording for call queues, that recording flow will still take effect.

Additionally, there is an audible announcement
automatically enabled by Microsoft for the Call Queue policy.
If you'd like to disable this, please contact Numonix Support at **support@numonix.io.**

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Summary

This enhancement allows for better compliance and oversight in call handling within Microsoft Teams Call Queues. DO NOT configure your environment ahead of time. You must ensure this capability has been released to your region and is generally available.

If you have any questions or require assistance configuring your environment, please contact the Numonix Support Team or support representative.

Best regards,
Numonix Support

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