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RingCentral Microsoft Teams Bi-directional Presence Sync for Closed Beta User Guide

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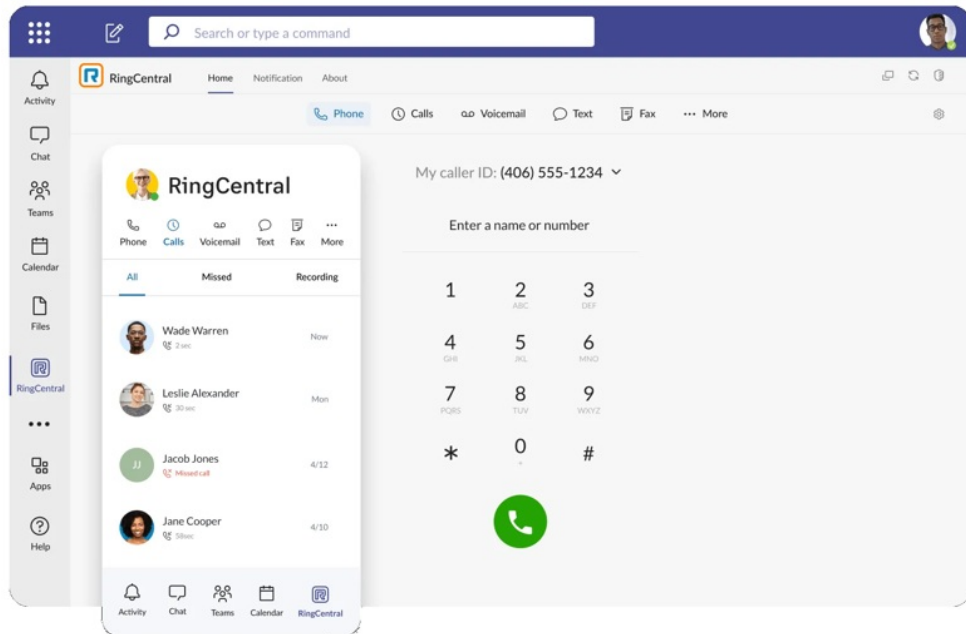
Introduction

RingCentral for Microsoft Teams is a closed beta product that offers bi-directional presence sync between RingCentral and Microsoft Teams. This guide provides information on how to use the presence sync feature.

Presence Sync with Microsoft Teams – What to Know

The presence sync feature allows synchronization between active states, such as Available, Busy, and Do Not Disturb states between RingCentral and Microsoft Teams. Changes made within one application will be synchronized with the other. However, there may be synchronization delays of up to 15 seconds between changing of state in one application to the other. The presence sync feature is available on the desktop and web versions of Microsoft Teams.

Presence Sync Mapping Table

The following table shows the current available presence sync mappings:

MS Teams Presence	RingCentral MVP Presence	RingCentral EA Presence	RingCentral Integ Presence
Available	Available	Available	Available
On a call – Regular Teams	No Change	BUSY	BUSY
On a call – DR call	In a meeting	BUSY	BUSY
Busy	No Change	BUSY	BUSY
Do not disturb	Away	No Change	No Change
Away	Do Not Disturb	No Change	No Change
Be right back	No Change	No Change	No Change
Offline	No Change	No Change	No Change
Invisible	No Change	No Change	No Change

No Change means the state will not change in the specified environments based on the presence set in the left column.

Presence Sync Mapping examples

The presence sync feature allows end users to be set to Do Not Disturb, Busy, or Available manually or by making direct Teams and external calls. Here are some examples of bi-directional presence sync in action:

Example 1: Setting end user to Do Not Disturb

- End user Ted is working on a project and needs to not be disturbed by any inbound calls, so he sets himself manually to Do Not Disturb within his Teams interface. End user William needs to talk to Ted about a project so wants to use Teams to contact him. William searches for Ted in the embedded dialer app to see if Ted is available for a call.
- William can see based on the icon in the embedded app in Teams that Ted is currently in Do Not Disturb mode, so any call to him will be directed to voicemail. If William is using Heads-up Display (HUD) within the embedded app, he can also see at a glance that Ted is in Do Not Disturb mode as well. Once Ted no longer needs to be in Do Not Disturb mode, he can set himself back to the Available state manually, and all end users will be able to see him as available when searching in Teams or the RingCentral embedded app.

Introduction

Presence Sync This document outlines step-by-step instructions for administrators to enable bi-directional Presence Sync using the RingCentral Admin Portal (ServiceWeb). RingCentral's Presence Sync enables the integration of Microsoft Teams Presence into RingCentral's Embedded App, as well as the presence status of active RingCentral-enabled calls natively within Microsoft Teams. Searching for RingCentral users within the embedded app or utilizing the included Heads-up Display (HUD), you can now see if specific end users in your organization are available, busy on other calls or conferences, or are in Do Not Disturb mode at a glance. Presence is updated on the desktop and web application versions of Microsoft Teams.

Presence Sync with Microsoft Teams – What to Know

- As an end user, you will not need to do anything to enable presence sync once the administrative portions in Service Web have been completed by your administrator. However, please be aware of the following constraint:
  - Presence Sync works optimally between Microsoft Teams and RingCentral's next-gen Embedded App, or RingCentral integrated apps, such as RingCentral for Google. RingCentral's MVP app is not optimized for presence sync with Teams, so for best results, make sure to verify presence states of end users within the next-gen Embedded App or Microsoft Teams when searching for user states. Presence states will be synched in both Microsoft Teams and RingCentral embedded app whether the end user is on a Teams to Teams native call, or a RingCentral enabled call to an external party.
- The current Presence Sync solution between RingCentral and Microsoft Teams will allow synchronization between active states, such as Available, Busy and Do Not Disturb states, between both applications. Changes made within one application will be synchronized with the other. Since state changes are made between two distinct, separate applications, synchronization delays of up to 15 seconds may occur between changing of state in one application to the other.
- Presence Sync is available in the desktop and web versions of Microsoft Teams.

Presence Sync Mapping Table

- These are the current available presence sync mappings for Beta:

MS Teams Presence ->	RingCentral MVP Presence	RingCentral EA Presence
🟢 Available	🟢 Available	🟢 Available
🔴 On a call - Regular Teams call	No Change	🔴 Busy
🔴 On a call - DR call	🔴 Busy	🔴 Busy
🔴 In a meeting	No Change	🔴 Busy
🔴 Busy (manual)	No Change	🔴 Busy
⛔ Do not disturb	⛔ Do Not Disturb	⛔ Do Not Disturb
Away	No Change	No Change
Be right back	No Change	No Change
Offline	No Change	No Change

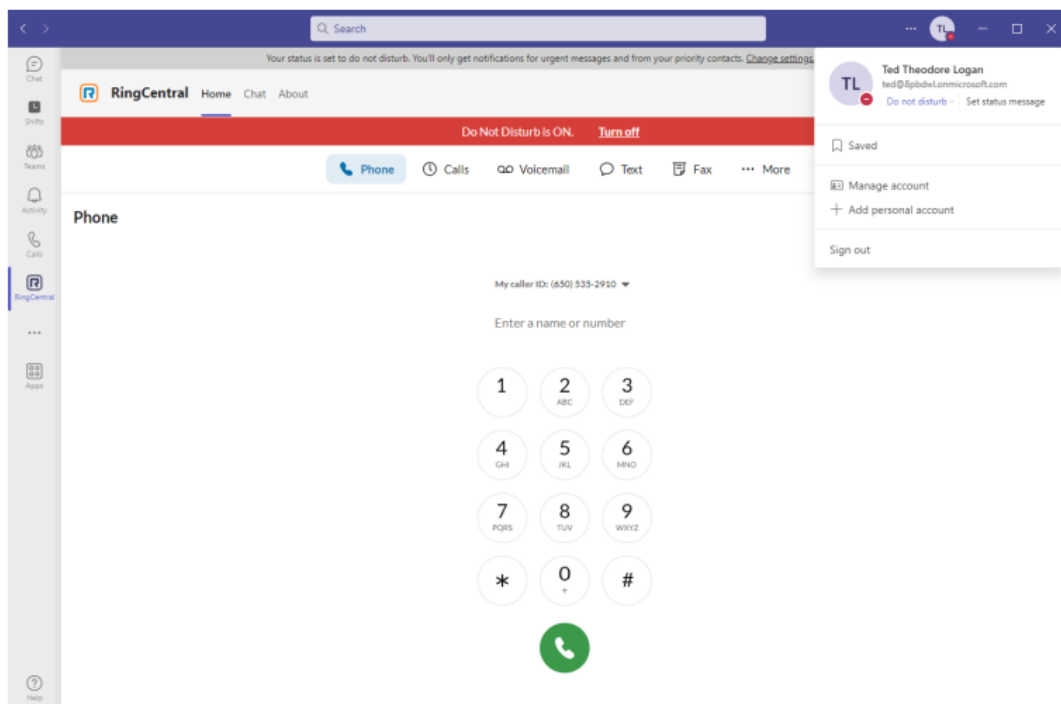| RingCentral MVP Presence ->	RingCentral Integ Presence ->	MS Teams Presence
🟢 Available	🟢 Available	🟢 Available
🔴 Busy (On a call)	🔴 Busy (On a call)	🔴 Busy
🔴 Busy (In meeting)	🔴 Busy (In meeting)	🔴 Busy
⛔ Do not disturb	⛔ Do not disturb	⛔ Do not disturb
Invisible	No Change	No Change
Offline	No Change	No Change

- "No Change" means the state will not change in the specified environments based on the presence set in the left column.
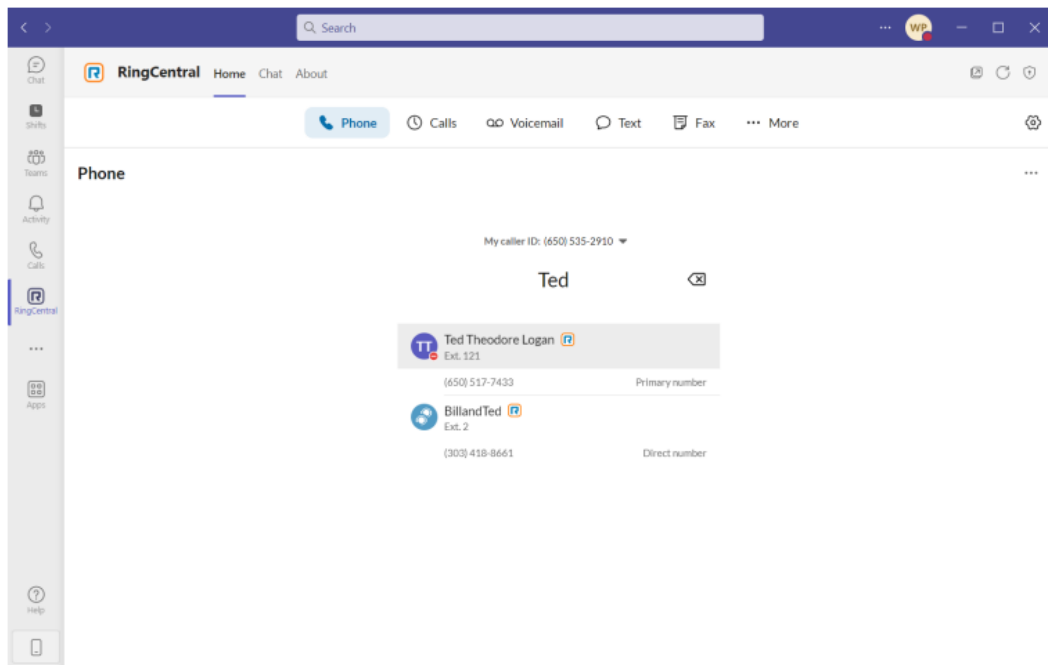
Presence Sync Mapping examples

Presence set in Teams manually (e.g. setting to Busy or Do Not Disturb) or by making direct teams to Teams and external calls will set presence within both RingCentral and Microsoft for each end user. Here are some examples of bi-directional presence sync in action:

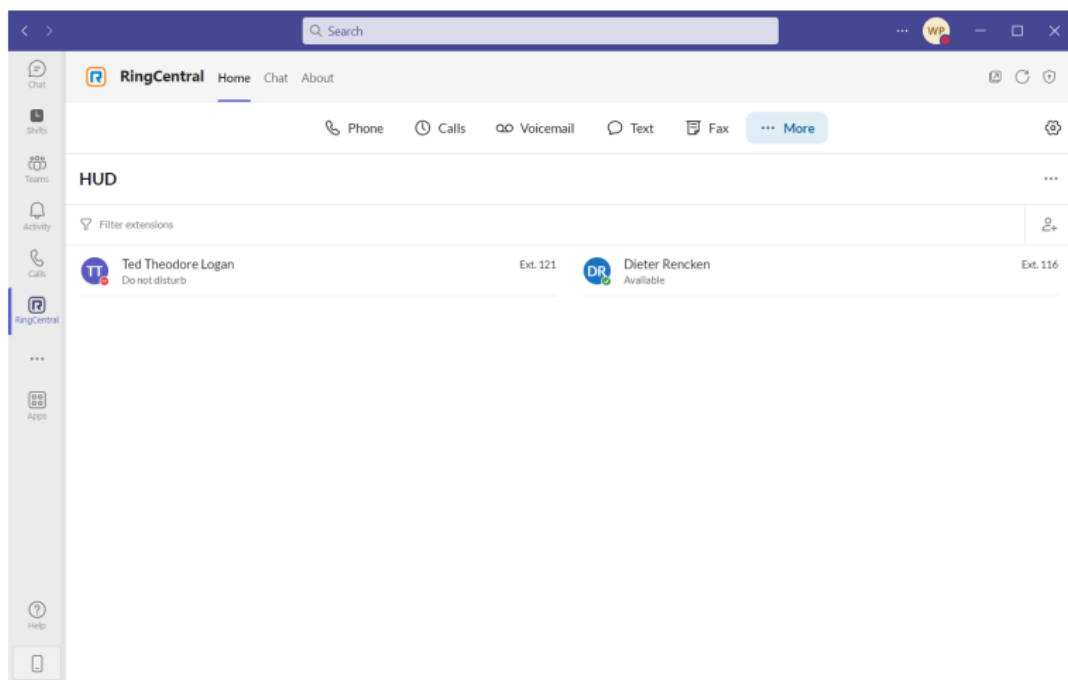1. **Setting end user to Do Not Disturb**
   - End user Ted is working on a project and needs to not be disturbed by any inbound calls, so he sets himself manually to "Do Not Disturb" within his Teams interface.

   - End user William needs to talk to Ted about a project so wants to use Teams to contact him. William searches for Ted in the embedded dialer app to see if Ted is available for a call.

- Willam can see based on the icon in the embedded app in Teams that Ted is currently in Do Not Disturb mode, so any call to him will be directed to voicemail.
- If William is using Heads-up Display (HUD) within the embedded app, he can also see at a glance that Ted is in Do Not Disturb mode as well:


- Once Ted no longer needs to be in Do Not Disturb mode, he can set himself back to the Available state manually, and all end users will be able to see him as available when searching in Teams or the RingCentral embedded app.

2. **End user set to Busy automatically on an outbound call**
   - End user Ted is reaching out to a customer via the embedded app to an external customer's mobile device. As Ted begins the call to the external customer, his Teams application detects the outbound call made on the RingCentral embedded app and sets his Teams status to Busy.
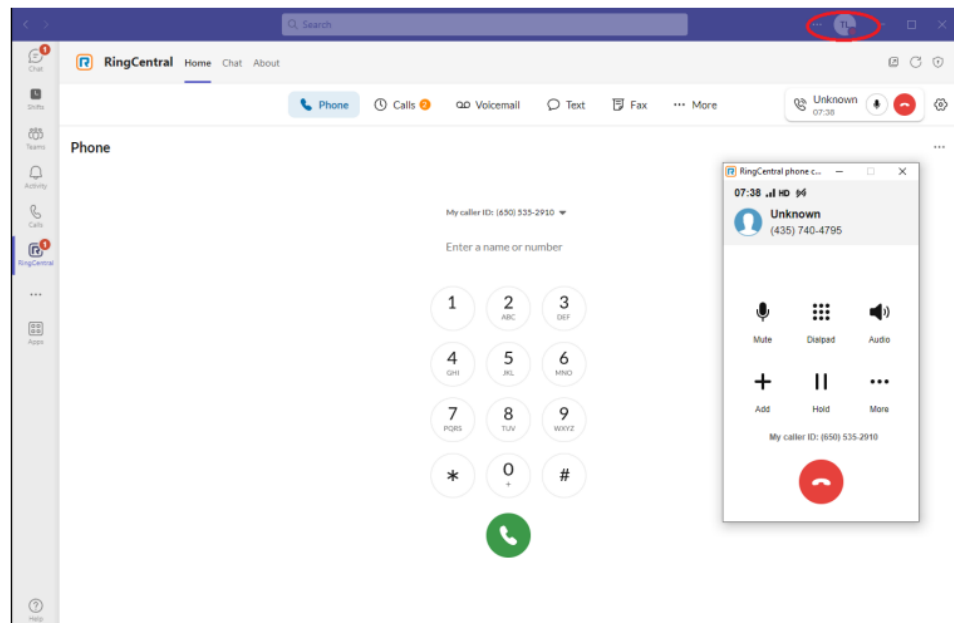
- End user William wants to reach out to Ted via phone and searches against Ted's name in the embedded app to see if he is available for a call.
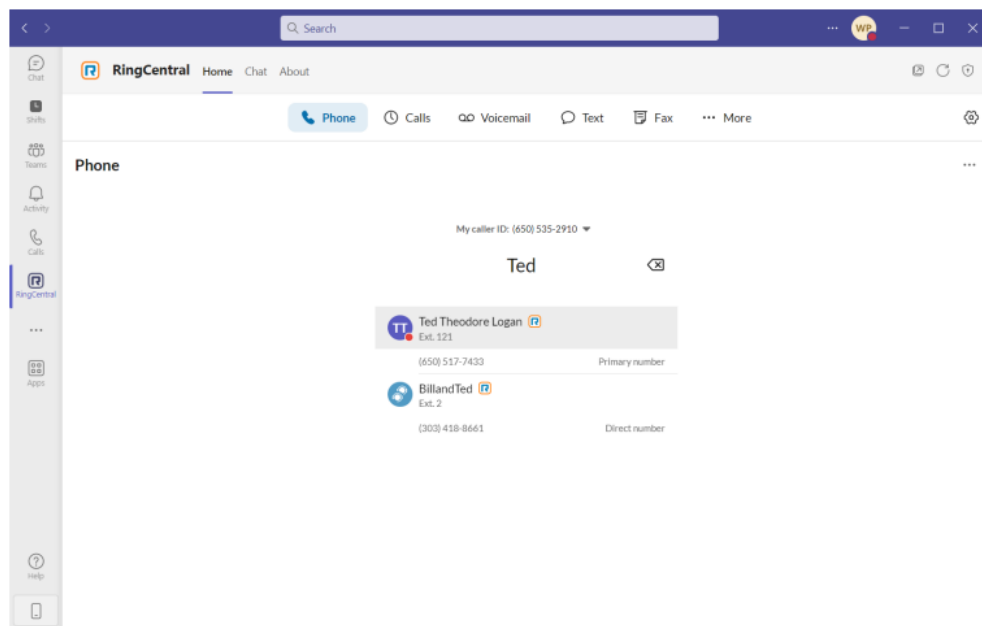
- Within the search he can detect that Ted is currently in Busy status, so William may decide to call Ted directly or not, knowing that Ted is busy on a call or meeting
- Within the Heads-up Display within the embedded app, William gets even more information: It shows that Ted is busy on a RingCentral enabled call and for how long he has actively been on the call:
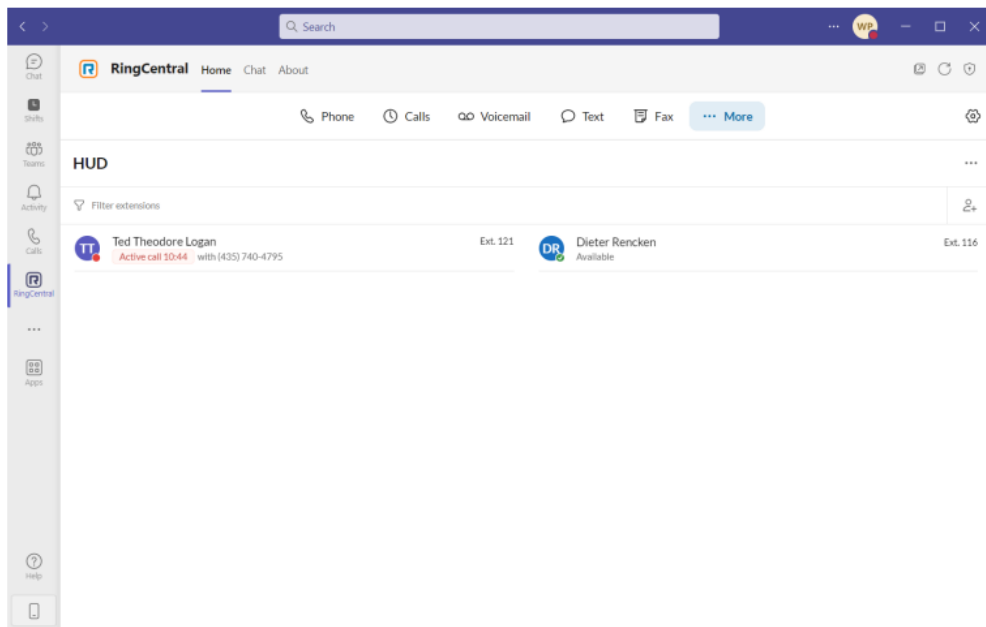
- Once Ted's call completes, his status will return to Available. Once synchronized, this status will be shown to William if he is searching for Ted's status.

Documents / Resources

RingCentral for Microsoft Teams **Bi-directional Presence Sync** User Guide for Closed Beta	[**RingCentral Microsoft Teams Bi-directional Presence Sync for Closed Beta**](#) [pdf] User Guide Microsoft Teams Bi-directional Presence Sync for Closed Beta, Microsoft Teams Bi-directional Presence Sync, Closed Beta

References

- 🌐 **Redirecting**