Differences Between Team Call Groups, Shared Line Appearances, and Response Groups

Team Call Groups

A Team Calls Group is a team of people who can answer your work calls. You can add or remove members, and select when they can answer calls for you.

Let’s say you have a team of people working on the same project or tasks. If one of your team members is away from their desk and their phone rings, anyone in the team-call group can answer the call for them.

As soon as a team member picks up the phone, the other phones stop ringing. If no one picks up the call, it goes to voice mail.

With Team Call Groups, each individual user can edit their members on their Skype for Business client. This allows Team Calls Groups to be modified and updated in real time.

Shared Line Appearance

Shared Line Appearance is a feature in Skype for Business for handling multiple calls on a specific number called a shared number. SLA can configure any enterprise voice enabled Skype for Business user as a shared number with multiple lines to respond to multiple calls.

The calls are not actually received on the shared number, instead they are forwarded to users that act as delegates for the shared number. Any one of the delegates can pick up the call while the rest of the delegates get a notification on their phone about who picked up the call and which line has become busy as a result. Both the number of lines and the delegates are configurable for a shared number in SLA.

In addition, advanced options, such as BusyOption (what happens in a situation when all lines are busy) and MissedCallOption (the case in which none of the delegates pick up a call), can also be configured for a shared number.
Response Group

The Response Group application provides a way for Skype for Business Server 2015 to answer and route phone calls based on the number that was dialed and, optionally, on the caller's responses to a series of questions.

Typically, Response Group calls are not routed to an individual person but, instead, are routed to a team of people referred to as an agent group.

For example, if someone calls the phone number for your help desk, Skype for Business Server 2015 can automatically route that call to the first available help desk agent. Alternatively, Skype for Business Server could ask a series of questions ("Press 1 if you are having hardware problems. Press 2 if you are having software problems. Press 3 if you are having network problems.") and then route the call to the most appropriate help desk agent based on the answer to those questions.