Determining Whether to Use Delegates or Team Call Groups

There are two ways to allow other people to answer your Lync calls. They are known as Delegates and Team-Call Groups. See below for a quick reference on the differences between the two:

Delegates

- Can receive calls on your behalf, as well as create meetings and make calls on your behalf
- Delegates will receive calls for the delegator, but the delegator won’t receive calls for the delegate
- Delegates can call the delegator regardless of if “Do Not Disturb” is set (will show to delegate as “Urgent Interruptions Only”)
- Much more control for the delegate to manage the delegator

Team-Call Groups

- Can receive calls only
- By creating a team-call group, it creates more two-sided call sharing (default settings have team-call group members to receive each other’s calls in addition to their own)
- More customization (e.g. add John Smith as a team-call member to answer my calls but I do NOT want to receive John’s calls)
- Cannot intrude on “Do Not Disturb” mode
- Cannot make calls on behalf of or create meetings on behalf of other members