Teams Call Queue Voicemail Notifications

Power Automate, Microsoft Teams, and InfoBip SMS

Document field	Value
Owner	HelloDoor Technical / Support
Version	1.1
Status	Operational procedure with SMS carrier provisioning pending
Scope	Teams voicemail, Power Automate, Teams alerts, and InfoBip SMS

Current outcome: Teams voicemail, Distribution List delivery, Power Automate, transcript conversion, Teams notification, and InfoBip API submission work. Final delivery to the tested Philippine carrier requires InfoBip channel provisioning.

1. Purpose and target architecture

This procedure configures unanswered Microsoft Teams reception calls to create a voicemail, deliver the message to a monitored mailbox, post the full transcript in Teams, and request an SMS alert through InfoBip.

```
Teams caller
  -> Auto Attendant
  -> Reception Call Queue
  -> No answer after 30 seconds
  -> Shared voicemail
  -> Distribution List
  -> Reception Inbox
  -> Power Automate
       -> Teams alert + transcript
       -> InfoBip SMS request
```

2. Prerequisites

- Teams Auto Attendant and Call Queue Resource Accounts are created and licensed.
- Reception agents are assigned to the Call Queue.
- A Distribution List is selectable as a shared voicemail destination.
- Reception@hellotest.info is a Distribution List member.
- Power Automate has Office 365 Outlook and Microsoft Teams connections.
- An InfoBip account, API Base URL, API key, and sender are available.
- The Power Automate HTTP action is available.

3. Teams Auto Attendant

1. Open Teams Admin Center > Voice > Auto attendants.
2. Open Main Reception AA.
3. Under How do callers reach this auto attendant?, select Through a resource account.
4. Select the Auto Attendant Resource Account.
5. Route the business-hours call flow to the Resource Account associated with HelloYetiTest Call Queue.

Testing: A public telephone number is not required for Teams-to-Teams testing. It is required when PSTN callers must dial the Auto Attendant directly.

Important: Do not redirect the Auto Attendant directly to voicemail. Configure voicemail in the Call Queue timeout and no-agent handling.

4. Call Queue configuration

6. Open Teams Admin Center > Voice > Call queues.
7. Open HelloYetiTest.
8. Confirm the queue Resource Account and reception agents.
9. Set Maximum wait time to 30 seconds.
10. Set the timeout action to Voicemail (shared).
11. Select the Reception Voicemail Distribution List.
12. Turn transcription on.

13. Configure No agents available to use the same shared voicemail destination.

```
Suggested greeting:
We're sorry we can't take your call at the moment. Please leave your name, phone number, and the
reason for your call, and we'll get back to you as soon as possible.
```

5. Voicemail destination design

A Microsoft 365 Group received the voicemail, but the message stayed in the Group mailbox. The available Outlook V3 trigger monitored Reception Inbox and could not see Group-only messages. The Groups Mail trigger was unavailable in the Power Automate environment.

```
Recommended:
Call Queue -> Shared voicemail -> Distribution List -> Reception Inbox -> Power Automate
```

Validation: The voicemail must appear in the normal Reception Inbox. Seeing it only under Outlook > Groups is not sufficient.

6. Power Automate flow

```
When a new email arrives (V3)
-> HTML to text
-> Post message in a chat or channel
-> HTTP - InfoBip SMS
```

Trigger field	Value
Connector	Office 365 Outlook
Trigger	When a new email arrives (V3)
Connection	Reception@hellotest.info
Folder	Inbox
Initial Subject Filter	Blank
Only with Attachments	No
Include Attachments	No

14. Save and enable the flow.
15. Send a normal email to Reception@hellotest.info.
16. Confirm a run appears.
17. Make a new voicemail test.
18. After successful delivery, set Subject Filter to Shared Voicemail.

Confirmed result: The trigger worked after restrictive filters were removed. This confirmed the Outlook connection and Inbox trigger were healthy.

7. Transcript and Teams alert

19. Add Content Conversion > HTML to text.
20. Set Content to Body from the Outlook trigger.
21. Add Microsoft Teams > Post message in a chat or channel.
22. Insert Subject from the Outlook trigger.

23. Insert Body from HTML to text, not the entire action output.

```
New Reception Voicemail

Subject: [Subject]
Queue: HelloYetiTest

Transcript:
[Body from HTML to text]

Please review and follow up with the caller.
```

Avoid JSON in Teams: Selecting the entire HTML-to-text output can display statusCode, headers, and request IDs. Select HTML to text > Body only.

Received time: Use the Outlook Received Time dynamic content directly. The earlier formatDateTime expression failed because the selected value was null.

8. Create an InfoBip account

24. Open the InfoBip website and select Sign up or Create a free account.
25. Register using an authorized HelloDoor business email address.
26. Verify the email address from the InfoBip verification message.
27. Verify a mobile telephone number during onboarding. Trial SMS can be limited to verified recipients.
28. Choose SMS as the first channel to test. Select Developer when the goal is API integration with Power Automate.
29. Complete the company profile, business contact, and messaging use case.
30. Open Developer Tools or API Keys and create a dedicated API key.
31. Name the key HelloDoor Voicemail SMS or another clear integration name.
32. Grant the SMS message-send permission only. Current InfoBip documentation refers to sms:message:send.
33. Copy the API key when displayed and store it securely. Never publish it in a KB, screenshot, Teams message, or email.
34. Copy the account-specific API Base URL from the portal.
35. Use the trial shared test sender shown in the account, such as InfoSMS or ServiceSMS.
36. Send a portal-based test SMS to the verified number and confirm final delivery in Analyze or SMS logs before connecting Power Automate.

Trial limits: Self-service trials normally restrict sending to verified numbers. Production use can require upgrading the account, adding funds, acquiring or registering a sender, and obtaining country or carrier approval.

HelloDoor use case: Internal operational alert. An unanswered Teams Call Queue call creates a voicemail. Power Automate posts the transcript in Teams and sends a short SMS alert to designated reception or support staff. The traffic is not marketing.

9. InfoBip API key and Power Automate

Please note: InfoBip is an independent external SMS provider and is not a HelloDoor product or supported service. HelloDoor can provide the Power Automate integration procedure as documented in this knowledge base, but HelloDoor does not provide support for InfoBip account creation, verification, sender registration, billing, message delivery, carrier routing, service availability, or provider-side errors.

The customer is responsible for managing the InfoBip account and contacting InfoBip Support for provider-related assistance. All InfoBip subscription fees, SMS charges, sender registration costs, taxes, credits, and other usage costs are the customer's responsibility and are not included in or covered by HelloDoor products, services, subscriptions, or support agreements.

9.1 Create the API key

37. Open Developer Tools > API Keys.
38. Select Create API key.
39. Enter HelloDoor Voicemail SMS.
40. Enable the SMS send scope only.
41. Avoid using an account-wide auto-generated key with unnecessary permissions.
42. Copy and securely store the key. Revoke and replace it if exposed.
43. Record the matching API Base URL.

9.2 Verify trial SMS first

44. Open SMS and select Start testing.
45. Choose Business user for a portal test or Developer for an API example.
46. Use a verified recipient number and the available shared trial sender.
47. Send a short message such as HelloDoor voicemail SMS test.
48. Open Analyze or the SMS log and confirm the final status.

Accepted is not delivered: A messageId or PENDING_ACCEPTED response means the request was accepted for processing. Confirm final handset delivery in the delivery report.

9.3 HTTP action configuration

Field	Value
Method	POST
URI	https://<InfoBip API Base URL>/sms/2/text/advanced
Authorization	App <INFOBIP API KEY>
Content-Type	application/json
Accept	application/json

```
{
  "messages": [
    {
      "from": "<InfoBip Sender>",
      "destinations": [{"to": "+32XXXXXXXXX"}],
      "text": "New voicemail received. Please check Teams."
    }
  ]
}
```

Authentication: The Authorization value must contain App, one space, and the complete API key. Omitting the App prefix causes 401 Unauthorized.

10. Correct InfoBip test status

The InfoBip account was created successfully, the API key and Power Automate HTTP request were configured, and InfoBip accepted the test SMS request.

```
HTTP 200
PENDING_ACCEPTED
Message sent to next instance
```

- Power Automate HTTP action: Working
- InfoBip authentication: Working
- InfoBip API key: Working
- Request body: Valid
- InfoBip submission: Accepted

The final InfoBip delivery log then reported:

```
Delivered - No errors
Error Code: 0
Reason: DELIVERED_TO_HANDSET
Message: "New voicemail received. Please check Teams."
Sender: ServiceSMS
Destination: +32XXXXXXXXX
Network: Telenet NV (Orange MVNO)
Number of messages: 1
```

Conclusion: The InfoBip integration is fully functional for the tested Belgium destination. The SMS was successfully delivered to the Belgium mobile number.

11. Testing and acceptance

49. Place a new Teams test call.
50. Allow the queue to remain unanswered for 30 seconds.
51. Leave a voicemail with a unique phrase.
52. Confirm the voicemail reaches Reception Inbox through the Distribution List.
53. Confirm Power Automate creates a run.
54. Confirm HTML to text succeeds.
55. Confirm Teams receives the full transcript.
56. Confirm InfoBip HTTP returns HTTP 200.
57. Record the InfoBip messageId.
58. Confirm the final delivery report is DELIVERED and the handset receives the SMS.

12. Troubleshooting

Symptom	Action
Voicemail appears only in Outlook Groups	Use the Distribution List path so Reception Inbox receives the message.
Flow does not trigger	Clear trigger filters and send a new normal email.
Normal email works, voicemail does not	Confirm the voicemail is in Reception Inbox.
Teams shows JSON	Use HTML to text > Body only.
formatDateTime fails	Use Received Time dynamic content directly.
InfoBip 401	Use Authorization: App <API KEY>.
PENDING_ACCEPTED	Check the final delivery report.
Code 592 / REJECTED_NETWORK	Ask InfoBip to provision the required carrier/channel.

13. Current project status

Component	Status
Teams Auto Attendant	Working
Reception Call Queue	Working
30-second timeout	Working
Voicemail transcription	Working
Distribution List delivery	Working/selected for automation
Outlook V3 trigger	Working
HTML-to-text	Working
Teams notification	Working
InfoBip account	Created
InfoBip API key	Working
Power Automate to InfoBip	Working
SMS submission	Accepted
Philippine carrier delivery	InfoBip provisioning required

14. Operational standard

```
Teams primary alert:
New Reception Voicemail
Queue: HelloYetiTest
Subject: Shared Voicemail (HelloYetiTest)
Transcript: <Full transcription>

SMS secondary alert:
New reception voicemail received. Please check Teams for details.
```

- Do not change multiple working steps at once.
- Use new emails and voicemails for every test.
- Record the InfoBip messageId for delivery investigations.
- Treat API acceptance and carrier delivery as separate checkpoints.
- Keep full caller details in Teams and keep SMS short.