

Enable PSTN Call Notification

For TeamsPhone Plugin to receive the caller's number and start the CRM search, the company's IT administrator must enable the Microsoft Teams calling policy **“Open apps in browser for incoming PSTN calls”**.

This setting allows Teams to open the URL supplied with TeamsPhone Plugin whenever an external PSTN call arrives, automatically passing the caller's number to the CRM.

The setting is disabled by default and must be enabled manually by a Microsoft Teams administrator for the whole company tenant.

“ This configuration is required only once and is independent of the plugin settings described in the following chapters.

For the detailed procedure, refer to Microsoft's official documentation on routing incoming calls in Microsoft Teams.

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