Teams & CoreEngage Presence Sync

How your status affects call delivery

Agent Training | Altigen Technologies | 2026

How Presence Sync Works

Your Teams status and your CoreEngage status together decide whether calls reach you.

The golden rule: You must be Ready in CoreEngage to receive calls. If you're in any other CoreEngage status, no calls are delivered, whatever your Teams status.

Most manual Teams statuses don't block calls

Busy, Be Right Back, and Appear Away are ignored. You still get calls in Ready.

Calls and meetings set you to Busy

In a Teams call or meeting, CoreEngage switches you to Busy, then back to Ready.

Do Not Disturb causes declined calls

Calls ring with no Teams notification, time out, and show as Declined.

Known limitation

Presence sync relies on Microsoft's Graph API, which can be unstable, especially with on-premises Exchange. It can't be fully supported.

Presence and Call Delivery Matrix

Assumes your CoreEngage status starts as Ready. Teams presence must be enabled in the Teams tenant and on each agent's CoreEngage profile.

Teams status	CoreEngage status	Call delivered	On reporting
Available	Stays Ready	**Yes**	Yes
Busy (manual)	Stays Ready (manual Busy is ignored)	**Yes**	Yes
In a meeting	Changes to Busy, then back to Ready when you leave	**No**	Yes
Presenting	Changes to Busy, then back to Ready when you leave	**No**	Yes
In a call (not a meeting)	Changes to Busy, then back to Ready when the call ends	**No**	Yes
Do Not Disturb	Stays Ready. The call rings with no Teams notification, times out, goes to the next agent, then you're set to Not Ready	**Yes***	**Yes, as Declined**
Be Right Back	Stays Ready (manual BRB is ignored)	**Yes**	Yes
Appear Away	Stays Ready (manual Away is ignored)	**Yes**	Yes
Appear Offline	Changes to Off Work	**No**	Yes

** The call is presented but can't be answered because no Teams notification appears. It shows as Declined in reporting.*

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01

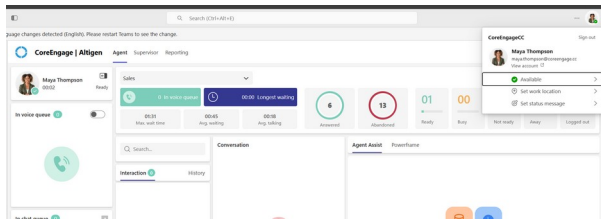
Presence Scenarios

What happens to calls in each Teams status

Scenario: Available

Teams: Available

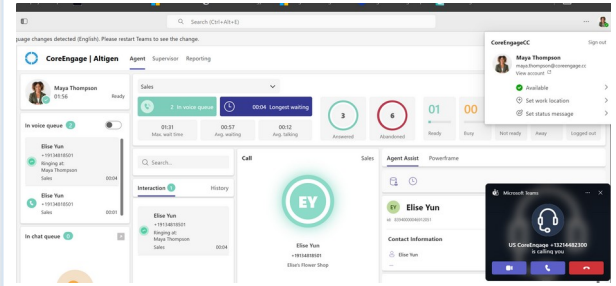
CoreEngage: Ready



Call arrives

Teams: Available

CoreEngage: Ready

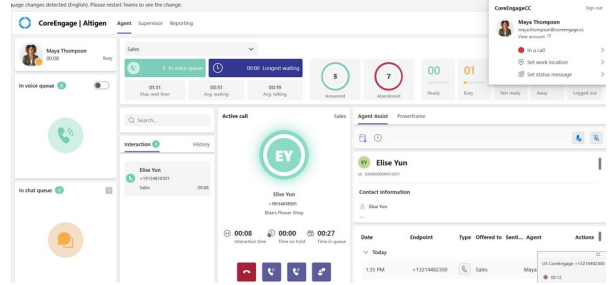


✓ Call delivered

Agent answers

Teams: In a call

CoreEngage: Busy



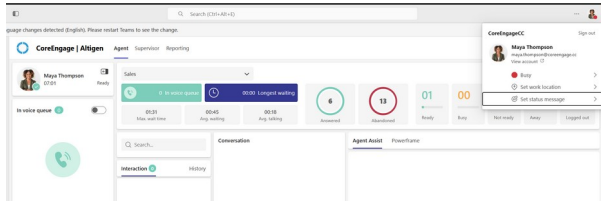
✓ Call answered

Key point: This is the normal flow. When you answer, both Teams and CoreEngage show you as busy.

Scenario: Busy (Set Manually)

Teams: Busy

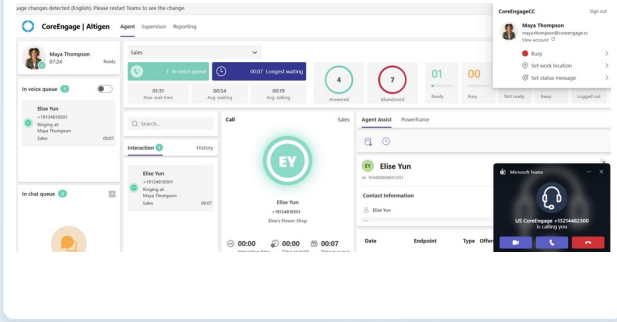
CoreEngage: Ready



Manual Busy ignored

Teams: Busy

CoreEngage: Ready

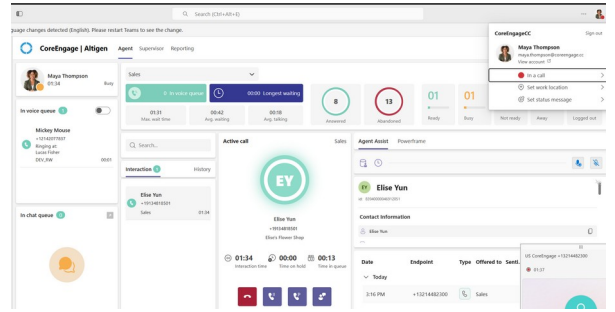


✓ Call delivered

Agent answers

Teams: In a call

CoreEngage: Busy

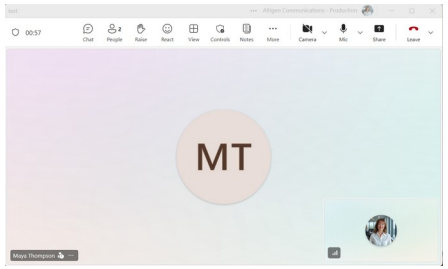


✓ Call answered

Key point: Setting yourself to Busy in Teams doesn't stop calls. Use a CoreEngage status instead.

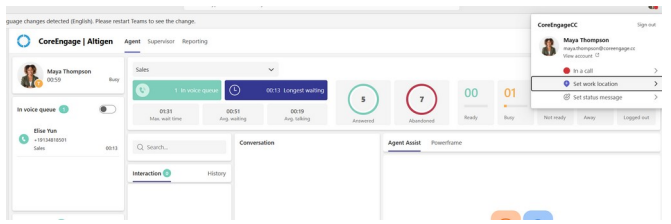
Scenario: In a Teams Meeting

JOIN A TEAMS MEETING



Ready → Busy

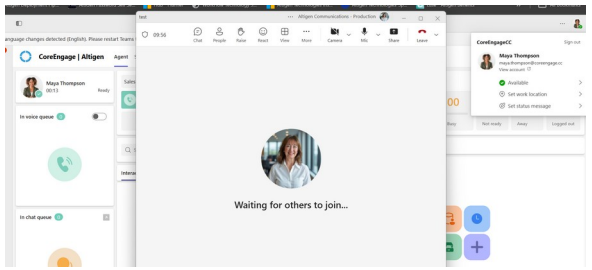
COREENGAGE



Teams: In a call | CoreEngage: Busy
CoreEngage switches you to Busy automatically.

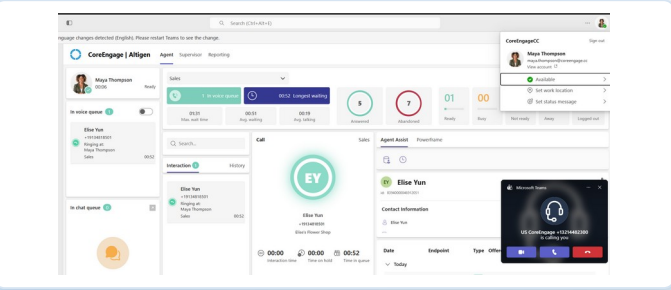
✕ Call not delivered

LEAVE THE MEETING



Busy → Ready

COREENGAGE



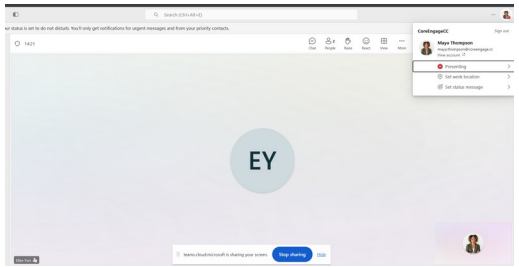
Teams: Available | CoreEngage: Ready
CoreEngage switches you back to Ready automatically.

✓ Call delivered

Key point: As soon as you leave the meeting, you're Ready again and can receive the next queued call.

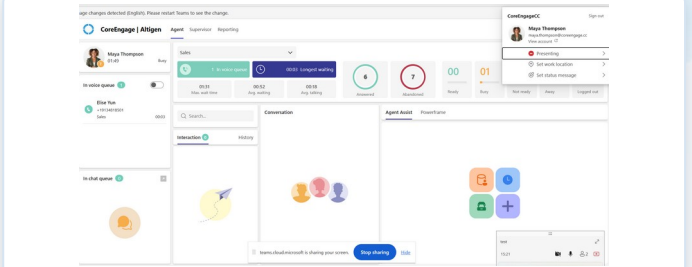
Scenario: Presenting in a Meeting

PRESENT IN A TEAMS MEETING



Ready → Busy

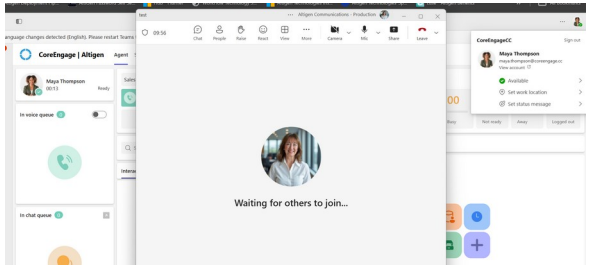
COREENGAGE



Teams: In a call | CoreEngage: Busy
CoreEngage switches you to Busy automatically.

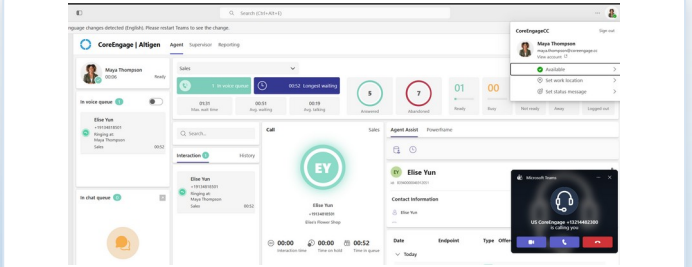
× Call not delivered

LEAVE THE MEETING



Busy → Ready

COREENGAGE



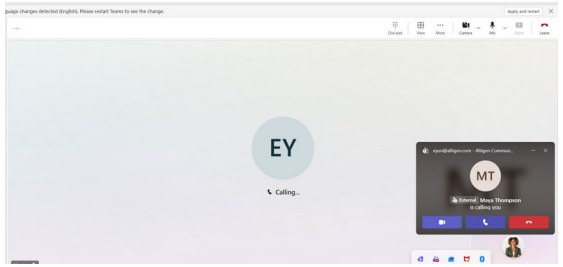
Teams: Available | CoreEngage: Ready
CoreEngage switches you back to Ready automatically.

✓ Call delivered

Key point: Presenting works the same as attending a meeting: no calls while you present, Ready again when you leave.

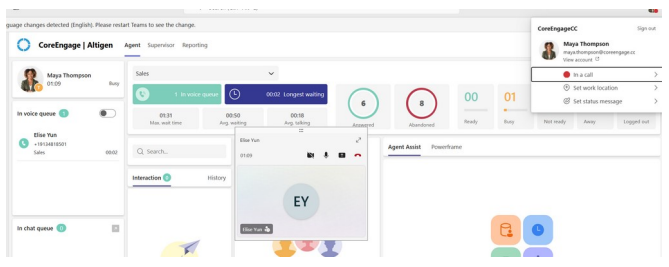
Scenario: In a Teams Call (Not a Meeting)

START A TEAMS CALL



Ready → Busy

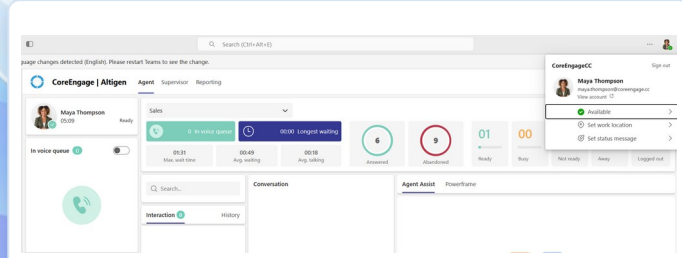
COREENGAGE



Teams: In a call | CoreEngage: Busy
CoreEngage switches you to Busy automatically.

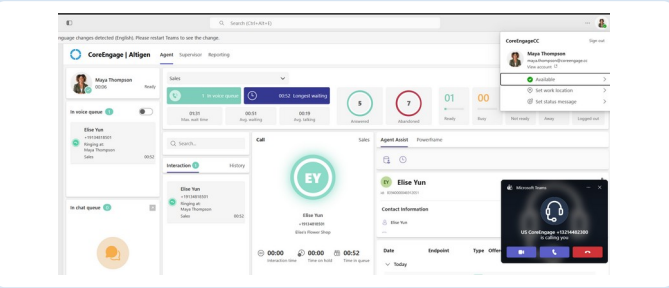
✕ Call not delivered

END THE TEAMS CALL



Busy → Ready

COREENGAGE



Teams: Available | CoreEngage: Ready
CoreEngage switches you back to Ready automatically.

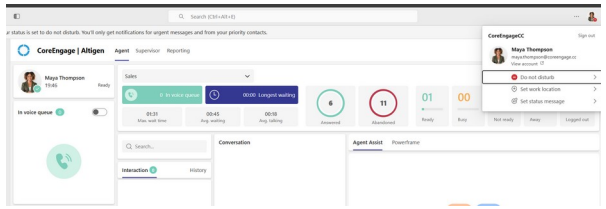
✓ Call delivered

Key point: Regular Teams calls also set you to Busy, so queue calls wait until you hang up.

Scenario: Do Not Disturb

Teams: Do Not Disturb

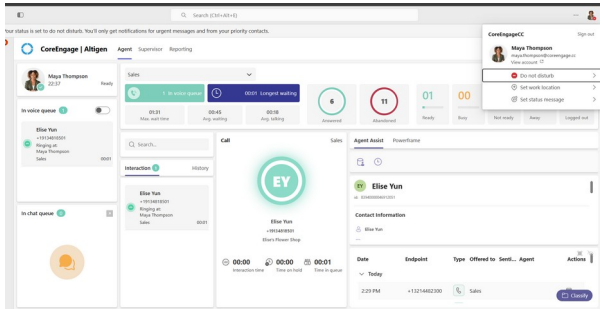
CoreEngage: Ready



Call presented

Teams: Do Not Disturb

CoreEngage: Ready

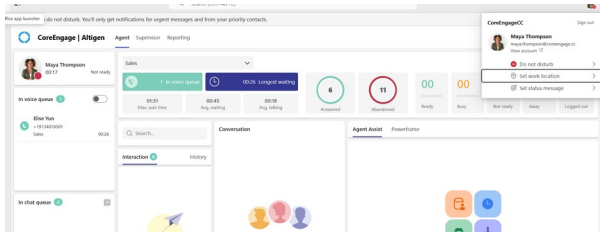


! Rings, no Teams toast

Times out

Teams: Do Not Disturb

CoreEngage: Not Ready



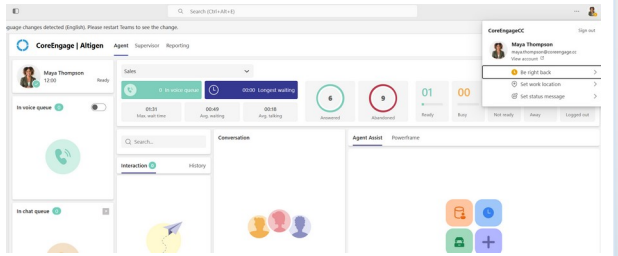
× Declined, Not Ready

Key point: In Do Not Disturb you can't answer, so the call goes to the next agent, shows as Declined, and you're set to Not Ready.

Scenario: Be Right Back

Teams: Be Right Back

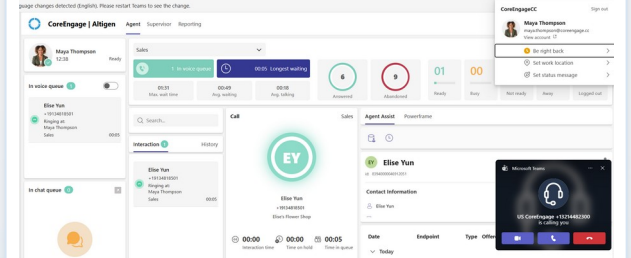
CoreEngage: Ready



Manual BRB ignored

Teams: Be Right Back

CoreEngage: Ready

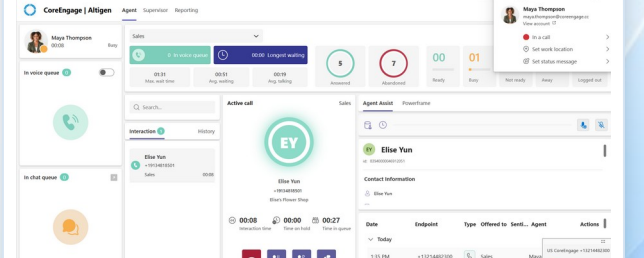


✓ Call delivered

Agent answers

Teams: In a call

CoreEngage: Busy



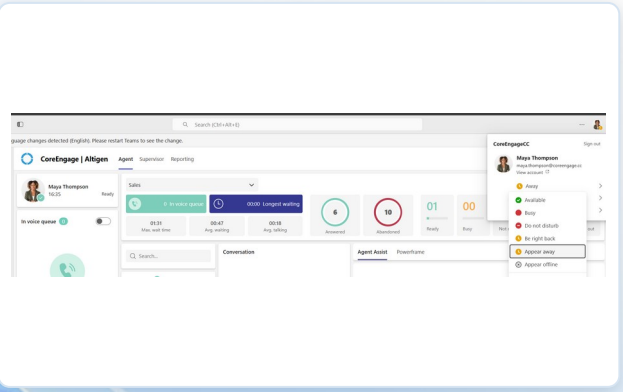
✓ Call answered

Key point: Be Right Back in Teams doesn't stop calls. Set Not Ready or Away in CoreEngage when you step away.

Scenario: Appear Away

Teams: Appear Away

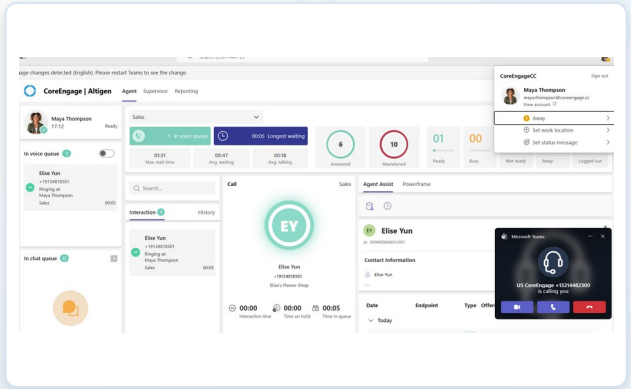
CoreEngage: Ready



Manual Away ignored

Teams: Appear Away

CoreEngage: Ready

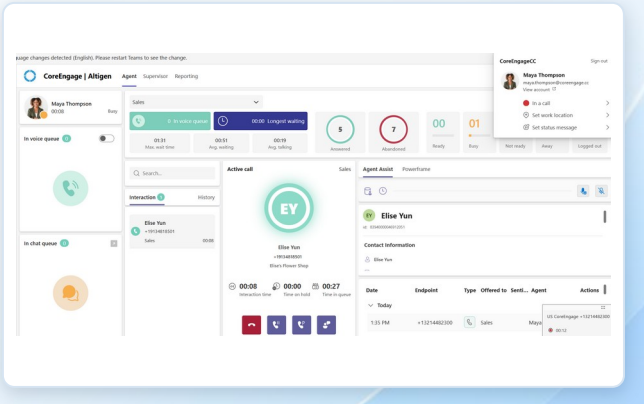


✓ Call delivered

Agent answers

Teams: In a call

CoreEngage: Busy



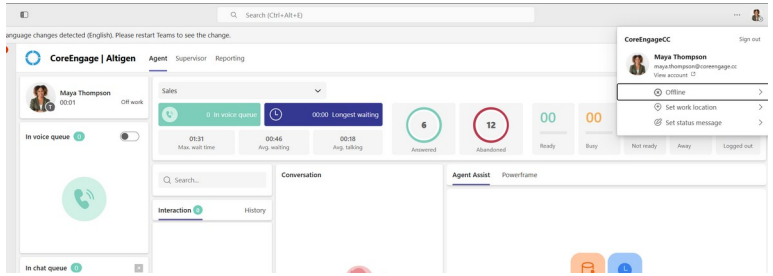
✓ Call answered

Key point: Appear Away in Teams doesn't stop calls. Use a CoreEngage status to show you're unavailable.

Scenario: Appear Offline

Teams: Appear Offline

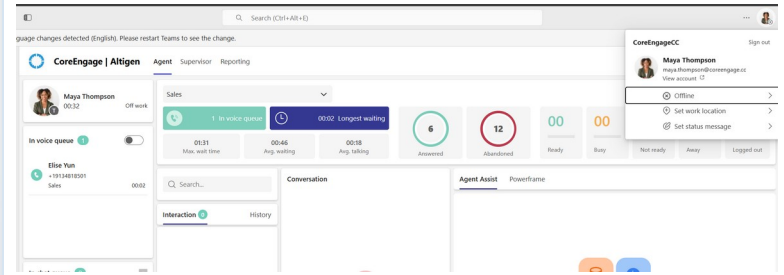
CoreEngage: Ready



Ready → Off Work

Teams: Offline

CoreEngage: Off Work



What happens
CoreEngage changes your status to Off Work automatically, so no calls are delivered.

× Call not delivered

Key point: Appear Offline is the one manual Teams status that stops calls. It sets you to Off Work, not just Not Ready.

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02

Setup & Key Takeaways

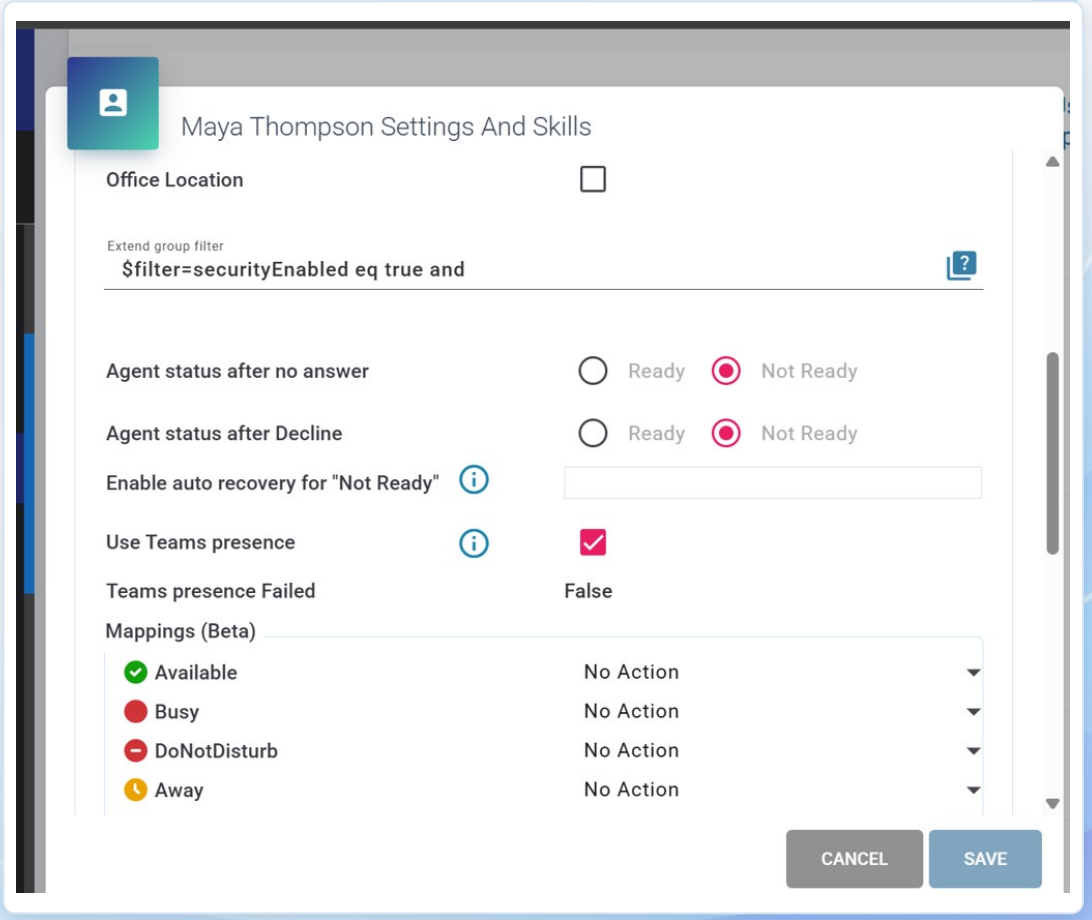
Turning presence sync on, and what to remember

Enable Teams Presence

Two settings must be turned on for Teams presence to work:

1. **Tenant setting:** Teams presence must be enabled in the CoreEngage admin portal.
2. **Agent profile:** The admin must check Use Teams presence on each agent's profile.

Tip: If Teams presence isn't working for you, ask your CoreEngage administrator to confirm Use Teams presence is enabled on your profile.



Key Takeaways

01

CoreEngage controls call delivery

You must be Ready in CoreEngage to receive calls, whatever your Teams status.

02

Manual Teams statuses are ignored

Busy, Be Right Back, and Appear Away don't stop calls if you're Ready.

03

Calls and meetings set you to Busy in CoreEngage

In a Teams call, meeting, or presentation, you're Busy in CoreEngage, then Ready again when you finish.

04

Do Not Disturb causes declined calls

Calls ring with no Teams notification, time out, show as Declined, and set you to Not Ready.

05

Appear Offline sets you to Off Work

CoreEngage stops delivering calls until you change your status.

06

Use CoreEngage to manage availability

When you step away, set Not Ready or Away in CoreEngage. Don't rely on Teams.

Questions?

Thank you for attending Presence Sync Training

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