



Plan, configure, and manage collaboration communications systems with Microsoft Teams (MS-721T00)

ID MS-721T00 **Price 2,190.—** €excl. tax **Duration 5 days**

Course Overview

This course prepares IT professionals to become Collaboration Communications Systems Engineers. Participants will learn how to plan, configure, deploy, manage, and troubleshoot Microsoft Teams-based collaboration systems, including Teams Phone, Microsoft Teams Rooms, Teams Premium, and other certified devices. Learners will engage in hands-on labs and real-world scenarios that emphasize secure collaboration practices like least privilege access, identity protection, conditional access, and threat monitoring using Microsoft Defender and Teams admin tools. By the end of the course, learners will be able to:

- Design and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)
- Manage Teams meetings, webinars, and town halls
- Configure Microsoft Teams Rooms and Surface Hub devices
- Monitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality Dashboard
- Apply identity and access management best practices

Who should attend

- Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting collaboration communication systems that include Microsoft Teams Phone, Microsoft Teams meetings, Microsoft Teams Premium, Microsoft Teams Rooms, flexible workspaces, and other certified and supported devices.
- They have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, and identity and access management. They're also proficient in managing collaboration and communications solutions by using Microsoft Teams admin center, Microsoft Teams Rooms Pro Management portal, PowerShell, and Microsoft Call Quality Dashboard.
- To succeed in their role, they collaborate with Teams administrators, Microsoft identity and access administrators, Microsoft 365 administrators, and owners of

other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solution providers.

This course is part of the following Certifications

Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate (CCSEA)

Prerequisites

Before attending this course, students should have general knowledge of the following topics:

- Microsoft 365 and Microsoft Teams
- Networking, telecommunications, and audio/visual basics
- Identity and access management basics

Course Content

- Introduction to Teams meetings and calling
- Plan for Teams Phone
- Plan for Microsoft Teams Rooms and shared meeting spaces
- Plan and optimize network performance for Teams media
- Configure and deploy Teams Phone
- Configure and deploy Teams Phone with Direct Routing
- Extend Teams Phone with additional services
- Manage meetings and events experiences
- Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams[
- Configure and manage voice users
- Configure auto attendants and call queues
- Configure, deploy, and manage Teams devices
- Guided project - Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems

Detailed Course Outline

Introduction to Teams meetings and calling



This module provides an overview of Microsoft Teams communication and collaboration options: Teams phones, auto attendants, call queues, meeting room devices, and different meetings types. It covers the benefits and limitations of Teams Phone, while also highlighting the importance of Teams devices in modern workplaces.

- Introduction
- Overview of Teams meetings and events
- Overview of Teams Phone
- Overview of auto attendants and call queues
- Overview of Teams clients
- Overview of Microsoft Teams Rooms and phones
- Overview of Microsoft 365 Copilot in Teams calling, meetings, and devices
- Module assessment
- Summary and resources

Plan for Teams Phone

Learn about Microsoft Teams Phone and what is needed to make and receive phone calls, plan for Teams Phone devices, features, and cloud voicemail.

- Introduction
- Plan to deploy Teams Phone
- Plan for Teams Phone PSTN connectivity
- Determine license requirements
- Plan for Teams Phone devices
- Plan and design Teams Phone features
- Plan for voicemail
- Module assessment
- Summary and resources

Plan for Microsoft Teams Rooms and shared meeting spaces

Microsoft Teams Rooms are a great way to collaborate with your coworkers in and outside your organization. It lets you join scheduled meetings in a comfortable way without logging in into to compute unit of the room device. To get started with Microsoft Teams Rooms, you need to understand the differences and potential use cases of the different Teams Room devices, the way how these devices are technically managed, which licenses are needed and what it important for a user-friendly physical room installation.

- Introduction
- Determine license requirements for Microsoft Teams Rooms and shared devices
- Overview of Microsoft 365 Copilot and Microsoft Teams

Rooms

- Understand differences between Microsoft Teams Rooms on Android and Windows
- Understand Microsoft Teams Rooms on Surface Hub 2S
- Understand and plan Teams Room accessories, components, and peripherals
- Integrate Teams with third-party or existing conferencing solutions
- Understand Teams Rooms management options
- Module assessment
- Summary and resources

Plan and optimize network performance for Teams media

For real-time media in Microsoft Teams, network performance is key to a good user experience. In this module, we cover Teams real-time network requirements and how to optimize your network for Teams real-time media.

- Introduction
- Understand Teams network requirements
- Evaluate network specifications
- Design network for media optimization
- Design and validate VPN split tunneling
- Configure media bit rate for Teams
- Design and implement QoS
- Module assessment
- Summary and resources

Configure and deploy Teams Phone

Before Microsoft Teams Phone users can make or receive calls and use advanced features, phone numbers must be assigned and Microsoft Calling plans or Operator Connect must be configured.

- Introduction
- Configure emergency calling for Teams Calling Plans
- Manage and configure Microsoft PSTN numbers
- Configure Operator Connect and Teams Phone Mobile
- Configure Teams Phone policies
- Create and manage Teams policies
- Module assessment
- Summary and resources

Configure and deploy Teams Phone with Direct Routing

In this module, you learn how administrators configure Teams Phone with Direct Routing to meet user needs for telephony through a PSTN.

- Introduction
- Design Direct Routing call flows



- Implement SIP trunking with Direct Routing
- Configure Emergency Calling for Direct Routing
- Extend Teams Direct Routing infrastructure
- Deploy and maintain a survivable branch appliance
- Module assessment
- Summary and resources

Extend Teams Phone with additional services

Teams Phone leverages other Microsoft services and can be extended with third-party solutions for policy-based compliance recording, contact center integration, and custom bots.

- Introduction
- Understand how Teams interacts with additional services
- Configure compliance recording in Teams
- Configure and integrate a certified contact center in Teams
- Design and deploy voice bots in Teams
- Module assessment
- Summary and resources

Manage meetings and events experiences

Learn how to manage and configure meetings and events with Microsoft Teams, including town halls, webinars, and audio conferencing.

- Introduction
- Explore meetings and events in Microsoft Teams
- Configure meeting settings
- Create and manage meeting policies
- Configure audio conferencing
- Create and manage meeting templates and template policies
- Create and manage meetings customization policies
- Explore webinars and town halls with Teams Premium
- Create and manage events policies
- Explore immersive spaces in Teams
- Module assessment
- Summary

Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams

In this module, you'll prepare your Microsoft 365 developer tenant to be ready for the usage of Microsoft Teams Rooms. You'll create the tenant from scratch, change security related settings, and prepare Microsoft Teams Rooms specific tasks.

- Introduction
- Prepare
- Exercise - Create a security group

- Exercise - Create and assign a messaging policy in Teams admin center
- Exercise - Create a meeting policy and assign with PowerShell
- Module assessment
- Summary

Configure and manage voice users

Ongoing management is required as new employees start, or if their needs change. Learn how to manage voice user configuration, including enabling voice services and adjusting voice configuration.

- Introduction
- Enable users for Teams Phone
- Enable users for Direct Routing with Teams Phone
- Enable additional calling features for Teams Phone
- Enable users for Teams Phone Mobile
- Module assessment
- Summary and resources

Configure auto attendants and call queues

Understand how auto attendants and call queues in Microsoft Teams can interact with callers to ensure they're connected your agents as quickly as possible. You'll also learn how to set up auto attendants and call queues.

- Introduction
- Design call flows for auto attendants and call queues
- Configure auto attendants and call queues
- Deploy a channel-based call queue
- Configure resource accounts
- Configure Microsoft 365 groups for voicemail
- Interpret call queue conference modes
- Interpret call queue routing methods
- Configure holidays for auto attendants and call queues
- Configure custom music on hold
- Deploy and manage Queues app
- Module assessment
- Summary and resources

Configure, deploy, and manage Teams devices

Teams devices provide a familiar experience and are essential for a hybrid workspace. Learn how to provision and manage devices, and associated device accounts.

- Introduction
- Manage Microsoft Teams Phones
- Manage Microsoft Teams Room Systems



- Microsoft Teams Rooms management options
- Manage Surface Hub 2S devices
- Configure Microsoft Teams SIP gateway
- Manage Microsoft Teams displays
- Remote provisioning and sign in for Teams Phones
- Update Microsoft Teams devices remotely
- Manage Microsoft Teams device tags
- Module assessment
- Summary and resources

Guided project - Prepare meeting room experiences

In this module, you'll prepare your Microsoft 365 developer tenant to be ready for the usage of Microsoft Teams Rooms. You'll create the tenant from scratch, change security related settings, and prepare Microsoft Teams Rooms specific tasks.

- Introduction
- Prepare
- Exercise - Create dynamic security group
- Exercise - Configure security settings
- Exercise - Create room resource accounts
- Exercise - Configure mailbox properties
- Module assessment
- Summary

Monitor and troubleshoot Teams collaboration communications systems

Troubleshooting is an important task that includes troubleshooting of phone number assignment, call failure and quality issues, client issues, and device issues. Call Analytics, Call Quality Dashboard, and the Teams Rooms Pro portal are also covered for monitoring, reporting, and troubleshooting.

- Introduction
- Diagnose and troubleshoot phone number assignment
- Diagnose and troubleshoot Teams client issues
- Diagnose and troubleshoot call failure and call quality issues
- Report on and troubleshoot Teams calls with Call Quality Dashboard
- Diagnose and troubleshoot Direct Routing issues
- Troubleshoot and monitor Teams devices
- Troubleshoot Teams meetings and calling
- Troubleshoot Teams Rooms devices
- Module assessment
- Summary and resources

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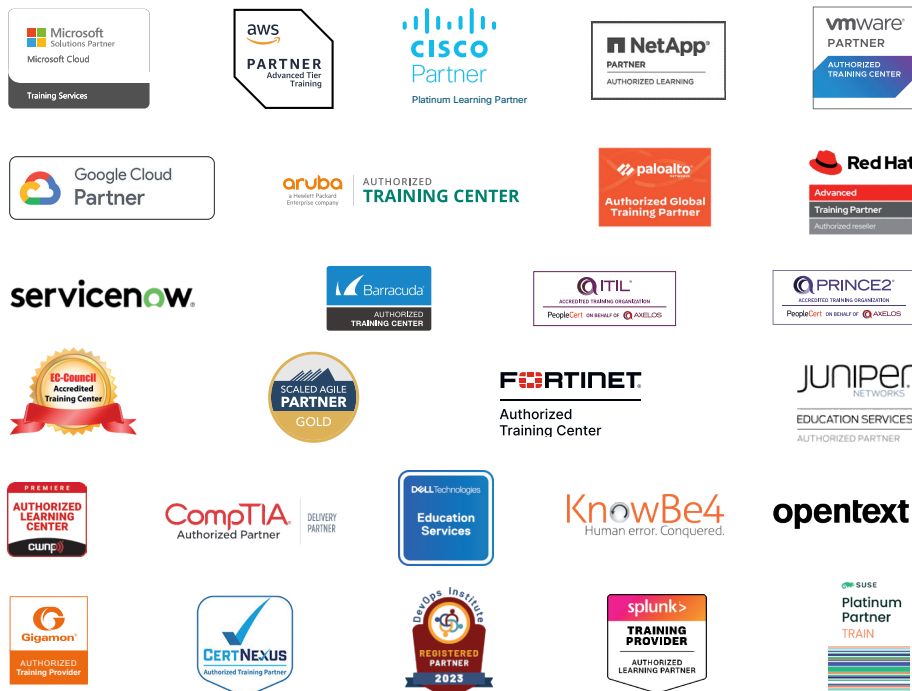
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