Collaboration Communications Systems Engineer

Description

This course is designed for candidates who are responsible for planning, deploying, configuring, maintaining, and troubleshooting Microsoft Teams Phone, meetings, and personal and shared space devices, including Teams Rooms and Microsoft Surface Hub.

Course Content
Module 1: Introduction to Teams meetings and calling

- Overview of Teams meetings and events
- Overview of Teams Phone
- Overview of auto attendants and call queues
- Overview of Teams devices

Module 2: Plan for Teams Phone

- 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 3: Plan for Microsoft Teams Rooms and Surface Hub

- Determine license requirements for Microsoft Teams Rooms and shared devices
- 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
- Understand Teams Rooms management options

Module 4: Plan and optimize network performance for Teams media

- Understand Teams network requirements
- Design network for media optimization
- Design and implement QoS

Module 5: Configure and deploy Teams Phone

- 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
- Configure Audio Conferencing

Module 6: Configure and deploy Teams Phone with Direct Routing

- 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 7: Extend Teams Phone with additional services

- 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 8: Manage meetings and events experiences

- 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
- Configure live events settings
- Create and manage live events policies
- Examine live events across Microsoft 365

Module 9: Configure and manage voice users

- 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 10: Configure auto attendants and call queues

- 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

Module 11: Configure, deploy, and manage Teams devices

- 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 12: Monitor and troubleshoot Teams collaboration communications systems

- 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 cal

Lab / Exercises

- Official Microsoft Labs

Documentation

- Access to Microsoft Learn (online learning content)

Exam

- This course prepares for the certification MS-721: Collaboration Communications Systems Engineer
- If you wish to take this exam, please select it when you add the course to your basket

Participant profiles

- Administrators

Prerequisites

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

Objectives

- Plan and design collaboration communication systems
- Configure and manage meetings and events in Teams
- Configure and manage Teams Phones
- Configure and manage Teams Rooms and associated devices

Niveau
Intermédiaire
Classroom Registration Price (CHF)
3200
Virtual Classroom Registration Price (CHF)
3000
Duration (in Days)
4
Reference
MS-721T00