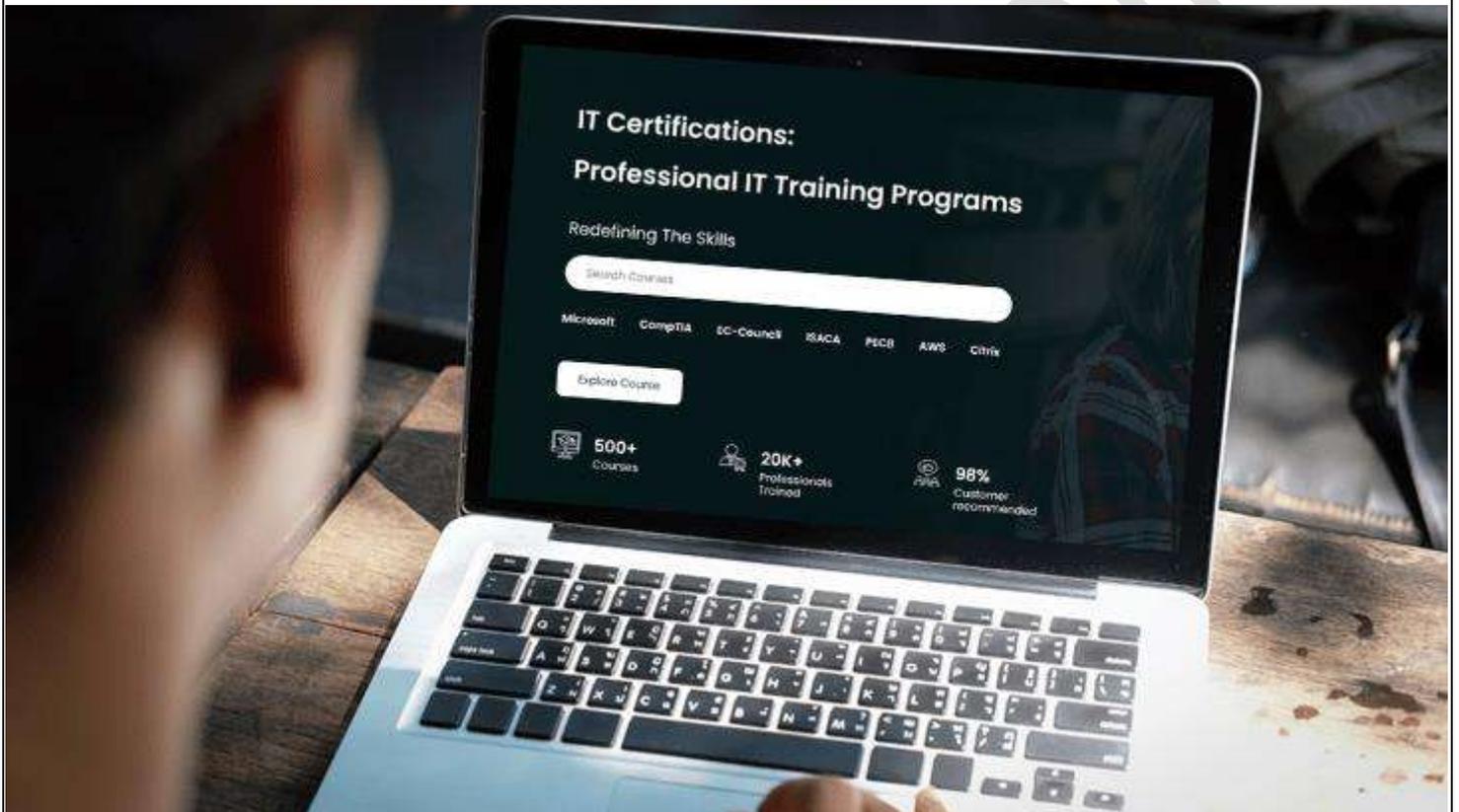# MS-721T00: COLLABORATION COMMUNICATIONS SYSTEMS ENGINEER TRAINING

Duration: 4 Days

Course Description

The goal of this training is to equip students with the expertise necessary to perform the duties of a Collaboration Communications Systems Engineer. Students are expected to have a firm grasp of the principles of identity and access management, telecommunications, networking, audio/visual and meeting room technologies, and Microsoft Teams.

They'll learn the ins and outs of setting up and using Microsoft Teams Phone, meetings, and certified devices like the Surface Hub and Microsoft Teams Rooms. This course will also teach you how to use the Microsoft Teams admin centre, the Microsoft Teams Rooms Pro Portal, PowerShell, and the Call Quality Dashboard to manage and track your Teams meetings, phone, and certified devices.

The course also includes instruction on setting up Microsoft Teams Phone for use with a public switched telephone network (PSTN) via Microsoft Calling Plans, Teams Phone Mobile, Operator Connect, and Direct Routing.

Training Exclusives

- Live instructor-led interactive sessions with Microsoft Certified Trainers (MCT).
- Access to Microsoft Official Courseware (MOC).
- Real-time Virtual Lab Environment.
- Experience 24*7 Learner Support.
- Self-paced learning and flexible schedules.

Who should attend this course?

- Collaboration Communications Systems Engineer

What you will learn

- Introduction to Teams meetings and calling
- Plan for Teams Phone
- Plan for Microsoft Teams Rooms and Surface Hub
- 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

Prerequisites

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

What Exam Do I Need To Get Certified?

- MS-721 : Collaboration Communications Systems Engineer

Curriculum

Module 1: Introduction to Teams meetings and calling

- Describe Teams meetings and events
- Describe Teams Phone
- Describe auto attendants and call queues
- Describe Microsoft Teams Rooms, Teams meeting room devices, and Teams phones

Module 2: Plan for Teams Phone

- Plan for a basic Teams Phone deployment
- Plan for advanced Teams Phone calling options
- Plan for Teams phones and devices

Module 3: Plan for Microsoft Teams Rooms and Surface Hub

- Understand the main differences between Microsoft Teams Room for Android and Microsoft Teams Rooms for Windows
- Explain which accessories, components, and peripherals are mandatory
- Understand the advantage of Surface Hub
- Understand the difference between the licensing options
- Plan and review a physical room layout

Module 4: Plan and optimize network performance for Teams media

- Describe Teams network requirements
- Evaluate organizational bandwidth requirements with the Teams Network planner
- Assess the network using the Teams Network Assessment Tool
- Optimize network and WiFi for media flow
- Optimize media flow with QoS

Module 5: Configure and deploy Teams Phone

- Configure emergency calling addresses
- Manage Microsoft Calling Plan numbers
- Setup and manage Operator Connect and Teams Phone Mobile
- Understand Teams Phone policies and configuration options
- Configure Audio Conferencing and Communication Credits

Module 6: Configure and deploy Teams Phone with Direct Routing

- Explain how to configure and connect a Session Border Controller (SBC)
- Describe the process for configuring simple and advanced voice routing
- Describe how to provision users, implement number translation, create, and assign dial plans
- Explain how to configure and connect a Survivable Branch Appliance (SBA)

Module 7: Extend Teams Phone with additional services

- Describe how Teams Phone interacts with other Microsoft services
- Configure and integrate third-party policy-based compliance recording
- Configure and integrate third-party contact center solutions
- Design and register Voice Bots for custom-developed solutions

Module 8: Manage meetings and events experiences

- Understand meetings and events in Microsoft Teams
- Set up conference bridges
- Manage meeting policies
- Configure meeting settings
- Manage Live events policies
- Configure Live events settings
- Explain Live events in Microsoft 365

Module 9: Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams

- Create a security group
- Create and assign a messaging policy in the Teams admin center
- Create a meeting policy in the Teams admin center and assign it to PowerShell
- Lab: Create a security group
- Lab: Create and assign a messaging policy in the Teams admin center
- Lab: Create a meeting policy and assign it to PowerShell

Module 10: Configure and manage voice users

- Enable users for Teams Phone using Calling Plans, and Teams Phone Mobile or Operator Connect if it's configured for your tenant
- Enable users for Direct Routing
- Manage per-user options for Teams Phone

Module 11: Configure auto attendants and call queues

- Describe the differences between auto attendants and call queues
- Design an auto attendant to gather information from callers
- Explain how to set up auto attendants to implement your plan
- Demonstrate how to plan call queues to manage many callers
- Describe how to configure call queues to alert agents and route calls
- Explain how to plan to license auto attendants and call queues

Module 12: Configure, deploy and manage Teams devices

- Understand scenarios for using Teams phones, Teams displays, and Microsoft Teams Rooms with voice services
- Differentiate between the different options for the deployment and management of devices
- Deploy Teams phones and Teams displays
- Configure Teams Phone for Microsoft Teams Rooms
- Manage Teams devices in the Teams admin center and Teams Rooms Pro Management Portal

Module 13: Guided project - Prepare meeting room experiences

- Prepare the Microsoft 365 tenant for Microsoft Teams Rooms deployment
- Create dynamic groups following best practice
- Disable multi-factor authentication for Microsoft Teams Rooms resource accounts
- Configure room mailbox properties

Lab: Create a dynamic security group

Lab: Configure security settings

Lab: Create room resource accounts

Lab: Configure mailbox properties

Module 14: Monitor and troubleshoot Teams collaboration communications systems

- Diagnose and troubleshoot phone number assignment
- Diagnose and troubleshoot Microsoft Teams client issues
- Diagnose and troubleshoot call failures and quality issues
- Report on and troubleshoot Teams calls with the Call Quality Dashboard (CQD)
- Diagnose and troubleshoot Direct Routing issues
- Troubleshoot and monitor Teams devices using the Teams Rooms Pro Portal

For any query Contact Us – Microtek Learning