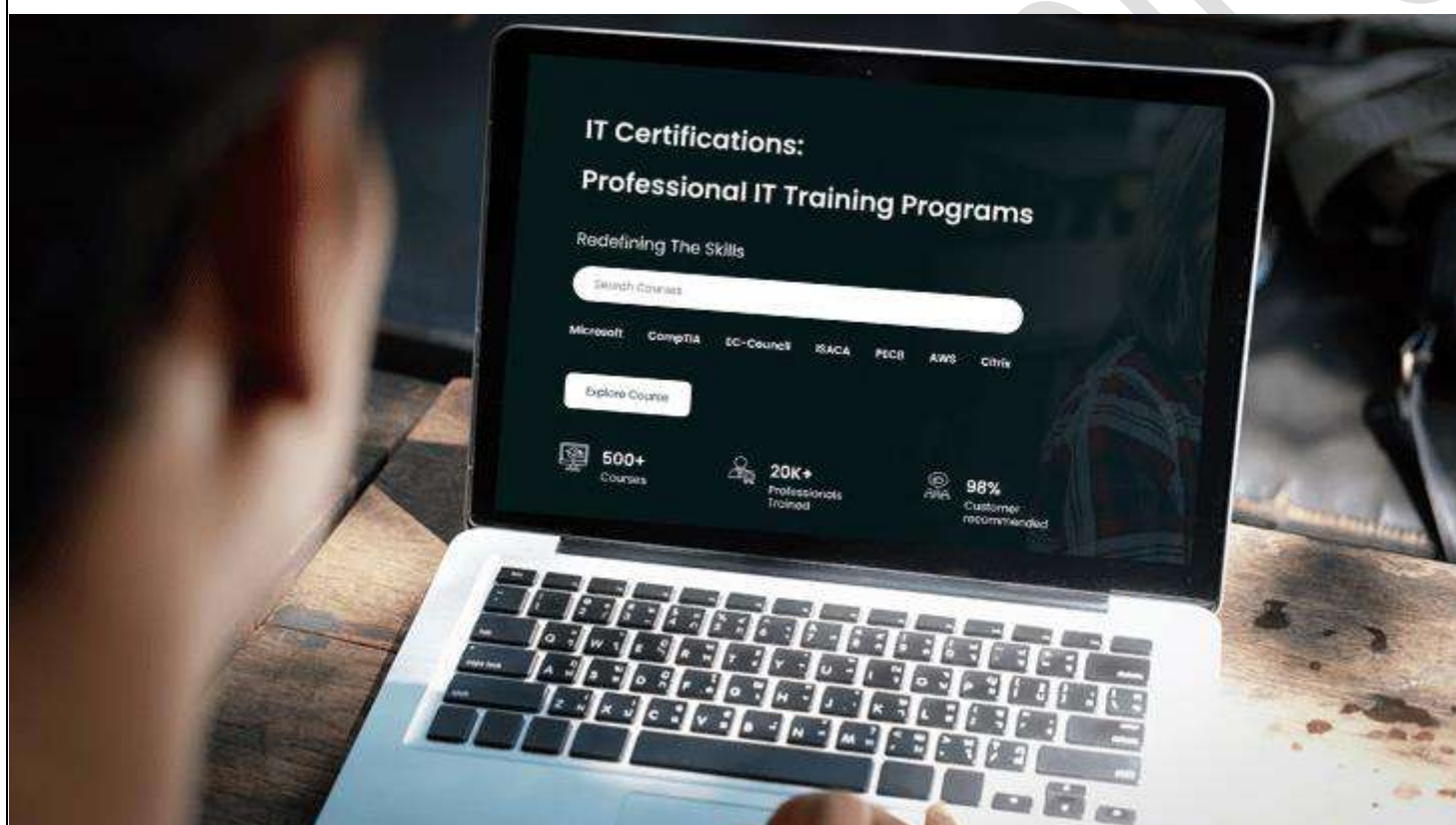




Redefining The Skills



## **MS-720T00: MICROSOFT TEAMS VOICE ENGINEER TRAINING**

**Duration: 3 Days**

### **Course Description**

In this course, you'll learn how to create, design, configure, administer, and troubleshoot an integrated communications system using Microsoft Teams. Teams Phone with Calling Plans, Operator Connect, and Direct Routing will all be covered in the training in addition to Teams devices, voice migration, and audio/video conferencing. Students will gain knowledge of typical speech and phone issues as well as troubleshooting techniques.

Participants for the MS-720 Microsoft Teams Voice Engineer exam should have a working knowledge of Microsoft Teams, Microsoft 365, and PowerShell, as well as a solid understanding of telecom technology. They would be able to deploy and configure Microsoft Teams Phones for PSTN access using Operator Connect, Direct Routing, and Microsoft Teams Calling Plans in an ideal world. Candidates also oversee the management of devices for voice migration, audio/video conferencing, and Microsoft Teams.

### **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?**

- The Microsoft Teams Voice Engineer at an organization develops, designs, configures, manages, and resolves issues with an integrated communications solution.
- The ability to transform business objectives into technical architecture and designs for communication solutions is a necessity for the Microsoft Teams Voice Engineer position.
- The voice engineer for Microsoft Teams is experienced with Microsoft Teams, Microsoft 365, and PowerShell, as well as telecommunications technologies. Through Direct Routing, Operator Connect, and Teams Calling Plans, they must be able to set up and configure Microsoft Teams Phone with PSTN access.
- The voice engineer for Microsoft Teams is in charge of overseeing voice migration, audio/video conferencing, and Teams-certified hardware. To make sophisticated voice features available in Microsoft Teams, the voice engineer for Microsoft Teams works with suppliers and telephone providers.
- Additionally, the Microsoft Teams Voice Engineer collaborates with administrators on tasks related to networking, identity, licensing, security, and compliance. Candidates who pass both the MS-720 exam and Exam MS-700: Managing Microsoft Teams will be awarded the Microsoft Teams Voice Engineer certification.

### **What you will learn**

- Microsoft Teams Phone setup and configuration
- Plan and enhance Teams Phone's network performance.
- Set up and implement Direct Routing.
- Create, release, and maintain Teams devices.
- Track and address team phones issues.

### **Prerequisites**

- Create a Microsoft Teams environment and configure it.
- Manage channels, teams, chat, and other apps.
- Organize meetings and calls
- Maintaining and resolving issues in a Microsoft Teams environment
- MS-700T00: Managing Microsoft Teams Training

### **What Exam Do I Need To Get Certified?**

- MS-720: Microsoft Teams Voice Engineer

### **Curriculum**

#### **Module 1: Plan and configure Teams Phone**

- Plan Teams Phone
- Plan and optimize network performance for Teams Phone
- Migrate Voice Services from Skype for Business Server to Teams
- Configure Teams Phone
- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Extend Teams Phone with additional services

**Lab:** Prepare the lab environment

**Lab:** Plan for Teams Voice

**Lab:** Configure your environment for Teams Voice Usage

**Lab:** Expand your Teams Voice Environment to use Direct Routing

#### **Module 2: Manage Teams Phone**

- Configure and manage voice users
- Configure, deploy and manage Teams devices
- Monitor and Troubleshoot Teams Phone

**Lab:** Migrate Voice Services from Skype for Business to Teams

**Lab:** Manage your Teams Voice Environment

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*For any query Contact Us – Microtek Learning*

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