

## Plan, configure, and manage collaboration communications systems with Microsoft Teams (MS721)

**Duration: 5 Days**    **Course Code: M-MS721**    **Delivery Method: Closed Events**

### 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

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Target Audience:

Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting Microsoft Teams Phone, meetings, and personal and shared space devices, including Microsoft Teams Rooms and Surface Hub. Collaboration Communications Systems Engineers have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, identity and access management.

They are proficient in managing and monitoring Teams Phone, meetings, and certified devices using the Microsoft Teams admin center, PowerShell, the Microsoft Teams Rooms Pro Portal, and the Call Quality Dashboard. They deploy and configure Microsoft Teams Phone with PSTN connectivity through Microsoft Calling Plans, Operator Connect, Teams Phone Mobile, and Direct Routing.

Collaboration Communications Systems Engineers work with Teams Administrators, Microsoft Identity and Access Administrators, and Microsoft 365 Administrators. In addition, they may work with owners of other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solutions providers.

### Objectives:

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

### Prerequisites:

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

### Testing and Certification

Exam MS-721: Collaboration Communications Systems Engineer

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

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## Content:

### Module 1 : Plan and design Teams collaborations systems

- 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

### Module 2 : Manage Teams collaboration communications systems

- 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
- Configure BYOD spaces and bookable desks

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## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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