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

Duration: 5 Days **Course Code: M-MS721**

Overview:

Design, deploy, and manage Microsoft Teams collaboration, calling, meetings, and communications solutions across the enterprise. 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

Updated July 2026

Target Audience:

This course is intended for IT professionals involved in planning, configuring, and managing collaboration and communication systems using Microsoft Teams.

Objectives:

- **After completing this course, learners will be able to:**
- Plan and design Microsoft Teams collaboration, meetings, calling, and communications solutions for enterprise environments.
- Configure and deploy Teams Phone, including Direct Routing and additional voice services.
- Plan Microsoft Teams Rooms and optimise network performance for high-quality Teams media experiences.
- Manage Teams meetings, events, policies, and collaboration experiences to meet business requirements.
- Configure and administer voice users, auto attendants, and call queues for effective communications management.
- Deploy, configure, and manage Teams-certified devices and meeting room solutions across the organisation.

Prerequisites:

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

- A general understanding of Microsoft 365 and Microsoft Teams.
- Foundational knowledge of networking, telecommunications, and audio/video technologies.
- Basic knowledge of identity and access management (IAM) concepts

Testing and Certification

Exam MS-721: Collaboration Communications Systems Engineer

Follow-on-Courses:

MS-700T00: Managing Microsoft Teams – for learners looking to broaden their Microsoft Teams administration and governance expertise.

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

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

training@globalknowledge.ae

www.globalknowledge.com/en-ae/

Global Knowledge, Dubai Knowledge Village, Block 2A,First Floor, Office F68, Dubai, UAE