

Plan, configure, and manage collaboration communications systems with Microsoft Teams

MS-721T00



Course Name	Plan, configure, and manage collaboration communications systems with Microsoft Teams
Course Code	MS-721T00
Course Duration	5 Days
Course Structure	Instructor-Led
Course 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.
Audience Profile	<ul style="list-style-type: none"> • Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting collaboration communication systems that include Microsoft Teams Phone, Microsoft Teams meetings, Microsoft Teams Premium, Microsoft Teams Rooms, flexible workspaces, and other certified and supported devices. • They have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, and identity and access management. They're also proficient in managing collaboration and communications solutions by using Microsoft Teams admin center, Microsoft Teams Rooms Pro Management portal, PowerShell, and Microsoft Call Quality Dashboard. • To succeed in their role, they collaborate with Teams administrators, Microsoft identity and access administrators, Microsoft 365 administrators, and owners of other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solution providers.
Course Prerequisites	<ul style="list-style-type: none"> • Microsoft 365 and Microsoft Teams • Networking, telecommunications, and audio/visual basics • Identity and access management basics

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Course Outcome	<p>After completing this course, students will be able to:</p> <ul style="list-style-type: none"> • 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
Assessment/Evaluation	<p>This course will prepare delegates to take the MS-721T00: Plan, configure, and manage collaboration communications systems with Microsoft Teams Exam.</p> <p>Successfully passing this exam will result in the attainment of the Plan, configure, and manage collaboration communications systems with Microsoft Teams Certification and Certificate of Attendance issued by IT-IQ Botswana</p>

Course Details	
Topic	<p>TOPIC 1: Plan and design Teams collaboration communications systems</p> <p>You'll learn how to plan, design, and deploy Microsoft Teams collaboration communications systems with Microsoft Teams meetings, Teams Phone, Microsoft Teams Rooms, Surface Hub, and other shared space devices.</p> <p>Learning objectives</p> <p>By the end of this topic, you should be able to:</p> <ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none">• Extend Teams Phone with additional services <p>Module 1: Introduction to Teams meetings and calling</p> <p>Learning objectives By the end of this module, you should be able to:</p> <ul style="list-style-type: none">• Understand Teams meetings and events• Understand Teams Phone• Understand auto attendants and call queues• Understand Teams clients• Understand Microsoft Teams Rooms and phones• Understand Microsoft 365 Copilot in Teams calling, meetings, and devices <p>Module 2: Plan for Teams Phone</p> <p>Learning objectives By the end of this module, you should be able to:</p> <ul style="list-style-type: none">• 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 <p>Module 3: Plan for Microsoft Teams Rooms and shared meeting spaces</p> <p>Learning objectives By the end of this module, you should be able to:</p> <ul style="list-style-type: none">• 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
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- Integrate Teams with third-party or existing conferencing solutions
- Understand Teams Rooms management options

Module 4: Plan and optimize network performance for Teams media

Learning objectives

By the end of this module, you should be able to:

- Understand Teams network requirements
- Evaluate network specifications
- Design network for media optimization
- Design and validate VPN split tunneling
- Configure media bit rate for Teams
- Design and implement QoS

Module 5: Configure and deploy Teams Phone

Learning objectives

By the end of this module, you should be able to:

- 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

Module 6: Configure and deploy Teams Phone with Direct Routing

Learning objectives

By the end of this module, you should be able to:

- 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

Learning objectives

By the end of this module, you should be able to:

- 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

TOPIC 2: Manage Teams collaboration communications systems

Discover how to manage Teams collaboration communications systems, including Microsoft Teams meetings, Teams Phone, Microsoft Teams Rooms, BYOD rooms, bookable desks, Microsoft Places, and other devices. You'll learn how to manage Teams users, Teams devices, and perform common troubleshooting tasks.

Learning objectives

By the end of this topic, you should be able to:

- Manage meetings and events experiences
- 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
- Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems
- Configure BYOD spaces and bookable desks

	<p>Module 1: Manage meetings and events experiences</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• 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• Explore webinars and town halls with Teams Premium• Create and manage events policies• Explore immersive spaces in Teams <p>Module 2: Create and assign Teams policies to meet business requirements in Microsoft Teams</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• Create a security group• Create and assign a messaging policy in Teams admin center• Create a meeting policy and assign with PowerShell <p>Module 3: Configure and manage voice users</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• Enable users for Teams Phone• Enable users for Direct Routing with Teams Phone
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	<ul style="list-style-type: none">• Enable additional calling features for Teams Phone• Enable users for Teams Phone Mobile <p>Module 4: Configure auto attendants and call queues</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• 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• Deploy and manage Queues app <p>Module 5: Configure, deploy, and manage Teams devices</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• 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
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	<p>Module 6: Prepare meeting room experiences</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• Create dynamic security group• Configure security settings• Create room resource accounts• Configure mailbox properties <p>Module 7: Monitor and troubleshoot Teams collaboration communications systems</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• 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 calling• Troubleshoot Teams Rooms devices <p>Module 8: Configure BYOD spaces and bookable desks</p> <p>Learning objectives By the end of this topic, you should be able to:</p> <ul style="list-style-type: none">• Explore BYOD spaces and bookable desks• Prepare BYOD spaces and peripherals• Configure buildings and floors for Microsoft Places• Configure bookable desks and desk pools
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	<ul style="list-style-type: none">• Enable desk booking with Microsoft Places• Manage and monitor BYOD spaces
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