

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	MS-721T00: Plan, Configure, and Manage Collaboration Communications Systems with Microsoft Teams prepares IT professionals to operate as Collaboration Communications Systems Engineers. Delegates 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 emphasise secure collaboration practices, including least-privilege access, identity protection, conditional access, and threat monitoring through Microsoft Defender and Teams admin tools. By course completion, delegates will be capable of designing and implementing Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, and Direct Routing); managing Teams meetings, webinars, and town halls; configuring Microsoft Teams Rooms and Surface Hub devices; and monitoring and optimising performance using Teams admin tools, PowerShell, and the Call Quality Dashboard.
Audience Profile	This course is designed for Collaboration Communications Systems Engineers responsible for planning, deploying, configuring, maintaining, and troubleshooting Microsoft Teams Phone, Teams meetings, Teams Premium, Teams Rooms, flexible workspaces, and other certified and supported devices. The role demands a fundamental understanding of networking, telecommunications, audio-visual technologies, meeting room hardware, and identity and access management.
Course Prerequisites	Delegates should have a working knowledge of Microsoft 365 administration, networking, telecommunications, and identity and access management. Familiarity with Microsoft Teams admin centre, PowerShell, and the Microsoft Call Quality Dashboard is highly recommended.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: Design collaboration communications systems in Microsoft Teams

	• 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 optimise performance using Teams admin tools, PowerShell, and the Call Quality Dashboard • Apply identity, access, and threat protection best practices
Assessment/Evaluation	This course prepares delegates for the Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate certification (Exam MS-721). Successful completion of the associated examination will result in attainment of the Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate credential and a Certificate of Attendance issued by IT-IQ Botswana.

Course Details	
Topic	Topic 1: Plan and Design Teams Collaboration Communications Systems • Designing for collaboration scenarios • Planning Teams Phone and PSTN connectivity • Identity, access, and security design Topic 2: Implement Teams Phone • Calling Plans, Operator Connect, and Direct Routing • Phone numbers, calling policies, and emergency calling • Auto attendants and call queues Topic 3: Manage Teams Meetings, Webinars, and Town Halls • Meeting policies and templates • Webinars and town halls • Teams Premium capabilities Topic 4: Configure Microsoft Teams Rooms and Devices

	• Teams Rooms on Windows and Android • Surface Hub and certified devices • Pro Management portal Topic 5: Manage Teams Collaboration Communications Systems • Day-two operations • PowerShell administration • Lifecycle management of devices and policies Topic 6: Monitor and Optimise Performance • Call Quality Dashboard • Network and media performance • Troubleshooting workflows Topic 7: Secure Teams Communications • Conditional access and identity protection • Threat protection with Defender • Compliance for communications
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