MS-721: Collaboration Communications Systems Engineer
(Duration: 4 Days)

Course Content:

Learning Path 1: Plan and design Teams collaboration communications systems

Module 1: Introduction to Teams meetings and calling

Lessons

- Understanding Meeting types
- Overview of Teams Phone
- Overview of Auto Attendant and Call Queues
- Overview of Teams devices

Module 2: Plan for Teams Phone

Lessons

- Plan Usage Scenarios for services and users
- Plan to deploy Teams Phone
- Determine licensing requirements
- Plan for Teams Phone Devices
- Plan and design Teams Phone Features
- Plan for Voice Mail

Module 3: Plan for Microsoft teams rooms and surface hub

Lessons

- Determine license requirements
- Understand Microsoft Teams Rooms for Android and Microsoft Teams Rooms for Windows
- Understand Microsoft Surface Hub
- Understand and Plan Teams Room Accessories, Components and Peripherals
- Understand Microsoft Teams Rooms Management

Module 4: Plan and optimize network performance for Teams

Lessons

- Understand Teams network requirements
- Design network for media optimization
- Design and implement QoS

Module 5: Configure and deploy Teams phone

Lessons

- Configure Emergency Calling for Calling Plans
- Manage and configure Microsoft PSTN numbers
- Configure Operator Connect
- Configure Teams Phone policies
- Configure Audio Conferencing

Module 6: Configure and deploy Teams phone with Direct Routing

Lessons

- Design Direct Routing call flows
- Implement SIP Trunking with Direct Routing
- Configure Emergency Calling for Direct Routing
- Extend Teams DR Infrastructure
- Deploy and Maintain an SBA

Module 7: Extend Teams Phone with additional services

Lessons

- Understand how Teams Phone interacts with other Microsoft services
- Configure and integrate third-party policy-based compliance recording solutions
- Configure and integrate third-party contact center solutions
- Design and register Voice Bots for custom solutions

Module 8: Hands-On Labs

Labs:

Lab 01 – Prepare the lab environment

- Exercise 1: Assign permissions and licenses
- Exercise 2: Setup PowerShell for Microsoft Teams administration

Lab 02 – Configure your environment for Teams Voice Usage

- Exercise 1: Evaluate your network with the Network Planner
- Exercise 2: Use the Teams Network Assessment Tool
- Exercise 3: Configure a basic network topology for Dynamic Emergency Calling
- Exercise 4: Configure voice policies
- Exercise 5: Prepare users for calling
- Exercise 6: Configure audio conferencing settings

Lab 03 – Expand your Teams Voice Environment to use Direct Routing

- Exercise 1: Configure lab for Direct Routing
- Exercise 2: Deploy the session border controller
- Exercise 3: Configure the session border controller

- Exercise 4: Configure Teams for Direct Routing

Learning Path 2: Manage Teams collaboration communications systems

Module 1: Manage meeting and events experiences

Lessons

- Understand meetings and events in Microsoft Teams
- Set up conference bridges
- Manage meeting policies
- Configure meeting settings
- Manage Live events policies
- Configure Live events settings
- Explain Live events in Microsoft 365

Module 2: Guided project: Create and assign Teams policies

Lessons

- Task 1: Create a security group for the Tax Specialists and add members.
- Task 2: Create and assign a messaging policy that meets the policy requirements of the scenario.
- Task 3: Create a meeting policy that meets the policy requirements of the scenario and assign it using PowerShell.

Module 3: Configure and manage voice users

Lessons

- Enable users for Teams Phone
- Enable users for Direct Routing with Teams Phone
- Enable users for Teams Phone Mobile
- Enable additional calling features for Teams Phone

Module 4: Configure auto attendants and call queues

Lessons

- Design call flows for AA/CQ
- Configure AA/CQ
- Deploy a channel-based CQ
- Configure Resource Accounts
- Configure O365 Groups for VM
- Interpret CQ Conference Mode
- Interpret CQ Routing Methods
- Configure Holidays for AA/CQ
- Configure custom Music on Hold for CQ/AA/VM

Module 5: Configure, deploy and manage Teams devices

Lessons

- Managing Microsoft Teams Phones
- Managing Microsoft Teams Room Systems
- Managing MTR devices
- Manage Microsoft Teams settings for Surface Hub
- Configure SIP Gateway
- Remote provisioning and sign in for Teams Phones
- Update Microsoft Teams devices remotely
- Manage Microsoft Teams device tags

Module 6: Guided project: Prepare meeting room experiences

Lessons

- Task 1: Create dynamic security group for room resource accounts
- Task 2: Configure security settings to exclude room resources accounts from MFA requirement
- Task 3: Create room resource accounts
- Task 4: Configure mailbox properties for the room resource accounts

Module 7: Monitor and troubleshoot Teams collaboration communication systems

Lessons

- Diagnose and troubleshoot phone number assignment
- Diagnose and Troubleshoot Microsoft Teams Client issues
- Diagnose and troubleshoot call failures and quality issues
- Report on and Troubleshoot Teams calls with Call Quality Dashboard (CQD)
- Diagnose and Troubleshoot Direct Routing Issues
- Troubleshoot and monitor Teams devices
- Troubleshoot Teams meeting and calling
- Troubleshoot Teams Room devices

Module 8: Hands-On Labs

Labs:

Lab 04 – Manage your Teams Voice Environment

- Exercise 1: Manage Voice Users
- Exercise 2: Configure call queues and auto attendants
- Exercise 3: Manage Teams devices
- Exercise 4: Monitor and troubleshoot Teams Phone