MS 700- Teams Administrator Associate

As a Microsoft Teams administrator, you plan, implement, manage, and maintain internal and external collaboration and communication solutions using Teams.

You're responsible for configuring and managing teams, channels, chat, apps, events, and calling.

You collaborate with owners of other areas, including:

- Identity

- Licensing

- Information management

- User adoption

- Security

- Compliance

- Devices

- Networking

Prerequisites

- A proficient understanding of basic functional experience with Microsoft 365 services.
- A proficient understanding of general IT practices, including using PowerShell.

Table of Contents

Module 1: Explore Microsoft Teams

Describe what Microsoft Teams is used for

- Explain Microsoft Teams integration with Microsoft 365
- Describe how Microsoft Power Platform integrates with Teams
- Illustrate the architecture of Microsoft Teams
- Describe how Microsoft Teams interacts with SharePoint and OneDrive in Microsoft 365
- Describe how Microsoft Teams interacts with Exchange

- Describe Teams certified solutions

Module 2: Plan and deploy Microsoft Teams

- Describe the different Team admin roles
- Explain which management tools are available for Teams
- Plan the rollout paths for Teams
- Understand the importance of a user adoption plan when deploying Teams
- Identify the different licensing options for Teams
- Deploy Teams clients

Module 3: Implement lifecycle management and governance for Microsoft Teams

- Plan for governance in Microsoft 365 Groups
- Plan governance features for Teams
- Configure Microsoft 365 Groups governance features
- Plan the Teams policy assignment for different scenarios
- Create and manage policy packages and team templates
- Control Teams preview features for users
- Create and manage team templates and templates policies

Module 4: Monitor your Microsoft Teams environment

- Analyze usage patterns by monitoring Microsoft 365 and Teams usage reports
- Monitor user access by using Azure AD access reviews
- Interpret Microsoft Productivity Score
- Assess network readiness by using Microsoft 365 network connectivity dashboard
- Manage Teams notifications and alerts
- Manage feedback policies

Labs

- Exercise 1: Prepare Teams admin roles and licenses

- Exercise 2: Explore Teams management tools

- Exercise 3: Create groups and teams

- Exercise 4: Implement lifecycle management and governance for Microsoft Teams

- Exercise 5: Enable access to Teams public preview features using Teams update policies

Module 5: Manage access for external users

- Describe Azure AD features, Azure AD entitlement and access packages
- Explain external access and guest access
- Manage external collaboration in Azure AD
- Manage external collaboration in Microsoft 365
- Manage external access and guest access
- Manage file sharing in SharePoint and OneDrive

Module 6: Implement security for Microsoft Teams

- Configure conditional access and multifactor authentication (MFA) for Microsoft Teams
- Configure Safe Links and Safe Attachments for Microsoft Teams
- Examine the Microsoft Defender for Cloud Apps
- Monitor security reports for Microsoft Teams
- Plan and configure enhanced encryption policies

Module 7: Implement compliance for Microsoft Teams

- Describe how sensitivity labels work and how to configure them
- Describe how to create retention policies
- Generate Data Loss Prevention policies to protect against data leakage
- Deploy communication compliance for reviewing communication
- Activate the scoped directory search in Teams
- Describe how information barrier policies work and how to create them
- Configure alert policies for events in Microsoft Teams

Module 8: Plan and configure network settings for Microsoft Teams

- Evaluate the existing network meets the requirements for deploying Microsoft Teams
- Work with the Network Planner tool
- Configure the required network ports and protocols
- Implement Quality of Service in your environment
- Configure reporting labels for Microsoft Teams

- Assess network readiness using Microsoft 365 network connectivity test and MS Teams network assessment tools
- Create and manage roaming network policies for cloud voice features in Microsoft Teams

Lab: Prepare the environment for a Microsoft Teams deployment

- Exercise 1: Manage guest access for Microsoft Teams

- Exercise 2: Implement security for Microsoft Teams

- Exercise 3: Implement compliance for Microsoft Teams

- Exercise 4: Prepare network deployment

Module 9: Create and manage teams

- Create teams
- Create teams from existing resources
- Plan and Create an org-wide team
- Manage teams
- Manage users in a team
- Configure dynamic membership
- Archive, restore from archive, delete and restore deleted Teams

Module 10: Manage collaboration experiences for chat and channels

- Create and manage channels in a team
- Create and manage Teams policies for channels
- Configure Teams settings, email integration and cloud storage
- Create and manage messaging policies
- Manage channel moderation
- Manage access to channels

Module 11: Manage apps for Microsoft Teams

- Describe apps, bots, and connectors in Microsoft Teams
- Explore admin settings of Teams apps
- Manage app permission policies
- Configure app setup policies
- Manage custom app policies and settings
- Publish a custom app in Microsoft Teams

- Customize the app store and branded experience of an app

Labs

Manage teams, collaboration and app settings for Teams

- Exercise 1: Manage team resources

- Exercise 2: Configure channel and message policies

- Exercise 3: Manage app settings

- Exercise 4: Create and manage app setup policies

- Exercise 5: Test configured policy settings

Module 12: Introduction to Teams Meetings and Calling

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

Module 13: Manage Meetings and Events Experiences

- 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 14: Plan for Microsoft Teams Rooms and Surface Hub

- 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 15: Configure, Deploy, and Manage Teams Devices

- 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 16: Plan for Teams Phone

- 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 17: Configure Teams Phone

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

Module 18: Configure and Manage Voice Users

- Enable users for Teams Phone
- Enable users for Teams Phone Mobile
- Enable additional calling features for Teams Phone

Module 19: Configure Auto Attendants and Call Queue

- 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 and Routing Methods
- Configure Holidays for AA/CQ
- Configure custom Music on Hold for CQ/AA/VM

Module 20: Troubleshot Audio, Video and Client Issues

- Describe key aspects of Teams troubleshooting and make use of self-help diagnostics
- Identify call quality issues with call analytics
- Analyze and Identify call quality issues with Call Quality Dashboard
- Identify call quality issues with the Direct Routing Health Dashboard

Labs

Manage Teams Meetings and Calling Experiences

- Exercise 1: Manage Live event and meetings experiences

- Exercise 2: Deploy Teams device profiles

- Exercise 3: Set up a Calling Plan

- Exercise 4: Manage Teams Phone

- Exercise 5: Explore reports for call quality in Microsoft Teams