

KOENIG SOLUTIONS · COURSE OUTLINE

MS-720T00: Microsoft Teams Voice Engineer

Learn to plan, configure, manage and troubleshoot Microsoft Teams Phone, including Direct Routing, Auto Attendants and device deployment.

3 Days

24 HOURS

2

MODULES

16

TOPICS

6

HANDS-ON LABS

COURSE OVERVIEW

The MS-720T00: Microsoft Teams Voice Engineer course is designed to equip learners with the skills needed to plan, configure, manage, and troubleshoot Microsoft Teams Voice solutions. This includes understanding how to integrate voice capabilities in Teams, optimize network performance, and migrate from Skype for Business to Teams. As part of the Microsoft Teams Voice training, learners will explore configuring phone systems, auto attendants, and call queues, as well as deploying Direct Routing and leveraging additional services to enhance Teams Phone functionality. The course is structured into modules, with Module 1 focusing on planning and configuration, and Module 2 emphasizing management. Through a mix of lessons and hands-on labs, participants will gain practical experience in configuring and managing voice users, deploying Teams devices, and monitoring and troubleshooting Teams Phone issues. This comprehensive training prepares individuals to become proficient Microsoft Teams Voice Engineers, a vital role for organizations leveraging Teams for unified communications.

WHO THIS COURSE IS FOR

The MS-720T00 course equips IT professionals with the skills needed to configure and manage Microsoft Teams Voice solutions.

IT Support Engineers focused on communication infrastructure

Systems Administrators managing Microsoft Teams environments

Voice Engineers transitioning from Skype for Business to Teams

Network Engineers optimizing VoIP services

Unified Communications Managers overseeing voice solutions

Microsoft 365 Certified Teams Administrators

IT Consultants designing Teams deployments for organizations

Telecommunications Specialists implementing Direct Routing

IT Project Managers overseeing voice integration projects

Technical Advisors for Teams Phone systems

What You Will Learn

- Plan Microsoft Teams Phone deployments
- Plan and optimise network performance for Teams Phone
- Migrate voice services from Skype for Business to Teams
- Configure Teams Phone including Calling Plans and Operator Connect
- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Manage voice users and Teams devices
- Monitor and troubleshoot Teams Phone issues

COURSE SYLLABUS

2 Modules, 16 Topics

01

4 Labs

Plan and Configure Teams Phone

After completing this module, students will learn how to plan and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and extending Teams Phone with additional services.

LESSONS

- Plan Teams Phone
- Plan and optimize network performance for Teams Phone
- Migrate voice services from Skype for Business Server to Teams
- Configure Teams Phone
- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Extend Teams Phone with additional services

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

- Plan and configure Microsoft Teams Phone
- Plan and optimize network performance for Teams Phone
- Configure and deploy Direct Routing

02

2 Labs

Manage Teams Phone

In this module, students will learn how to configure Teams Phone users, manage devices, and troubleshoot Teams Phone voice issues.

LESSONS

Configure and manage voice users · Configure, deploy, and manage Teams devices · Monitor and troubleshoot Teams Phone

AFTER COMPLETING THIS MODULE, STUDENTS WILL BE ABLE TO

Manage voice users · Configure, deploy, and manage Teams devices · Monitor and troubleshoot Teams Phone

Practise What You Learn

#	MODULE	ACTIVITY
01	Plan and Configure Teams Phone	■ 1. Prepare the lab environment: a. Configure your lab environment; b. Assign permissions ■ 2. Plan for Teams Voice: a. Validate licenses and devices ■ 3. Configure your environment for Teams Voice usage: a. Evaluate your network with the Network Planner; b. Use the Network Testing Tool; c. Configure a basic network topology; d. Configure Voice Policies; e. Configure Emergency Calling; f. Configure Audio Conferencing Settings; g. Prepare users for calling; h. Configure Call Queues and Auto Attendants ■ 4. Expand your Teams Voice environment to use Direct Routing: a. Configure the session border controller; b. Configure Direct Routing settings; c. Test Direct Routing configuration
02	Manage Teams Phone	■ 1. Migrate Voice Services from Skype for Business to Teams: a. Configure a hybrid environment; b. Migrate users to Teams ■ 2. Manage your Teams Voice Environment: a. Manage voice users; b. Manage Teams devices; c. Monitor and troubleshoot Teams Phone

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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