

KOENIG SOLUTIONS • COURSE OUTLINE

Microsoft Teams Administration with Enterprise Voice

Base Courses MS-700 & MS-720

5 Days

DURATION

6

MODULES

23

TOPICS

COURSE OVERVIEW

This course covers the administration of Microsoft Teams, beginning with deployment, lifecycle management, governance and monitoring of the Teams environment. It then addresses preparing the environment through external access, security, compliance and network configuration, followed by managing chat, channels, teams and apps. Meetings, events and Teams Room devices are covered before the course moves into planning, configuring and managing Teams Phone, including Auto Attendants, Call Queues, Direct Routing and voice user management. It closes with monitoring and troubleshooting Teams Phone, audio, video and client issues.

WHO THIS COURSE IS FOR

Teams Administrators

Voice Engineers

IT Administrators

Collaboration Engineers

Network Administrators

LEARNING OBJECTIVES

- Explain how to plan and deploy Microsoft Teams
- Describe lifecycle management and governance for Microsoft Teams
- Apply security and compliance settings for Microsoft Teams
- Configure network settings for Microsoft Teams
- Manage chat, channels, teams and apps
- Configure Teams Room and Teams devices for meetings
- Configure Teams Phone, Auto Attendants and Call Queues
- Troubleshoot Teams Phone audio, video and client issues

6 Modules, 23 Topics

01

Get Started with Managing Microsoft Teams

TOPICS

- Explore Microsoft Teams
- Plan and deploy Microsoft Teams
- Implement lifecycle management and governance for Microsoft Teams
- Monitor your Microsoft Teams environment

02

Prepare the Environment for a Microsoft Teams Deployment

TOPICS

- Manage access for external users
- Implement security for Microsoft Teams
- Implement compliance for Microsoft Teams
- Plan and configure network settings for Microsoft Teams

03

Manage Chat, Teams, Channels, and Apps in Microsoft Teams

TOPICS

- Create and manage teams
- Manage collaboration experiences for chat and channels
- Manage apps for Microsoft Teams

04

Manage Meetings and Calling in Microsoft Teams

TOPICS

- Manage meetings and events experiences
- Configure and manage Microsoft Teams Room and Teams devices

05

Plan and Configure Teams Phone

TOPICS

- Plan Teams Phone
- Plan and optimize network performance for Teams Phone
- Configure Teams Phone
- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Extend Teams Phone with additional services

06

Manage Teams Phone

TOPICS

Configure and manage voice users · Configure, deploy and manage Teams devices · Monitor and Troubleshoot Teams Phone · Troubleshoot audio, video and client issues

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

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.

Learn the Way That Suits You

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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