Collaboration Communications Systems Engineer – Intensive Training («MS721»)

This course provides hands-on experience configuring and deploying Microsoft Teams Phone, meetings and certified devices including Microsoft Teams Rooms and Surface Hub.

Duration: 4 days
Price: 3'400.–
Course documents: Official Microsoft Courseware

Content

Course outline:

Module 1: Introduction to Teams meetings and calling
This module provides an overview of Microsoft Teams communication and collaboration options: Teams phones, auto attendants, call queues, meeting room devices, and different meetings types. It covers the benefits and limitations of Teams Phone, while also highlighting the importance of Teams devices in modern workplaces.

Module 2: Plan for Teams Phone
Learn about Microsoft Teams Phone and what is needed to make and receive phone calls, plan for Teams Phone devices, features, and cloud voicemail.

Module 3: Plan for Microsoft Teams Rooms and Surface Hub
Teams Meeting Rooms and Surface Hubs are a great way to collaborate with your coworkers in and outside your organization. It lets you join scheduled meetings in a comfortable way without logging in into to compute unit of the room device. To get started with Microsoft Teams Rooms, you need to understand the differences and potential use cases of the different Teams Room devices, the way how these devices are technically managed, which licenses are needed and what it important for a user-friendly physical room installation.

Module 4: Plan and optimize network performance for Teams media
For real-time media in Microsoft Teams, network performance is key to a good user experience. In this module, we cover Teams real-time network requirements and how to optimize your network for Teams real-time media.

Module 5: Configure and deploy Teams Phone
Before Microsoft Teams Phone users can make or receive calls and use advanced features, phone numbers must be assigned and Microsoft Calling plans or Operator Connect must be configured.

Module 6: Configure and deploy Teams Phone with Direct Routing
In this module, you'll learn how administrators configure Teams Phone with Direct Routing to meet user needs for telephony through a PSTN.

Module 7: Extend Teams Phone with additional services
Teams Phone leverages other Microsoft services and can be extended with third-party solutions for policy-based compliance recording, contact center integration, and custom bots.

Module 8: Manage meetings and events experiences
Learn about different meeting solutions in Microsoft Teams, various settings and policies for Teams meetings and live events, and configuration for Audio Conferencing.

Module 9: Guided project – Create and assign Teams policies to meet business requirements in Microsoft Teams

In this module, you'll prepare your Microsoft 365 developer tenant to be ready for the usage of Microsoft Teams Rooms. You'll create the tenant from scratch, change security related settings, and prepare Microsoft Teams Rooms specific tasks.

Module 10: Configure and manage voice users

Ongoing management is required as new employees start, or if their needs change. Learn how to manage voice user configuration, including enabling voice services and adjusting voice configuration.

Module 11: Configure auto attendants and call queues

Understand how auto attendants and call queues in Microsoft Teams can interact with callers to ensure they're connected your agents as quickly as possible. You'll also learn how to set up auto attendants and call queues.

Module 12: Configure, deploy, and manage Teams devices

Teams devices provide a familiar experience and are essential for a hybrid workspace. Learn how to provision and manage devices, and associated device accounts.

Module 13: Guided project – Prepare meeting room experiences

In this module, you'll prepare your Microsoft 365 developer tenant to be ready for the usage of Microsoft Teams Rooms. You'll create the tenant from scratch, change security related settings, and prepare Microsoft Teams Rooms specific tasks.

Module 14: Monitor and troubleshoot Teams collaboration communications systems

Troubleshooting is an important task that includes troubleshooting of phone number assignment, call failure and quality issues, client issues, and device issues. Call Analytics, Call Quality Dashboard, and the Teams Rooms Pro portal are also covered for monitoring, reporting, and troubleshooting.

Key Learnings

- Planning and designing collaboration communications systems
- Configuring and managing Teams meetings and events
- Configuring and managing Teams Phone
- Configuring and managing Teams Rooms and devices

Target audience

Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting Microsoft Teams Phone, meetings, and personal and shared space devices, including Microsoft Teams Rooms and Surface Hub.

Requirements

Understanding the fundamentals of:

- Networking
- Telecommunications
- Audio/visual and meeting room technologies
- Identity and access management
- Microsoft Teams

- Managing Microsoft Teams – Flexible Training («MS700V»)
- Managing Microsoft Teams – Intensive Training («MS700»)

Certification

This intensive training prepares you for:

- **Exam:** «MS-721: Collaboration Communications Systems Engineer» for the
- **Certification:** «Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate»

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-microsoft-technology/microsoft-modern-workplace-m365/microsoft-365-certified-collaboration-communications-systems-engineer-associate/course-collaboration-communications-systems-engineer-intensive-training