

Plan, configure, and manage collaboration communications systems with Microsoft Teams (MS-721T00)

Duration: 5 days

Audience: Professionnel TI

Who is this training for?

Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting collaboration communication systems that include Microsoft Teams Phone, Microsoft Teams meetings, Microsoft Teams Premium, Microsoft Teams Rooms, flexible workspaces, and other certified and supported devices. They have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, and identity and access management. They're also proficient in managing collaboration and communications solutions by using Microsoft Teams admin center, Microsoft Teams Rooms Pro Management portal, PowerShell, and Microsoft Call Quality Dashboard. To succeed in their role, they collaborate with Teams administrators, Microsoft identity and access administrators, Microsoft 365 administrators, and owners of other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solution providers.

Training objectives

By the end of this course, students will be able to:

- Design and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)
- Configure and manage Microsoft Teams Rooms and Surface Hub devices
- Manage Teams meetings, webinars, and town halls effectively
- Monitor, analyze, and optimize performance using Teams admin tools, PowerShell, and the Call Quality Dashboard
- Apply identity and access management best practices to secure collaboration environments
- Troubleshoot collaboration and communication systems across Teams workloads

- Deploy and manage certified Teams devices and flexible workspace solutions
- Implement secure collaboration methods such as least privilege access, conditional access, and threat monitoring

Summary

MS-721T00: Plan, configure, and manage collaboration communications systems with Microsoft Teams prepares IT professionals to become Collaboration Communications Systems Engineers. Participants will learn how to plan, configure, deploy, manage, and troubleshoot Microsoft Teams-based collaboration systems, including Teams Phone, Microsoft Teams Rooms, Teams Premium, and other certified devices. Learners will engage in hands-on labs and real-world scenarios that emphasize secure collaboration practices like least privilege access, identity protection, conditional access, and threat monitoring using Microsoft Defender and Teams admin tools.

Course outline

Learning Path 1 — Plan and design Teams collaboration communications systems

- Module 1 — Introduction to Teams meetings and calling
- Module 2 — Plan for Teams Phone
- Module 3 — Plan for Microsoft Teams Rooms and Surface Hub
- Module 4 — Plan and optimize network performance for Teams media
- Module 5 — Configure and deploy Teams Phone
- Module 6 — Configure and deploy Teams Phone with Direct Routing
- Module 7 — Extend Teams Phone with additional services

Learning Path 2 — Manage Teams collaboration communications systems

- Module 1 — Manage meetings and events experiences
- Module 2 — Guided project – Create and assign Teams policies
- Module 3 — Configure and manage voice users
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Module 4 — Configure auto attendants and call queues

- Module 5 — Configure, deploy, and manage Teams devices
- Module 6 — Guided project – Prepare meeting room experiences
- Module 7 — Monitor and troubleshoot Teams collaboration communications systems
- Module 8 — Configure BYOD spaces and bookable desks

Approach and methodology

Practical and structured approach combining focused theory and guided workshops. Participants gradually develop an expertise as an engineer of collaborative communication systems through concrete exercises inspired by professional scenarios, promoting an immediate application of the learnings.

They learn how to plan, design, configure, and manage Microsoft Teams communication solutions, including voice, meetings, and advanced collaboration.

Led by a Microsoft certified trainer, the training focuses on interactivity and the development of directly transferable technical skills to deploy and optimize communication environments in a professional context.

Prerequisites

General knowledge of Microsoft 365 and Microsoft Teams, networking and telecom and audio/visual basics, identity and access management basics.

Recommendations

Solid foundation in Microsoft Teams and Microsoft 365 Understanding of telephony, voice over IP (VoIP) and collaboration concepts Knowledge of network environments (bandwidth, latency, QoS) Notions of security and identity management (Entra ID) Experience in communication services administration (asset)