PLAN, CONFIGURE, AND MANAGE COLLABORATION COMMUNICATIONS SYSTEMS WITH MICROSOFT TEAMS

Course Code: 834002

This course 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. By the end of the course, learners will be able to:

- Design and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)
- Manage Teams meetings, webinars, and town halls
- Configure Microsoft Teams Rooms and Surface Hub devices
- Monitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality Dashboard
- Apply identity and access management best practices

What You'll Learn

Students will learn to,

- Introduction to Teams meetings and calling
- Plan for Teams Phone
- Plan for Microsoft Teams Rooms and Surface Hub
- Plan and optimize network performance for Teams media
- Configure and deploy Teams Phone

- Configure and deploy Teams Phone with Direct Routing
- Extend Teams Phone with additional services
- Manage meetings and events experiences
- Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams
- Configure and manage voice users
- Configure auto attendants and call queues
- Configure, deploy, and manage Teams devices
- Guided project - Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems

Who Needs to Attend

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.

Collaboration Communications Systems Engineers have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, identity and access management.

They are proficient in managing and monitoring Teams Phone, meetings, and certified devices using the Microsoft Teams admin center, PowerShell, the Microsoft Teams Rooms Pro Portal, and the Call Quality Dashboard. They deploy and configure Microsoft Teams Phone with PSTN connectivity through Microsoft Calling Plans, Operator Connect, Teams Phone Mobile, and Direct Routing.

Collaboration Communications Systems Engineers work with Teams Administrators, Microsoft Identity and Access Administrators, and Microsoft 365 Administrators. In addition, they may work with owners of other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solutions providers.

Prerequisites

Before attending this course, students should have general knowledge of the following topics:
- Microsoft 365 and Microsoft Teams
- Networking, telecommunications, and audio/visual basics
- Identity and access management basics

skillsoft global knowledge™

PLAN, CONFIGURE, AND MANAGE COLLABORATION COMMUNICATIONS SYSTEMS WITH MICROSOFT TEAMS

Course Code: 834002

CLASSROOM LIVE	$2,595 USD	4 Day

Classroom Live Outline

Module 1 : Plan and design Teams collaborations systems

- Introduction to Teams meetings and calling
- Plan for Teams Phone
- Plan for Microsoft Teams Rooms and shared meeting spaces
- Plan and optimize network performance for Teams media
- Configure and deploy Teams Phone
- Configure and deploy Teams Phone with Direct Routing
- Extend Teams Phone with additional services

Module 2 : Manage Teams collaboration communications systems

- Manage meetings and events experiences
- Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams
- Configure and manage voice users
- Configure auto attendants and call queues
- Configure, deploy, and manage Teams devices
- Guided project - Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems
- Configure BYOD spaces and bookable desks

PLAN, CONFIGURE, AND MANAGE COLLABORATION COMMUNICATIONS SYSTEMS WITH MICROSOFT TEAMS

Course Code: 834002

VIRTUAL CLASSROOM LIVE	$2,595 USD	4 Day

Virtual Classroom Live Outline

Module 1 : Plan and design Teams collaborations systems

- Introduction to Teams meetings and calling
- Plan for Teams Phone
- Plan for Microsoft Teams Rooms and shared meeting spaces
- Plan and optimize network performance for Teams media
- Configure and deploy Teams Phone
- Configure and deploy Teams Phone with Direct Routing
- Extend Teams Phone with additional services

Module 2 : Manage Teams collaboration communications systems

- Manage meetings and events experiences
- Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams
- Configure and manage voice users
- Configure auto attendants and call queues
- Configure, deploy, and manage Teams devices
- Guided project - Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems
- Configure BYOD spaces and bookable desks

Dec 8 - 11, 2025 | 9:00 AM - 5:00 PM EST

Feb 17 - 20, 2026 | 9:00 AM - 5:00 PM EST

Apr 27 - 30, 2026 | 9:00 AM - 5:00 PM EDT

Jun 22 - 25, 2026 | 9:00 AM - 5:00 PM EDT

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PRIVATE GROUP TRAINING	4 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.