

# COLLABORATION COMMUNICATIONS SYSTEMS ENGINEER (MS-721T00)

Course Code: 834009

This course prepares IT professionals to become Collaboration Communications Systems Engineers.

## 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

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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

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VIRTUAL CLASSROOM LIVE

\$2,595 USD

4 Day

## Virtual Classroom Live Outline

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PRIVATE GROUP TRAINING

4 Day

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