

## MS-MS720T00: MICROSOFT TEAMS VOICE ENGINEER



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Advanced	Microsoft 365	Instructor-led	NA

### INTRODUCTION

In this course, you will learn how to plan, design, configure, maintain, and troubleshoot an integrated communications solution at an organization using Microsoft Teams. The course will cover Teams Phone with Calling Plans, Direct Routing, and Operator Connect, in addition to Teams devices, audio/video conferencing, and voice migration. Students will learn troubleshooting methodologies and how to resolve common telephony and voice problems.

### AUDIENCE PROFILE

The Microsoft Teams Voice Engineer plans, designs, configures, maintains, and troubleshoots an integrated communications solution at an organization. The Microsoft Teams Voice Engineer must be able to translate business requirements into technical architecture and designs for communication solutions. The Microsoft Teams Voice Engineer is familiar with telecommunication technologies and has experience in Microsoft Teams, Microsoft 365, and PowerShell. They must be able to deploy and configure Microsoft Teams Phone with PSTN connectivity through Direct Routing, Operator Connect, and Teams Calling Plans. The Microsoft Teams Voice Engineer manages Teams-certified devices, audio/video conferencing, and voice migration. The Microsoft Teams Voice Engineer collaborates with telephony providers and third-party vendors to enable advanced voice features in Microsoft Teams. The Microsoft Teams Voice Engineer also works with administrators for other workloads, including networking, identity, licensing, security, and compliance. To earn the Microsoft Teams Voice Engineer certification, candidates must pass Exam MS-700: Managing Microsoft Teams in addition to the MS-720 exam.

### PREREQUISITES

Before attending this course, students must have:

- Passed Exam MS-700: Managing Microsoft Teams

### COURSE OBJECTIVES

By actively participating in this course, you will learn about the following:

- Plan and Configure Microsoft Teams Phone
- Plan and optimize network performance for Teams Phone
- Configure and deploy Direct Routing
- Configure, deploy, and manage Teams devices
- Monitor and Troubleshoot Teams Phone

### COURSE CONTENT

#### Module 1: Plan and configure Teams Phone

After completing this module, students will learn how to plan for and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and how to extend Teams Phone with additional services.

##### Lessons

- Plan Teams Phone
- Plan and optimize network performance for Teams Phone
- Migrate Voice Services from Skype for Business Server to Teams
- Configure Teams Phone

- Configure Auto Attendants and Call Queues
- Configure and deploy Direct Routing
- Extend Teams Phone with additional services

##### Lab: Prepare the lab environment

- Configure your lab environment

##### Lab: Plan for Teams Voice

- Validate licenses and devices

##### Lab: Configure your environment for Teams Voice Usage

- Evaluate your network with the Network Planner
- Use the Network Testing Tool
- Configure a basic network topology

- Configure Voice Policies
- Configure Emergency Calling
- Configure Audio Conferencing Settings
- Prepare users for calling
- Configure call queues and auto attendants

##### Lab: Expand your Teams Voice Environment to use Direct Routing

- Configure the session border controller
- Configure direct routing settings
- Test direct routing configuration

After completing this module, students will be able to:

- Plan and Configure Microsoft Teams Phone

- Plan and optimize network performance for Teams Phone
- Configure and deploy Direct Routing

### Module 2: Manage Teams Phone

In this module, students will learn how to configure Teams Phone users, devices, and troubleshoot Teams Phone voice issues.

Lessons

- Configure and manage voice users
- Configure, deploy and manage Teams devices
- Monitor and Troubleshoot Teams Phone

Lab: Migrate Voice Services from Skype for Business to Teams

- Configure hybrid environment
- Migrate users to Teams

Lab: Manage your Teams Voice Environment

- Manage voice users
- Manage Teams devices
- Monitor and Troubleshoot Teams Phone

After completing this module, students will be able to:

- Manage voice users
- Configure, deploy, and manage Teams devices
- Monitor and Troubleshoot Teams Phone

## ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to write the Microsoft MS-720: Microsoft Teams Voice Engineer exam.