MS-MS700T00: MANAGING MICROSOFT TEAMS

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
4 Days	Intermediate	Microsoft 365	Instructor-led	NA

INTRODUCTION

The Managing Microsoft Teams course is designed for persons who are aspiring to the Microsoft 365 Teams Admin role. A Microsoft Teams administrator plans, deploys, configures, and manages Microsoft Teams to focus on efficient and effective collaboration and communication in a Microsoft 365 environment. In this course, you will learn about various Teams management tools, security and compliance feature for Teams, network requirement for Teams deployment as well as different Teams settings and policies for managing collaboration and communication experience in Teams.

AUDIENCE PROFILE

Students in this course are interested in Microsoft Teams or in passing the Microsoft Teams Administrator Associate certification exam. A Microsoft Teams administrator plans, deploys, configures, and manages Microsoft Teams to focus on efficient and effective collaboration and communication in a Microsoft 365 environment. A Microsoft Teams administrator must be able to plan, deploy, and manage teams, chat, apps, channels, meetings, audio/video conferencing, live events, calling, and Teams certified devices. A Microsoft Teams administrator has experience integrating Microsoft Teams with SharePoint, OneDrive, Exchange, Microsoft 365 Groups, and other Microsoft, third-party, and custom apps. A Microsoft Teams administrator understands and collaborates with other workloads and roles, such as Network, Voice, Identity, Access, Devices, Licensing, Security, Compliance, Information management, and User Adoption.

PREREQUISITES

Learners should start this course already having the following skills:

- A proficient understanding of basic functional experience with Microsoft 365 services.
- A proficient understanding of general IT practices, including using PowerShell.

COURSE OBJECTIVES

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

- What is Microsoft Teams and how the components work together
- How to implement Governance, Security and Compliance for Microsoft Teams
- How to prepare an organizations environment for a Microsoft Teams deployment
- How to deploy and manage teams
- Ways of managing collaboration in Microsoft Teams
- Techniques to manage and troubleshoot communication in Microsoft Teams

COURSE CONTENT

Module 1: Explore Microsoft Teams
Learn about Microsoft Teams capabilities, including Teams core workloads and integration with other Microsoft services and platforms. Understand the Teams architecture and Teams certified solutions.
Lessons

- Introduction.
- Explore capabilities in Microsoft Teams.
- Explore Microsoft Teams integration with Microsoft 365.

- Explore Microsoft Teams integration with Microsoft Power Platform.
- Illustrate Microsoft Teams architecture.
- Describe Microsoft Teams with Microsoft 365 Groups.
- Describe Microsoft Teams with SharePoint and OneDrive.
- Describe Microsoft Teams with Exchange.
- Understand Microsoft Teams certified solutions.
- Knowledge check.

By the end of this module, you will be able to:

- Describe Microsoft Teams core workloads.
- Describe how Microsoft 365 integrates with Teams.
- Describe how Microsoft Power Platform integrates with Teams.
- Explain the architecture of Microsoft Teams and dependent services.
- Describe how Microsoft Teams interacts with SharePoint, One Drive and Exchange.
- Describe Teams certified solutions.

Module 2: Plan and deploy Microsoft Teams

Learn how to plan and deploy Microsoft Teams to your organization, including different Teams admin roles, available management tools, and processes to roll out Teams. Understand required licensing and how to deploy Teams clients.

Lessons

− Manage access for external users.
− Introduction.
− Designate Teams admin roles.
− Understand Teams management tools.
− Plan for Teams rollout
− Plan for Teams adoption
− Plan for Teams licensing
− Deploy Microsoft Teams clients
− Knowledge checkImplement compliance for Microsoft Teams

Lab: Configure security and compliance for Microsoft Teams

− Describe different Teams admin roles.
− Explain which management tools are available for Teams.
− Plan for Teams rollout.
− Understand the importance of a user adoption plan when deploying Teams.
− Identify required licensing for Teams.
− Deploy Teams clients.

Module 3: Implement lifecycle management and governance for Microsoft Teams

Learn about Teams lifecycle management and governance, including different features to govern Microsoft 365 Groups, ways to assign Teams policies, Teams preview features controls.

Lessons

− Introduction.
− Plan for lifecycle management.
− Plan for Teams governance.
− Manage Microsoft 365 Groups creation.
− Configure Microsoft 365 Groups expiration policy.

− Configure Microsoft 365 Groups naming policy.
− Plan policy assignment for users and groups.
− Create and manage policy packages.
− Manage Teams preview features using Teams update policies.
− Create and manage teams templates and template policies.
− Knowledge check.

By the end of this module, you will be able to:

− Describe the lifecycle management for Teams.
− Plan governance features for Teams.
− Configure Microsoft 365 Groups governance features.
− Plan the Teams policy assignment for different scenarios.
− Create and manage policy packages.
− Control Teams preview features for users.
− Create and manage team templates and templates policies.

Module 4: Monitor your Microsoft Teams environment

Learn about different reports and dashboards to monitor your Teams environment, including usage reports, access reviews, and Microsoft 365 network connectivity dashboard.

Lessons

− Introduction.
− Monitor Microsoft Teams usage reports.
− Monitor Microsoft 365 usage reports.
− Interpret Microsoft Adoption Score.
− Manage user access with Microsoft Entra access reviews.
− Monitor the Microsoft 365 network connectivity dashboard.
− Manage Teams notifications and alerts.
− Manage feedback policies.
− Knowledge check.

By the end of this module, you will be able to:

− Analyze usage patterns by monitoring Microsoft 365 and Teams usage reports.
− Interpret Microsoft Adoption Score.
− Manage user access by using Microsoft Entra access reviews.
− Assess network readiness by using Microsoft 365 network connectivity dashboard.
− Manage Teams notifications and alerts to monitor Teams capabilities and receive alerts.
− Manage feedback policies.

Module 5: Manage access for external users

In this module, you will learn how to manage phone numbers and Phone System for calling experiences in Microsoft Teams and how to troubleshoot audio, video, and client issues.

Lessons

− Introduction.
− Understand features in Microsoft Entra ID.
− Work with external users in Microsoft Teams.
− Manage access for external users.
− Manage external collaboration in Microsoft Entra ID.
− Manage external collaboration in Microsoft 365.
− Manage external access in Microsoft Teams.
− Manage guest access in Microsoft Teams.
− Manage file sharing in SharePoint and OneDrive.
− Knowledge check.

By the end of this module, you will be able to:

− Explain external access and guest access.
− Describe how to manage external access and guest access.
− Manage external collaboration in Microsoft Entra ID.
− Manage external collaboration in Microsoft 365.
− Manage external access in Microsoft Teams.
− Manage guest access in Microsoft Teams.
− Manage file sharing in SharePoint.

Module 6: Implement security for Microsoft Teams

Learn about different security capabilities for Microsoft Teams, including Conditional Access, multifactor authentication, Safe Attachments, Safe Links, and Defender for Cloud Apps.

Lessons

− Introduction.
− Configure conditional access and multifactor authentication for Microsoft Teams.
− Configure Safe Attachments for Microsoft Teams.
− Configure Safe Links for Microsoft Teams.

− Examine the Defender for Cloud Apps.
− Monitor security reports for Microsoft Teams.
− Plan and configure enhanced encryption policies.
− Knowledge check.

By the end of this module, you will be able to:

- Configure Conditional Access and multifactor authentication for Microsoft Teams.
- Configure Safe Attachments for Microsoft Teams.
- Configure Safe Links for Microsoft Teams.
- Examine the Defender for Cloud Apps.
- Describe security reports for Microsoft Teams.
- Plan and configure enhanced encryption policies.

Module 7: Implement compliance for Microsoft Teams

Learn about different compliance capabilities for Microsoft Teams, including sensitivity labels, retention policies, DLP policies, communication compliance, and information barrier policy.

Lessons

- Introduction.
- Create and manage sensitivity labels.
- Create and manage retention policies.
- Create and manage Data Loss Prevention policies.
- Deploy communication compliance.
- Enable scoped directory search.
- Create information barrier policy.
- Create security and compliance alerts for Microsoft Teams.
- Knowledge check.

By the end of this module, you will be able to:

- Describe how sensitivity labels work and how to configure them.
- Describe how to create retention policies.
- Generate Data Loss Prevention policies to protect against data leakage.
- Deploy communication compliance for reviewing communication.
- Activate the scoped directory search in Teams.
- Describe how information barrier policies work and how to create them.
- Configure alert policies for events in Microsoft Teams.

Module 8: Plan and configure network settings for Microsoft Teams

Learn about the network requirements for Microsoft Teams and associated settings, including

Network Planner, Quality of Service (QoS), configuration for location-enhanced reports, and Microsoft 365 network connectivity test tool.

Lessons

- Introduction.
- Examine network requirements for Microsoft Teams.
- Plan for network deployment using Network Planner.
- Configure network ports and protocols for Microsoft Teams.
- Implement Quality of Service.
- Configure reporting labels for location-enhanced Call Analytics reports.
- Configure tenant data for Call Quality Dashboard reports.
- Assess network readiness.
- Manage network topology.
- Knowledge check.

By the end of this module, you will be able to:

- Explain the network requirements of Microsoft Teams.
- Work with the Network Planner tool.
- Utilize the Network Test Companion.
- Describe the required network ports and protocols.
- Configure reporting labels for Microsoft Teams.
- Implement Quality of Service in your environment.

Module 9: Create and manage teams

Learn about creating teams from various approaches and managing teams' settings and membership. You'll also learn how to archive, restore, and delete a team.

Lessons

- Introduction.
- Create teams.
- Create a team from existing resources.
- Plan and create org-wide teams.
- Manage teams.
- Manage users in a team.
- Configure dynamic membership.
- Archive restore and delete a team.
- Knowledge check.

By the end of this module, you will be able to:

- Create new teams.
- Create teams from existing resources.
- Create an org-wide team.
- Manage team settings.

- Manage users in a team.
- Configure dynamic membership for teams.
- Archive, restore from archive, delete, and restore deleted teams.

Module 9: Manage collaboration experiences for chat and channels

Learn about different controls for collaboration experiences in Microsoft Teams, including managing channel types, private channel creation, messaging policies, and channel moderation.

Lessons

- Introduction.
- Create and manage channels in a team.
- Create and manage Teams policies for channels.
- Configure teams settings.
- Create and manage messaging policies.
- Manage channel moderation.
- Manage access to channels.
- Knowledge check.

By the end of this module, you will be able to:

- Manage the creation of private channels.
- Control the email integration of teams.
- Organize the file sharing functions from the Teams client.
- Create and modify messaging policies.
- Understand how to set up channel moderation in teams.

Module 10: Manage apps for Microsoft Teams

Learn about different settings and policies to manage Teams apps, including which apps are allowed to install, which apps are pinned to users' app bar, and whether users can upload custom apps.

Lessons

- Introduction.
- Explore apps in Microsoft Teams.
- Describe admin settings for Teams apps.
- Manage access to Teams apps at the organization level.
- Create and manage app permission policies.
- Create and manage app setup policies.
- Manage permissions and consent for Teams apps.
- Plan and configure connectors.
- Manage custom apps uploads.
- Publish custom apps to Microsoft Teams.

- Manage purchasing of apps in the Microsoft Teams app store.
- Customize the organization's app store.
- Customize the branded experience of an app.
- Knowledge check.

By the end of this module, you will be able to:

- Describe apps, bots, and connectors in Microsoft Teams.
- Explore admin settings for Teams apps.
- Manage app permission policies.
- Configure app setup policies.
- Manage custom app policies and settings.
- Publish a custom app in Microsoft Teams.

Module 11: Manage apps for Microsoft Teams

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

Lessons

- Introduction.
- Overview of Teams meetings and events.
- Overview of Teams Phone.
- Overview of auto attendants and call queues.
- Overview of Teams devices.
- Overview of Microsoft 365 Copilot in Teams calling, meetings, and devices.
- Knowledge check.

By the end of this module, you will be able to:

- Differentiate between different meeting and events types in Teams.
- Identify Teams Phone scenarios and PSTN options.
- Identify usage scenarios for auto attendants and call queues.
- Plan for meeting rooms and shared spaces with Microsoft Teams Rooms and other devices.

Module 12: Manage apps for Microsoft Teams

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

Lessons

- Introduction.
- Explore meetings and events in Microsoft Teams.
- Configure meeting settings.
- Create and manage meeting policies.
- Configure audio conferencing.
- Create and manage meeting templates and template policies.
- Create and manage meetings customization policies.
- Configure live events settings.
- Create and manage live events policies.
- Examine live events across Microsoft 365.
- Knowledge check.

By the end of this module, you will be able to:

- Understand meetings and events in Microsoft Teams
- Set up conference bridges
- Manage meeting policies
- Configure meeting settings
- Manage Live events policies
- Configure Live events settings
- Explain Live events in Microsoft 365

Module 13: Manage apps for Microsoft Teams

Microsoft Teams Rooms and Surface Hubs are a great way to collaborate with your coworkers in and outside your organization. It lets you join scheduled meetings comfortably 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.

Lessons

- Introduction.
- Determine license requirements for Microsoft Teams Rooms and shared devices.
- Understand differences between Microsoft Teams Rooms on Android and Windows.
- Understand Microsoft Teams Rooms on Surface Hub 2S.
- Understand and plan Teams Room accessories, components, and peripherals.
- Understand Teams Rooms management options.
- Knowledge check.

By the end of this module, you will be able to:

- Understand the main differences of Microsoft Teams Room for Android and Microsoft Teams Rooms for Windows.
- Explain which accessories, components and peripherals are mandatory.
- Understand the advantage of Surface Hub.
- Understand the difference between the licensing options.
- Plan and review a physical room layout.

Module 14: 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.

Lessons

- Introduction.
- Manage Microsoft Teams Phones.
- Manage Microsoft Teams Room Systems.
- Microsoft Teams Rooms management options.
- Manage Surface Hub 2S devices.
- Configure Microsoft Teams SIP gateway.
- Manage Microsoft Teams displays.
- Remote provisioning and sign in for Teams Phones.
- Update Microsoft Teams devices remotely.
- Manage Microsoft Teams device tags.
- Knowledge check.

By the end of this module, you will be able to:

- Understand scenarios for using Teams phones, Teams displays, and Microsoft Teams Rooms with voice services.
- Differentiate between the different options for deployment and management of devices.
- Deploy Teams phones and Teams displays.
- Configure Teams Phone for Microsoft Teams Rooms.
- Manage Teams devices in the Teams admin center and Teams Rooms Pro Management Portal.

Module 15: 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.

Lessons

– Introduction.
– Plan to deploy Teams Phone.
– Plan for Teams Phone PSTN connectivity.
– Determine license requirements.
– Plan for Teams Phone devices.
– Plan and design Teams Phone features.
– Plan for voicemail.
– Knowledge check.

By the end of this module, you will be able to:

– Plan for a basic Teams Phone deployment.
– Plan for advanced Teams Phone calling options.
– Plan for Teams phones and devices.

Module 16: 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.

Lessons

– Introduction.
– Configure emergency calling for Teams Calling Plans.
– Manage and configure Microsoft PSTN numbers.
– Configure Operator Connect and Teams Phone Mobile.
– Configure Teams Phone policies.
– Create and manage Teams policies.
– Knowledge check.

By the end of this module, you will be able to:

– Configure emergency calling addresses.
– Manage Microsoft Calling Plan numbers.
– Setup and manage Operator Connect and Teams Phone Mobile.

– Understand Teams Phone policies and configuration options.

Module 17: 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.

Lessons

– Introduction.
– Enable users for Teams Phone.
– Enable users for Direct Routing with Teams Phone.
– Enable additional calling features for Teams Phone.
– Enable users for Teams Phone Mobile.
– Knowledge check.

By the end of this module, you will be able to:

– Enable users for Teams Phone using Calling Plans, and Teams Phone Mobile or Operator Connect if it's configured for your tenant.
– Enable users for Direct Routing.
– Manage per-user options for Teams Phone.

Module 17: 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.

Lessons

– Introduction.
– Design call flows for auto attendants and call queues.
– Configure auto attendants and call queues.
– Deploy a channel-based call queue.
– Configure resource accounts.
– Configure Microsoft 365 groups for voicemail.
– Interpret call queue conference modes.
– Interpret call queue routing methods.

– Configure holidays for auto attendants and call queues.
– Configure custom music on hold.
– Knowledge check.

By the end of this module, you will be able to:

– Describe the differences between auto attendants and call queues.
– Design an auto attendant to gather information from callers.
– Explain how to set up auto attendants to implement your plan.
– Demonstrate how to plan call queues to manage many callers.
– Describe how to configure call queues to alert agents and route calls.
– Explain how to plan licensing for auto attendants and call queues.

Module 18: Troubleshoot audio, video, and client issues

Learn about the troubleshooting approaches for audio, video, and client issues in Teams, including collecting appropriate logs and identifying problems with different reports and dashboards.

Lessons

– Introduction.
– Troubleshoot Teams.
– Collect and identify logs.
– Clear Microsoft Teams client cache.
– Identify issues with call analytics.
– Identify issues with Call Quality Dashboard.
– Use Power BI to analyze Call Quality Dashboard data.
– Identify issues with the Direct Routing Health Dashboard.
– Knowledge check.

By the end of this module, you will be able to:

– Describe key aspects of Teams troubleshooting.
– Identify call quality issues with call analytics.
– Identify call quality issues with Call Quality Dashboard.
– Identify call quality issues with the Direct Routing Health Dashboard.

ASSOCIATED CERTIFICATIONS & EXAM

This course will prepare delegates to write the Microsoft MS-700: Managing Microsoft Teams exam.