Collaboration Communications Systems Engineer (MS-721) Training

Duration: **5 Day**

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Please note that there is considerable overlap in content between this course and course MS700 Managing Microsoft Teams. This course contains more in-depth content about deploying Microsoft Teams Phone, planning and optimising the network for Teams, and manging meetings. There are also two short guided projects in which students can put into practice what they have learned.

If you have attended the MS700 course please review the outlines of the two courses and ensure you are comfortable with the level of overlap with this course.

This 5 day course is designed to give students the knowledge and skills to become a Collaboration Communications Systems Engineer. They will gain hands-on experience of configuring and deploying Microsoft Teams Phone, meetings and certified devices including Microsoft Teams Rooms and Surface Hub. The course will also cover how to manage and monitor Teams Phone, meetings, and certified devices using the Microsoft Teams admin center, PowerShell, the Microsoft Teams Rooms Pro Portal, and the Call Quality Dashboard.

In addition, the course will cover configuring and deploying Microsoft Teams Phone with PSTN connectivity through Microsoft Calling Plans, Operator Connect, Teams Phone Mobile, and Direct Routing.

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

Important This course may require the use of Multifactor Authentication (MFA). Please read this page and download the Microsoft Authenticator app (or similar app) prior to attending the course: **https://www.qa.com/resources/faqs/mfa-requirements/**

Please see this Microsoft article for further information on reasons for the MFA requirement: **https://learn.microsoft.com/en-us/entra/identity/authentication/concept-mandatory-multifactor-authentication**

Target Audience

This course is intended for those wishing to become Collaboration Communications Systems Engineers.

This role includes deploying, managing and monitoring Teams Phone, meetings, and certified devices. This includes deploying and managing Microsoft Teams Phone with PSTN connectivity.

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

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manufacturers, telephony providers, and Microsoft Certified solutions providers.

What You Will Learn

Participants will learn how to deploy, manage and monitor Teams Phone, meetings (including the use of Teams Rooms), and certified devices, using the Microsoft Teams admin center, PowerShell, the Microsoft Teams Rooms Pro Portal, and the Call Quality Dashboard. This includes an understanding of configuring Microsoft Teams Phone with PSTN connectivity, using Microsoft Calling Plans, Operator Connect, Teams Phone Mobile, or Direct Routing.