Mastering Microsoft Teams Voice Training

Duration: **2 Day**

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This course covers Administration of Microsoft Teams Voice features. Delegates will learn the following including hands on labs;

- Office 365 Teams Voice Features and Functionality
- Office 365 Teams Voice planning and connectivity options
- Office 365 Teams Phone Numbers
- Office 365 Teams Call Routing and Dial Plans
- Office 365 Teams Emergency Calling
- Office 365 Teams Direct Routing

Prerequisites

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 the below Microsoft article for further information on reasons for the MFA requirement:

https://learn.microsoft.com/en-us/entra/identity/authentication/concept-mandatory-multifactor-authentication

Delegates should have experience in the management and administration of Microsoft Teams. Whilst experience with VOIP/Telephony systems would be a benefit it is not a requirement. Note this course is for people involved in Microsoft Teams Administration, not end users.

Whilst this is not a PowerShell course, as PowerShell is one of the core administrative tools within Microsoft 365 products - there will be PowerShell steps referenced within the course and used in the labs. Where PowerShell is used in the labs students can either copy and paste the instructions, or in most exercises use a GUI alternative method (though sometimes a GUI alternative is not available). A high level understanding of what PowerShell is would be very beneficial, but not absolutely essential for this course.

Instructors will demonstrate features throughout the event. Optional lab exercises are available for students to complete using a commercial Microsoft 365 tenancy provided for each student free of charge by QA. This tenancy lasts for 30 days.