

MS - 721 : Microsoft Teams Voice Engineer

Course Outline

Module 1: Plan and Configure Teams Phone

Lessons

- Plan for 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

Labs

- **Lab 1: Prepare the Lab Environment**
 - Configure your lab environment
 - Assign permissions
 - Validate and manage licenses
 - Setup PowerShell for Microsoft Teams Administration
- **Lab 2: Configure Your Environment for Teams Phone**
 - Evaluate your network requirements with the Network Planner
 - Use the Teams Network Assessment Tool
 - Configure a basic network topology for dynamic emergency calling
 - Configure voice policies
 - Prepare users for calling
 - Configure audio conferencing settings
 - Configure call queues and auto attendants
- **Lab 3: Expand Your Teams Voice Environment to Use Direct Routing**
 - Configure the session border controller
 - Configure direct routing settings

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

Lessons

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

Lab

- **Lab 1: Manage Your Teams Phone 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

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