

Microsoft Teams Voice Engineer

Description

In this official Microsoft 3-day 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.

The training course has been retired from Microsoft catalog as of 30.06.2023 and replaced by: [Communications Systems Engineer \(MS-721\)](#).

Course Content

Module 1: Plan and configure Teams Phone

- 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

Module 2: Manage Teams Phone

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

Lab / Exercises

Official Microsoft Labs:

- Lab : Prepare the lab environment
- Lab : Configure your environment for Teams Phone
- Lab : Expand your Teams Voice Environment to use Direct Routing
- Lab : Manage your Teams Phone Environment

Documentation

- Access to Microsoft Learn (online learning content)

Exam

- This course prepares you to the MS-720: Microsoft Teams Voice Engineer exam. If you wish to take this exam, please contact our secretariat who will let you know the cost of the exam and will take care of all the necessary administrative procedures for you.

Participant profiles

- Plan and configure a Microsoft Teams environment

-
- Manage chat, teams, channels, and apps
 - Manage calling and meetings
 - Monitor and troubleshoot a Microsoft Teams environment

Prerequisites

- Before attending this course, students must have passed the exam [Managing Microsoft Teams \(MS-700\)](#)

Objectives

- Plan and configure a Microsoft Teams environment
- Manage chat, teams, channels, and apps
- Manage calling and meetings
- Monitor and troubleshoot a Microsoft Teams environment

Niveau

Avancé

Classroom Registration Price (CHF)

2500

Virtual Classroom Registration Price (CHF)

2350

Duration (in Days)

3

Reference

MS-720T00