

Microsoft Teams Voice Engineer (MS-720)

Modality: Virtual Classroom

Duration: 3 Days

*If you enroll in this course at the listed price, you receive a **Free Official Exam Voucher** for the MS-720 Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately.*

About this Course:

In this 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.

Course Objectives:

- Plan and Configure Microsoft Teams Phone
- Plan and optimize network performance for Teams Phone
- Configure and deploy Direct Routing
- Configure, deploy, and manage Teams devices
- Monitor and Troubleshoot Teams Phone

Audience:

The Microsoft Teams Voice Engineer is familiar with telecommunication technologies and has experience in Microsoft Teams, Microsoft 365, and PowerShell. They must be able to deploy and configure Microsoft Teams Phone with PSTN connectivity through Direct Routing, Operator Connect, and Teams Calling Plans. The Microsoft Teams Voice Engineer manages Teams-certified devices, audio/video conferencing, and voice migration. The Microsoft Teams Voice Engineer collaborates with telephony providers and third-party vendors to enable advanced voice features in Microsoft Teams. The Microsoft Teams Voice Engineer also works with administrators for other workloads, including networking, identity, licensing, security, and compliance. To earn the Microsoft Teams Voice Engineer certification, candidates must pass Exam MS-700: Managing Microsoft Teams in addition to the MS-720 exam.

Prerequisites:

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

- Monitor and troubleshoot a Microsoft Teams environment

Course Outline:

Module 1: Plan and configure Teams Phone

After completing this module, students will learn how to plan for and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and how to extend Teams Phone with additional services.

Lessons

- Plan 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

Lab : Prepare the lab environment

- Configure your lab environment
- Assign permissions

Lab : Plan for Teams Voice

- Validate licenses and devices

Lab : Configure your environment for Teams Voice Usage

- Evaluate your network with the Network Planner
- Use the Network Testing Tool
- Configure a basic network topology
- Configure Voice Policies
- Configure Emergency Calling
- Configure Audio Conferencing Settings
- Prepare users for calling
- Configure call queues and auto attendants

Lab : Expand your Teams Voice Environment to use Direct Routing

- Configure the session border controller
- Configure direct routing settings
- Test direct routing configuration

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

In this module, students will learn how to configure Teams Phone users, devices, and troubleshoot Teams Phone voice issues.

Lessons

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

Lab : Migrate Voice Services from Skype for Business to Teams

- Configure hybrid environment
- Migrate users to Teams

Lab : Manage your Teams Voice 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