

MS-720T00: Microsoft Teams Voice Engineer

Duration: 24 Hours (3 Days)

Course Overview

The MS-720T00: Microsoft Teams Voice Engineer course is designed to equip learners with the skills needed to plan, configure, manage, and troubleshoot Microsoft Teams Voice solutions. This includes understanding how to integrate voice capabilities in Teams, optimize network performance, and migrate from Skype for Business to Teams. As part of the Microsoft Teams Voice training, learners will explore configuring phone systems, auto attendants, and call queues, as well as deploying Direct Routing and leveraging additional services to enhance Teams Phone functionality. The course is structured into modules, with Module 1 focusing on planning and configuration, and Module 2 emphasizing management. Through a mix of lessons and hands-on labs, participants will gain practical experience in configuring and managing voice users, deploying Teams devices, and monitoring and troubleshooting Teams Phone issues. This comprehensive training prepares individuals to become proficient Microsoft Teams Voice Engineers, a vital role for organizations leveraging Teams for unified communications.

Audience Profile

The MS-720T00 course equips IT professionals with the skills needed to configure and manage Microsoft Teams Voice solutions.

- IT Support Engineers focused on communication infrastructure
- Systems Administrators managing Microsoft Teams environments
- Voice Engineers transitioning from Skype for Business to Teams
- Network Engineers optimizing VoIP services
- Unified Communications Managers overseeing voice solutions
- Microsoft 365 Certified Teams Administrators
- IT Consultants designing Teams deployments for organizations
- Telecommunications Specialists implementing Direct Routing
- IT Project Managers overseeing voice integration projects
- Technical Advisors for Teams Phone systems

Course Syllabus

Module 1: Plan and Configure Teams Phone

After completing this module, students will learn how to plan and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect, and extending 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

Labs

- 1. Prepare the lab environment**
 - a. Configure your lab environment
 - b. Assign permissions
- 2. Plan for Teams Voice**
 - a. Validate licenses and devices
- 3. Configure your environment for Teams Voice usage**
 - a. Evaluate your network with the Network Planner
 - b. Use the Network Testing Tool
 - c. Configure a basic network topology
 - d. Configure Voice Policies
 - e. Configure Emergency Calling
 - f. Configure Audio Conferencing Settings
 - g. Prepare users for calling
 - h. Configure Call Queues and Auto Attendants
- 4. Expand your Teams Voice environment to use Direct Routing**
 - a. Configure the session border controller
 - b. Configure Direct Routing settings
 - c. 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, manage devices, and troubleshoot Teams Phone voice issues.

Lessons

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

Labs

- 1. Migrate Voice Services from Skype for Business to Teams**
 - a. Configure a hybrid environment
 - b. Migrate users to Teams
- 2. Manage your Teams Voice Environment**
 - a. Manage voice users
 - b. Manage Teams devices
 - c. 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