

**Collaboration Communications Systems Engineer (MS-721)**

**Course Number:** MOC-MS-721  
**Duration:** 4 days

**Overview**

This Collaboration Communications Systems Engineer training (official Microsoft course MS-721) teaches attendees how to plan, deploy, configure, maintain, and troubleshoot Microsoft Teams Phone, meetings, and certified devices. Participants also learn how to manage personal and shared space devices, including Microsoft Teams Rooms and Surface Hub.

**Prerequisites**

Students must have general knowledge of:

* Microsoft 365 and Microsoft Teams
* Networking, telecommunications, and audio/visual basics
* Identity and access management basics

**Materials**

All Microsoft 365 training students receive Microsoft official courseware.

For all Microsoft Official Courses taught in their entirety that have a corresponding certification exam, an exam voucher is included for each participant.

**Software Needed on Each Student PC**

Attendees will not need to install any software on their computers for this class. The class will be conducted in a remote environment that Accelebrate will provide; students will only need a local computer with a web browser and a stable Internet connection. Any recent version of Microsoft Edge, Mozilla Firefox, or Google Chrome will work well.

**Objectives**

* Configure and deploy Microsoft Teams Phone, meetings, and certified devices, including Microsoft Teams Rooms and Surface Hub
* Use the Microsoft Teams admin center, PowerShell, the Microsoft Teams Rooms Pro Portal, and the Call Quality Dashboard
* Configure and deploy Microsoft Teams Phone with PSTN connectivity through Microsoft Calling Plans, Operator Connect, Teams Phone Mobile, and Direct Routing

**Outline**

* Introduction to Teams meetings and calling
* Plan for Teams Phone
* Plan for Microsoft Teams Rooms and Surface Hub
* Plan and optimize network performance for Teams media
* Configure and deploy Teams Phone
* Configure and deploy Teams Phone with Direct Routing
* Extend Teams Phone with additional services
* Manage meetings and events experiences
* Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams
* Configure and manage voice users
* Configure auto attendants and call queues
* Configure, deploy, and manage Teams devices
* Guided project - Prepare meeting room experiences
* Monitor and troubleshoot Teams collaboration communications systems