MS-720T00: Microsoft Teams Voice Engineer

Category: Modern Workplace & M365 | **Vendor:** Microsoft

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	Microsoft 365 Certified: Teams Voice Engineer Expert
Related Exam:	MS-720

Course Overview

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.

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.

Who Should Attend

The Microsoft Teams Voice Engineer plans, designs, configures, maintains, and troubleshoots an integrated communications solution at an organization. The Microsoft Teams Voice Engineer must be able to translate business requirements into technical architecture and designs for communication solutions. 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 & Entry Requirements

General Prerequisites:

Before attending this course, students should have intermediate knowledge of the following topics from MS-700: Managing Microsoft Teams:

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

Learning Outcomes

Upon successful completion of this course, participants will be able to:

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

Detailed Course Outline

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

2 - Manage Teams Phone

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

Certification Path

Microsoft 365 Certified: Teams Voice Engineer Expert

Exam: MS-720

Frequently Asked Questions

Q: What delivery options are available for MS-720T00: Microsoft Teams Voice Engineer?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The MS-720T00: Microsoft Teams Voice Engineer course helps prepare you for the Microsoft 365 Certified: Teams Voice Engineer Expert certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the MS-720 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day MS-720T00: Microsoft Teams Voice Engineer course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the MS-720T00: Microsoft Teams Voice Engineer training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for MS-720T00: Microsoft Teams Voice Engineer?

Yes, we provide corporate training, dedicated training, and closed classes for MS-720T00: Microsoft Teams Voice Engineer. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for MS-720T00: Microsoft Teams Voice Engineer?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your MS-720T00: Microsoft Teams Voice Engineer training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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