MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams

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

Duration: 40.00 hours (5 days) **32.5 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-721

Course Overview

MS-721T00: Plan, configure, and manage collaboration communications systems with Microsoft Teams prepares IT professionals to become Collaboration Communications Systems Engineers. Participants will learn how to plan, configure, deploy, manage, and troubleshoot Microsoft Teams-based collaboration systems, including Teams Phone, Microsoft Teams Rooms, Teams Premium, and other certified devices. Learners will engage in hands-on labs and real-world scenarios that emphasize secure collaboration practices like least privilege access, identity protection, conditional access, and threat monitoring using Microsoft Defender and Teams admin tools. By the end of the course, learners will be able to: Design and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing) Manage Teams meetings, webinars, and town halls Configure Microsoft Teams Rooms and Surface Hub devices Monitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality Dashboard Apply identity and access management best practices

About This Course

MS-721T00: Plan, configure, and manage collaboration communications systems with Microsoft Teams prepares IT professionals to become Collaboration Communications Systems Engineers. Participants will learn how to plan, configure, deploy, manage, and troubleshoot Microsoft Teams-based collaboration systems, including Teams Phone, Microsoft Teams Rooms, Teams Premium, and other certified devices. Learners will engage in hands-on labs and real-world scenarios that emphasize secure collaboration practices like least privilege access, identity protection, conditional access, and threat monitoring using Microsoft Defender and Teams admin tools. By the end of the course, learners will be able to: Design and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing) Manage Teams meetings, webinars, and town halls Configure Microsoft Teams Rooms and Surface Hub devices Monitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality Dashboard Apply identity and access management best practices

Who Should Attend

- Collaboration Communications Systems Engineers are responsible for planning, deploying, configuring, maintaining, and troubleshooting collaboration communication systems that include Microsoft Teams Phone, Microsoft Teams meetings, Microsoft Teams Premium, Microsoft Teams Rooms, flexible workspaces, and other certified and supported devices.
- They have a fundamental understanding of networking, telecommunications, audio/visual and meeting room technologies, and identity and access management. They're also proficient in managing collaboration and communications solutions by using Microsoft Teams admin center, Microsoft Teams Rooms Pro Management portal, PowerShell, and Microsoft Call Quality Dashboard.
- To succeed in their role, they collaborate with Teams administrators, Microsoft identity and access administrators, Microsoft 365 administrators, and owners of other workloads, including facilities managers, network engineers, security engineers, device manufacturers, telephony providers, and Microsoft Certified solution providers.

Prerequisites & Entry Requirements

General Prerequisites:

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

Learning Outcomes

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

Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best practices, Course ObjectivesDesign and implement Teams Phone with PSTN connectivity (Calling Plans, Operator Connect, Direct Routing)Manage Teams meetings, webinars, and town hallsConfigure Microsoft Teams Rooms and Surface Hub devicesMonitor and optimize performance using Teams admin tools, PowerShell, and the Call Quality DashboardApply identity and access management best

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Detailed Course Outline

1 - Introduction to Teams meetings and calling

- Overview of Teams meetings and events
- Overview of Teams Phone
- Overview of auto attendants and call queues
- Overview of Teams clients
- Overview of Microsoft Teams Rooms and phones
- Overview of Microsoft 365 Copilot in Teams calling, meetings, and devices
- Module assessment

2 - Plan for Teams Phone

- Plan to deploy Teams Phone
- Plan for Teams Phone PSTN connectivity
- Determine license requirements
- Plan for Teams Phone devices
- Plan and design Teams Phone features
- Plan for voicemail
- Module assessment

3 - Plan for Microsoft Teams Rooms and shared meeting spaces

- Determine license requirements for Microsoft Teams Rooms and shared devices
- Overview of Microsoft 365 Copilot and Microsoft Teams Rooms
- Understand differences between Microsoft Teams Rooms on Android and Windows
- Understand Microsoft Teams Rooms on Surface Hub 2S
- Understand and plan Teams Room accessories, components, and peripherals
- Integrate Teams with third-party or existing conferencing solutions
- Understand Teams Rooms management options
- Module assessment

4 - Plan and optimize network performance for Teams media

- Understand Teams network requirements
- Evaluate network specifications
- Design network for media optimization
- Design and validate VPN split tunneling
- Configure media bit rate for Teams
- Design and implement QoS
- Module assessment

5 - Configure and deploy Teams Phone

- Configure emergency calling for Teams Calling Plans
- Manage and configure Microsoft PSTN numbers
- Configure Operator Connect and Teams Phone Mobile
- Configure Teams Phone policies
- Create and manage Teams policies
- Module assessment

6 - Configure and deploy Teams Phone with Direct Routing

- Design Direct Routing call flows
- Implement SIP trunking with Direct Routing
- Configure Emergency Calling for Direct Routing
- Extend Teams Direct Routing infrastructure
- Deploy and maintain a survivable branch appliance
- Module assessment

7 - Extend Teams Phone with additional services

- Understand how Teams interacts with additional services
- Configure compliance recording in Teams
- Configure and integrate a certified contact center in Teams
- Design and deploy voice bots in Teams
- Module assessment

8 - Manage meetings and events experiences

- Explore meetings and events in Microsoft Teams
- Configure meeting settings
- Create and manage meeting policies
- Configure audio conferencing
- Create and manage meeting templates and template policies
- Create and manage meetings customization policies
- Explore webinars and town halls with Teams Premium
- Create and manage events policies
- Explore immersive spaces in Teams
- Module assessment

9 - Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams

- Prepare
- Module assessment

10 - Configure and manage voice users

- Enable users for Teams Phone
- Enable users for Direct Routing with Teams Phone
- Enable additional calling features for Teams Phone
- Enable users for Teams Phone Mobile
- Module assessment

11 - Configure auto attendants and call queues

- Design call flows for auto attendants and call queues
- Configure auto attendants and call queues
- Deploy a channel-based call queue
- Configure resource accounts
- Configure Microsoft 365 groups for voicemail
- Interpret call queue conference modes
- Interpret call queue routing methods
- Configure holidays for auto attendants and call queues
- Configure custom music on hold
- Deploy and manage Queues app
- Module assessment

12 - Configure, deploy, and manage Teams devices

- Manage Microsoft Teams Phones
- Manage Microsoft Teams Room Systems
- Microsoft Teams Rooms management options
- Manage Surface Hub 2S devices
- Configure Microsoft Teams SIP gateway
- Manage Microsoft Teams displays
- Remote provisioning and sign in for Teams Phones
- Update Microsoft Teams devices remotely
- Manage Microsoft Teams device tags
- Module assessment

13 - Guided project - Prepare meeting room experiences

- Prepare
- Module assessment

14 - Monitor and troubleshoot Teams collaboration communications systems

- Diagnose and troubleshoot phone number assignment
- Diagnose and troubleshoot Teams client issues
- Diagnose and troubleshoot call failure and call quality issues
- Report on and troubleshoot Teams calls with Call Quality Dashboard
- Diagnose and troubleshoot Direct Routing issues
- Troubleshoot and monitor Teams devices
- Troubleshoot Teams meetings and calling
- Troubleshoot Teams Rooms devices
- Module assessment

15 - Configure BYOD spaces and bookable desks

- Explore BYOD spaces and bookable desks
- Prepare BYOD spaces and peripherals
- Configure buildings and floors for Microsoft Places
- Configure bookable desks and desk pools
- Enable desk booking with Microsoft Places
- Manage and monitor BYOD spaces
- Module assessment

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

Certification Path

Microsoft 365 Certified: Teams Voice Engineer Expert

Exam: MS-721

Upcoming Schedule

Available training dates for MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams:

Start Date	End Date	Location	Delivery	Price
02 Nov 2026	06 Nov 2026	Online	Virtual	€2,995.00

Frequently Asked Questions

Q: What delivery options are available for MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams?

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-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams 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-721 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 5-day MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams?

Yes, we provide corporate training, dedicated training, and closed classes for MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams. 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: What related terms do people search for?

Popular related searches include: MS-721T00: Plan, configure, and manage collaboration communications systems with Microsoft Teams, Microsoft, vILT, MS-721T00

Q: Why choose Nexus Human for MS-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams?

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-721T00 Plan, configure, and manage collaboration communications systems with Microsoft Teams 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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