

# MS-721T00: Collaboration Communications Systems Engineer Course

**Course Duration: 32 Hours**

**Course code: MS-721T00**

## 1. Course Overview

The **MS-721T00: Collaboration Communications Systems Engineer** course is designed to provide in-depth knowledge and hands-on skills required to plan, design, configure, and manage Microsoft Teams Phone and related communication solutions. This training equips you with the expertise to integrate telephony capabilities, configure Microsoft Teams calling features, and manage communication devices, meeting rooms, and voice solutions in an enterprise environment. You will also learn to ensure quality, security, and compliance for communication systems while supporting user adoption and operational excellence.

## 2. What You'll Learn?

By the end of this course, you will be able to:

- Plan and design Microsoft Teams Phone solutions.
- Configure Microsoft Teams Phone settings and policies.
- Deploy and manage calling plans and direct routing.
- Set up and manage Teams-certified devices and meeting rooms.
- Implement call quality and analytics monitoring.
- Ensure security, compliance, and governance for communication systems.
- Troubleshoot common Teams Phone and communications issues.

### 3. Target Audience

This course is ideal for:

- Collaboration Communications Systems Engineers.
- Microsoft Teams Administrators responsible for voice and calling capabilities.
- IT Professionals managing enterprise communication solutions.
- System Engineers and Solution Architects designing Microsoft Teams calling solutions.

### 4. Pre-Requisites

Before attending this course, you should have:

- A good understanding of Microsoft Teams, Microsoft 365, and related workloads.
- Knowledge of telecommunication fundamentals and voice over IP (VoIP).
- Familiarity with network technologies and PowerShell scripting.
- Experience with Microsoft Teams administration.

### 5. Course Content

#### **Module 1: Plan and Configure Microsoft Teams Phone**

- Overview of Teams Phone architecture and licensing.
- Plan and configure Teams Phone settings.
- Deploy and manage calling plans.

#### **Module 2: Implement Direct Routing**

- Direct Routing architecture and requirements.

- Configure session border controllers (SBCs).
- Troubleshoot Direct Routing issues.

### **Module 3: Manage Teams Devices and Meeting Rooms**

- Configure and manage Teams-certified devices.
- Deploy and manage Teams Rooms and Surface Hubs.
- Device management policies and monitoring.

### **Module 4: Monitor and Troubleshoot Teams Phone**

- Use the Teams admin center for monitoring.
- Call quality dashboard and analytics.
- Troubleshooting tools and techniques.

### **Module 5: Security, Compliance, and Governance**

- Implement communication compliance policies.
- Configure retention and DLP for Teams Phone.
- Secure voice communications and prevent fraud.