

Microsoft Teams Voice Engineer

Content

Module 1: Plan and Configure Teams Phone

- **Lessons**
 - 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
- **Labs**
 - **Lab 1: Prepare the Lab Environment**
 - Configure your lab environment
 - Assign permissions
 - Validate and manage licenses
 - Setup PowerShell for Microsoft Teams Administration
 - **Lab 2: Configure Your Environment for Teams Phone**
 - Evaluate your network requirements with the Network Planner
 - Use the Teams Network Assessment Tool
 - Configure a basic network topology for dynamic emergency calling
 - Configure voice policies
 - Prepare users for calling
 - Configure audio conferencing settings
 - Configure call queues and auto attendants
 - **Lab 3: Expand Your Teams Voice Environment to Use Direct Routing**
 - Configure the session border controller
 - Configure direct routing settings
- **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

- **Lessons**
 - Configure and manage voice users
 - Configure, deploy, and manage Teams devices
 - Monitor and troubleshoot Teams Phone
- **Lab**
 - **Lab 1: Manage Your Teams Phone Environment**
 - Manage voice users
 - Manage Teams devices
 - 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