

How to Manage Microsoft Teams Phone System

This intermediate Microsoft Teams Phone System training teaches you to set up, configure, and manage a phone network for internal and external communication using only Microsoft Teams. Learn to connect to the public switched telephone network (PSTN) for global calls and ensure reliable internal communication. Ideal for admins, team training, or onboarding, this course equips you with essential Teams Phone System management skills.

[CBT Nuggets course material](#) →

WEEK 1

Microsoft Teams Phone System Policies

162 min.

Intro: Microsoft Teams Phone System policies	1
Create and Manage Call Park Policies	12
Create and Manage Calling Policies	11
Create and Manage Caller ID Policies	10
Manage User Voice Settings	13

Microsoft Teams calling plans, direct routing and emergency calling

Overview	1
Intro: Calling plans, direct routing and emergency calling	1
Calling Plans versus Direct Routing	14
Emergency Calling	8
Calling 911 in Teams Demo	5
Dynamic Emergency Routing	14
Emergency Calling Policies	12

Microsoft Teams Dial Plans and Call Routing

Overview	1
Intro: Dial Plans and Call Routing Techniques	1
Microsoft Teams Dial Plans	10
Create and Manage Dial Plans	14
Health Dashboards	5
Create and Manage Call Queues	14
Create and Manage Auto Attendants	13

WEEK 2

5 min.

