

# Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate (MS-721)

This intermediate Microsoft 365 Certified: Collaboration Communications Systems Engineer Associate (MS-721) training equips you with the skills to configure, deploy, and manage Microsoft Teams Phone systems. Leverage hands-on demonstrations to learn how to design and optimize communication solutions that improve operational efficiency, reduce costs, and ensure seamless connectivity across your organization.

[CBT Nuggets course material](#) →

## WEEK 1

### Microsoft Teams Overview

- Understanding Microsoft MS-721 Exam
- Teams Meetings and Events Overview
- Teams Phone Overview
- Auto Attendants and Call Queues Overview
- Teams Clients Overview
- Microsoft Teams Rooms and Phones Overview
- Validation

### Plan for Team Meetings, Webinars and Town Halls

- Introduction
- Plan for Team Meetings
- Plan for Team Webinars
- Plan for Town Halls
- Recommend Meeting Types
- Plan and Design Teams Meeting Policies and Settings
- Validation

### Plan and recommend additional Teams features

- Introduction
- Plan for PSTN audio conferencing
- Recommend when to use Teams Premium
- Recommend methods for assigning policies
- Plan and design Teams policy packages
- Recommend when to use Microsoft Copilot for Microsoft 365 in Teams
- Validation

## Plan and Design Teams Phone and PSTN connectivity

Introduction

Microsoft 365, Office 365, and Microsoft Teams Licensing

Identify Licensing Requirements to Enable Teams Phone for Users, Shared Devices, and Teams Resource Accounts

Identify PSTN Connectivity Requirements

### WEEK 2

Recommend When to use Teams Phone Mobile

Plan for Operator Connect

Validation

## Shared Calling, Phone Numbers and Devices

Introduction

Plan for Shared Calling

Plan usage scenarios for service and user phone number

Plan for porting and/or acquiring phone numbers

Recommend devices for Teams Phone

Plan for and recommend analog devices, Session Initiation Protocol (SIP) handsets, and SIP devices

Validation

## Microsoft SBAs, SBCs and other solutions

Introduction

Recommend an appropriate billing method for communications consumption

Recommend when to use Survivable Branch Appliances (SBAs)

Plan and design Direct Routing call flows

Recommend a Session Border Controller (SBC) solution based on PSTN connectivity

Identify an appropriate compliance recording solution

Identify an appropriate certified contact center solution

Validation

## Recommend Teams Rooms Devices

Introduction

Recommend a room configuration based on the meeting space

Recommend a room configuration based on customer and business requirements

Choose between Teams Rooms Basic and Teams Rooms Pro

Recommend a Teams Rooms device platform, including Windows and Android

Validation

## Recommend Teams-certified devices and components

Introduction

### WEEK 3

Recommend Teams-certified devices

Recommend Teams Rooms certified components

Recommend when to use Cloud Video Interop (CVI)

Validation

## Direct Guest Join & Rooms Devices Update Strategy

Introduction

Recommend when to use Direct Guest Join

Recommend an update strategy for Teams Meeting Room devices

Identify the requirements for a Microsoft Teams Rooms resource account

Identify the enrollment requirements for Microsoft Intune

Plan for advanced features on shared devices

Validation

## Preparing the Network for Microsoft Teams

Introduction

Perform a network analysis by using the Microsoft Teams Network Assessment Tool

Determine network readiness for Teams

Recommend when to use Enterprise Content Delivery Network (eCDN)

Determine network requirements by using the Network planner for Teams

Validation

### PowerShell Overview

Introduction

Why PowerShell?

Install PowerShell

Install Visual Studio Code

## WEEK 4

Understand Cmdlets

Teams PowerShell Module

Use Parameters with Cmdlets

Validation

### Microsoft Teams Quality of Service (QoS)

Introduction

Specify the optimal network architecture for Teams

Specify Teams Quality of Service (QoS) requirements and policies

Configure Teams for QoS

Validation

### MBR, Network Topologies and Tenant Data

Introduction

Configure Media Bit Rate (MBR)

Create and assign a network roaming policy via MTAC

Create and assign a network roaming policy via PowerShell

Configure the network topology via MTAC

Configure the network topology via PowerShell

Configure tenant data upload for the Microsoft Call Quality Dashboard

Configure reporting labels for Call Analytics

Validation

### Create and manage meeting policies (Part 1)

Introduction

Meeting Policies

Configure meeting policies - Meeting Scheduling

Configure meeting policies - Meeting join and Lobby

Configure meeting policies - Meeting engagement

## WEEK 5

Validation

### Create and manage meeting policies (Part 2)

Introduction

Configure meeting policies - Content Sharing

Configure meeting policies - Content Protection

Configure meeting policies - Recording & Transcription

Configure meeting policies - Audio & Video

Configure meeting settings - User Settings

Validation

## **Meeting settings, Avatars and Microsoft Mesh**

Configure meeting settings - MTAC

Managing policy packages in Teams

Teams Group policy assignment

Configure avatars for Teams meetings

Configure Microsoft Mesh meetings in Microsoft Teams

Validation

## **Configure and manage meeting features**

Introduction

Configure and manage meeting features

Configure and manage meeting features

Configure and manage meeting features

Configure and manage meeting features

Configure and manage meeting features

## **WEEK 6**

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Validation

## **CVI policies, Copilot, and Virtual Appointments**

Introduction

Create and manage Teams meeting templates and meeting template policies

Configure Cloud Video Interop policies

Configure virtual appointments, including advanced features

Configure meeting recording and transcription to support Copilot for Microsoft 365

Validation

## **Configure and manage audio conferencing**

Introduction

Configure audio conferencing for Teams

Configure a default audio conferencing bridge

Configure an audio conference bridge number

Configure a toll-free conference bridge number

Assign a specific audio conferencing number to a user

Configure the audio conferencing numbers included in meeting invitations

Validation

## **Configure and manage Teams webinars**

Introduction

Configure webinar roles and presenter and attendee experience

Manage access to scheduling Teams webinars

Configure advanced webinar features

## **WEEK 7**

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Configure policies for Teams webinars

Configure in-org vs public webinars

Configure attendee interaction for webinars

Validation

## **Configure and manage Teams Town halls**

Configure Town Hall settings

Configure advanced Town hall features

Configure policies for Teams Town halls

Configure a Microsoft eCDN for Town halls

Configure Town halls with Viva Engage

Configure Town halls with Microsoft Stream

Validation

### **Configure dial plans**

Introduction

Types of Microsoft Dial Plans

E.164 Number Format

Normalization Rules

Configuring a Teams Dial Plan

Validation

### **Calling, Call Park and Caller ID Policies**

Introduction

Configure Calling Policies

## **WEEK 8**

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Configure Call Park policies

Configure Caller ID policies

Validation

### **IP Phone, Mobility, Voicemail, Call hold Policies**

Introduction

Configure IP Phone Policies

Configure Mobility Policies

Configure Voicemail Policies

Configure Call hold Policies

Validation

### **Calling Restrictions and Compliance Recording**

Introduction

Configure outbound call restrictions

Configure inbound call blocking

Configure routing of unassigned numbers

Configure compliance recording policies

Validation

### **Microsoft Teams Auto Attendants**

Introduction

Design Call Flows for Auto Attendants (AA)

Configure an Auto Attendant (AA)

AA - Business and after hours

## **WEEK 9**

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AA - Holiday call settings

AA - Directory Search

AA - Authorized users

Auto Attendant Diagnostic Tool

Validation

### **Microsoft Call Queues**

Introduction

Design Call Flows for Call Queues

Call Queues and Auto Attendant Resource Accounts

Configure a Call Queue

Call Queue Demo

Validation

## Microsoft Call Queues Options

Introduction

Configure holidays for call queues

Choose an appropriate call queue routing method

Configure custom Music on Hold (MoH)

Configure voice applications policies and Authorized Users

Queues app for Microsoft Teams

Validation

## Call Queues Dynamic Caller ID and Callback

Introduction

Assign phone numbers to resource accounts, including toll-free phone numbers

Assign a dynamic caller ID policy for call queues

Call Queue Callback

## WEEK 10

The challenge of improving hold times

Validation

## Configure Dynamic Emergency Calling (Part 1)

Introduction

Design a solution for dynamic emergency calling

Configure emergency calling locations

Configure emergency call routing policies

Configure emergency calling policies

Validation

## Configure Dynamic Emergency Calling (Part 2)

Introduction

Network Topologies and Emergency Policies

Configure networks and locations (LIS) | Trusted IP Addresses

Configure networks and locations (LIS) | Subnet

Configure networks and locations (LIS) | Ethernet switch

Configure networks and locations (LIS) | Ethernet switch/port

Configure networks and locations (LIS) | WAP

Validate emergency address and emergency calling from Teams clients

Troubleshoot dynamic emergency address

Validation

## Configure and manage users for Teams Phone

Introduction

Assign a Teams Phone Standard license

Assign a Teams Calling Plan

Assign user dial plans

## WEEK 11

Assign phone numbers to users by using the Microsoft Teams admin center

Assign phone number in bulk by using PowerShell

Assign a verified emergency address location

Assign a calling policy to a user

Assign a private line to a user

Validation

## Calling Features for Teams Phone

Introduction

Configure Voicemail  
Configure Group Call Pickup  
Configure Call Forwarding  
Configure Simultaneous Ring  
Configure Call Delegation  
Configure Shared Calling  
Validation

### **Direct Routing for Teams Phone (Part 1)**

Introduction  
Configure connectivity for Teams Phone to a SBC  
Create and configure a PSTN gateway  
Create PSTN usage records  
Create and configure voice routes  
Create and configure voice routing policies  
Assign a voice routing policy to a Direct Routing user  
Testing Direct Routing  
Validation

### **Direct Routing for Teams Phone (Part 2)**

Introduction  
Validate Direct Routing SBC connectivity  
Troubleshoot Direct Routing by using the Teams admin center

## **WEEK 12**

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Design Location-Based Routing (LBR)  
Configure Location-Based Routing (LBR)  
Validation

## **Direct Routing and Local Media Optimization (LMO)**

Introduction  
LMO (Local Media Optimization)  
Local Media Optimization supported scenarios  
Local Media Optimization modes  
Configure Local Media Optimization for Direct Routing  
Local Media Optimization Call Flows  
Validation

## **Direct Routing Rules, Conferencing and SBAs**

Introduction  
Configure trunk translation rules  
Configure on-network conferencing for Direct Routing  
Configure Survivable Branch Appliance (SBA) policies  
Manage emergency call routing policies for Direct Routing  
Validation

## **Deploy common area, user and conference phones**

Introduction  
Different types of phones and deployment scenarios  
Deploy common area phones | Using Web Sign-in

## **WEEK 13**

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Deploy common area phones | via Microsoft Teams admin center  
Deploy user phone  
Deploy Conference Phone  
Deploy Teams Rooms Device  
Validation

## Configure device settings and updates

Introduction

Configure Device Settings

Configure Device Settings | Device Lock

Configure Device Settings | Hotline

Configure Local Network Settings

Configure Device Updates

Validation

## Meeting Room Settings and managing MTR devices

Introduction

Recommend Conditional Access Policy MFA exceptions for Resource accounts

Configure meeting room settings by using the Microsoft Teams admin center or the local Teams application settings and configure device configuration profiles for Android based devices

Manage Teams Rooms from the Microsoft Teams Rooms Pro Management portal

Specify Intune configuration requirements for Teams devices

Validation

## Device Tags, SIP Gateways and Device Monitoring

Introduction

Create and manage Teams device tags

Configure SIP Gateway and provision SIP devices

Manage and monitor shared space rooms that include bring-your-own device

Monitor Teams device health

Validation

## Troubleshoot Microsoft Devices

Introduction

Troubleshoot authentication issues

Troubleshoot update issues

Troubleshoot remote provisioning issues

Troubleshoot Bluetooth beaconing

Download Device Logs

Validation

## Configure Teams Rooms and Devices (Part 1)

Introduction

Configure IP phone policies

Configure settings and configure device configuration profiles for Android based devices

Enable hotline for shared space devices

Deploy Android devices remotely

Specify domain group policy exclusions for Teams Rooms on Windows

Configure custom displays for Teams Rooms on Windows

Customize meeting room settings by using XML files on Windows

Validation

## Configure Teams Rooms and Devices (Part 2)

Introduction

Configure settings for peripherals for Teams Room on Windows

Configure HDMI ingest and options

Configure a content camera

Configure Teams casting

Microsoft Teams Rooms Pro Management Portal

Validation

## **WEEK 15**

### **Configure Teams Rooms and Devices (Part 3)**

Introduction

Configure proximity join

Configure room remote

Configure Direct Guest Join

Configure hot desking on Teams shared devices

Configure AI-enabled voice and video capabilities for shared space devices

Thank you!

Validation