

Collaboration Communications Systems Engineer Associate

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

COURSE CODE

MS-721

DELIVERY

Virtual, On-site, or Hybrid

DURATION

5 days

CERTIFICATION TRACK

Collaboration Communications Systems Engineer Associate

AUDIENCE PROFILE

Who This Program Is For

- 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.

PROGRAM SUMMARY

What This Course Covers

Certification-focused enterprise program aligned to Collaboration Communications Systems Engineer Associate (MS-721).

Tailored Delivery Available

This outline can be adapted for virtual, on-site, or hybrid delivery, with emphasis adjusted for your team's platform priorities, role mix, and implementation goals.

COMPLETE MODULE SEQUENCE

Module Flow and Topic Coverage

The structure below presents the current delivery flow for this program, including the associated topic areas covered under each module.

1 MS-721 Plan and design Teams collaboration communications systems

Learn how to plan, design, and deploy Microsoft Teams collaboration communications systems with Microsoft Teams meetings, Teams Phone, Microsoft Teams Rooms, Surface Hub, and other shared space devices.

- Introduction to Teams meetings and calling
- Plan for Microsoft Teams Phone
- Plan for Microsoft Teams Rooms and shared meeting spaces
- Plan and optimize network performance for Teams media
- Configure and deploy Teams Phone
- Configure and deploy Teams Phone with Direct Routing
- Extend Teams Phone with additional services

2 MS-721 Manage Teams collaboration communications systems

Discover how to manage Teams collaboration communications systems, including Microsoft Teams meetings, Teams Phone, Microsoft Teams Rooms, BYOD rooms, bookable desks, Microsoft Places, and other devices. You'll learn how to manage Teams users, Teams devices, and perform common troubleshooting tasks.

- Manage meetings and events experiences
- Guided project - Create and assign Teams policies to meet business requirements in Microsoft Teams
- Configure and manage voice users
- Configure auto attendants and call queues
- Configure, deploy, and manage Teams devices
- Guided project - Prepare meeting room experiences
- Monitor and troubleshoot Teams collaboration communications systems
- Configure BYOD spaces and bookable desks