



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Discovering Microsoft Teams Voice Features

CODE:

MCS_WS-RDMTVF

LENGTH:

8 Hours (1 day)

PRICE:

Request Price

Description

This one-day course will cover Voice possibilities with Microsoft Teams. You will cover Teams Phone with Calling Plans, Direct Routing, and Operator Connect, in addition to Teams devices, audio/video conferencing, and voice migration.

Objectives

After completing this course, students will be able to:

- Plan for and configure Teams Phone, including Calling Plans, Direct Routing, Auto Attendants, Call Queues, Operator Connect -
- Extend Teams Phone with additional services - Configure Teams Phone users and devices
- Troubleshoot Teams Phone voice issues

Audience

This one-day course is aimed at administrators and IT professionals who want to deepen their know-how to carry out a Microsoft Teams implementation, with telephony capabilities.

Prerequisites

- Before attending this course, students must have:
- Good understanding of Microsoft 365 and License Plans
 - Good knowledge of AAD and AD - Good understanding of mobile operating systems, such as iOS and Android
 - Understanding of Voice Technologies

Programme

Module 1: Discover why Microsoft Teams is different than a standard communication Solution

- Collaboration Vs Communication Features
- Integration possibilities

Module 2: What is Direct Routing & Operator Connect & how each approach can solve specific demands

- Using Direct Routing Approach
- Connecting to Operator Connect, differences with Microsoft Calling Plan

Module 3: Administering Phone Numbers and Users, allocating devices and managing all together

- Maintain certified Devices
- Allocation on Users for dedicated numbers
- Virtual Users

Module 4: Phone functions, how they are administrated on Microsoft Teams

- Using Call Queues, Auto Attendant and other possibilities

Session Dates

On request. Please [Contact Us](#)

Additional Information

This training is also available as onsite training. Please contact us to find out more.