



MICROSOFT TRAINING

MS-721: Collaboration Communications Systems Engineer

Master Microsoft Teams and collaboration systems. Earn your MS-721 certification to design and implement robust communication solutions.

DURATION

48 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

The Microsoft MS-721: Collaboration Communications Systems Engineer course is meticulously designed for IT professionals aiming to master the deployment, configuration, and management of Microsoft Teams voice, video, and meeting solutions. This comprehensive program delves deep into the architecture of Microsoft Teams for enterprise communication, equipping you with the expertise to design and implement robust collaboration environments. You will gain hands-on experience with core technologies such as Microsoft Teams Phone System, Direct Routing, Audio Conferencing, and integrating various communication endpoints and devices.

Upon completion, participants will be proficient in managing the entire lifecycle of Microsoft Teams communication infrastructure, from planning and deployment to troubleshooting and optimization. This certification is crucial for organizations leveraging Microsoft Teams as their primary collaboration platform, ensuring seamless and secure communication. Earning the MS-721 certification validates your ability to enhance organizational productivity through sophisticated unified communications, making you an invaluable asset in the modern digital workplace.

Duration	48 hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MS-721

COURSE CURRICULUM

01 Module 1: Plan and Design Microsoft Teams Voice

- Evaluate and design network requirements for Teams voice
- Design Teams Phone System (licensing, numbers, calling plans)
- Design Direct Routing solutions
- Plan for Audio Conferencing
- Design Teams meeting rooms and devices

02 Module 2: Configure and Manage Microsoft Teams Voice

- Implement Microsoft Teams Phone System features
- Configure Direct Routing components
- Manage call flows, auto attendants, and call queues
- Administer voice applications and services

03 Module 3: Implement and Manage Microsoft Teams Meetings and Devices

- Configure meeting policies and settings
- Deploy and manage Teams Rooms and certified devices
- Manage live events and webinars
- Ensure compliance and governance for meetings

04 Module 4: Monitor and Troubleshoot Microsoft Teams Communications

- Monitor call quality and network performance using Call Quality Dashboard
- Troubleshoot Teams voice and video issues
- Analyze usage reports and adoption metrics
- Manage service health and incident response

05 Module 5: Integrate and Extend Microsoft Teams

- Integrate Teams with other Microsoft 365 services
- Configure interoperability with third-party PBXs
- Implement voice applications and bots
- Manage Teams policies and security

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Teams Voice Engineer**
- > **Unified Communications Specialist**
- > **Collaboration Solutions Architect**

FREQUENTLY ASKED QUESTIONS

Q: What prior experience or certifications are recommended before enrolling in the MS-721 course to ensure a strong foundation?

To maximize your learning and success in the MS-721 course, it is highly recommended to have a solid understanding of Microsoft 365 services, particularly Microsoft Teams administration. Familiarity with PowerShell for Microsoft 365 and basic networking concepts, including VoIP principles, would also be beneficial. While not strictly mandatory, prior experience with managing communication systems or a foundational Microsoft 365 certification like MS-900 or even MS-100/101 would provide an excellent head start.

Q: How does the MS-721 certification specifically prepare me to address the unique challenges of hybrid work environments in terms of unified communications?

The MS-721 certification directly addresses the complexities of hybrid work by focusing on robust, scalable, and secure communication solutions within Microsoft Teams. You will learn to design and implement features critical for a distributed workforce, such as reliable voice and video conferencing, streamlined meeting experiences across different devices, and global connectivity through Direct Routing. The course emphasizes ensuring high-quality communication regardless of user location, device, or network conditions, which is paramount for successful hybrid collaboration.

Q: Beyond basic configuration, what advanced troubleshooting and optimization skills will I acquire for complex Microsoft Teams voice environments?

This course moves beyond basic setup to equip you with advanced skills for diagnosing and resolving complex communication issues. You will learn to interpret detailed Call Quality Dashboard (CQD) reports, analyze media streams, and utilize PowerShell for in-depth diagnostics. The curriculum covers identifying root causes of voice quality degradation, troubleshooting Direct Routing connectivity, resolving device compatibility issues, and optimizing network performance for demanding real-time communication scenarios, enabling you to maintain a highly performant and reliable Teams voice infrastructure.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

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