## Exam Objectives

The following are the learning objectives for the exam. Inline with each objective are links to Microsoft documentation around the specific concept or service. In addition to the documentation, there are also online courses from Microsoft Learn and the Microsoft Partner virtual training series available for additional learning resources. Access to the exam objectives can be found on Microsoft Learn: <https://docs.microsoft.com/en-us/learn/certifications/exams/ms-900>

### Objective: Plan and Configure a Microsoft Teams Environment (45-50%)

Upgrade from Skype for Business to Microsoft Teams

* Choose an appropriate upgrade path and coexistence mode to meet specific requirements

1. [Upgrade from a Skype for Business on-premises deployment to Teams](https://docs.microsoft.com/en-us/microsoftteams/upgrade-to-teams-execute-skypeforbusinessonpremises) [Microsoft – Microsoft teams]
2. [FAQ — Upgrading from Skype for Business to Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/faq-journey) [Microsoft – Microsoft teams]
3. [Choose your upgrade journey from Skype for Business to Teams](https://docs.microsoft.com/en-us/microsoftteams/upgrade-and-coexistence-of-skypeforbusiness-and-teams) [Microsoft – Microsoft teams]
4. [Getting started with your Microsoft Teams upgrade](https://docs.microsoft.com/en-us/MicrosoftTeams/upgrade-start-here) [Microsoft – Microsoft teams]
5. [About the upgrade framework](https://docs.microsoft.com/en-us/MicrosoftTeams/upgrade-framework) [Microsoft – Microsoft teams]
6. [Understand Microsoft Teams and Skype for Business coexistence and interoperability](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-and-skypeforbusiness-coexistence-and-interoperability) [Microsoft – Microsoft teams]
7. [Migration and interoperability guidance for organizations using Teams together with Skype for Business](https://docs.microsoft.com/en-us/microsoftteams/migration-interop-guidance-for-teams-with-skype) [Microsoft – Microsoft teams]

* Plan and troubleshoot meeting migration

1. [Using the Meeting Migration Service (MMS)](https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/setting-up-the-meeting-migration-service-mms) [Microsoft – Docs – Skype For Business]

* Configure Microsoft Teams upgrade notification and meeting app choices

1. [Automated Upgrades from Skype for Business Online to Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/upgrade-automated) [Microsoft – Microsoft teams]
2. [Set upgrade options for a single user in your organization](https://docs.microsoft.com/en-us/microsoftteams/setting-your-coexistence-and-upgrade-settings) [Microsoft – Microsoft teams]
3. [Upgrade from Skype for Business Online to Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/upgrade-to-teams-execute-skypeforbusinessonline) [Microsoft – Microsoft teams]

* Configure coexistence mode for the organization and per-user

1. [Setting your coexistence and upgrade settings](https://docs.microsoft.com/en-us/microsoftteams/setting-your-coexistence-and-upgrade-settings) [Microsoft – Microsoft teams]
2. [Understand Microsoft Teams and Skype for Business coexistence and interoperability](https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interoperability) [Microsoft – Microsoft teams]
3. [Coexistence with Skype for Business](https://docs.microsoft.com/en-us/microsoftteams/coexistence-chat-calls-presence) [Microsoft – Microsoft teams]
4. [Upgrade from Skype for Business on-premises to Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/upgrade-to-teams-execute-skypeforbusinesshybridonprem) [Microsoft – Microsoft teams]

Plan and configure network settings for Microsoft Teams

* Plan for successful network deployment by using Network Planner

1. [Use the Network Planner for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/network-planner) [Microsoft – Microsoft teams]
2. [Prepare your network for upgrading to Teams](https://docs.microsoft.com/en-us/microsoftteams/upgrade-prepare-environment-prepare-network) [Microsoft – Microsoft teams]
3. [Prepare your organization’s network for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/prepare-network) [Microsoft – Microsoft teams]
4. [Using Network Planner – example scenario](https://docs.microsoft.com/en-US/microsoftteams/tutorial-network-planner-example) [Microsoft – Microsoft teams]

* Calculate network bandwidth capacity for Microsoft Teams voice, video, meetings and Live Events

1. [Prepare your organization’s network for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/prepare-network) [Microsoft – Microsoft teams]
2. [Microsoft Stream video delivery and network overview](https://docs.microsoft.com/en-us/stream/network-overview) [Microsoft – Docs – Stream]
3. [What are Microsoft Teams live events?](https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/what-are-teams-live-events) [Microsoft – Microsoft teams]

* Assess network readiness by using the Network Testing Companion

1. [Use the Network Testing Companion](https://docs.microsoft.com/en-us/microsoftteams/use-network-testing-companion) [Microsoft – Microsoft teams]

* Configure network ports and protocols used by Microsoft Teams client application

1. [Office 365 URLs and IP address ranges](https://docs.microsoft.com/en-us/office365/enterprise/urls-and-ip-address-ranges) [Microsoft – Office 365 Enterprise]
2. [Configure networking](https://docs.microsoft.com/en-us/microsoftteams/onboarding-checklist-configure-networking) [Microsoft – Microsoft teams]

* Configure media optimizations by using QoS

1. [Implement Quality of Service (QoS) in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/qos-in-teams) [Microsoft – Microsoft teams]
2. [Manage QoS Policy](https://docs.microsoft.com/en-us/windows-server/networking/technologies/qos/qos-policy-manage) [Microsoft – Docs – Windows server]

Implement Governance and Lifecycle Management for Microsoft Teams

* Create team templates

1. [Get started with Teams templates](https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-templates) [Microsoft – Microsoft teams]
2. [Get started with Teams templates for Small and Medium Businesses](https://docs.microsoft.com/en-us/microsoftteams/smb-templates) [Microsoft – Microsoft teams]
3. [Create a team from an existing team](https://support.office.com/en-us/article/create-a-team-from-an-existing-team-f41a759b-3101-4af6-93bd-6aba0e5d7635) [Microsoft – Support Office]

* Set up policies for Office 365 Groups creation

1. [Manage who can create Office 365 Groups](https://docs.microsoft.com/en-us/office365/admin/create-groups/manage-creation-of-groups?redirectSourcePath=%252farticle%252fmanage-who-can-create-office-365-groups-4c46c8cb-17d0-44b5-9776-005fced8e618&view=o365-worldwide) [Microsoft – Office 365]
2. [Plan for governance in Office 365 Groups](https://docs.microsoft.com/en-us/office365/admin/create-groups/plan-for-groups-governance?view=o365-worldwide) [Microsoft – Office 365]
3. [Control who can create Office 365 Groups](https://docs.microsoft.com/en-us/office365/admin/create-groups/plan-for-groups-governance?view=o365-worldwide) [Microsoft – Office 365]

* Configure Office 365 Groups for Microsoft Teams classifications, expiration policy, and naming policy

1. [Create classifications for Office groups in your organization](https://docs.microsoft.com/en-us/office365/enterprise/powershell/manage-office-365-groups-with-powershell) [Microsoft – Office 365 Enterprise]
2. [Configure the expiration policy for Office 365 groups](https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-lifecycle) [Microsoft – Azure]
3. [Office 365 Groups naming policy](https://docs.microsoft.com/en-us/office365/admin/create-groups/groups-naming-policy?view=o365-worldwide) [Microsoft – Office 365]
4. [Office 365 Group Expiration Policy](https://docs.microsoft.com/en-us/office365/admin/create-groups/office-365-groups-expiration-policy?view=o365-worldwide&redirectSourcePath=%252farticle%252fOffice-365-Group-Expiration-Policy-8d253fe5-0e09-4b3c-8b5e-f48def064733) [Microsoft – Office 365]

* Archive, restore, and delete a team

1. [Archive or restore a team](https://support.office.com/en-us/article/Archive-or-restore-a-team-dc161cfd-b328-440f-974b-5da5bd98b5a7) [Microsoft – Support Office]
2. [Delete a team](https://support.office.com/en-us/article/delete-a-team-c386f91b-f7e6-400b-aac7-8025f74f8b41) [Microsoft – Support Office]
3. [Archive or delete a team in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/archive-or-delete-a-team) [Microsoft – Microsoft teams]
4. [Restore a deleted Office 365 Group](https://docs.microsoft.com/en-us/office365/admin/create-groups/restore-deleted-group?view=o365-worldwide) [Microsoft – Office 365]

Configure and manage guest access

* Configure guest users for Microsoft Teams

1. [Guest access in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/guest-access) [Microsoft – Microsoft teams]
2. [Authorize guest access in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-dependencies) [Microsoft – Microsoft teams]
3. [Microsoft Teams guest access checklist](https://docs.microsoft.com/en-us/microsoftteams/guest-access-checklist) [Microsoft – Microsoft teams]
4. [Add a guest to a team](https://docs.microsoft.com/en-us/microsoftteams/add-guests) [Microsoft – Microsoft teams]
5. [Turn on or turn off guest access to Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-guests) [Microsoft – Microsoft teams]

* Configure guest permissions for a team

1. [Manage guest access in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-guests) [Microsoft – Microsoft teams]
2. [Set guest permissions for channels in Teams](https://support.office.com/en-us/article/set-guest-permissions-for-channels-in-teams-4756c468-2746-4bfd-a582-736d55fcc169) [Microsoft – Support Office]

* Configure meeting, messaging, and calling options for guests

1. [Collaborate with guests in a team](https://docs.microsoft.com/en-us/office365/enterprise/collaborate-as-a-team) [Microsoft – Office 365 Enterprise]
2. [Turn on or turn off guest access to Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/set-up-guests) [Microsoft – Microsoft teams]
3. [Manage guest access in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/manage-guests) [Microsoft – Microsoft teams]

* Remove guests

1. [How a guest joins a team](https://docs.microsoft.com/en-us/microsoftteams/guest-joins) [Microsoft – Microsoft teams]
2. [Remove someone from a team](https://support.office.com/en-us/article/remove-someone-from-a-team-91610d8b-c182-4cab-8f31-1ed8d3d316ee) [Microsoft – Support Office]

* Manage Azure AD access review for guests

1. [Manage guest access with Azure AD access reviews](https://docs.microsoft.com/en-us/azure/active-directory/governance/manage-guest-access-with-access-reviews) [Microsoft – Azure Active Directory]
2. [What are Azure AD access reviews?](https://docs.microsoft.com/en-us/azure/active-directory/governance/access-reviews-overview) [Microsoft – Azure Active Directory]
3. [Create an access review of groups and applications in Azure AD access reviews](https://docs.microsoft.com/en-us/azure/active-directory/governance/create-access-review) [Microsoft – Azure Active Directory]

* Configure guest access from Azure AD portal

1. [Quickstart: Add guest users to your directory in the Azure portal](https://docs.microsoft.com/en-us/azure/active-directory/b2b/b2b-quickstart-add-guest-users-portal) [Microsoft – Azure Active Directory]
2. [Add Azure Active Directory B2B collaboration users in the Azure portal](https://docs.microsoft.com/en-us/azure/active-directory/b2b/add-users-administrator) [Microsoft – Azure Active Directory]
3. [Quickstart: Add a guest user with PowerShell](https://docs.microsoft.com/en-us/azure/active-directory/b2b/b2b-quickstart-invite-powershell) [Microsoft – Azure]

Manage security and compliance

* Assign Microsoft Teams Admin roles

1. [Use Microsoft Teams administrator roles to manage Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/using-admin-roles) [Microsoft – Microsoft teams]
2. [Assign administrator and non-administrator roles to users with Azure Active Directory](https://docs.microsoft.com/en-us/azure/active-directory/fundamentals/active-directory-users-assign-role-azure-portal) [Microsoft – Azure]
3. [Assign admin roles](https://docs.microsoft.com/en-us/office365/admin/add-users/assign-admin-roles?view=o365-worldwide) [Microsoft – Office 365]

* Create and manage compliance features, including retention and sensitivity policies

1. [Retention policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/retention-policies) [Microsoft – Microsoft teams]
2. [Sensitivity labels for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/sensitivity-labels) [Microsoft – Microsoft teams]
3. [Permissions in the Office 365 Security & Compliance Center](https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/permissions-in-the-security-and-compliance-center) [Microsoft – Microsoft 365]
4. [Overview of sensitivity labels](https://docs.microsoft.com/en-us/microsoft-365/compliance/sensitivity-labels) [Microsoft – Microsoft 365]
5. [Overview of security and compliance in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview) [Microsoft – Microsoft teams]
6. [Microsoft Teams retention policies FAQ](https://docs.microsoft.com/en-us/microsoftteams/retention-policies-faq) [Microsoft – Microsoft teams]
7. [Place a Microsoft Teams user or team on legal hold](https://docs.microsoft.com/en-us/microsoftteams/legal-hold) [Microsoft – Microsoft teams]
8. [Conduct an eDiscovery investigation of content in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/ediscovery-investigation) [Microsoft – Microsoft teams]

* Create security and compliance alerts for Microsoft Teams

1. [Alert policies in the security and compliance center](https://docs.microsoft.com/en-us/microsoft-365/compliance/alert-policies) [Microsoft – Microsoft 365]
2. [Create activity alerts in the Office 365](https://docs.microsoft.com/en-us/microsoft-365/compliance/create-activity-alerts) [Microsoft – Microsoft 365]
3. [Alerts in the Office 365 Security & Compliance Center](https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/alerts) [Microsoft – Microsoft 365]
4. [Search the audit log in the Security & Compliance Center](https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance) [Microsoft – Microsoft 365]

* Create an information barrier policy

1. [Information barriers in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/information-barriers-in-teams) [Microsoft – Microsoft teams]
2. [Define policies for information barriers](https://docs.microsoft.com/en-us/microsoft-365/compliance/information-barriers-policies) [Microsoft – Microsoft 365]

* Interpret security reports for Microsoft Teams

1. [Search the audit log in the Security & Compliance Center](https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance) [Microsoft – Microsoft 365]
2. [Microsoft Teams usage report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-usage-report) [Microsoft – Microsoft teams]
3. [Use activity reports for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-activity-reports) [Microsoft – Microsoft teams]
4. [Office 365 Reports in the admin center – Microsoft Teams device usage](https://docs.microsoft.com/en-us/office365/admin/activity-reports/microsoft-teams-device-usage?view=o365-worldwide) [Microsoft – Office 365]
5. [Microsoft Teams analytics and reporting](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-reporting-reference) [Microsoft – Microsoft teams]
6. [Microsoft Teams user activity report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/user-activity-report) [Microsoft – Microsoft teams]

Deploy and manage Microsoft Teams endpoints

* Deploy Microsoft Teams clients to devices, including Windows, VDI (Virtual Desktop), MacOS, and mobile devices

1. [Manage endpoints](https://docs.microsoft.com/en-us/microsoftteams/upgrade-operate-my-service) [Microsoft – Microsoft teams]
2. [Deploy Microsoft Teams with Office 365 ProPlus](https://docs.microsoft.com/en-us/deployoffice/teams-install) [Microsoft – Deploy Office]
3. [Teams for Virtualized Desktop Infrastructure](https://docs.microsoft.com/en-us/microsoftteams/teams-for-vdi) [Microsoft – Microsoft teams]
4. [Install Microsoft Teams using MSI](https://docs.microsoft.com/en-us/microsoftteams/msi-deployment) [Microsoft – Microsoft teams]
5. [Microsoft Teams on Mobile Devices](https://support.office.com/en-us/article/microsoft-teams-on-mobile-devices-2acbcf73-8fd4-4929-9b31-ae403b88c2d3) [Microsoft – Support Office]

* Manage configuration profiles

1. [Use configuration profiles in Teams](https://docs.microsoft.com/en-us/microsoftteams/device-management) [Microsoft – Microsoft teams]

* Manage device settings and firmware

1. [Manage your devices in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/device-management) [Microsoft – Microsoft teams]
2. [Phones for Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/phones-for-teams) [Microsoft – Microsoft teams]

* Configure Microsoft Teams Rooms

1. [Deployment overview](https://docs.microsoft.com/en-us/MicrosoftTeams/room-systems/room-systems-v2) [Microsoft – Microsoft teams]
2. [Configure a Microsoft Teams Rooms console](https://docs.microsoft.com/en-us/microsoftteams/room-systems/console) [Microsoft – Microsoft teams]
3. [Deploy Microsoft Teams Rooms with Office 365](https://docs.microsoft.com/en-us/microsoftteams/room-systems/with-office-365) [Microsoft – Microsoft teams]
4. [Deploy Microsoft Teams Rooms with Exchange Online](https://docs.microsoft.com/en-us/microsoftteams/room-systems/with-exchange-online) [Microsoft – Microsoft teams]
5. [Microsoft Teams Rooms requirements](https://docs.microsoft.com/en-us/microsoftteams/room-systems/requirements) [Microsoft – Microsoft teams]
6. [Deploy Microsoft Teams Rooms with Exchange on premises](https://docs.microsoft.com/en-us/microsoftteams/room-systems/with-exchange-on-premises) [Microsoft – Microsoft teams]
7. [Configure accounts for Microsoft Teams Rooms](https://docs.microsoft.com/en-us/microsoftteams/room-systems/room-systems-v2-configure-accounts) [Microsoft – Microsoft teams]

Monitor and analyze service usage

* Interpret Microsoft Teams usage reports

1. [Monitor usage and feedback in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-monitor-usage-and-feedback) [Microsoft – Microsoft teams]
2. [Microsoft Teams usage report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-usage-report) [Microsoft – Microsoft teams]
3. [Microsoft Teams live event usage report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-live-event-usage-report) [Microsoft – Microsoft teams]
4. [Microsoft Teams PSTN usage report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/pstn-usage-report) [Microsoft – Microsoft teams]
5. [Microsoft Teams analytics and reporting](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/teams-reporting-reference) [Microsoft – Microsoft teams]
6. [Microsoft Teams user activity report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/user-activity-report) [Microsoft – Microsoft teams]
7. [Microsoft Teams device usage report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/device-usage-report) [Microsoft – Microsoft teams]
8. [Microsoft Teams PSTN blocked users report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/pstn-blocked-users-report) [Microsoft – Microsoft teams]
9. [Microsoft Teams PSTN minute pools report](https://docs.microsoft.com/en-us/microsoftteams/teams-analytics-and-reports/pstn-minute-pools-report) [Microsoft – Microsoft teams]

* Interpret Microsoft 365 usage reports

1. [Microsoft 365 usage analytics](https://docs.microsoft.com/en-us/office365/admin/usage-analytics/usage-analytics?redirectSourcePath=%252farticle%252fMicrosoft-365-usage-analytics-77ff780d-ab19-4553-adea-09cb65ad0f1f&view=o365-worldwide) [Microsoft –Office 365]
2. [Office 365 Reports in the admin center – Email apps usage](https://docs.microsoft.com/en-us/office365/admin/activity-reports/email-apps-usage?view=o365-worldwide) [Microsoft –Office 365]
3. [Office 365 Reports in the admin center – Yammer device usage report](https://docs.microsoft.com/en-us/office365/admin/activity-reports/yammer-device-usage-report?view=o365-worldwide) [Microsoft –Office 365]
4. [Office 365 Reports in the admin center – SharePoint site usage](https://docs.microsoft.com/en-us/office365/admin/activity-reports/sharepoint-site-usage?view=o365-worldwide) [Microsoft –Office 365]
5. [Office 365 Reports in the admin center – Email activity](https://docs.microsoft.com/en-us/office365/admin/activity-reports/email-activity?view=o365-worldwide) [Microsoft –Office 365]
6. [Office 365 Reports in the admin center – OneDrive for Business usage](https://docs.microsoft.com/en-us/office365/admin/activity-reports/onedrive-for-business-usage?view=o365-worldwide) [Microsoft –Office 365]
7. [Office 365 Reports in the admin center – Yammer activity report](https://docs.microsoft.com/en-us/office365/admin/activity-reports/yammer-activity-report?view=o365-worldwide) [Microsoft –Office 365]
8. [Office 365 Reports in the admin center – Mailbox usage](https://docs.microsoft.com/en-us/office365/admin/activity-reports/mailbox-usage?view=o365-worldwide) [Microsoft –Office 365]
9. [Use activity reports for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-activity-reports) [Microsoft – Microsoft teams]

* Optimize call quality by using Call Analytics

1. [Call Analytics and Call Quality Dashboard](https://docs.microsoft.com/en-us/MicrosoftTeams/difference-between-call-analytics-and-call-quality-dashboard) [Microsoft – Microsoft teams]
2. [Implement QoS and Monitor Call Quality in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/monitor-call-quality-qos) [Microsoft – Microsoft teams]
3. [Set up Call Analytics](https://docs.microsoft.com/en-us/MicrosoftTeams/set-up-call-analytics) [Microsoft – Microsoft teams]

* Analyze organization-wide call quality by using Call Quality Dashboard

1. [Dimensions and measurements available in Call Quality Dashboard](https://docs.microsoft.com/en-us/MicrosoftTeams/dimensions-and-measures-available-in-call-quality-dashboard) [Microsoft – Microsoft teams]
2. [Turn on and use Call Quality Dashboard for Microsoft Teams and Skype for Business Online](https://docs.microsoft.com/en-us/microsoftteams/turning-on-and-using-call-quality-dashboard) [Microsoft – Microsoft teams]
3. [Call Analytics and Call Quality Dashboard](https://docs.microsoft.com/en-us/MicrosoftTeams/difference-between-call-analytics-and-call-quality-dashboard) [Microsoft – Microsoft teams]

### Objective: Manage Chat, Calling, and Meetings (30-35%)

Manage chat and collaboration experiences

* Configure messaging policies

1. [Manage messaging policies in Teams](https://docs.microsoft.com/en-us/microsoftteams/messaging-policies-in-teams) [Microsoft – Microsoft teams]
2. [Grant-CsTeams Messaging Policy](https://docs.microsoft.com/en-us/powershell/module/skype/grant-csteamsmessagingpolicy?view=skype-ps) [Microsoft – Docs]
3. [Manage teams policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-policies) [Microsoft – Microsoft teams]

* Manage external access

1. [Manage external access in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-external-access) [Microsoft – Microsoft teams]
2. [External sharing overview](https://docs.microsoft.com/en-us/sharepoint/external-sharing-overview) [Microsoft – SharePoint]

* Manage channels for a team

1. [Set up and manage channel moderation in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-channel-moderation-in-teams) [Microsoft – Microsoft teams]
2. [Overview of teams and channels in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-channels-overview) [Microsoft – Microsoft teams]
3. [See all channels in a team](https://support.office.com/en-us/article/see-all-channels-in-a-team-15bb047f-a20e-4774-8718-8cd14161b6d0) [Microsoft – Support Office]
4. [Create a channel in Teams](https://support.office.com/en-us/article/create-a-channel-in-teams-fda0b75e-5b90-4fb8-8857-7e102b014525) [Microsoft – Support Office]

* Manage private channel creation policies

1. [Manage the life cycle of private channels in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/private-channels-life-cycle-management) [Microsoft – Microsoft teams]
2. [Private channels in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/private-channels) [Microsoft – Microsoft teams]
3. [Manage teams policies in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-policies) [Microsoft – Microsoft teams]

* Manage email integration

1. [Manage Microsoft Teams settings for your organization](https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365) [Microsoft – Microsoft teams]
2. [Send an email to a channel in Teams](https://support.office.com/en-us/article/send-an-email-to-a-channel-in-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e) [Microsoft – Support Office]
3. [Manage who can send email to a channel in Teams](https://support.office.com/en-us/article/manage-who-can-send-email-to-a-channel-in-teams-4f1a1224-e71b-45de-8f68-8e08f7874fa9) [Microsoft – Support Office]

* Configure external access for SharePoint and OneDrive for Business

1. [Authorize guest access in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-dependencies) [Microsoft – Microsoft teams]
2. [Manage sharing in OneDrive and SharePoint](https://docs.microsoft.com/en-us/onedrive/manage-sharing) [Microsoft – OneDrive For Business]
3. [Turn external sharing on or off](https://docs.microsoft.com/en-us/sharepoint/turn-external-sharing-on-or-off) [Microsoft – SharePoint]
4. [External sharing overview](https://docs.microsoft.com/en-us/sharepoint/external-sharing-overview) [Microsoft – SharePoint]
5. [Manage sharing settings](https://docs.microsoft.com/en-us/sharepoint/turn-external-sharing-on-or-off) [Microsoft – SharePoint]

* Manage cloud file storage options for collaboration

1. [Manage Microsoft Teams settings for your organization](https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365) [Microsoft – Microsoft teams]

Manage meeting experiences

* Configure meeting settings

1. [Manage meeting settings in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/meeting-settings-in-teams) [Microsoft – Microsoft teams]
2. [Change participant settings for a Teams meeting](https://support.office.com/en-us/article/change-participant-settings-for-a-teams-meeting-53261366-dbd5-45f9-aae9-a70e6354f88e) [Microsoft – Support Office]
3. [Meetings in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/tutorial-meetings-in-teams) [Microsoft – Microsoft teams]
4. [Schedule a meeting in Teams](https://support.office.com/en-us/article/schedule-a-meeting-in-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5) [Microsoft – Support Office]

* Create and manage meeting policies

1. [Manage meeting policies in Teams](https://docs.microsoft.com/en-us/microsoftteams/meeting-policies-in-teams) [Microsoft – Microsoft teams]
2. [Set-Cs Teams Meeting Policy](https://docs.microsoft.com/en-us/powershell/module/skype/set-csteamsmeetingpolicy?view=skype-ps) [Microsoft – Docs]
3. [Meetings and conferencing in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/deploy-meetings-microsoft-teams-landing-page) [Microsoft – Microsoft teams]
4. [Grant-Cs Teams Meeting Policy](https://docs.microsoft.com/en-us/powershell/module/skype/grant-csteamsmeetingpolicy?view=skype-ps) [Microsoft – Docs]

* Configure settings for live events

1. [Configure live event settings in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/configure-teams-live-events) [Microsoft – Microsoft teams]
2. [Set up for live events in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/set-up-for-teams-live-events) [Microsoft – Microsoft teams]
3. [Get started with Microsoft Teams live events](https://support.office.com/en-us/article/get-started-with-microsoft-teams-live-events-d077fec2-a058-483e-9ab5-1494afda578a) [Microsoft – Support Office]

* Create and manage policies for live events

1. [Set up for live events in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/set-up-for-teams-live-events) [Microsoft – Microsoft teams]

* Configure conference bridge settings

1. [Change the settings for an Audio Conferencing bridge](https://docs.microsoft.com/en-us/microsoftteams/change-the-settings-for-an-audio-conferencing-bridge) [Microsoft – Microsoft teams]
2. [Manage the Audio Conferencing settings for your organization in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-the-audio-conferencing-settings-for-my-organization-in-teams) [Microsoft – Microsoft teams]
3. [Set up Audio Conferencing for Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams) [Microsoft – Microsoft teams]

Manage phone numbers

* Recommend a PSTN connectivity solution based on specific business requirements

1. [Cloud voice in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/cloud-voice-landing-page) [Microsoft – Microsoft teams]
2. [Microsoft telephony solutions](https://docs.microsoft.com/en-us/skypeforbusiness/hybrid/msft-telephony-solutions) [Microsoft – Skype For Business]
3. [What is Phone System in Office 365?](https://docs.microsoft.com/en-us/MicrosoftTeams/what-is-phone-system-in-office-365) [Microsoft – Microsoft teams]
4. [Phone System Direct Routing](https://docs.microsoft.com/en-us/MicrosoftTeams/direct-routing-landing-page) [Microsoft – Microsoft teams]

* Order phone numbers

1. [Getting phone numbers for your users](https://docs.microsoft.com/en-us/microsoftteams/getting-phone-numbers-for-your-users) [Microsoft – Microsoft teams]
2. [Getting service phone numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers) [Microsoft – Microsoft teams]
3. [Phone numbers for Audio Conferencing in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/phone-numbers-for-audio-conferencing-in-teams) [Microsoft – Microsoft

* Manage service numbers

1. [Manage phone numbers for your organization](https://docs.microsoft.com/en-us/microsoftteams/manage-phone-numbers-for-your-organization/manage-phone-numbers-for-your-organization) [Microsoft – Microsoft teams]
2. [Getting service phone numbers](https://docs.microsoft.com/en-us/microsoftteams/getting-service-phone-numbers) [Microsoft – Microsoft teams]

* Add, change, or remove an emergency address for your organization

1. [Add, change, or remove an emergency location for your organization](https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization) [Microsoft – Microsoft teams]
2. [Add, change, or remove a place for an emergency location in your organization](https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-place-organization) [Microsoft – Microsoft teams]

* Assign, change, or remove a phone number for a user

1. [Assign, change, or remove a phone number for a user](https://docs.microsoft.com/en-us/microsoftteams/assign-change-or-remove-a-phone-number-for-a-user) [Microsoft – Microsoft teams]

* Manage voice settings for users

1. [Understand calling in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/tutorial-calling-in-teams) [Microsoft – Microsoft teams]
2. [Manage voice mail settings for a user in Exchange Online](https://docs.microsoft.com/en-us/exchange/voice-mail-unified-messaging/set-up-voice-mail/manage-voice-mail-settings) [Microsoft – Exchange]
3. [Manage audio settings in a Teams meeting](https://support.office.com/en-us/article/manage-audio-settings-in-a-teams-meeting-6ea36f9a-827b-47d6-b22e-ec94d5f0f5e4) [Microsoft – Support Office]
4. [Calling policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy) [Microsoft – Microsoft teams]

Manage Phone System

* Manage resource accounts

1. [What is Phone System in Office 365?](https://docs.microsoft.com/en-us/microsoftteams/what-is-phone-system-in-office-365) [Microsoft – Microsoft teams]
2. [Manage resource accounts in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-resource-accounts) [Microsoft – Microsoft teams]

* Create and configure call queues

1. [Create a Cloud call queue](https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue) [Microsoft – Microsoft teams]

* Create and configure auto attendants

1. [Set up a Cloud auto attendant](https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-auto-attendant) [Microsoft – Microsoft teams]
2. [Answer auto attendant and call queue calls directly from Teams](https://docs.microsoft.com/en-us/microsoftteams/answer-auto-attendant-and-call-queue-calls) [Microsoft – Microsoft teams]
3. [Small business example — Set up an Auto Attendant](https://docs.microsoft.com/en-us/microsoftteams/tutorial-org-aa) [Microsoft – Microsoft teams]
4. [What are Cloud auto attendants?](https://docs.microsoft.com/en-us/microsoftteams/what-are-phone-system-auto-attendants) [Microsoft – Microsoft teams]

* Manage call park policies

1. [Call park and retrieve in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve) [Microsoft – Microsoft teams]

* Manage calling policies

1. [Calling policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy) [Microsoft – Microsoft teams]
2. [Manage emergency calling policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/manage-emergency-calling-policies) [Microsoft – Microsoft teams]

* Manage caller ID policies

1. [Manage caller ID policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/caller-id-policies) [Microsoft – Microsoft teams]
2. [Set the Caller ID for a user](https://docs.microsoft.com/en-us/microsoftteams/set-the-caller-id-for-a-user) [Microsoft – Microsoft teams]
3. [How can caller ID be used in your organization](https://docs.microsoft.com/en-us/microsoftteams/how-can-caller-id-be-used-in-your-organization) [Microsoft – Microsoft teams]

* Interpret the Direct Routing health dashboard

1. [Health Dashboard for Direct Routing](https://docs.microsoft.com/en-us/microsoftteams/direct-routing-health-dashboard) [Microsoft – Microsoft teams]
2. [Monitor and troubleshoot Direct Routing](https://docs.microsoft.com/en-us/microsoftteams/direct-routing-monitor-and-troubleshoot) [Microsoft – Microsoft teams]

### Objective: Manage Teams and App Policies (20-25%)

Manage a team

* Create a team

1. [Create a team from scratch](https://support.office.com/en-us/article/create-a-team-from-scratch-174adf5f-846b-4780-b765-de1a0a737e2b) [Microsoft – Support Office]
2. [Create your first teams and channels in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/get-started-with-teams-create-your-first-teams-and-channels) [Microsoft – Microsoft teams]
3. [Overview of teams and channels in Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/teams-channels-overview) [Microsoft – Microsoft teams]

* Upgrade an existing resource to a team

1. [Create a team from an existing group](https://support.office.com/en-us/article/create-a-team-from-an-existing-group-24ec428e-40d7-4a1a-ab87-29be7d145865) [Microsoft – Support Office]
2. [Enhance existing Office 365 groups with Microsoft Teams](https://docs.microsoft.com/en-us/MicrosoftTeams/enhance-office-365-groups) [Microsoft – Microsoft teams]

* Manage privacy levels for a team

1. [Manage team settings and permissions in Teams](https://support.office.com/en-us/article/manage-team-settings-and-permissions-in-teams-ce053b04-1b8e-4796-baa8-90dc427b3acc) [Microsoft – Support Office]

* manage org-wide teams

1. [Create an org-wide team in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/create-an-org-wide-team) [Microsoft – Microsoft teams]
2. [Manage Microsoft Teams settings for your organization](https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365) [Microsoft – Microsoft teams]

Manage membership in a team

* Manage users in a team

1. [Assign team owners and members in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/assign-roles-permissions) [Microsoft – Microsoft teams]
2. [Manage user access to Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/user-access) [Microsoft – Microsoft teams]
3. [Manage teams in the Microsoft Teams admin center](https://docs.microsoft.com/en-us/microsoftteams/manage-teams-in-modern-portal) [Microsoft – Microsoft teams]
4. [Manage team settings and permissions in Teams](https://support.office.com/en-gb/article/manage-team-settings-and-permissions-in-teams-ce053b04-1b8e-4796-baa8-90dc427b3acc?ui=en-US&rs=en-GB&ad=GB) [Microsoft – Support Office]

* Configure dynamic membership

1. [Overview of dynamic membership for teams](https://docs.microsoft.com/en-us/microsoftteams/dynamic-memberships) [Microsoft – Microsoft teams]
2. [Dynamic membership rules for groups in Azure Active Directory](https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-dynamic-membership) [Microsoft – Azure]
3. [Create or update a dynamic group in Azure Active Directory](https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-create-rule) [Microsoft – Azure]
4. [Change static group membership to dynamic in Azure Active Directory](https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/groups-change-type) [Microsoft – Azure]

* Manage access review for team members

1. [Manage user access with Azure AD access reviews](https://docs.microsoft.com/en-us/azure/active-directory/governance/manage-user-access-with-access-reviews) [Microsoft – Azure]
2. [Create an access review of groups and applications in Azure AD access reviews](https://docs.microsoft.com/en-us/azure/active-directory/governance/create-access-review) [Microsoft – Azure]
3. [Complete an access review of groups and applications in Azure AD access reviews](https://docs.microsoft.com/en-us/azure/active-directory/governance/complete-access-review) [Microsoft – Azure]

Implement policies for Microsoft Teams apps

* Create and manage app permission policies

1. [Manage app permission policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies) [Microsoft – Microsoft teams]
2. [Admin settings for apps in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/admin-settings) [Microsoft – Microsoft teams]

* Create and manage app setup policies

1. [Manage app setup policies in Microsoft Teams](https://docs.microsoft.com/en-us/microsoftteams/teams-app-setup-policies) [Microsoft – Microsoft teams]