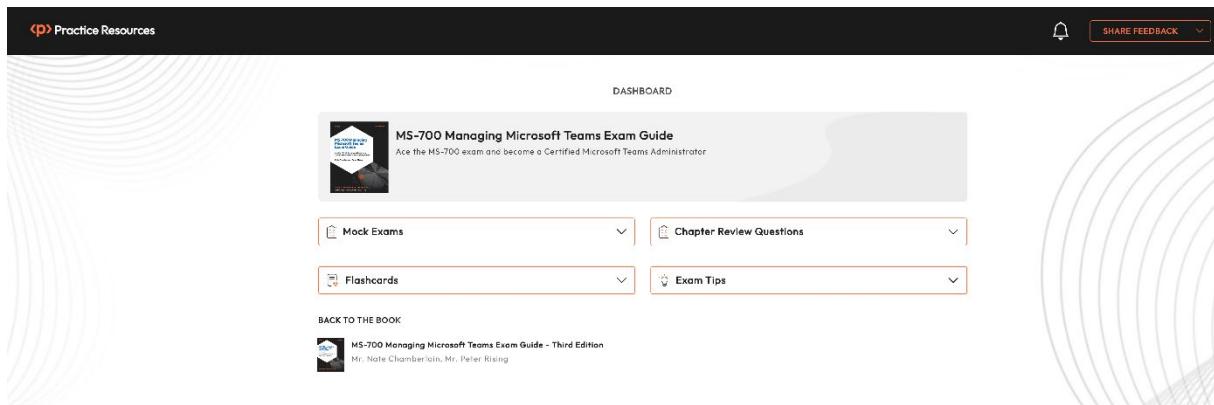


MS-700 Managing Microsoft Teams

Exam Guide, Third Edition

Preface:



The screenshot shows the dashboard of the MS-700 Managing Microsoft Teams Exam Guide. At the top, there's a navigation bar with a bell icon and a "SHARE FEEDBACK" button. Below the bar, the title "MS-700 Managing Microsoft Teams Exam Guide" is displayed, along with a subtitle: "Ace the MS-700 exam and become a Certified Microsoft Teams Administrator." The main area is titled "DASHBOARD" and contains four tabs: "Mock Exams", "Chapter Review Questions", "Flashcards" (which is currently selected), and "Exam Tips". At the bottom, there's a link to "BACK TO THE BOOK" which points to the "MS-700 Managing Microsoft Teams Exam Guide - Third Edition" by Mr. Niall Chamberlain, Mr. Peter Rising.

Chapter 1: Planning and Configuring Network Settings for Microsoft Teams

The screenshot displays the Microsoft Teams admin center interface. At the top, there's a navigation bar with icons for Practice Resources, a bell icon, and a 'SHARE FEEDBACK' button. Below the navigation bar is a 'DASHBOARD' section featuring the 'MS-700 Managing Microsoft Teams Exam Guide' and four dropdown menus: 'Mock Exams', 'Chapter Review Questions', 'Flashcards', and 'Exam Tips'. Underneath the dashboard is a 'BACK TO THE BOOK' section for the 'MS-700 Managing Microsoft Teams Exam Guide - Third Edition' by Mr. Nate Chamberlain, Mr. Peter Rising.

The main content area is titled 'Microsoft Teams admin center' and shows the 'Overview' tab selected. It includes sections for 'Recommendation' (with a call to action to 'Set up custom alerts'), 'Deployment task status' (a circular progress bar), 'Self-help diagnostics' (listing 'Voice', 'Meetings', 'Authentication', 'Auto attendant', 'Call forwarding', 'Call queue', 'Voicemail', and 'Unable to create a Te...'), and 'Review user app requests' (showing 'No app requests').

At the bottom, there's a 'Planning' section under 'Teams advisor' which contains a 'Network planner' button, which is highlighted with a red border.

Network planner

Network planner helps you to determine and organize network requirements for connecting people that use Teams across your organization in a few steps. By providing your networking details and Teams usage, you get calculations and the network requirements you need when deploying Teams and cloud voice across organizational physical locations. [Learn more](#)

Network plans summary

0 Network plans 3 Personas

[Network plans](#) [Personas](#)

You haven't added any network plans yet.

[Add](#)

[Network plans](#) [Personas](#)

+ [Add](#) [Delete](#)

✓ Persona name	Description	Persona type
Teams Rooms on Windows	Teams Rooms on Windo...	Microsoft recommended
Remote worker	People that are working...	Microsoft recommended
Office worker	People in an office site t...	Microsoft recommended

Office worker

People in an office site that are well connected to a high-speed network.

Permissions

Audio On

Video On

Screen sharing On

File sharing On

Conference audio On

Conference video On

Conference screen sharing On

PSTN On

Apply

Cancel

Add persona

You have already created 0 of the maximum of three (3) custom personas.

Temp worker

Description

Temp workers will use fewer Teams features in our fictional scenario

Permissions

Audio On

Video On

Screen sharing Off

File sharing On

Conference audio Off

Apply

Cancel

Network plans Personas

+ Add Delete

✓ Persona name	Description	Persona type
Temp worker	Temp workers will use f...	Custom
Teams Rooms on Windows	Teams Rooms on Windo...	Microsoft recommended
Remote worker	People that are working...	Microsoft recommended
Office worker	People in an office site t...	Microsoft recommended

Network plan name

Network plan name *

Central office

Description

Network plan specific to Microsoft Teams usage at our central office in Kansas City, Missouri.

Apply

Cancel

Network plans Personas

+ Add Delete | 1 item

✓ Network plan name	Description	Network sites	Network users (i)
Central office	Network plan specific to...	0	0

Central office

 Edit network plan name

Network sites summary

0

Complete

0

Incomplete

Network sites

Report

You haven't added any
network sites yet.

Add a network site

Search

Network planner \ Central office \ Building 503

Building 503

Network settings for Building 503

+ Create an address

Network users ⓘ
500

Network settings

Subnet Network range
0.0.0.0 Enter a number between 0-31.

+ Add more

ExpressRoute ⓘ
 On

Connected to WAN ⓘ
 On

WAN link capacity: 100 Mbps WAN audio queue size: 0 Mbps WAN video queue size: 0 Mbps

Internet egress ⓘ
Local

Internet link capacity ⓘ
500 Mbps

PSTN egress ⓘ
Local

PSTN connectivity type
Direct Routing

Save

Cancel

Network sites Report

+ Add network site Delete | 1 item

Search

✓ Network site name	Address	Country or region	Network users	Planning status
Building 503	--	--	500	Incomplete

Network sites Report

You haven't generated any reports yet.

Start a report

Building 503 Report

Assessing Teams readiness for Building 503

Calculation Report

To generate a report, distribute your users between the required personas in the section below. [Learn more](#)

Reset | 1 item

Network site	Persona and Network users												
Building 503	<table border="1"><tr><td>Office Worker</td><td></td><td>100</td><td>X</td></tr><tr><td>Remote Worker</td><td></td><td>350</td><td>X</td></tr><tr><td>Temp worker</td><td></td><td>50</td><td>0 remaining X</td></tr></table>	Office Worker		100	X	Remote Worker		350	X	Temp worker		50	0 remaining X
Office Worker		100	X										
Remote Worker		350	X										
Temp worker		50	0 remaining X										

+ Add

Generate report Cancel

Building 503 Report

Assessing Teams readiness for Building 503

Calculation

Report

Allowed bandwidth ⓘ

30 %

Run report

Projected impact of Microsoft Teams

Jul 24, 2024 12:19:20 PM CDT



Network site	Type	Impact	Audio	Video	Screenshare	Microsoft
Building 503 500 network users	WAN Microsoft 365	0 Mbps 16.6143 Mbps	0 Mbps 0.5979 Mbps	0 Mbps 11.864 Mbps	0 Mbps 3.838 Mbps	0 Mbps 0.3144

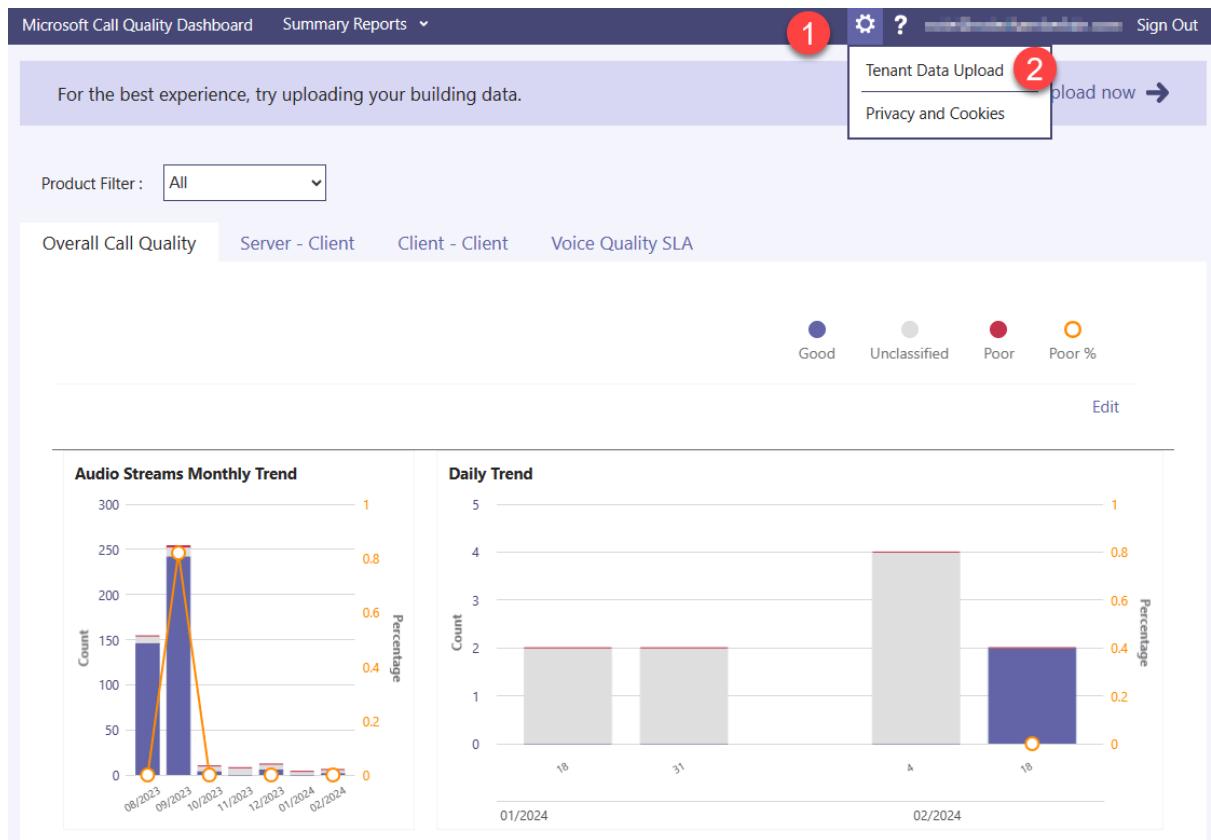
Analytics & reports



Usage reports

Reporting labels

Call quality dashboard



Microsoft Call Quality Dashboard Sign Out

Upload your information - Information you add will be visible to Microsoft engineers for support purposes

Please select data file type

Buildir ▾ This file lists the mapping of a network address to geographical information (Building, City, Zip Code, Country/Territory, State, Region, and so on) for a specific tenant.

Please upload your data files. These files must follow either the Endpoint or Building formats. Please note that if you choose to use multiple files, some reports will likely run more slowly. [More information](#)

No file chosen

Please enter the dates for this data file

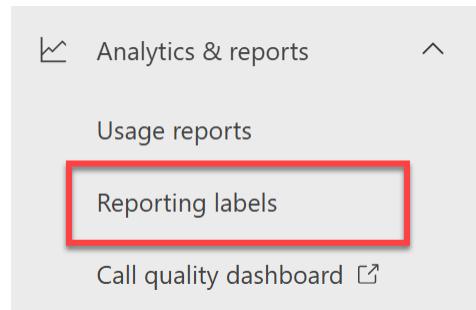
Start date

Specify an end date

Upload reporting labels

Upload a list of one or more reporting labels as a CSV file.

To get started, [download a template](#). Then add your list of locations and their associated network subnets, and upload the file here. [\(i\)](#)

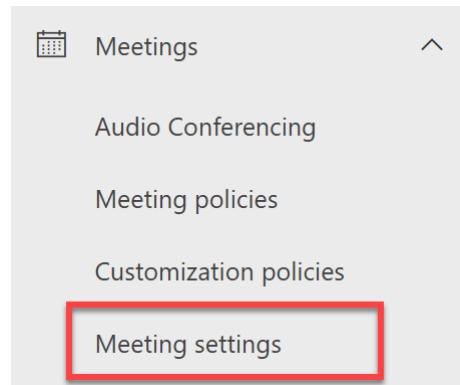


Analytics & reports ^

- Usage reports
- Reporting labels**
- Call quality dashboard ▾

locations-template.csv
0.391K

Upload **Cancel**



Meetings ^

- Audio Conferencing
- Meeting policies
- Customization policies
- Meeting settings**

Network

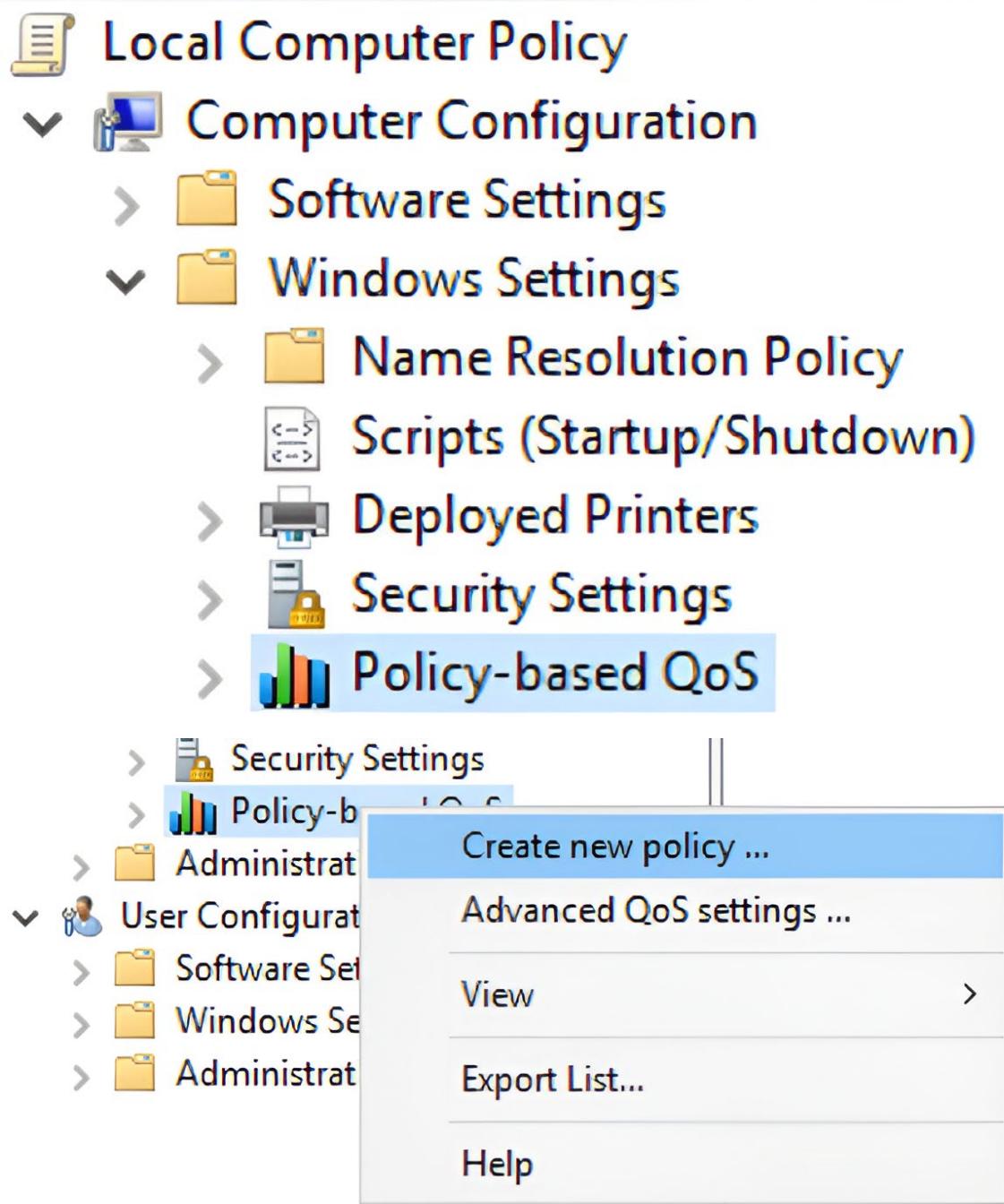
Set static ports for media and enable QoS markers to handle real-time media traffic in Teams meetings. [Learn more](#)

Insert Quality of Service (QoS) markers for real-time media traffic [\(i\)](#) On

Select a port range for each type of real-time media traffic [\(i\)](#)

Specify port ranges
 Automatically use any available ports

Media traffic type	Starting port	Ending port	Total ports
Audio	50000	50019	20
Video	50020	50039	20
Screen sharing	50040	50059	20



Policy-based QoS

X

Create a QoS policy

A QoS policy applies a Differentiated Services Code Point (DSCP) value, throttle rate, or both to outbound TCP, UDP, or HTTP response traffic.

Policy name:

Specify DSCP Value:

Specify Outbound Throttle Rate:

 KBps 

[Learn more about QoS Policies](#)

< Back

Next >

Cancel

Policy-based QoS

Specify the protocol and port numbers.
A QoS policy can be applied to outbound traffic using a specific protocol, a source port number or range, or a destination port number or range.

Select the protocol this QoS policy applies to:

TCP and UDP

Specify the source port number:
 From any source port
 From this source port number or range: 50000:50019
 Example for a port: 443
 Example for a port range: 137:139

Specify the destination port number:
 To any destination port
 To this destination port number or range:

[Learn more about QoS Policies](#)

< Back **Finish** Cancel

Policy Name	Application Name ...	Protocol	Source Port	Destination ...	Source IP / ...	Destination ...	DSCP Value	Throttle Rate
Teams Audio policy	Teams.exe	TCP and UDP	50000:50019	*	*	*	46	-1
Teams Video policy	Teams.exe	TCP and UDP	50020:50039	*	*	*	34	-1
Teams Sharing policy	Teams.exe	TCP and UDP	50040:50059	*	*	*	18	-1

Microsoft

Network connectivity test

Microsoft 365 network connectivity test

When you run this test, we measure the connectivity between your device and the internet, and from there to Microsoft's network.

Insights from these measurements help you discover and understand connectivity problems for individual office locations and how you can update your network architecture to improve connections to Microsoft 365. This can dramatically increase productivity and satisfaction for people in your organization.

When you select Run test, we'll begin with your web browser connectivity and then test your device connections. [Learn what happens at each step](#)

Automatically detect location
 Bing Maps provides street address suggestions and geo-coding for your location.

Add your location
 Enter your location if you don't want us to detect it automatically.

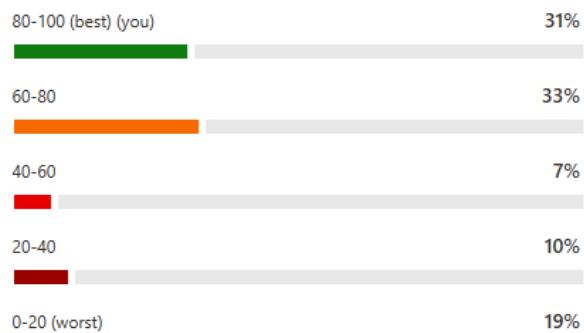
Run test

Map of your network connections



No one in nearby locations have better network connectivity to Microsoft 365 than your location.

This chart shows the network connection quality for Microsoft 365 customers in your area.



- Your location
- Your network's connection to your ISP [①](#)
- Your current Exchange front door
- Your current SharePoint front door
- Recommended Exchange front door

Practice Resources



SHARE FEEDBACK

DASHBOARD > CHAPTER 1

Planning and Configuring Network Settings for Microsoft Teams

Summary

In this chapter, you learned the steps for assessing your network readiness for a Microsoft Teams deployment. You understood what the network and bandwidth requirements are, and how to analyze your network for readiness with Network Planner. You also examined several ports and protocols that need to be configured on your network to allow Microsoft Teams to work. Finally, you explored optimal network architecture principles, including topics such as implementing a CDN and QoS to ensure your users get the best experience when interacting with Teams media types and experiences such as audio, video, and screen sharing.

In the next chapter, you will explore the security and compliance settings available for Microsoft Teams.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1
[SHOW QUIZ DETAILS](#)

START

Chapter 2: Managing Security and Compliance Settings for Microsoft Teams

```
PS C:\Windows\System32> Uninstall-Module -Name AzureAD
PS C:\Windows\System32> Install-Module -Name Microsoft.Graph

Untrusted repository
You are installing the modules from an untrusted repository. If you trust this repository, change its
InstallationPolicy value by running the Set-PSRepository cmdlet. Are you sure you want to install the modules from
'PSGallery'?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"):
```

The screenshot shows the Microsoft Defender interface. On the left, there's a navigation sidebar with the following items:

- Email & collaboration (marked with a red circle containing the number 1)
- Investigations
- Explorer
- Review
- Campaigns
- Threat tracker
- Exchange message trace
- Attack simulation training
- Policies & rules (marked with a red circle containing the number 2)

The main content area is titled "Policies & rules". It includes a search bar at the top right and a sub-section titled "Threat policies". Within "Threat policies", there are two items: "Alert policy" (marked with a red circle containing the number 3) and "Activity alerts".

Decide if you want to notify people when this alert is triggered

Opt-In for email notifications

Email recipients *



nate@chambername.onmicrosoft.com X

Select users

Daily notification limit

No limit



No limit

1

5

10

25

50

100

150

200



Review your settings

Name your alert

Name	Description
New alert policy demo	This is an alert policy demonstration.
Severity	Category
● Medium	Others

Create alert settings

Set your recipients

Do you want to turn the policy on right away? *

- No, keep it off. I will turn it on later.
 Yes, turn it on right away.



Alert policy

Mail flow alerts have moved to the new Exchange admin center. You will no longer be able to create/view/edit mail flow alerts in the new Exchange admin center.

 New Alert Policy  Manage Activity Alerts  Refresh

Name

Severity

☰ Microsoft Azure

Home >

i chambernate | Overview

◊ ◀ + Add ⚙

Overview

- Preview features
- Diagnose and solve problems
- Manage
 - Users**
 - Groups

Azure Active D

Overview Moni

Search your tenant

Basic information

Home > chambernate | Users > Users > Adele Vance

Adele Vance | Assigned roles

User

Search Add assignments Refresh Got feedback?

Overview Audit logs Sign-in logs Diagnose and solve problems Manage Custom security attributes Assigned roles Administrative units

Eligible assignments **Active assignments** Expired assignments

Search by role

Role	Principal name	Scope	Membership	State
Global Reader	AdeleV@chamberna...	Directory	Direct	Active
Exchange Administrat...	AdeleV@chamberna...	Directory	Direct	Active

Select role ⓘ

Teams Communications Support Engineer

Teams Administrator

Teams Communications Administrator

Teams Communications Support Engineer

Teams Communications Support Specialist

Teams Devices Administrator

Teams Telephony Administrator

+ Add assignments Refresh | Got feedback?

Eligible assignments **Active assignments** Expired assignments

Search by role

Role	Principal name	Scope	Membership	1
Teams Communications Support Engineer	AdeleV@chamber... Directory	Direct		

+ Add assignments Refresh | Got feedback?

Eligible assignments **Active assignments** Expired assignments

Search by role

Role	Principal name	Scope	Membership	State
Teams Administrator	AlexW@chambernat... Directory	Direct		Active

Microsoft Teams admin center

Enhanced encryption policies

Enhanced encryption policies are used to control if users in your organization can use enhanced encryption settings in Teams. You can use the Global (Org-wide default) policy, or create one or more custom policies and then assign them to users. [Learn more](#)

Enhanced encryption policies summary

3	0
Default policies	Custom policies

Manage policies **Group policy assignment**

+ Add Edit Duplicate Delete Reset Global policy Assign users 3 items Search by name

Policy name ↑	Custom policy	Assigned to users	Assigned to groups
Global (Org-wide default)	No	No	No

End-to-end encryption

One-on-one Teams calls are end-to-end encrypted if both participants turn on this setting. Some features won't be available, including recording and transcription. Chat messages are secured by Teams data encryption. [Learn more](#)

You need Teams Premium to use some of these settings. To get access to all available settings, start your free 30-day Teams Premium trial. [Learn more about Teams Premium](#)

End-to-end call encryption

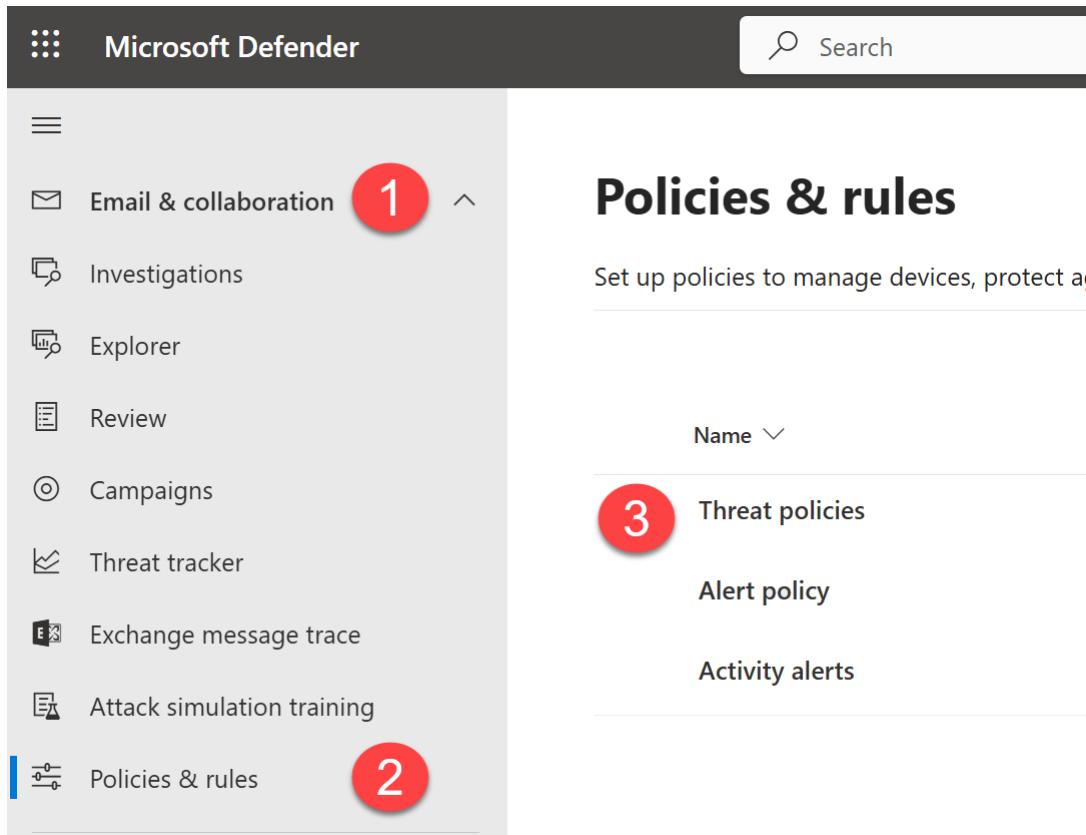
Not enabled



End-to-end meeting encryption

Not enabled, but users can enable

Not enabled



The screenshot shows the Microsoft Defender interface. The left sidebar has a navigation menu with items like Email & collaboration (1), Investigations, Explorer, Review, Campaigns, Threat tracker, Exchange message trace, Attack simulation training, and Policies & rules (2). The Policies & rules item is selected and highlighted with a red circle containing the number 2. The main content area is titled "Policies & rules" and contains a sub-section titled "Threat policies" (3), which is also highlighted with a red circle containing the number 3.

Safe attachments

 We recommend enabling preset security policies to stay updated with new security controls and our recommended settings. [View preset security policies](#)

Set up a safe attachments policy for specific users or groups to help prevent people from opening or sharing files that contain malicious content. [Learn more about safe attachments for email](#)

Create	Export	Refresh	Reports	Global settings	1 item	Search
Name	Status	Priority				
<input type="checkbox"/>						
<input type="checkbox"/>	Built-in protection (Microsoft)	On				Lowest

Global settings



Use this page to protect your organization from malicious content in email attachments and files in SharePoint, OneDrive, and Microsoft Teams.

Protect files in SharePoint, OneDrive, and Microsoft Teams

If a file in any SharePoint, OneDrive, or Microsoft Teams library is identified as malicious, Safe Attachments will prevent users from opening and downloading the file. [Learn more](#)

Turn on Defender for Office 365 for SharePoint, OneDrive, and Microsoft Teams



Teams

- On: Safe Links checks a list of known, malicious links when users click links in Microsoft Teams. URLs are not rewritten.

Office 365 Apps

- On: Safe Links checks a list of known, malicious links when users click links in Microsoft Office apps. URLs are not rewritten.

Welcome to the Microsoft Purview portal

Microsoft Purview brings together solutions across data governance, data security, and compliance so that you can govern and secure your data wherever it lives.

Supported cloud platforms:

-  Microsoft 365
-  Microsoft Azure
-  Microsoft Fabric
-  Other cloud platforms



Data Catalog



Information Protection



Data Loss Prevention



[View all solutions →](#)

Data Governance

Govern data seamlessly to empower your organization.



Data Catalog

Find and curate data across your org with this searchable inventory of data assets and metadata.



Data Lifecycle Management

Manage your content lifecycle so you can keep what you need and delete what you don't.



Home

Data Lifecycle Management

[Overview](#)[Retention labels](#)[Policies](#)[Retention policies](#)[Label policies](#)[Policy lookup](#)

Retention policies

Your users create a lot of content every day, from emails to Teams messages. Retention policies let you keep the content you want and get rid of what you don't need. [Learn more](#)

(i) If your role group permissions are restricted to a specific set of users or groups, retention policies apply to those users or groups. [Learn more about role group permissions](#).

[+ New retention policy](#) [Export](#) [Inactive mailbox](#)

Name

Data lifecycle management > Create retention policy

- Name
- Administrative Units
- Type
- Retention settings
- Finish

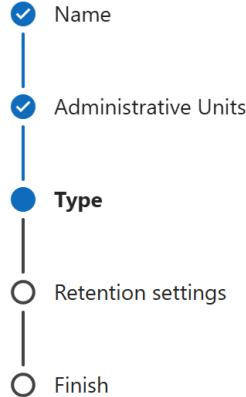
Name your retention policy

Name *

Description

Policy that retains Teams chat and channel content for seven years.

[Next](#)[Cancel](#)



Choose the type of retention policy to create

Locations can be specified dynamically with an adaptive scope using attributes or properties, or if you know the specific target locations, you can select them individually from a list. An advantage of using an adaptive scope to determine target locations is that it will automatically update where it's applied based on the attributes or properties you define.

Adaptive

After selecting adaptive policy scopes, which consist of attributes or properties (e.g. 'Department' or 'Site URL') that define the users, groups, or sites in your org, you'll choose supported locations containing the content you want to retain. The policy will automatically update to match the criteria defined in the scopes.

Static

You'll choose locations containing the content you want to retain. If locations change after this policy is created (for example if a SharePoint site is added or removed), you'll need to manually update the policy.

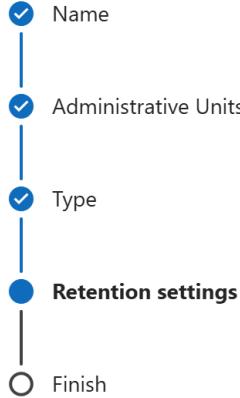
Back

Next

Cancel

<input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Administrative Units Type <input checked="" type="radio"/> Locations <input type="radio"/> Retention settings <input type="radio"/> Finish	<p>Group mailboxes corresponding to group-connected SharePoint & sites Doesn't apply to files in SharePoint classic communication sites or SharePoint team sites connected to Microsoft 365 Groups. More details</p> <p><input type="checkbox"/> Off <input checked="" type="checkbox"/> Skype for Business Skype conversations for the users you choose</p> <p><input type="checkbox"/> Off <input checked="" type="checkbox"/> Exchange public folders Items from all Exchange public folders in your organization</p> <p><input checked="" type="checkbox"/> On <input checked="" type="checkbox"/> Teams channel messages Messages from channel conversations and meetings. Doesn't apply to Teams private channel messages. More details</p> <p><input checked="" type="checkbox"/> On <input checked="" type="checkbox"/> Teams chats and Copilot interactions Messages from individual chats, group chat, bot chats, and interactions with Microsoft Copilot in Microsoft 365. More details</p> <p><input type="checkbox"/> Off <input checked="" type="checkbox"/> Teams private channel messages Messages from Teams private channels. More details</p> <p><input type="checkbox"/> Off <input checked="" type="checkbox"/> Yammer community messages Messages from Yammer community discussions. More details</p>
---	---

Back
Next
Cancel



Decide if you want to retain content, delete it, or both

Retain items for a specific period

Items will be retained for the period you choose.

Retain items for a specific period

7 years ▾

Start the retention period based on

When items were created ▾

At the end of the retention period

Delete items automatically

Do nothing

Retain items forever

Items will be retained forever, even if users delete them.

Only delete items when they reach a certain age

Items won't be retained, but when they reach the age you choose, we'll delete them from where they're stored.

Back

Next

Cancel

- Name
- Administrative Units
- Type
- Retention settings
-

Review and finish

It will take up to a week to apply this policy to the locations you selected.

Policy name

Teams Retention Policy

[Edit](#)

Description

Policy that retains Teams chat and channel content for seven years.

[Edit](#)

Locations to apply the policy

Teams channel messages (All Teams)

Teams chats and Copilot interactions (All Users)

[Edit](#)

Retention settings

Retain items for 7 years based on when they were created

Delete items at end of retention period

[Edit](#)

⚠ Items that are currently older than 7 years will be deleted after you turn on this policy. This is especially important to note for locations scoped to 'All' sources (for example, 'All Teams chats') because all matching items in those locations across your organization will be permanently deleted.

[Back](#)

[Submit](#)

[Cancel](#)

Data Security

Secure data across its lifecycle, wherever it lives.



Data Loss Prevention

Protect sensitive content as it's used and shared throughout your org - in the cloud, on-premises, and on devices.



Information Protection

Discover, classify, and protect sensitive and business-critical content throughout its lifecycle.



Insider Risk Management

Detect risky user activity to help quickly identify and take action on insider risks and threats.



AI Hub (preview)

Discover and secure your org's AI data and activity within Microsoft Copilot experiences and other generative AI apps, in one central location.

Microsoft Purview

Search

New Microsoft Purview

Home

Information Protection

- Overview
- Reports
- Recommendations
- Sensitivity labels
- Policies
- Classifiers

Sensitivity labels

You can now create sensitivity labels with privacy and access control settings for Teams, SharePoint, and OneDrive. Complete these steps to enable the feature.

Sensitivity labels are used to classify email messages, documents, sites, and more. When a content or site is protected based on the settings you choose. For example, you can create a sensitivity label to protect sensitive information in files or emails. Learn more about sensitivity labels.

+ Create a label Publish labels Export Refresh

Name	Priority	Scope
No data available		

New sensitivity label

Label details

Scope

- Items
- Groups & sites
- Schematized data assets (preview)
- Finish

Files
Protect files created in Word, Excel, PowerPoint, and more.

Emails
Protect messages sent from all versions of Outlook.

Meetings
Protect calendar events and meetings scheduled in Outlook and Teams.

(i) Parent label will automatically inherit meeting scope from sub labels

Groups & sites
Configure privacy, access control, and other settings to protect labeled Teams, Microsoft 365 Groups, and SharePoint sites.

Schematized data assets (preview)
Apply labels to files and schematized data assets in Microsoft Purview Data Map. Schematized data assets include SQL, Azure

Back Next Cancel

New sensitivity label

Label details
Scope
Items
Groups & sites
Schematized data assets (preview)
Finish

Define protection settings for groups and sites

These settings apply to teams, groups, and sites that have this label applied. They don't apply directly to the files stored in those containers. [Learn more about these settings](#)

Privacy and external user access
Control the level of access that internal and external users will have to labeled teams and Microsoft 365 Groups.

External sharing and Conditional Access
Control external sharing and configure Conditional Access settings to protect labeled SharePoint sites.

Private teams discoverability and shared channel settings

[Back](#) [Next](#) [Cancel](#)

New sensitivity label

Label details
Scope
Items
Groups & sites
Privacy & external user access
External sharing & conditional access
Schematized data assets (preview)
Finish

Control the level of access that internal and external users will have to labeled teams and Microsoft 365 Groups.

Privacy

These options apply to all Microsoft 365 Groups and teams that have this label applied. When applied, these settings will replace any existing privacy settings for the team or group. If the label is removed, users can change it again.

Public
Anyone in your organization can access the group or team (including content) and add members.

Private
Only team owners and members can access the group or team, and only owners can add members.

None
Team and group members can set the privacy settings themselves.

External user access

Let Microsoft 365 Group owners add people outside your organization to the group as guests. [Learn about guest access](#)

[Back](#) [Next](#) [Cancel](#)

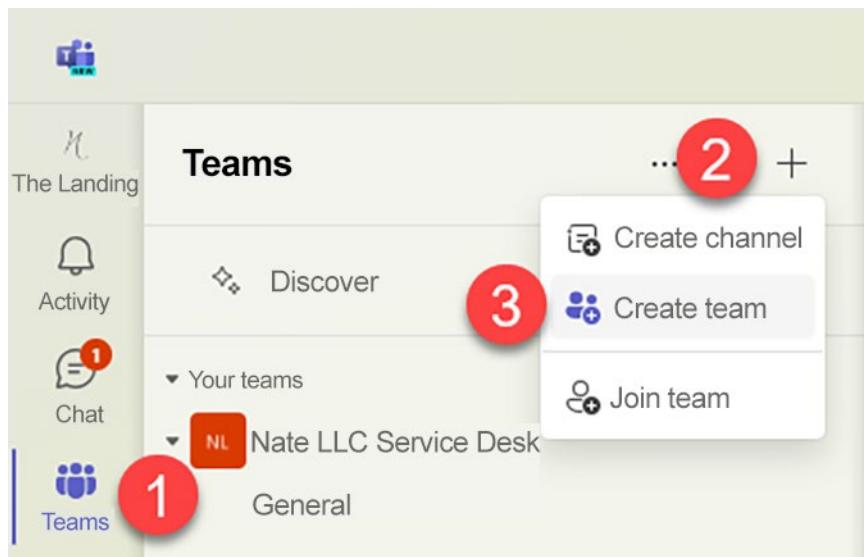
Content can be shared with

- Anyone ⓘ
Users can share files and folders using links that don't require sign-in.
- New and existing guests ⓘ
Guests must sign in or provide a verification code.
- Existing guests ⓘ
Only guests in your organization's directory.
- Only people in your organization
No external sharing allowed.

Use Microsoft Entra Conditional Access to protect labeled SharePoint sites

You can either control the level of access users have from unmanaged devices or select an existing authentication context to enforce restrictions.

- Determine whether users can access SharePoint sites from unmanaged devices (which are devices that aren't [Microsoft Entra hybrid joined](#) or enrolled in Intune).
 - (ⓘ) For this setting to work, you must also configure the SharePoint feature that blocks or limits access to SharePoint files from unmanaged devices. [Learn more](#)
- Allow full access from desktop apps, mobile apps, and the web
- Allow limited, web-only access ⓘ
- Block access ⓘ



Create a team

You're creating a team from scratch. [More create team options](#)

Team name

IT Support



Description (optional)

This is a team that will be for internal use only



Private

General

Select the button to change the team type and sensitivity label

Your current team type is:

Private

People need permission to join

Your current sensitivity is:

General

Business data that is not intended for public consumption. However, this can be shared with external partners, as required. Examples include a company internal telephone directory, organizational charts, internal standards, and most internal communication.

Cancel

Create

What kind of team will this be?

Sensitivity label

General



Teams with this sensitivity must be private.

Privacy



Private

People need permission to join



Public

Anyone in your org can join



Org-wide

Everyone in your organization automatically joins



© Org Public 🗂️ Meet ⚙️ ⓘ ...

Welcome to the Microsoft Purview portal

Microsoft Purview brings together solutions across data governance, data security, and compliance so that you can govern and secure your data wherever it lives.

Supported cloud platforms:

🌐 Microsoft 365 🌐 Microsoft Azure 📊 Microsoft Fabric

☁️ Other cloud platforms



Data Catalog



Information Protection



Data Loss Prevention



Insider Risk Management



[View all solutions →](#)

Choose where to apply the policy

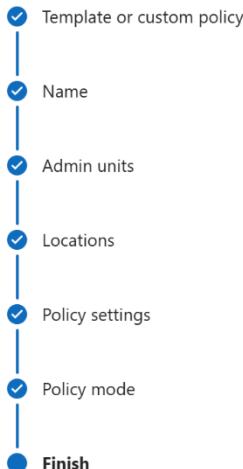
We'll apply the policy to data that's stored in the locations you choose.

ⓘ Protecting sensitive info in on-premises repositories (SharePoint sites and file shares) is now in preview. Note that the needed to support this new capability. [Learn more about the prerequisites](#)

ⓘ At this time, the following location isn't supported for enhanced DLP templates: On-premises file repositories. Exclude non-enhanced template.

Location	Scope
<input type="checkbox"/> Exchange email	Turn on location to scope
<input checked="" type="checkbox"/> SharePoint sites	All sites
<input checked="" type="checkbox"/> OneDrive accounts	All users & groups
<input checked="" type="checkbox"/> Teams chat and channel messages	All users & groups

Data loss prevention > [Create policy](#)



Review and finish

Create the policy if these details look fine. Otherwise, adjust the settings to better meet your needs.

The information to protect

U.S. Health Insurance Act (HIPAA) Enhanced

[Edit](#)

Name

U.S. Health Insurance Act (HIPAA) Enhanced

[Edit](#)

Description

Helps detect the presence of information subject to United States Health Insurance Portability and Accountability Act (HIPAA). This enhanced template extends the original by also detecting people's full names, medical terms and conditions, and U.S. physical addresses. We have also enhanced this template with Trainable Classifier "Business-Healthcare" which can detect healthcare and medical content in your tenant such as Medical records, Health benefits documents, Insurance forms, Prior authorizations and referral forms.

[Edit](#)

Locations

SharePoint sites
OneDrive accounts
Teams chat and channel messages

[Back](#)

[Submit](#)

[Cancel](#)

New ...

Conditional Access policy

Name * ✓

Assignments

Users ⓘ All users

Target resources ⓘ No target resources selected **1**

Select apps must be configured

Network **NEW** ⓘ Not configured

Conditions ⓘ

Enable policy Report-only On Off

It looks like you're about to manage your organization's security configurations. That's great! You must first [disable](#) Access policy.

Create

Select

Cloud apps

Search

<input type="checkbox"/> Microsoft Admin Portals	Microsoft Admin Portals ⓘ
<input checked="" type="checkbox"/> Office 365	Office 365 ⓘ 4
<input type="checkbox"/> AA	AADReporting 1b912ec3-a9dd-4c4d-a53e-76aa7a...
<input type="checkbox"/> AA	Azure AD Identity Governa... 810dcf14-1858-4bf2-8134-4c369fa...

Selected items

Office 365 ⓘ **Remove**

New ...

Conditional Access policy

Assignments

Users ⓘ All users

Target resources ⓘ 1 app included **1**

Network **NEW** ⓘ Not configured

Conditions ⓘ 0 conditions selected **1**

Access controls

Enable policy Report-only On Off

It looks like you're about to manage your organization's security configurations. That's great! You must first [disable](#) Access policy.

Create

Sign-in risk

Control user access to respond to specific sign-in risk levels. [Learn more](#) ↗

Configure ⓘ **Yes** **No** **3**

Sign-in risk level is generated based on all real-time risk detections.

Select the sign-in risk level this policy will apply to

- High
- Medium
- Low
- No risk

Done **4**

Microsoft Azure Search resources, services, and docs (G+) Home > chamberbate | Security > Security | Conditional Access > Conditional Access | Overview > Grant

New ... Conditional Access policy Network **NEW** ⓘ Not configured Conditions ⓘ 1 condition selected Access controls Grant ⓘ 1 0 controls selected Session ⓘ 0 controls selected Enable policy Report-only On Off ⓘ It looks like you're about to manage your organization's security configurations. That's great! You must first [dis](#) Access policy. Create

Control access enforcement to block or grant access. [Learn more](#)

Block access Grant access 2

Require multifactor authentication ⓘ

⚠ "Require authentication strength" cannot be used with "Require multifactor authentication". [Learn more](#)

Require authentication strength ⓘ 3

Passwordless MFA ⓘ

To enable all authentication strengths, configure cross-tenant access settings to accept claims coming from Microsoft Entra tenants for ⓘ

Select 4

Search by name

Scoped directory search controls how users can find and communicate with other people in their organization.

Scope directory search using an Exchange address book policy On

```
Administrator:PowerShell 7 (x64)
PS C:\Users\ndcha> New-OrganizationSegment -Name "Retail" -UserGroupFilter "Department -eq 'Retail'"
Type : OrganizationSegment
UserGroupFilter : Department -eq 'Retail'
ExoSegmentId : 68cd3286-bf38-4722-8cae-dbe9890f6586
ErrorMetadata :
UserAdministrativeUnitMembershipMap :
ForceValidate : False
PolicyRulesMetadata :
ReusableComponentType :
Locations :
ObjectVersion : 463e4b06-28ea-4da0-c112-08dcc1425d86
Createdby : Nathan Chamberlain
LastModifiedBy : Nathan Chamberlain
Comment :
DistributionSyncStatus :
ModificationTimeUtc : 8/20/2024 6:03:16 PM
CreationTimeUtc : 8/20/2024 6:03:16 PM
PolicyRBACScopes :
Identity : FFO.extest.microsoft.com/Microsoft Exchange Hosted Organizations/3nz1j0.onmicrosoft.com/Configuration
Id : FFO.extest.microsoft.com/Microsoft Exchange Hosted Organizations/3nz1j0.onmicrosoft.com/Configuration
ExchangeVersion : 0.20 (15.0.0.0)
Name : Retail
DistinguishedName : CN=Retail,CN=Configuration,CN=3nz1j0.onmicrosoft.com,OU=Microsoft Exchange Hosted Organizations
ObjectCategory :
ObjectClass : {msExchUnifiedPolicy}
WhenChanged : 8/20/2024 1:03:16 PM
WhenCreated : 8/20/2024 1:03:16 PM
WhenChangedUTC : 8/20/2024 6:03:16 PM
WhenCreatedUTC : 8/20/2024 6:03:16 PM
ExchangeObjectId : eb2ad82f-84a7-4ee8-bc0f-016244f2a7cd
OrganizationalUnitRoot :
OrganizationId :
Guid :
OriginatingServer :
IsValid : True
ObjectState : New
```

```
PS C:\Windows\System32> Uninstall-Module -Name AzureAD
PS C:\Windows\System32> Install-Module -Name Microsoft.Graph

Untrusted repository
You are installing the modules from an untrusted repository. If you trust this repository, change its
InstallationPolicy value by running the Set-PSRepository cmdlet. Are you sure you want to install the modules from
'PSGallery'?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"):
```

To: paula

We didn't find any matches. Talk to your IT admin about
expanding the scope of your search.

Practice Resources



SHARE FEEDBACK ▾

DASHBOARD > CHAPTER 2

Managing Security and Compliance Settings for Microsoft Teams

Summary

In this chapter, you have delved into the intricate security and compliance mechanisms essential for managing Microsoft Teams. You began by exploring the licensing requirements for security and compliance features within Teams, highlighting the necessity of aligning an organization's licensing strategy with its security needs. By understanding the specific licenses required for advanced compliance capabilities, organizations can better plan their security and compliance strategies, ensuring that they have access to crucial features such as retention policies, sensitivity labels, and DLP.

The chapter further guided readers through configuring security and compliance alert policies, emphasizing the role of Microsoft Defender for Office 365 in monitoring Teams activities. By creating and managing alert policies, Teams Administrators can proactively address potential security threats, ensuring that user activities align with organizational policies and compliance requirements.

Next, you reviewed Teams administrative roles, highlighting the significance of assigning the correct roles to ensure effective governance over your Teams environment. This foundational knowledge sets the stage for a deeper understanding of how different roles interact and contribute to the security posture of Teams.

A significant portion of the chapter was dedicated to discussing the planning and implementation of various compliance and security policies, including enhanced encryption, threat policies, retention policies, sensitivity labels, DLP policies, conditional access, and IBS. These sections provided step-by-step instructions for configuring these policies to protect sensitive information and ensure compliance with regulatory requirements. By applying these policies, organizations can control how data is handled within Teams, mitigating risks related to data leakage and unauthorized access.

By implementing these features properly, organizations can create a secure and compliant Teams environment that supports seamless collaboration while safeguarding against potential threats.

In the next chapter, you will learn about governance and lifecycle management for Microsoft Teams.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Chapter 3: Planning and Implementing Governance and Lifecycle Management

The screenshot shows the Microsoft Teams admin center interface. On the left, a sidebar titled "Microsoft Teams admin center" has a "Teams" category expanded, with several options listed: "Manage teams" (marked with a red circle containing "1"), "Teams settings", "Teams policies" (marked with a red circle containing "2"), "Team templates", "Templates policies", "Teams update policies" (marked with a red circle containing "2"), and "Teams upgrade settings". The main content area displays a "New update policy" dialog. It includes fields for "Name" (set to "Early adopters") and "Description" (containing the text "This policy will be applied to users in our governance committee and user group who've agreed to evaluate features"). Below these, there's a section for "Show Teams preview features" with a dropdown menu currently set to "On for users in Current Channel (Preview)". Other options in the dropdown are "Off", "Users can opt in", "On for users in Current Channel (Preview)", and "On for everyone".

Microsoft Teams admin center

≡

Dashboard

Teams 1

- Manage teams
- Teams settings
- Teams policies 2
- Team templates
- Templates policies
- Teams update policies 2
- Teams upgrade settings

New update policy

Name

Early adopters

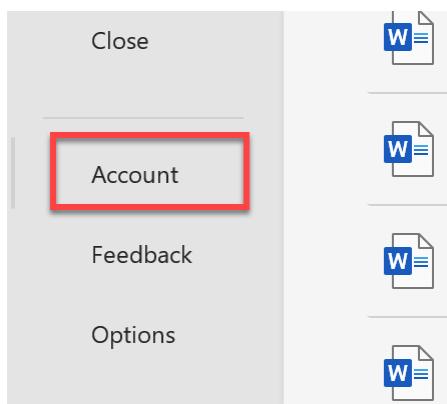
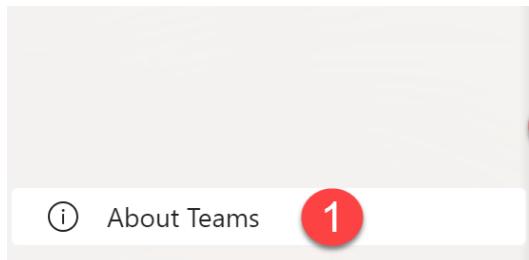
Description

This policy will be applied to users in our governance committee and user group who've agreed to evaluate features.

Show Teams preview features

On for users in Current Channel (Preview) ▼

- Off
- Users can opt in
- On for users in Current Channel (Preview)
- On for everyone



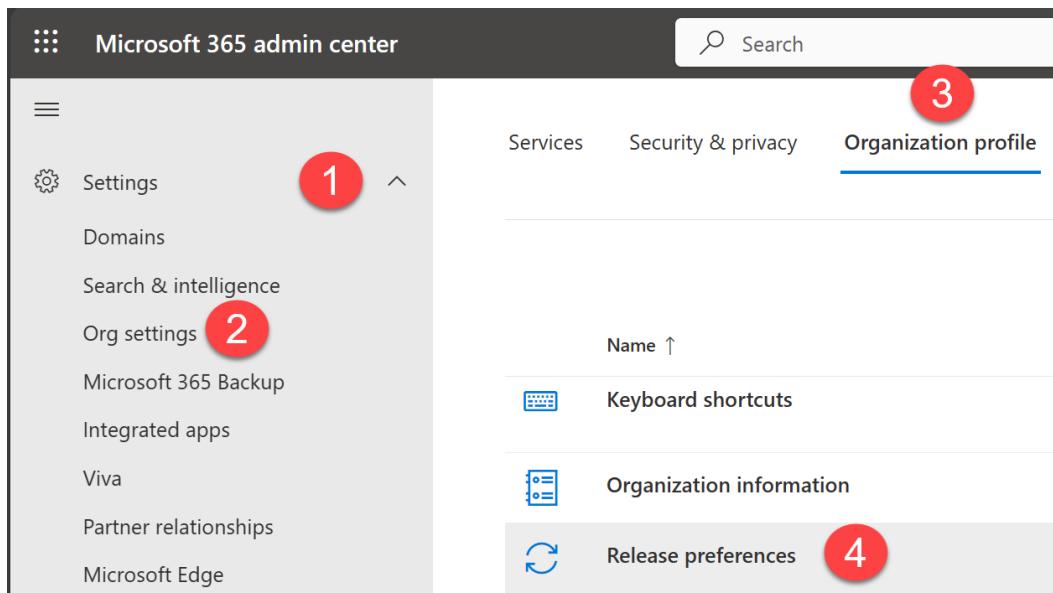
The Microsoft 365 Insider landing page. It features a large 'Microsoft 365 Insider' logo and a call-to-action button 'Join Microsoft 365 Insider' which is also highlighted with a red box and has a red circle with '2' over it. Other sections include 'About Microsoft 365 Insider' (with an info icon) and 'Visit the community' (with a user icon).

Microsoft 365 Insider
Join the Microsoft 365 Insider program and get early access to new releases of Microsoft 365 apps.

Join Microsoft 365 Insider
Choose your channel and start getting new releases

About Microsoft 365 Insider
Learn more about the Microsoft 365 Insider pre-release program

Visit the community
Get help from a community of other Microsoft 365 Insiders



Release preferences

Choose how your organization gets new features and service updates from Microsoft 365.

[Learn more about release validation at Microsoft](#)

This setting doesn't affect how Microsoft 365 apps, such as Word and Excel, get new features and updates. To choose when Microsoft 365 apps get new features and updates, go to [Microsoft 365 installation options](#).

Standard release for everyone

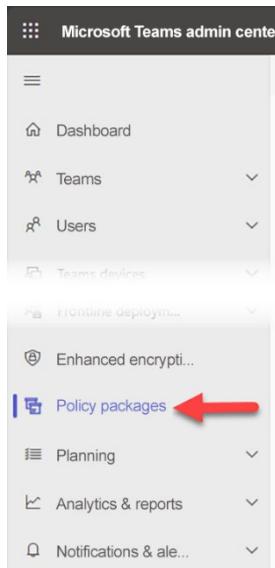
Your entire organization gets updates when we release them broadly.

Targeted release for everyone

Your entire organization gets updates early.

Targeted release for select users

Pick people to receive updates early to preview them before they're released to everyone else.



Policy packages

A policy package is a collection of predefined policies and settings that can be customized and applied to a group of users that have similar roles within your organization. You'll need Teams Premium or an Advanced Communications license to add, edit, duplicate, or manage users for custom policy packages. [Learn more](#)

Policy packages summary

14 Default policies **0** Custom policies
Premium ?

Manage packages **Group package assignment**

+ Add Edit Duplicate Delete Manage users | **14 items**

Name	Description
Education (Higher education student)	This policy package is designed to create a set of policies and apply th
Education (Primary school student using remote learning)	This policy package is designed to create a set of policies and apply th
Education (Primary school teacher using remote learning)	This policy package is designed to create a set of policies and apply th
Education (Primary school student)	This policy package is designed to create a set of policies and apply th

Education (Primary school student)

This policy package is designed to create a set of policies and apply those settings to primary students in your organization.
[Learn more](#)

Assigned policies

Messaging policy	Education_PrimaryStudent
Meeting policy	Education_PrimaryStudent
App setup policy	Education_PrimaryStudent
Calling policy	Education_PrimaryStudent
Live events policy	Education_PrimaryStudent

Policy packages

A policy package is a collection of predefined policies and settings that have similar roles within your organization. You'll need Teams edit, duplicate, or manage users for custom policy packages. [Learn](#)

Policy packages summary

14	0
Default policies	Custom policies
	Premium ⓘ

[Manage packages](#) [Group package assignment](#)

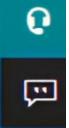
[+ Add](#) [Edit](#) [Duplicate](#) [Delete](#) [Manage us](#)

✓ Name

Group A Member Policy Package

These members have specific needs and abilities these policies are tailored to.

Assigned policies

Policy type	Policy name	
Meeting policy	AllOn ×	
App setup policy	Shifts in left nav ×	
Calling policy	AllowCalling ×	
+ Add more		
 Save	 Cancel	

Assign policy package to a group

Group

 M365 Group Creators X

Policy package

Frontline manager X

5 policies included

Ranking of all policies in the package (i) ^

Frontline_Manager messaging policy -pencil

1

Frontline_Manager meeting policy -pencil

1

Frontline_Manager app setup policy -pencil

1

Frontline_Manager calling policy -pencil

1

Frontline_Manager live events policy -pencil

1

Microsoft Teams admin center

Search

- Dashboard
- Teams
- Users
- Teams devices
- Teams apps
- Meetings
 - Audio Conferencing
 - Meeting policies**
 - Customization policies
 - Meeting settings
 - Live events policies
 - Live events settings
 - Meeting templates
 - Meeting template policies

Meeting policies

Meeting policies let you control what features are available to meeting participants when they join Teams meetings, and allow you to manage the meeting join and lobby experience. You can use the Global (Org-wide default) policy and customize it, or create custom meeting policies for people that host meetings in your organization. [Learn more about meeting policies](#)

Meeting policies summary

6	0
Default policies	Custom policies

[Manage policies](#) [Group policy assignment](#)

Name ↑	Custom policy	Assigned to users ⓘ	Assigned to groups
Global (Org-wide default)	No	No	No
AllOn	No	View users	No

6 items

Microsoft 365 admin center

Search

- Home
- Users
- Teams & groups
 - Active teams & groups** (1)
 - Policies
 - Deleted groups
 - Shared mailboxes
- Marketplace
- Settings

Active teams and groups

Home > Active teams & groups

[About Groups](#) [Using Teams And SharePoint](#) [Where to store files](#)

Teams & Microsoft 365 groups Distribution list **Security groups** (3)

(4) [Add a security group](#) [Add a mail-enabled security group](#) [Export](#) [Refresh](#)



- Basics
- Settings
- Finish

Review and finish adding group

You're almost there - make sure everything looks right before adding your new group.

Group type

Security

[Edit](#)

Basics

Name: M365 Group Creators

Description: These individuals are allowed to create new Microsoft 365 groups.

[Edit](#)

Settings

Role assignment: Disabled

[Edit](#)

[Back](#)

[Create group](#)

Name	Value
<hr/>	
NewUnifiedGroupWritebackDefault	true
EnableMIPLabels	false
CustomBlockedWordsList	" "
EnableMSStandardBlockedWords	false
ClassificationDescriptions	
DefaultClassification	
PrefixSuffixNamingRequirement	TEAM_[GroupName]_[Department]
AllowGuestsToBeGroupOwner	false
AllowGuestsToAccessGroups	true
GuestUsageGuidelinesUrl	
GroupCreationAllowedGroupId	c1a6320d-1f36-46e6-826e-823fa5b625d9
AllowToAddGuests	true
UsageGuidelinesUrl	
ClassificationList	
EnableGroupCreation	False

Groups | Expiration

chamberbate

◇ <<

- ⓘ Overview (Preview)
- 👥 All groups
- 👥 Deleted groups
- ✖ Diagnose and solve problems
- ⌄ Settings
 - ⚙️ General
 - ⚙️ **Expiration**
 - ⚙️ Naming policy

💾 Save ✖ Discard | 💡 Got feedback?

Renewal notifications are emailed to group owners 30 days, 15 days, and one day prior to group license renewal. If a group is not renewed, it is deleted along with its associated SharePoint, Teams, and Power BI.

Group lifetime (in days) * ⓘ 180 ✓

Email contact for groups with no owners * ⓘ baxter@natechamberlain.com

Enable expiration for these Microsoft 365 groups ⓘ

+ Add ⟳ Refresh | ☰ Columns

Name	Object Id	Membership
<input checked="" type="checkbox"/> M Marketing	85198f72-10e5-4474-8310-a408...	Assigned
<input checked="" type="checkbox"/> A Accounting	c689fc37-27fa-43f7-9a0c-33853...	Assigned
<input checked="" type="checkbox"/> Ps Product support	be7b5672-95ab-4e1f-89eb-6902...	Assigned
<input type="checkbox"/> MP Mark8 Project Team	df9f019b-5f98-42af-be1f-80e92a...	Assigned
<input type="checkbox"/> IT Information Technology	5e172bfc-3b87-48c0-99ff-d632f...	Assigned

Groups | Naming policy

chamberbate

Save Discard Delete policy Got feedback?

[Overview \(Preview\)](#)

[All groups](#)

[Deleted groups](#)

[Diagnose and solve problems](#)

[Settings](#)

[General](#)

[Expiration](#)

[Naming policy](#)

[Learn more about group naming policies.](#)

[Blocked words](#) [Group naming policy](#)

Enable custom blocked words list

You can upload a list of words you wish to block to prevent Microsoft 365 groups being given profane or reserved names and aliases. You may download the .csv file to view and/or edit the existing list of blocked words.

Save Discard Delete policy Got feedback?

[Blocked words](#) [Group naming policy](#)

Group naming policy

The Microsoft 365 groups naming policy allows you to add a specific prefix and/or suffix to the group name and alias of any Microsoft 365 group created by users. For example: <Finance> <group> <Seattle>

Current policy

TEAM_<Group name>_<Department>

[Delete](#)

[Add prefix](#)

[String](#)

TEAM_

[Select another prefix](#) ▾

[Delete](#)

[Add suffix](#)

[String](#)

-

[Attribute](#) ▾

[Department](#) ▾

[Select another suffix](#) ▾

The screenshot shows the Microsoft Teams interface. On the left is a vertical navigation bar with icons for The Landing, Activity, Chat, Teams (selected), and Calendar. The main area is titled 'Teams' and shows a list of teams. A context menu is open over the 'Product support' team, which has a red circle with the number '1' above it. The menu items are: Manage team (highlighted with a red box and red circle with '2'), Add member, Add channel, Get link to team, Leave team, Archive team (highlighted with a red box), Manage tags, and Delete team.

Name	Description	Membership	People	Type
RC Recognition Committee	Team for the 2024 elected committee for em...	Owner	0	
Ps Product support	Product support	Owner	15	1

Want to archive the Product support team?

This will freeze all team activity, but you'll still be able to remove members and update roles. Go to **Manage teams** to restore the team.

- Make the SharePoint site read-only for team members

Cancel

Archive

Microsoft Teams admin center

Search

+ Add ⚡ 4 Archive Delete Renew | 10 teams Search for a team

Name	Standard channels	Private channels	Shared channels ⓘ	Privacy ⓘ	Status ⓘ
PX Project XYZ	2	0	0	Private	Active
PA Project ABC	6	1	2	Private	Active
Ps Product supp...	1	0	0	Private	⚠️ Archived

Dashboard Teams Manage teams Teams settings

1 2 3 4

Manage teams Teams Pending invites Analytics

Search

▼ Active (1)

Name	Description	Membership	People
RC Recognition Committee	Team for the 2024 elected committee for em...	Owner	0

▼ Archived (3)

Name	Description	Membership	People
NL Nate LLC	Check here for organization announcements ...	Owner	19
Ps Product support	Product support	Owner	0

Manage team
Add member
Get link to team
Leave team
Restore team
Manage tags
Delete team

1 2

Microsoft Teams admin center

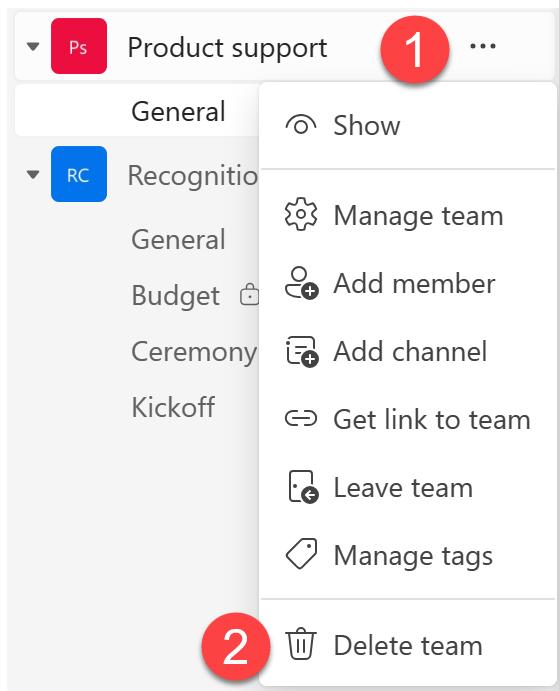
Search

+ Add ⚡ 4 Unarchive Delete Renew | 10 teams Search for a team

Name	Standard channels	Private channels	Shared channels ⓘ	Privacy ⓘ	Status ⓘ
PX Project XYZ	2	0	0	Private	⚠️ Archived
PA Project ABC	6	1	2	Private	⚠️ Archived
Ps Product supp...	1	0	0	Private	Active

Dashboard Teams Manage teams Teams settings

1 2 3 4



Delete the Product support team

Are you sure you want to delete the **Product support** team? All hosted channels, conversations, files, and the Microsoft 365 group for this team will be deleted. You'll lose access to any shared channels that have been shared with the team.

I understand that everything will be deleted

[Cancel](#)

[Delete team](#)

A screenshot of the Microsoft Teams admin center. On the left, there is a sidebar with 'Teams' selected. In the main area, a table lists teams:

Name	Standard channels
PX Project XYZ	2
PA Project ABC	6

Red numbers are overlaid on the interface:

- 1 is over the 'Teams' icon in the sidebar.
- 2 is over the 'Manage teams' link in the sidebar.
- 3 is over the first row of the table.
- 4 is over the 'Delete' button in the top navigation bar.

Microsoft 365 admin center

- Home
- Users
- Teams & groups 1
 - Active teams & groups
- Policies
- Deleted groups 2
 - Shared mailboxes
- Billing
- Setup

... Show all

Home > Deleted groups

Deleted groups

Deleted Microsoft 365 groups will be shown here for 30 days before the group and its associated data are permanently deleted. If you need to, you can restore a Microsoft 365 group and its data within this period. All other group types are permanently deleted immediately.

[Learn more about restoring Microsoft 365 groups](#)

Group name	Group email
<input checked="" type="checkbox"/> Project XYZ	ProjectXYZ@chambername.onmicrosoft.com

2

Restore group Refresh 1 selected X

The screenshot shows the Microsoft Teams interface. On the left, the sidebar includes icons for The Landing, Activity, Chat, Teams (highlighted), Calendar, and Phone. The main area displays the 'Teams' section with a 'Discover' card and a 'Hidden teams' dropdown. Inside the dropdown, the 'Product support' team is listed, with a red circle labeled '1' over its name. A context menu is open for this team, with a red circle labeled '2' over the 'Manage team' option. To the right, the 'Product support' team details page is shown, with a red circle labeled '3' over the 'Members' tab. The page lists two owners: Megan Bowen (Marketing Manager) and Nate Chamber... (Marketing Manager).

This screenshot shows the 'Members' tab for the 'Product support' team in Microsoft Teams. It lists two owners: Megan Bowen (Marketing Manager) and Nate Chamber... (Marketing Manager). Below this, under 'Members and guests (11)', there is a list of three guests: Baxter Mago..., Alex Wilber, and Lynne Robbins. A red arrow points to the 'X' icon next to Baxter Mago... in the guest list.

Name	Title	Location	Tags	Role
Megan Bowen	Marketing Manager	12/1110		Owner
Nate Chamber...				Owner
Members and guests (11)				
Baxter Mago...				Guest
Alex Wilber	Marketing Assistant	131/1104		Member
Lynne Robbins	Planner	20/1104		Member

This screenshot shows the Microsoft Entra admin center's Identity Governance section. The left sidebar has a tree view with 'Identity governance' (red circle 1) expanded, showing 'Entitlement management' (red circle 2) and 'Access reviews'. The 'Access reviews' menu is selected. The main area is titled 'Identity Governance | Access reviews' (red circle 3) and contains a 'New access review' button, a warning message about license requirements, and a table for viewing access reviews.

New access review ...

*Review type * Reviews Settings * Review + Create

Schedule an access review to ensure the right people have the right access to access packages, groups, apps, and privileged roles.
[Learn more](#)

Select what to review *

Teams + Groups

Review scope *

All Microsoft 365 groups with guest users ⓘ

Select Teams + groups

Group *

Recognition Committee and 3 others

Scope *

Guest users only

All users ⓘ

New access review ...

*Review type * **Reviews** Settings * Review + Create

Determine review stages, reviewers, and timeline below.

Multi-stage review * ⓘ



Specify reviewers

Select reviewers *

Group owner(s)

Fallback reviewers ⓘ

Nate Chamberlain

Specify recurrence of review

Duration (in days) *

7 ✓

Review recurrence *

Semi-annually

Start date *

03/17/2024

End

Never

End on specific date

End after number of occurrences

< Previous

Next: Settings

New access review

*Review type *Reviews **Settings** *Review + Create

Configure additional settings, including decision helpers and email notifications.

Upon completion settings

Auto apply results to resource

If reviewers don't respond

⚠ Setting 'If reviewers don't respond' to 'Remove access' or 'Take recommendations' while 'Auto-apply results to resource' is enabled could potentially lead to all access to this resource being revoked if the reviewers fail to respond.

At end of review, send notification to [Nate Chamberlain](#)

Enable reviewer decision helpers

No sign-in within 30 days

User-to-Group Affiliation

Advanced settings

Justification required

Email notifications

Reminders

Additional content for reviewer email

< Previous

Next: Review + Create

Identity Governance | Access reviews

Dashboard

Getting started

Entitlement management

Access packages

Catalogs

Connected organizations

Reports

Settings

Lifecycle workflows

Lifecycle workflows

Access reviews

Overview

Access reviews

+ New access review Columns Refresh Got feedback?

⚠ License requirements for this feature have changed. After October 30, 2023, access to capabilities formerly in preview will be read-only more.

Type

Filter by access review type

Search by name or owner

Name	Resource	Status
First access review	Group Quality and safety	Active
First access review	Group Project ABC	Active
First access review	Group Product support	Active
First access review	Group Recognition Committee	Active

Action required: Review access to the Product support group by March 24, 2024

MS Microsoft Security <MSSecurity-noreply@microsoft.com>   ...
To: Nate Chamberlain Sun 3/17/2024 10:42 AM

chambername

 Azure Active Directory is now Microsoft Entra ID. [Learn More.](#)

Please review access to the Product support group in chambername

Nate Chamberlain, your organization requested that you approve or deny continued access to the Product support group in the First access review review. The review period will end on March 24, 2024.

Start review >

My Access  Search users  

Access packages  Access reviews

Request history

Approvals

Access reviews

Give feedback

First access review

Please review assignment to 'Product support' [See details](#)

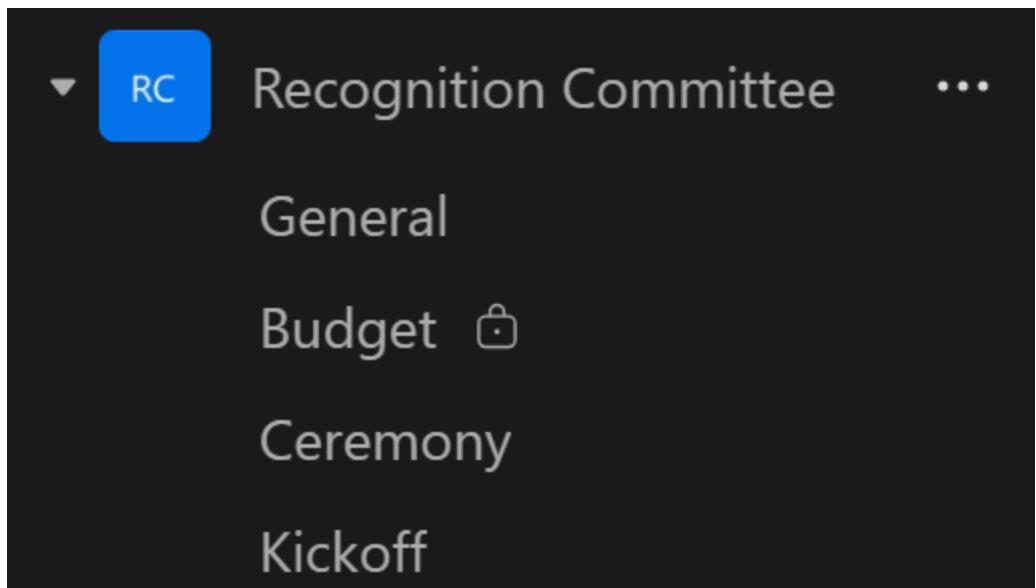
<input checked="" type="checkbox"/> Approve	<input type="checkbox"/> Deny	<input type="checkbox"/> ? Don't know	 Reset decisions	 Accept recommendations	 filter
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>			

Adele Vance AdeleV@chambername.onmicrosoft.com Deny ⚡ Inactive user Denied Nate Chamberlain Details
Alex Wilber AlexW@chambername.onmicrosoft.com Deny ⚡ Inactive user Denied Nate Chamberlain Details
Isaiah Langer IsaiahL@chambername.onmicrosoft.com Deny ⚡ Inactive user Approved Nate Chamberlain Details
Johanna Lorenz JohannaL@chambername.onmicrosoft.com Deny ⚡ Inactive user Details
Joni Sherman JoniS@chambername.onmicrosoft.com Deny ⚡ Inactive user Details

```
PS C:\Users\ndcha> New-Team -DisplayName "Recognition Committee" -Description "Team for the 2024 elected committee for employee recognition." -MailNickname "Recognition24" -Visibility Public
```

GroupId	DisplayName	Visibility	Archived	MailNickname	Description
47637299-b89b-4aa0-996e-4a92b8503e76	Recognition Commi...	Public	False	Recognition24	Team for the 2024...

```
PS C:\Users\ndcha>
```



```
PS C:\Users\ndcha> $group = Get-Team -MailNickname "Recognition24"
>> Set-TeamArchivedState -GroupId $group.GroupId -Archived:$true -SetSpoSiteReadOnlyForMembers:$true
>>

GroupId          DisplayName      Visibility Archived MailNickname      Description
-----          -----          -----       -----      -----          -----
47637299-b89b-4aa0-996e-4a92b8503e76 Recognition Commi... Public     True      Recognition24      Team for the 2024...
```

The screenshot shows a dark-themed web page with a navigation bar at the top. The top bar includes a 'Practice Resources' logo, a bell icon for notifications, and a 'SHARE FEEDBACK' button. Below the top bar, the page has a breadcrumb navigation: 'DASHBOARD > CHAPTER 3'. The main content area is titled 'Managing Security and Compliance Settings for Microsoft Teams' and is divided into several sections:

- Summary**: A brief overview of the chapter's content, mentioning security and compliance mechanisms, licensing requirements, and specific policies like retention, sensitivity labels, and DLP.
- Content Sections**: Includes a detailed description of configuring security and compliance alert policies using Microsoft Defender for Office 365, a discussion on administrative roles and governance, and a section on planning and implementing various compliance and security policies.
- Chapter Review Questions**: A sidebar on the right side of the main content area, featuring a heading, a brief description of the exam guide, and a 'Select Quiz' section with a 'Quiz 1' link, a 'SHOW QUIZ DETAILS' dropdown, and a 'START' button.

Chapter 4: Configuring and Managing External Collaboration

Microsoft 365 admin center

☰ Health ▾

Admin centers

- 🔒 Security
- 🔒 Compliance
- 💻 Endpoint Manager
- 🔑 Identity
- 📧 Exchange
- 🌐 SharePoint



SharePoint admin center

☰

Home

Sites ^

Active sites

Deleted sites

Policies ^

Sharing 1 2

Access control

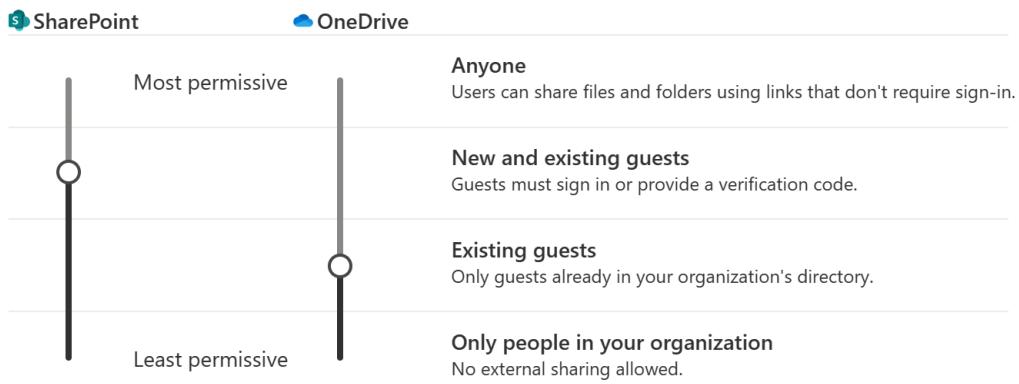


Sharing

Use these settings to control sharing at the organization level in SharePoint and OneDrive.
[Learn more about managing sharing settings](#)

External sharing

Content can be shared with:



You can further restrict sharing for each individual site and OneDrive. [Learn how](#)

More external sharing settings ▾

- Limit external sharing by domain
- Allow only users in specific security groups to share externally

1 security group: Marketing Members

[Manage security groups](#)

- Guests must sign in using the same account to which sharing invitations are sent
- Allow guests to share items they don't own
- Guest access to a site or OneDrive will expire automatically after this many days 60
- People who use a verification code must reauthenticate after this many days [Learn more](#) 30

File and folder links

Choose the type of link that's selected by default when users share files and folders in SharePoint and OneDrive.

- Specific people (only the people the user specifies)
- Only people in your organization
- Anyone with the link

Choose the permission that's selected by default for sharing links.

- View
- Edit

Other settings

- Show owners the names of people who viewed their files in OneDrive
- Let site owners choose to display the names of people who viewed files or pages in SharePoint
- Use short links for sharing files and folders

Teams and Skype for Business users in external organizations

When external domains are allowed, users in your organization can chat, add users to meetings, and use audio video conferencing with users in external organizations. By default, your organization can communicate with all external domains. [Learn more](#)

Choose which external domains your users have access to:

Allow all external domains



Teams accounts not managed by an organization

People in my organization can communicate with Teams users whose accounts aren't managed by an organization. [Learn more](#)

On

- External users with Teams accounts not managed by
an organization can contact users in my organization.



Skype users

Allow users in my organization to communicate with Skype users.

On

Microsoft Entra admin center... Search resources, services, and docs (G+)

Home > External Identities

External Identities | External collaboration settings

chambername

Overview Save Discard

Email one-time passcode for guests has been moved to All Identity Providers. →

Guest user access

Guest user access restrictions ⓘ Learn more

Guest users have the same access as members (most inclusive)

Guest users have limited access to properties and memberships of directory objects

Guest user access is restricted to properties and memberships of their own directory objects (most restrictive)

Guest invite settings

Guest invite restrictions ⓘ Learn more

Anyone in the organization can invite guest users including guests and non-admins (most inclusive)

Identity governance

External Identities

Overview

All identity providers

User flows

Custom authentication extensions

Cross-tenant access settings

External collaboration settings

Cross-tenant synchronization

User experiences

Hybrid management

Monitoring & health

Learn & support

Microsoft Teams admin center

Dashboard

Teams

Users 1

Manage users

Guest access 2

External access

Guest access

Guest access lets you control how guests collaborate with people in your organization. You can invite people outside of your organization to have access to selected teams and allow them to join meetings and chat with your users. Learn more about guest access. [Learn more](#)

The screenshot shows the 'Guest access' settings in Microsoft Teams. A dropdown menu is open, showing 'On' as the selected option. Below the dropdown, it says 'Service default: On'. There is also a note: '(i) To manage calling settings for people in your organization, go to Voice > Calling policies'. A toggle switch for 'Make private calls' is set to 'On'.

The screenshot shows the navigation bar for the 'Recognition Committee' team. It includes options like 'General', 'Budget', 'Ceremony', 'Kickoff', and 'Product su'. A red circle with the number '1' is over the three-dot menu icon. A red circle with the number '2' is over the 'Add member' button.

Add members to Recognition Committee

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses. People outside your org will get an email letting them know they've been added. [Learn about adding guests](#)

The screenshot shows the search interface for adding members. It displays the email 'baxter@natechamberlain.com' and a confirmation message: 'Add **baxter@natechamberlain.com** as a guest?'. Below this, there is a text input field with the placeholder 'Type a name or email' and a button labeled 'Add name'.

Add members to Recognition Committee

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses. People outside your org will get an email letting them know they've been added. [Learn about adding guests](#)

Type a name or email



Baxter Magorium

baxter@natechamberlain.com

Guest



Cancel

Add

Microsoft Teams

A Microsoft customer, **Nate**, from the **chamberbate** organization has added you to a team.

Team name

Recognition Committee

Open Microsoft Teams

The information shared above was not created by Microsoft.

Only continue if you recognize this person and you're expecting this invitation.



lia@natechamberlain.com

Permissions requested by:

chambername

chambername.onmicrosoft.com

By accepting, you allow this organization to:

- ✓ Receive your profile data
- ✓ Collect and log your activity
- ✓ Use your profile data and activity data

You should only accept if you trust chambername. **chambername has not provided links to their terms for you to review.** You can update these permissions at <https://myaccount.microsoft.com/organizations>.

[Learn more](#)

This resource is not shared by Microsoft.

Cancel

Accept

RC **Recognition Committee** Members ⚙️ ⌂ ⋮

+ Add member Search

⌄ Owners (1)

Name	Title	Role
 Nate Chamberlain		Owner ⌂

⌄ Members and guests (2)

Name	Title	Role
 Baxter Magorium (Guest)		Guest 
 Lia Familia (Guest)		Guest 

Microsoft 365 admin center  Search

≡

Services  Security & privacy Organization profile

1  2 

Teams & groups 

Roles 

Resources 

Billing 

Support 

Settings  

Domains

Search & intelligence

3 

Org settings 

Microsoft 365 Backup

Dynamics CRM

Mail

Microsoft 365 Groups  4

Microsoft 365 installation options 

Microsoft 365 Lighthouse 

Microsoft 365 Groups

Choose settings for guests and ownerless groups.

Guests

Choose how guests from outside your organization can collaborate with your users in Microsoft 365 Groups. [Learn more about guest access to Microsoft 365 Groups](#)

- Let group owners add people outside your organization to Microsoft 365 Groups as guests
 - Let guest group members access group content
- If you don't select this, guests will still be listed as members of the group, but they won't receive group emails or be able to access any group content. They'll only be able to access files that were directly shared with them.

Ownerless groups

All groups must have an owner to add or remove members. Owners have unique permissions like the ability to change group settings.

- When there's no owner, email and ask active group members to become an owner

The screenshot shows the Microsoft Entra admin center interface. The left sidebar has a 'User settings' section selected. The main area is titled 'Users | User settings' for 'chambername - Microsoft Entra ID'. It includes a search bar, refresh button, and feedback link. Under 'Default user role permissions', 'Users can register applications' is set to 'Yes'. Under 'Guest user access', the 'Guest users have limited access to properties and memberships of directory objects' option is selected. Other options include 'Guest users have the same access as members (most inclusive)' and 'Guest user access is restricted to properties and memberships of their own directory objects (most restrictive)'.

Guest user access

[Learn more](#)

- Guest user access restrictions (i)
- Guest users have the same access as members (most inclusive)
 - Guest users have limited access to properties and memberships of directory objects
 - Guest user access is restricted to properties and memberships of their own directory objects (most restrictive)

The screenshot shows the Microsoft Entra admin center interface. The left sidebar has sections for 'What's new', 'Diagnose & solve problems', 'Favorites' (with 'Identity' selected), 'Overview', 'Users', 'Groups' (with 'All groups' selected), and 'Deleted groups'. The main content area is titled 'Groups | All groups' under 'chambername'. It includes a navigation bar with 'Overview (Preview)', 'All groups' (selected), 'Deleted groups', 'Diagnose and solve problems', and 'Settings' (with 'General', 'Expiration', and 'Naming policy'). Below this is an 'Activity' section with 'Privileged Identity Management'. On the right, there are buttons for 'New group' (highlighted with a red box), 'Download groups', and 'Refresh'. A message states 'Azure Active Directory is now Microsoft Entra ID.' There is also a 'Search' bar, an 'Add filter' button, and a 'Search mode' toggle set to 'Contains'. The results section shows '31 groups found' with a list starting with 'A Accounting' and 'AC All Company'.

New Group

 Got feedback?

Group type * ⓘ

Security



Group name * ⓘ

Guest inviters



Group description ⓘ

Individuals who may invite guests to groups in our organization.



Microsoft Entra roles can be assigned to the group ⓘ

Yes

No

Membership type ⓘ

Assigned



Owners

1 owner selected

Members

4 members selected

Roles

Guest Inviter

Create

Guest invite settings

Guest invite restrictions ⓘ

[Learn more](#)

- Anyone in the organization can invite guest users including guests and non-admins (most inclusive)
- Member users and users assigned to specific admin roles can invite guest users including guests with member permissions
- Only users assigned to specific admin roles can invite guest users
- No one in the organization can invite guest users including admins (most restrictive)

Microsoft Purview

Search

Home

Information Protection

- Overview
- Reports
- Recommendations

Sensitivity labels

Policies

Classifiers

Sensitivity labels

You can now create sensitivity labels with p complete these steps to enable the feature.

Sensitivity labels are used to classify email content or site is protected based on the s control user access to specific sites. [Learn more](#)

[+ Create a label](#) [Publish labels](#)

Name

New sensitivity label

want this label to be used so you can configure the applicable protection settings. [Learn more about label scopes](#)

Label details

Scope

Items

Groups & sites

Finish

Items
Be aware that restricting the scope to only files or emails might impact access control settings and where the label can be applied. [Learn more](#)

- Files
Protect files created in Word, Excel, PowerPoint, and more.
- Emails
Protect messages sent from all versions of Outlook.
- Meetings
Protect calendar events and meetings scheduled in Outlook and Teams.

(i) Parent label will automatically inherit meeting scope from sub labels

Groups & sites
Configure privacy, access control, and other settings to protect labeled Teams, Microsoft 365 Groups, and SharePoint sites.

Schematized data assets (preview)
Apply labels to files and schematized data assets in Microsoft Purview Data Map. Schematized data assets include SQL, Azure SQL, Azure Synapse, Azure Cosmos, AWS RDS, and more.

(i) When scoped to schematized data assets, we recommend also scoping to Files so this label can be used in protection policies to control access to items in multicloud data sources. [Learn about protection policies](#)

[Back](#) [Next](#) [Cancel](#)

Define protection settings for groups and sites

These settings apply to teams, groups, and sites that have this label applied. They don't apply directly to the files stored in those containers. [Learn more about these settings](#)

Privacy and external user access

Control the level of access that internal and external users will have to labeled teams and Microsoft 365 Groups.

External sharing and Conditional Access

Control external sharing and configure Conditional Access settings to protect labeled SharePoint sites.

Private teams discoverability and shared channel settings

Decide whether private teams will be discoverable in searches and control the types of teams that can be invited to shared channels.

The screenshot shows the 'New sensitivity label' creation interface. On the left, a vertical navigation pane lists steps: Label details, Scope, Items, Groups & sites, and Finish. The 'Groups & sites' step is selected. On the right, the 'Review your settings and finish' section displays the following configuration:

- Name:** Restricted
- Edit**
- Display name:** Restricted
- Edit**
- Description for users:** This label applies guest user restrictions for groups.
- Edit**
- Description:** This label applies guest user restrictions for groups.
- Edit**
- Scope:** Site, UnifiedGroup
- Edit**

At the bottom are 'Back', 'Create label', and 'Cancel' buttons.

The screenshot shows the Microsoft Teams interface for a team named 'Project Excelsior'. A context menu is open, with the 'Manage team' option highlighted by a red box. Other options visible in the menu include 'Hide' and 'Add member'.

 Project Excisor Members Pending requests Channels Settings Analytics Apps +1

+ Add member

Search



▽ Owners (1)

Name	Title	Location	Tags	Role
------	-------	----------	------	------

	Megan Bow...	Marketing Manager	12/1110	Owner
---	--------------	-------------------	---------	-------

▽ Members and guests (12)

1

Name	Title	Location	Tags	Role
------	-------	----------	------	------

	Nestor Wil...	Director	36/2121	Member
---	---------------	----------	---------	--------

	Isaiah Lan...	Sales Rep	20/1101	Member
---	---------------	-----------	---------	--------

	Nate Cha...		⌚	Guest
--	-------------	--	---	-------

Member

Remove Nate Chamberlain (Guest)

2

Home > External Identities | External collaboration settings > Groups | All groups > New Group >

 Users ...

chambernate - Microsoft Entra ID

Search ↵ + New user Download users Bulk operations ...

1

All users (Azure Active Directory is now Microsoft Entra ID)

Audit logs

Sign-in logs

Diagnose and solve problems

Manage

Deleted users

Password reset

Lia Add filter

1 user found (1 user selected)

Display name ↑

User p lia_natec

Refresh 2

Manage view 3

Delete

Per-user MFA

Got feedback?

Teams policy

Name

Global (Org-wide default)

Description

Default policy for users who aren't assigned to a policy.

Discover private teams [\(i\)](#)

On

Create private channels [\(i\)](#)

On

Create shared channels [\(i\)](#)

On

Invite external users to shared channels [\(i\)](#)

On

Join external shared channels [\(i\)](#)

On

Teams and Skype for Business users in external organizations

When external domains are allowed, users in your organization can chat, add users to meetings, and use audio video conferencing with users in external organizations. By default, your organization can communicate with all external domains. [Learn more](#)

Choose which external domains your users have access to:

Allow all external domains



Microsoft Azure Search resources, services, and docs (G+) ...

Home > chambernate | Users > External Identities

External Identities | Cross-tenant access settings

chambernate

Search Got feedback?

Overview 1

- All identity providers
- External collaboration settings
- Cross-tenant access settings** 2
- Diagnose and solve problems
- > Self-service sign up
- > Subscriptions
- > Lifecycle management
- > Troubleshooting + Support

Organizational settings Default settings

+ Add organization Refresh Columns

Use cross-tenant access settings to manage collaboration with external Microsoft Entra tenants, use collaboration settings for non-Microsoft Entra tenants.

Organizational settings are cross-tenant access settings for Microsoft Entra tenants. Any Microsoft Entra tenants not listed here will use the default settings.

[Learn more](#)

Search by domain name or tenant ID

Inherited from multi-tenant organization (switch)

1 organization found

Name	Inbound access	Outbound access
Nate LLC	Inherited from default	Inherited from default

Add organization 3

Name natechamberlain.com X

Tenant ID 6128d3cd-9f5b-420f-ac86-baedef6dc691

Add 4 **Discard**

B2B collaboration **B2B direct connect** Trust settings Cross-tenant sync

B2B direct connect inbound access settings determine whether users from external Microsoft 365 or Office 365 organizations can connect to your organization. To establish a connection, you must first set up a trust between your organization and the external organization. You can also choose to allow or block access for specific users or groups.

[Learn more](#)

Default settings

Customize settings

1

External users and groups

Applications

Access status

Allow access

2

Block access

Applies to

All Nate LLC users and groups

3

Select Nate LLC users and groups

B2B collaboration

B2B direct connect

Trust settings

Cross-tenant sync

B2B direct connect inbound access settings determine whether users from external Microsoft 365 or Office 365 organizations can connect to your organization. To establish a connection, you must first set up a trust between your organization and the external organization. You can also choose to allow or block access for specific users or groups.

[Learn more](#)

Default settings

Customize settings

External users and groups

Applications

1

Access status

Allow access

2

Block access

Applies to

All applications

Select applications

3

[Add Microsoft applications](#)

4

Name

Remove

Office 365



Create a channel

Channel name *

Industry Insights



Description

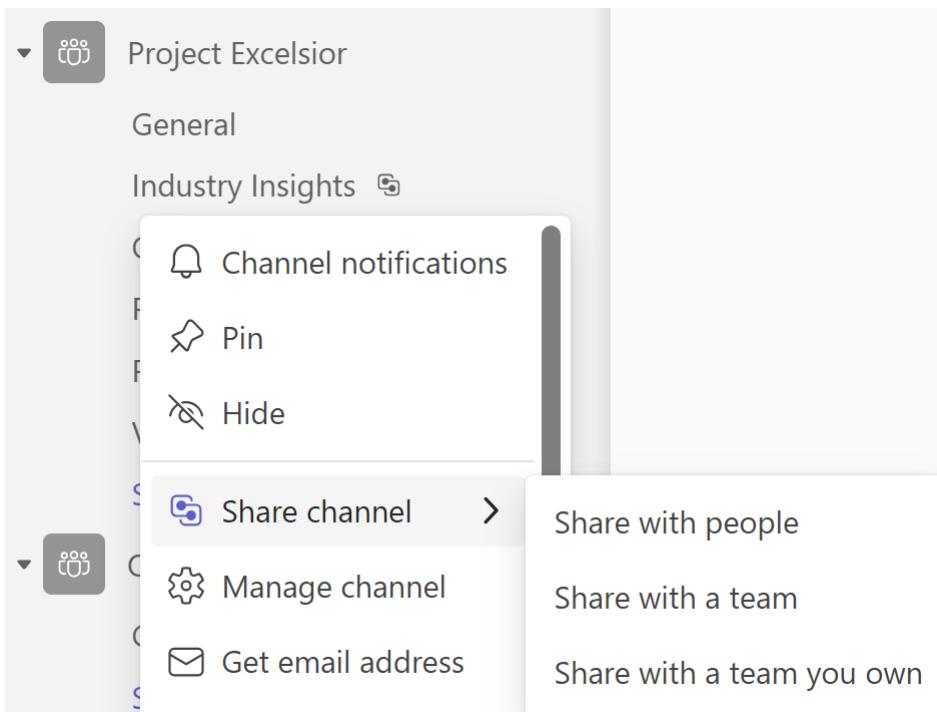
This channel is a shared channel between the Nate LLC and chambername organizations.

Choose a channel type * ⓘ

Shared — People or teams in your org or outside your org have access



Share this channel with everyone on the team ⓘ



The screenshot shows the 'Industry Insights' channel settings in Microsoft Teams. A context menu is open over the channel name, listing options: Channel notifications, Pin, Hide, Share channel (selected), Manage channel, and Get email address. The 'Share channel' option has three sub-options: Share with people, Share with a team, and Share with a team you own.

- Channel notifications
- Pin
- Hide
- Share channel >
 - Share with people
 - Share with a team
 - Share with a team you own
- Manage channel
- Get email address

NateChamberlain.com

[REDACTED].onmicrosoft.com

Permissions requested by:

 Nate LLC

[REDACTED].onmicrosoft.com

By accepting, you allow this organization to:

- ✓ Receive your profile data
- ✓ Collect and log your activity
- ✓ Use your profile data and activity data

You should only accept if you trust Nate LLC. [Read Nate LLC's privacy statement](#). You can update these permissions at <https://myaccount.microsoft.com/organizations>.

[Learn more](#)

This resource is not shared by Microsoft.

Cancel

[Accept](#)

The screenshot shows a Microsoft Teams interface. At the top, there's a header with a user icon and the text "Project Excelsior" followed by "@chambername". Below this, a card titled "Industry Insights (External)" has a "Share" button highlighted with a red box. Another card for "LSPUG Members" is also visible.

This screenshot shows the "Activity" feed in Microsoft Teams. It lists two items: one from "Megan Bowen" inviting the user to the "Industry Insights channel" at 3:53 PM, and another from "Megan Bowen" sharing a file from "Project Excelsior" at 3:40 PM. The invitation item is highlighted with a red box. To the right, under "Your teams", there's a section for "Needs action (1)" which details the invitation, showing it's a "Shared channel" sent by "Industry Ins..." to "chambername" with an expiration of "13 days". There are "Decline" and "Accept" buttons, which are also highlighted with a red box.

The screenshot shows a Microsoft Teams channel named "Mark 8 Project Team" with a "General" tab selected. Below it, a "Industry Insights" tab is shown with a "Share" button highlighted with a red box.

This screenshot shows the "Practice Resources" dashboard. At the top, there's a navigation bar with "DASHBOARD > CHAPTER 4", a "Practice Resources" logo, a bell icon, and a "SHARE FEEDBACK" button.

Configuring and Managing External Collaboration

Summary

In this chapter, you explored the multifaceted approach to configuring and managing external collaboration within Microsoft Teams, which is pivotal for administrators aiming to enhance productivity while maintaining stringent security controls. Initially, you identified licensing requirements essential to enable external collaboration, emphasizing the shift toward an MAU billing model in Microsoft Entra, which offers scalability and predictability in the costs associated with guest-user collaboration.

You then navigated through the steps necessary to configure external sharing settings in SharePoint Online and OneDrive, highlighting the importance of these configurations in facilitating seamless access to files and folders for external guests. The practical guidance on adjusting these settings underscores the balance between ease of collaboration and adherence to security and compliance needs.

Further, the chapter delved into configuring external access and guest sharing within the Microsoft Teams admin center, alongside leveraging Microsoft Entra ID to manage guest access across Microsoft 365 Groups, SharePoint, and OneDrive. What we learned about controlling guest access with sensitivity labels, removing guests efficiently, and leveraging shared channels and cross-tenant access for B2B direct connect encapsulates a comprehensive approach toward fostering effective and secure external partnerships.

You should now have a good understanding to navigate the complexities of external collaboration in Microsoft Teams. The chapter provided not only knowledge on how to configure settings effectively but also how to strike an optimal balance between accessibility for external partners and safeguarding organizational data. This foundation prepares administrators to further refine their Teams environments, ensuring a secure, compliant, and collaborative workspace.

In the next chapter, you will learn how to manage Microsoft Teams clients and devices.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1
SHOW QUIZ DETAILS ▾

START

Chapter 5: Managing Microsoft Teams Clients and Devices

The screenshot shows the 'Teams devices' navigation pane. At the top is a 'Store' link. Below it are several categories: 'Teams Rooms on Windows', 'Teams Rooms on Android', 'Surface Hubs (Legacy)', 'Panels', and 'Displays'. A red box highlights the 'Phones' category, which is followed by 'SIP devices'. At the bottom is a 'Teams apps' section.

Phones

Control and manage Teams certified phones across your organization, create and upload configuration profiles for each type of phone you have, make changes to their settings, [set up alert rules](#), and apply software updates. [Learn more](#)

Actions ▾

Devices summary	Health summary	Software auto-updates
3 Total	1 Online	2 Automatic updates are underway.
2 Offline	0 Non-urgent	View details
0 Critical		

[All phones](#) [User phones](#) [Common area phones](#) [Conference phones](#) [Configuration profiles](#)

[Edit](#) [Assign configuration](#) [Manage tags](#) [Update](#) [Upgrade](#) [Restart](#) [Remove](#) | 3 items ...

Teams Rooms on Windows

Control and manage Teams Rooms on Windows devices such as consoles, microphones, cameras, and displays, in your organization. You can configure settings, view activity information, manage updates, [set up alert rules](#), and perform diagnostics to help with troubleshooting. [Learn more](#)

Actions ▾

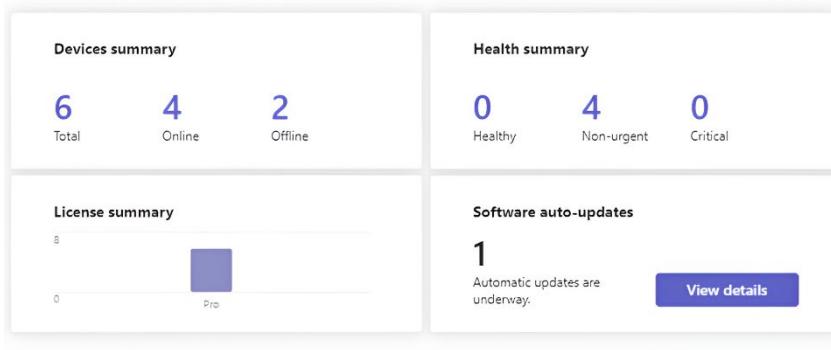
Devices summary	Health summary	License summary
3 Total	3 Healthy	4 0 Pro
3 Online	0 Non-urgent	
0 Offline	0 Critical	

[Edit settings](#) [Manage tags](#) [Restart](#) [Remove](#) | 3 items ...

Teams Rooms on Android

Actions ▾

Control and manage your Teams certified Teams Rooms on Android devices across your organization, create and upload configuration profiles to make changes, set up alert rules, and apply updates for each device. [Learn more](#)



Teams Rooms on Android

Touch consoles

Configuration profiles

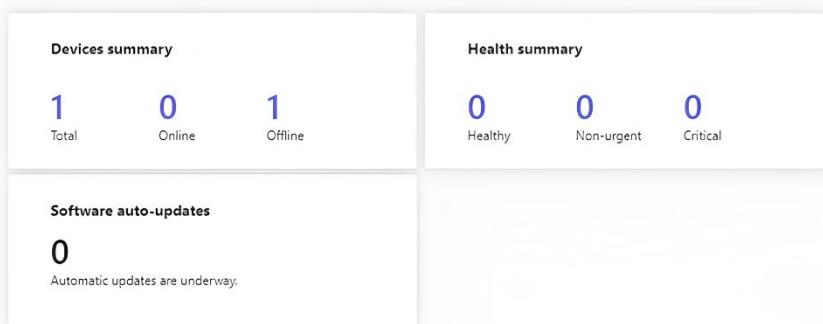
Edit Assign configuration Manage tags Update Restart Remove | 6 items ⋮

Actions ▾

Displays

Actions ▾

Manage displays in your organization, create and upload configuration profiles so you can make setting changes, set up alert rules, and apply updates for each type of device. [Learn more](#)



Displays

Configuration profiles

Edit Assign configuration Manage tags Update Restart Remove | 1 items ⋮

Actions ▾

SIP devices

Control and manage Teams certified SIP devices across your organization. [Learn more](#)

Devices summary

0 Total	0 Online	0 Offline
-------------------	--------------------	---------------------

Health summary

0 Healthy	0 Non-urgent	0 Critical
---------------------	------------------------	----------------------

All devices User devices Common area devices

Edit Manage tags Restart Remove | **0 items**

Display name	Username	Device name i	Health status i
All phones	User phones	Common area phones	Conference phones
Add Edit Assigned devices Delete 1 items Search ↻			
Name	Description	Modified by	Modified on
Default Configuration P...	Standard profile to be a...	Nate Chamberlain	Apr 11, 2024, 6:54 PM

Phones \ Configuration profiles \ Default Configuration Profile

Default Configuration Profile

Standard profile to be assigned to Phone

General

Set device lock

On

Timeout

30 seconds



Device lock PIN

123456

Enforce device lock

Off

ⓘ When this is on, user on the phone device will be asked to set device lock PIN within a certain period.

Language

English (United States)



Timezone

(UTC-12:00) International Date Line West



Date format

DD/MM/YYYY



Time format

12 Hours (AM/PM)



Maintenance window ⓘ

Start time

01:00

End time

04:00



3hrs 0mins

Update frequency (Minimum weekly once) ⓘ

M T W T F S **S**

Calling settings

Advanced calling (i)

Off

(i) This setting might not be applicable if the device isn't updated.

Hotline (i)

Off

Call quality survey

Off

(i) This setting might not be applicable if the device isn't updated.

Display call forwarding on home screen

Off

(i) Applies only to common area phones and personal phones.

Device settings

Display screen saver

On

Timeout

30 seconds



Display backlight brightness



Display backlight timeout

15 minutes



Display high contrast

Off

Silent mode

Off

Office hours

08:00

▼ 17:00



Network settings

DHCP enabled	<input checked="" type="checkbox"/> On
Logging enabled	<input type="checkbox"/> Off
Host name	host
Domain name	domain.com
IP address	10.5.140.156
Subnet mask	255.255.255.0
Default gateway	10.5.140.1
Primary DNS	10.5.140.225
Secondary DNS	10.5.140.101
Device's admin password	<input type="password"/> Clear default admin password i
Network PC port	<input type="checkbox"/> Off

All phones	User phones	Common area phones	Conference phones	Configuration profiles
+ Add	Edit	Assigned devices	Delete	1 items
				<input type="text"/> Search ↻

✓	Name	Description	Modified by	Modified on
	Default Configuration P...	Standard profile to be a...	Nate Chamberlain	Apr 11, 2024, 6:54 PM

The screenshot shows the Microsoft Teams Admin Center interface. At the top, there are three summary cards: 'Devices summary' (0 Total, 0 Online, 0 Offline), 'Health summary' (0 Healthy, 0 Non-urgent, 0 Critical), and a partially visible 'Software' card. Below these are tabs for 'All phones', 'User phones', 'Common area phones', 'Conference phones', and 'Configuration profiles'. A red circle with the number '2' is overlaid on the 'Configuration profiles' tab. A modal dialog box is open, titled 'Assigned devices'. It contains the message: 'The configuration profile Default Configuration Profile is assigned to 0 devices.' and an 'OK' button.

Home > Advanced deployment guides & assistance > Surface Hub and Microsoft Teams Rooms setup guide

- Overview
- Preparation
- Deployment
- Recommendations
- Setup
- Review
- Finish

Set up your Surface Hub or Microsoft Teams Rooms devices

Setting up Surface Hub and Microsoft Teams Rooms devices involves several components. To aid in the process, we'll provide guidance and assist with the creation of device resource accounts (resource accounts) for the configuration of your devices.

To successfully implement Surface Hub and Microsoft Teams Rooms, your account must possess the Exchange Administrator and License Administrator roles as a minimum requirement.

Which devices will you be configuring?

Surface Hub

Microsoft Teams Rooms

What to expect

Whether you're setting up a Surface Hub device or a Microsoft Teams Rooms device, you'll receive initial setup guidance and best practices. You'll be shown use cases, prerequisites, and then asked questions about your organization's environment to help create and configure resource accounts accordingly.

Next
Cancel

 Microsoft 365 admin center[Home](#)[Users](#)[Teams & groups](#)[Roles](#)[Resources](#)

1

[Rooms & equipment](#)

2

[Sites](#)

×

Add resource

Create a mailbox for things like a conference room, company car, or equipment that everyone needs to use, so that those resources are reservable.

[Learn more about resource types](#)

Resource type

Room

Name *

Room 22A

The resource name appears in the address book, and in the To and From lines in meeting invitations and responses.

Email *

Rm22A

Domains

@

chambername.onmicrosoft.com

▼

The email address is used to send meeting invitations to the resource.

Capacity

20

The number of people who can fit in the room or use the equipment at the same time.

Location

2 North

Phone number

123-456-7890

Save

Edit booking options

- Allow repeating meetings
- Allow scheduling only during work hours
- Automatically decline meetings outside of limits

Booking window (days)

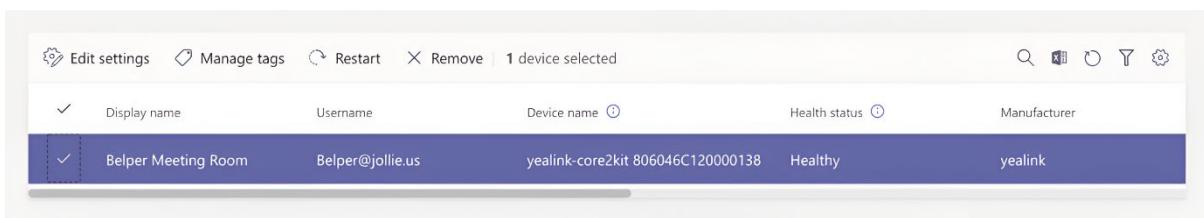
180

Booking duration (hours)

24

- Auto accept meeting requests

Set to 'Off' if you want to specify users who want to accept meetings manually



Edit settings				
Display name	Username	Device name	Health status	Manufacturer
✓ Belper Meeting Room	Belper@jollie.us	yealink-core2kit 806046C120000138	Healthy	yealink

Manage tags

Phone Teams user

BR

Helper Meeting Room

Manage tags for all of your devices.

Tag 1

Tag2

Type to add tags

Apply

Cancel

Actions ▾

Provision devices

Check for updates

All device tags



Managing Microsoft Teams Clients and Devices

Summary

In this chapter, you explored management techniques for Microsoft Teams clients and devices, focusing on configuration profiles, Teams Rooms systems, and the nuances of device management, including settings and firmware updates. This chapter provided insights into the importance of configuration profiles, which help in applying consistent settings across various Teams-compatible devices. This is important for maintaining an organized and efficient administrative environment within Teams.

The chapter also delved into managing Microsoft Teams Rooms, highlighting the essential steps and prerequisites needed to configure these systems within different organizational infrastructures, whether fully online, on-premises, or a hybrid of both. Licensing requirements were discussed to ensure that all functionalities, particularly those related to the Teams Phone System and calling plans for PSTN connectivity, are properly enabled.

Further, the chapter covered the strategic use of device tags in the Teams admin center, which simplifies the management process by allowing devices to be categorized and managed more efficiently. The process of remote sign-in provisioning was also explained, which is especially beneficial for IT administrators needing to manage device setups across various locations remotely.

In the next chapter, you will learn about the essentials of creating and managing Microsoft Teams effectively. It will cover various methods to create a team, how to form teams from existing organizational resources, how to craft and manage custom Teams templates and template policies, and detailed strategies for managing team membership, roles, and settings.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Chapter 6: Creating and Managing Teams

Select workload

Add team members

Deploy features

Select a workload to roll out in your organization. If this is the first workload you roll out, start with Chat, Teams, Channels and Apps. Based on your selection, if a service management team doesn't exist a team will be created with a channel dedicated to that workload. Pre-populated success resources listed under Details will be added into the team. Should you need to add additional features, you can at anytime once the team is created. [Learn more](#)

Workload	Assessments	Description
Chat, teams, channels and apps	7/8 completed	Resources for deploying...
Meetings and Conferencing	5/7 completed	Resources for deploying...
Skype for Business Upgrade	5/7 completed	This plan contains the st...

Chat, teams, chan...

Posts Files Planner Forms Notes +

Chat, teams, channels and apps

Set up this planner Get ready Roll out to early adopters

Project management

Project kickoff

You've read the introduction to this "Chat, teams, channels, and apps" plan. You've done all the preliminary tasks. Now you're ready to hold a kickoff meeting for your Teams rollout project. The project...

0 / 6

Project management

Learn about deploying Teams

The project leader should review the "How to roll out Teams" article to get familiar with the recommended paths for rolling out Teams. Use this guidance to plan your Teams deployment project. It'll help you...

2 / 3

Project management Adoption

Define usage scenarios

Scenarios cover the ways your people will use Microsoft Teams to address business challenges and achieve organizational, cultural, tangible or individual adoption outcomes....

0 / 1

Project management

Roll out Teams

To get started recommend your channels to adopters. By f small scale, yo

Deployment team

Dt

This team helps you to roll out Teams across your organization. Each workload that you want to roll out will create a new dedicated channel.

Privacy
Private | Confidential

Completed In progress
Not started

Delete team

Features Users

+ Add | 1 workload

Workload	Assessments	Description	Details	View in Teams
Chat, teams, channels a...	⚠ 7/8 completed	View all Resources for deploying...		View Open

Teams

...

...

[Create channel](#)

[Create team](#)

[Join team](#)

Discover

Your teams

Project Excelsior

Create a team

You're creating a team from scratch. [More create team options](#)

Team name *

MS-700 Exam Guide Third Edition



Description

This team is for organizing and collaborating on the MS-700 Exam Guide.

Team type and sensitivity



Private

General

What's a team?

Cancel

Create

The screenshot shows the Microsoft Teams application interface. On the left, there's a sidebar with icons for Viva Engage, The Landing, Activity, Chat (with 2 notifications), Teams (selected), Calendar, Calls, and The main area displays a list of teams under 'Your teams'. The 'MS-700 Exam Guide T...' team is listed, showing it is a 'General' team. Other teams listed include 'Nate LLC Service Desk', 'Nate LLC', 'Research and Develop...', 'Mark 8 Project Team', 'Project Excelsior @chambername', and 'Hidden teams'. At the top, there's a navigation bar with 'Teams', search, and other team-related icons. The 'General' tab is selected in the top right. On the far right, there's a decorative graphic of three people talking.

The screenshot shows the Microsoft Teams Admin Center interface. On the left, there's a navigation sidebar with sections like Dashboard, Teams (with Manage teams highlighted), Teams settings, Teams policies, Team templates, Templates policies, Teams update policies, Teams upgrade settings, Users, and Teams devices. The main area is titled "Manage teams" and contains a "Users summary" card showing 36 Total users, 33 Internal users, and 3 Guests. Below this is a table of teams with columns for Name, Standard channels, and Private channels. A red box highlights the "+ Add" button. At the bottom of the page, there's a PowerShell window showing command-line operations for creating a team and adding users.

Name	Standard channels	Private channels
MP	Mark8 Project...	1

```
Administrator: C:\Program Files\PowerShell\7\pwsh.exe
PS C:\Windows> New-Team -DisplayName "Project Alpha" -Description "Team for Project Alpha." -Visibility "Private"
GroupId          DisplayName      Visibility Archived MailNickname      Description
-----          -----          -----       -----   -----          -----
885969ec-0261-474d-b0d6-0c751f9738f3 Project Alpha    Private     False   msteams_5af735      Team for Project ...
PS C:\Windows> Add-TeamUser -GroupId 885969ec-0261-474d-b0d6-0c751f9738f3 -User "baxter@chambername.onmicrosoft.com" -Role Owner
>> New-Teamchannel -GroupId 885969ec-0261-474d-b0d6-0c751f9738f3 -DisplayName "Reports"
Id              DisplayName Description MembershipType
--              -----          -----          -----
19:256fbb9dc894265aef9a7b7b53d21d5@thread.tacv2 Reports           Standard
```

Create a team

You're creating a team from scratch [More create team options](#)

Team name *

Give your team a name

Description

Let people know what this team is all about

Team type and sensitivity

Private None

The screenshot shows the Microsoft 365 interface with the following elements:

- Header:** Search bar with "Search (Ctrl+E)" and a notification badge with "14".
- Sidebar:** Navigation menu with items: Viva Engage, The Landing, Activity (with 2 notifications), and Chat.
- Main Area:**
 - Create team:** Step 1: "From group" is selected and highlighted with a red box.
 - Group Selection:** Shows "SharePoint Governance" (Private) and "SurveyDemo" (Private). "Add team" button is highlighted with a red box.
 - Header Bar:** Includes a speaker icon (highlighted with a blue box), a gear icon, a question mark icon, and a user profile icon labeled "MB".
 - Next steps:** A modal window with "Next steps" title.
 - Step 1: "group." (in blue)
 - Step 2: "Add members" (in orange)
 - Additional Options:**
 - Upload files:** "Collaborate on shared content with your team." Includes "Upload a document" link.
 - Post news:** "Communicate with your team by sharing updates and announcements." Includes "Create a news post" link.
 - Add real-time chat:** "Add Microsoft Teams to collaborate in real-time and share resources across Microsoft 365 with your team." Includes "Add Microsoft Teams" link (highlighted with a red box).

1



NC

Next steps



with your team.

[Upload a document](#)



Post news

Communicate with your team by sharing updates and announcements.

[Create a news post](#)



Add real-time chat

Add Microsoft Teams to collaborate in real-time and share resources across Microsoft 365 with your team. [i](#)

2

[Add Microsoft Teams](#)



Change the look

Customize the look of your site

[Create team](#)

From template

[From another team](#)

From group

[What's a team?](#)

Which team do you want to use?

Copy apps, settings, and channels over to your new team. Your existing team won't be changed

Power BI Demo
1 | Private
Power BI Demo

OneNote Webinar
2 | Private
OneNote Webinar

Team Demo
5 | Private
This Team is for instructional purposes, demonstrating the structure and function ...

Help Desk
2 | Private
Team for internal collaboration amongst Help Desk agents.

You are using "Power BI Demo" as a template for a new team X

Team name *

Power BI Demo [copy] (checkmark)

Description

Let people know what this team is all about

Sensitivity label

None ▼

Privacy

Private - People need permission to join ▼

Choose what you'd like to include from the original team

Copy apps, settings, and channels over to your new team. Your existing team won't be changed.

Channels

Apps

Tabs

Member (1 person)

Create

[Create team](#)

From template

From another team

From group

[What's a team?](#)

Create a team from a template

Skip the setup and use a template to get your team engaged quickly.



From scratch
General

We'll help you create a basic team.



Manage a Project
General

Coordinate your project.



Manage an Event
General

Improve your event management and collaboration.



Onboard Employees
General

Create a central experience to onboard employees.



Adopt Office 365
General

Create a Champion community to drive adoption.



Organize Help Desk
General

Bring resources together to build your help desk.

Organize Help Desk



Collaborate on documentation, policy, and processes that support your help desk. Integrate your existing ticketing system or use our template to manage requests.

3 channels

- General
- Announcements 
- FAQ

7 apps

-  Issue reporting
-  Lists
-  Devices
-  Tickets
-  OneNote
-  Planner
-  SharePoint Pages
-  Our Site
-  FAQs
-  Wiki
-  Workflows

[Use this template](#)

Team templates

Teams templates can be used to create teams, channels, and apps that are common project. Teams templates are available to all organizations including educational organizations. Admins in educational organizations won't be able to create templates in educational organizations that want to deploy a custom template to people in Graph. [Learn more](#)

+ Add Edit Duplicate Delete | 16 items

Name	Description
Contoso Project Management	Manage tasks, etc.
Manage a Project	Manage tasks, etc.

Team templates \ Create a template

✓ Select starting point

✓ Select template

Template settings

Channels, tabs, and apps

Name

Tailspin Project Management *

Template descriptions

Add a short and a long description for this template. The short description is used in places where there isn't enough space to fit the long description, such as the team creation dialog. The long description appears in places like the template details page.

Short description *

Coordinate your project following our standard methodologies.

Long description *

Manage tasks, share documents, conduct project meetings and document risks and decisions with this template for Contoso project management.

Locale

Back Next Cancel

Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

Control which templates people in this policy can see by showing them or hiding them.

Viewable templates (2)

Hide 2 items		
✓	Name	Description
	Manage a Project	Manage tasks, share documents, conduct project meetings and docu...
	Frontline Collaboration	Bring your frontline team together to stay connected. Communicate,...

Hidden templates (14)

Show 14 items		
✓	Name	Description
	Contoso Project Management	Manage tasks, share documents, conduct project meetings and docu...

▼ Your teams

- ▼  MS-700 Exam Guide Th... ...
 - General 
 -  Nate LLC S
 -  Nate LLC

 Manage team

Mark8 Project Team

Mark8 Project Team



Team members
 and 5 others

Open in Teams

Send email

Members

Channels

Settings

+ Add owners + Add members X Remove

8 items

✓	Display name	Username
	Adele Vance	AdeleV@chambername.o...
	Alex Wilber	AlexW@chambername.o...

Home > chambername > Groups | All groups > New Group >

Dynamic membership rules

...

X

Save Discard | Got feedback?

Configure Rules Validate Rules (Preview)

You can use the rule builder or rule syntax text box to create or edit a dynamic membership rule. Learn more

And/Or

Property

Operator

Value

<input type="text"/>	department	<input type="text"/>	Equals	<input type="text"/> Human Resources	
----------------------	------------	----------------------	--------	--------------------------------------	--

+ Add expression + Get custom extension properties

Rule syntax

Edit

(user.department -eq "Human Resources")



MS-700 Exam Guide Third Edition Members +6

..

+ Add member

Search



▽ Owners (2)

Name	Title	Location	Tags	i	Role
Nate C...	Director				Owner ▾
Echo O...	Senior Manager				Owner ▾
▽ Members and guests (1)					<input checked="" type="checkbox"/> Owner <input type="checkbox"/> Member
Name	Title	Location	Tags	i	Role
Adele ...					Member ▾

What kind of team will this be?

X

Sensitivity label

None

▼

Privacy

- Private**
People need permission to join
- Public**
Anyone in your org can join
- Org-wide**
Everyone in your organization automatically joins

What kind of team will this be?

Privacy



Private

People need permission to join



Public

Anyone in your org can join



Org-wide

Everyone in your organization automatically joins

Edit Project Alpha team details

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Learn more about teams and channels](#)

Team name *

Project Alpha



Description

Team for Project Alpha.

Privacy

Private - Only team owners can add members



Private - Only team owners can add members

Public - Anyone in your organization can join

Org-wide - Everyone in your organization will be automatically added

Cancel

Done

Edit MS-700 Exam Guide Third Edition team details

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Learn more about teams and channels](#)

Team name *

MS-700 Exam Guide Third Edition



Description

MS-700 Exam Guide Third Edition

Sensitivity label

None



General

Business data that is not intended for public consumption. However, this can be shared with external partners, as required. Examples include a company internal telephone directory, organizational charts, internal standards, and most internal communication.

Restricted

This label applies guest user restrictions for groups.

None

[Cancel](#)

[Done](#)

Edit MS-700 Exam Guide 3rd Edition team details

Collaborate closely with a group of people inside your organization based on project, initiative, or common interest. [Learn more about teams and channels](#)

Team name *

MS-700 Exam Guide 3rd Edition



Description

This team is for organizing and collaborating on the MS-700 exam guide.

Sensitivity label

General



General

Business data that is not intended for public consumption. However, this can be shared with external partners, as required. Examples include a company internal telephone directory, organizational charts, internal standards, and most internal communication.

Restricted

This label applies guest user restrictions for groups.

None

[Cancel](#)

[Done](#)



Creating and Managing Teams

Summary

In this chapter, you explored the strategic implementation and management of Microsoft Teams, focusing on practical methodologies to enhance teamwork and ensure secure, efficient operations within organizations. Through detailed discussions on creating and managing teams, setting up team templates, and configuring privacy and sensitivity settings, the chapter provided administrators with the tools needed to effectively customize Teams environments to meet specific organizational requirements.

Key takeaways include the importance of utilizing the Microsoft Teams admin center for centralized control over team settings and membership, which streamlines administrative tasks and enhances security. The use of team templates emerged as a best practice for maintaining consistency and speeding up the deployment of new teams, ensuring that all teams start with a set of predefined settings and structures that align with organizational policies and goals. Additionally, the chapter highlighted the critical role of privacy and sensitivity settings in protecting sensitive information and complying with data protection regulations, emphasizing the need for ongoing management and user education to maintain a secure and compliant environment.

Overall, the insights from this chapter equip team administrators with the knowledge to not only create and manage teams but also to implement governance strategies that will lead to a more organized, secure, and productive use of Microsoft Teams in their organizations.

The next chapter of this guide explores channels.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1
[SHOW QUIZ DETAILS](#) ▾

START

Chapter 7: Managing Channels and Chats

The screenshot shows a list of teams under 'Your teams'. A context menu is open over the 'MS-700 Exam Guide T...' team, with the 'Add channel' option highlighted by a red box.

- General
- Hide
- Manage team
- Add member
- Add channel**
- Get link to team

Create a channel

Channel name *

Images

Description

A channel for curation, discussion, and approval of images.

Choose a channel type * ⓘ

Select



Standard

Everyone on the team has access.



Shared

People or teams in your org or outside your org can have access.



Private

Specific people on the team have access.

Cancel

Create

Microsoft Teams admin center

Search

Dashboard

Teams

Manage teams 1

Teams settings

Teams policies

Team templates

Templates policies

Teams update policies

Teams upgrade settings

Users 2

Teams devices

Teams apps

Manage teams

Teams and channels are collections of people, content, and tools used for projects. You can manage all teams and channels, and create new ones. Go to the Admin center to learn more.

Users summary

36	33	3
Total users	Internal users	Guests

17 teams

Name	Standard channels	Private channels
Mark8 Project...	1	1
Project ABC	6	1

Add

Name

Requests

Description

Create, review, and discuss project-related requests.

Type (i)

Standard

Apply Cancel

[+ Add channel](#)

Search

[▽ Active \(2\)](#)

Name	Show for me	Recommend channel	Description	Type	Last activity	...
General	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MS-700 Exam Guide Third...			...
Images	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	A channel for curation, dis...			...

[> Shared channels from other teams \(0\)](#)[> Deleted \(0\)](#)[> Archived \(0\)](#)

Archive the Everyday Resources channel?

This will freeze all conversations in the channel. You can restore the channel any time.

- Make the SharePoint folder read-only for team members

[Cancel](#)[Archive](#)



General Settings

[Analytics](#)

✓ Moderation

Set channel moderation preferences

General Channel:

- Anyone can post messages
- Anyone can post; show alert
that posting will notify everyone
(recommended for large teams)
- Only owners can post messages

✓ Connectors

Manage the connectors that post to this channel

[Edit](#)



▼ Channel details

Edit channel name and description

Everyday Resources

[Edit](#)

▼ Moderation

Set channel moderation preferences

Channel moderation

On



Who are the moderators?

Team owners

[Manage](#)

Who can start a new post?

Only moderators

Team member permissions

- Allow members to reply to channel messages
- Allow members to pin channel messages
- Allow bots to submit channel messages
- Allow connectors to submit channel messages

General Settings Analytics

Select a channel

General

Time period

Last Ninety Days

4/18/2024 - 7/16/2024

Analytics across channels

Summary

2

Active users

Engagement

0

Meetings

3

Posts

1

Replies

1

Reactions

0

Mentions

Active users

10

Email integration

With email integration, the contents of emails sent to a Teams channel will also appear in the Teams conversation.

Users can send emails to a channel email address

On

Accept channel email from these SMTP domains

Press the space bar after you enter a domain.

Member permissions

Enable channel creation, adding apps, and more

- Allow members to create and update channels
- Allow members to create private channels
- Allow members to delete and restore channels
- Allow members to add and remove apps
- Allow members to upload custom apps
- Allow members to create, update, and remove tabs
- Allow members to create, update, and remove connectors
- Allow members to create, edit, and delete tags
- Give members the option to delete their messages
- Give members the option to edit their messages

Guest permissions

Enable channel creation

New teams policy

Name

No private or shared channels

Description

Prevents assigned users from creating channels.

Discover private teams [i](#)

On

Create private channels [i](#)

Off

Create shared channels [i](#)

Off

Invite external users to shared channels [i](#)

On

Join external shared channels [i](#)

On

Apply

Cancel

Assign policy to group

If users of this group have any direct assignments, they will override group assignments. [Learn more about effective policy and precedence rules.](#)

Select a group



Mark8 Project Team



8 users [View](#)

Select a policy

No private channels



Select rank [\(i\)](#)

1

Select rank 1 if you want the selected policy to be effective for everyone in the selected group.

Apply

Cancel

Manage policies

Group policy assignment

Duplicate

Delete

Reset Global policy

Manage users

2 items

Assign users

3

Bulk unassign users

✓

Name ↑

Description

Global (Org-wide default)

Default policy for users ...

No

1

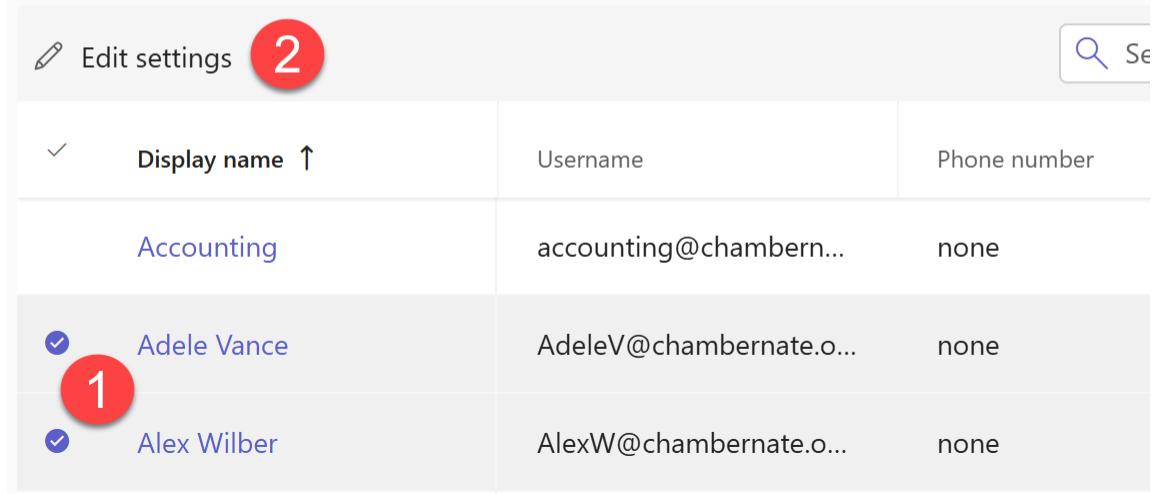
Demo messaging policy

This policy will apply on...

Yes

Manage users

You can manage Audio Conferencing settings, policies, phone numbers, and other features from the Admin center > Users to manage other user settings such as adding or deleting users, changing licenses.



Edit settings		
Display name ↑	Username	Phone number
Accounting	accounting@chamber... none	
Adele Vance	AdeleV@chambername.o... none	
Alex Wilber	AlexW@chambername.o... none	

Edit settings

You can assign these policies to one or more people in your organization at the same time.

[Learn more](#)

Policies ^

Call hold policy

Global (Org-wide default) ▾

Voicemail policy

Keep existing policy ▾

Meeting policy

RestrictedAnonymousAccess ▾

Audio Conferencing policy

Global (Org-wide default) ▾

Messaging policy

Demo messaging policy ▾

Events policy

Keep existing policy ▾

Live events policy

Apply

Cancel

Assign policy to group

If users of this group have any direct assignments, they will override group assignments. [Learn more about effective policy and precedence rules.](#)

Select a group



TEAM_Book
Club_Executive
Management



2 users [Edit](#)

Select a policy

Demo messaging policy



Select rank [i](#)

If users in this group are part of any other groups with a policy assigned, those users will inherit the policy from the group with the highest rank. [Learn more](#)

Apply

Cancel



Managing Channels and Chats

Summary

In this chapter, you delved into the intricacies of managing channels and chats in Microsoft Teams, guiding you through the strategic selection and administration of channel types to optimize communication within your organization. You explored the nuances of standard, private, and shared channels, each serving distinct purposes with varying degrees of access and privacy settings. Through a step-by-step approach, you learned how to create, edit, and delete channels, and how to adjust settings to suit specific team needs, both via the Microsoft Teams application and the Teams admin center.

You also covered the creation and management of messaging policies, and saw how these policies can be tailored to control the features available to users. This ensures that your team's communication tools align with organizational policies and help maintain effective governance and compliance standards. Throughout this chapter, the emphasis was on practical application, preparing you for proficient use of Microsoft Teams in your daily operations and ensuring you are well equipped to manage digital communication environments effectively.

In the next chapter, you will begin exploring the management of apps in Microsoft Teams.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Chapter 8: Managing Apps for Microsoft Teams

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with the following items:

- Teams devices
- Teams apps (marked with a red circle containing '1')
- Manage apps (marked with a red circle containing '2')
- Permission policies
- Setup policies
- Customize store
- Meetings

The main content area is titled "Manage apps" and contains the following information:

Control which apps are available to install for people in your org upload, approve, and publish custom apps made specifically for this page, use an app setup policy to pre-install apps for your us

Pending approval

	Submitted custom apps	Updated custom apps
0	0	0

Actions ▾

- + Upload new app
- Org-wide app settings

You can also manage apps or

Org-wide app settings

Third-party apps

You can control which third-party apps can be installed for your organization. [Learn more](#)

Let users install and use available apps by default [i](#)



On

Auto install approved apps [i](#) [New](#)



On

When you use Auto install approved apps, you accept the terms of use, privacy policies, and permissions of each app.

Manage selected apps

[Home](#) > [Enterprise applications](#) | All applications > [PnP Management Shell](#)

PnP Management Shell | Properties [...](#)

Enterprise Application



Overview



Deployment Plan



Diagnose and solve problems

Manage



Properties



Owners



Roles and administrators



Users and groups



Single sign-on



Provisioning



Self-service



Custom security attributes

Security



Conditional Access



Save



Discard



Delete



Got feedback?

View and manage application settings for your organization. Editing properties like display information, user sign-in settings, and user visibility settings requires Global Administrator, Cloud Application Administrator, Application Administrator roles. [Learn more](#).

Some of the displayed properties that are not editable are managed on the application registration in the application's home tenant.

⚠ Setting "Enabled for users to sign-in" to "No" blocks all users from accessing the application. Ensure that users do not need to access the application before setting to "No".

Enabled for users to sign-in? [i](#)

Yes

No

Name [i](#)

PnP Management Shell

Homepage URL [i](#)

<https://aka.ms/m365pnp>

Logo [i](#)



Assign app



Acorn LMS

Pursuit Technology

Manage who can install this app

Assign users

Everyone



Everyone

Everyone can install and use this app, including people in my org, guests, and external users.

Specific users or groups

Only selected users and groups can install and use this app.

Not assigned

No one can install or use this app.

All apps All subscriptions

Bro 2 Everything ▾

Assign Add to team Customize | 2 items

✓ Name	Assignments ⓘ	App status ⓘ
 Google Analytics Get Google Analytics sur	Everyone	Unblocked

Microsoft Teams admin center Search

Teams devices

Teams apps 1

Manage apps

Permission policies

Setup policies 2

Customize store

Meetings

Audio Conferencing

Meeting policies

Customization policies

App setup policies

App setup policies control how apps are made available to a user with the Teams app. Use the Global and customize it or create custom policies and assign them to a set of users. [Learn more](#)

App setup policies summary

2 Default policies	0 Custom policies
--------------------	-------------------

[Manage policies](#) [Group policy assignment](#)

+ Add Edit Duplicate Delete Reset Global policy Manage users

IT_Helpdesk

Full-time team members who respond to support inquiries regularly.

Upload custom apps [\(i\)](#)  Off

User pinning [\(i\)](#)  Off

Installed apps

Choose which apps and messaging extensions you want installed in your users' personal Teams environment app store. [Learn more](#)

+ Add apps			Remove		1 item
✓	Name	App ID	Publish		
	 Planner	com.microsoft.teamspace.tab.planner	Micros		

Pinned apps

Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions, or to appear. [Learn more](#)

+ Add apps			↑ Move up	↓ Move down	X Remove		7 items
	✓ App bar i						✓ Messaging extensions i
1	 Activity	=					 No pinned apps
2	 Chat	=					
3	 Teams	=					
4	 Planner	=					
5	 Calendar	=					

All apps

All subscriptions

Browse by [Everyone](#) [▼](#)

2

[Assign](#) [Add to team](#) [Customize](#) | 2 items

✓	Name	Assignments i	App status i
<input checked="" type="checkbox"/>	 Google Analytics Get Google Analytics sur	Everyone	Unblocked
	 Google Analytics Insights Reports, Alerts, Goals for	Everyone	Unblocked

The screenshot shows the Microsoft Teams app store interface. On the left, there's a sidebar with various icons for Activity, Chat, Teams, Calendar, Calls, OneDrive, and Apps. The 'Apps' section is expanded, showing categories like 'Popular on Teams', 'Built for your org', 'Featured', 'Popular by category', 'Built by Microsoft', and 'Education'. A red arrow points from the top of the sidebar down towards the 'Popular on Teams' section. The main area displays a grid of popular apps:

- Avatars** (Microsoft Corporation) - Popular on Teams, Built for your org. Rating: 4.0 (1065 ratings). Add button.
- Power BI** (Microsoft Corporation) - Uncover insights in your data. Rating: 4.5 (22254 ratings). Data visualization & BI, Productivity. Open button.
- YouTube** (Microsoft Corporation) - Search for videos on YouTube & watch together in meetings. Rating: 4.3 (341 ratings). Education, Training & tutorial. Add button.
- Forms** (Microsoft Corporation) - Easily create surveys, quizzes and polls. Rating: 3.6 (95 ratings). Productivity, Utilities. Add button.
- Planner** (Microsoft Corporation) - All your tasks and projects in one simple, familiar experience. Rating: 3.9 (10447 ratings). Productivity, Project management. Open button.
- Workflows** (Microsoft Corporation) - Be more productive with Microsoft Power Automate. Rating: 4.1 (1768 ratings). Workflow & business management, Productivity. Open button.
- M365 Chat** (Microsoft Corporation) - Your copilot for work. Rating: 4.0 (185 ratings). Add button.
- Viva Engage** (Microsoft Corporation) - Connect with leaders and coworkers, join communities, and share... Rating: 4.3 (16512 ratings). Open button.

The screenshot shows the Microsoft Teams admin center. The left sidebar has sections for Teams devices, Teams apps (with a red circle containing the number 1), Manage apps, Permission policies, Setup policies, Customize store (with a red circle containing the number 2), Meetings, Audio Conferencing, Meeting policies, and Customization policies.

The main content area is titled 'Customize app store' and contains the following sections:

- Organization logo**: Upload a logo for your organization. The logo you choose will appear in the custom apps page in the Teams app store. Options:
 - Don't show logo (default)
 - Choose an image
- Organization logomark**: Upload a logomark for your organization. The logomark you choose will appear on the Teams app store. Options:
 - Don't show logomark (default)
 - Choose an image
- Background image**: (This section is partially visible at the bottom of the screenshot.)

Publish your app

X



Download the app package

Download a copy of your app package, which is specific to your selected environment. Use the package to upload your app in Teams or publish later.



Publish to your org

Submit a request to your IT admin to publish your app. It will appear in the Built for your org section of the store once it's approved.



Publish to the Teams Store

Make your app available to Teams users everywhere. This option requires Microsoft approval.

cp Practice Resources



SHARE FEEDBACK ▾

DASHBOARD > CHAPTER 8

Managing Apps for Microsoft Teams

Summary

This chapter has provided a detailed exploration of managing Microsoft Teams apps across an organizational spectrum. As a Teams Administrator, you have learned the importance of configuring org-wide app settings to enhance security and improve user experience. The chapter also discussed how to effectively manage third-party and custom apps, ensuring they align with organizational policies and security requirements.

A major takeaway from this chapter is understanding the role of app permission and setup policies in maintaining control over app accessibility and functionality. By creating and managing these policies, you can dictate which apps are available to users and how they are deployed within Teams, which is crucial for both security and operational efficiency. Additionally, the ability to customize the Teams app store and seamlessly integrate apps, connectors, tabs, and messaging extensions offers a way to enhance productivity and ensure a cohesive user experience.

In the next chapter, you will explore managing Teams meetings and events such as town halls and webinars.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS ▾](#)

START

Chapter 9: Managing Meetings and Events

The screenshot shows the Microsoft Virtual Appointments interface. On the left is a vertical sidebar with icons for Viva Engage, The Landing, Activity, Chat, Teams, Calendar, Calls, OneDrive, Virtual App..., and Apps. The main area has a header "Virtual Appointments" with tabs for Home, Schedule, Queue, Analytics, and Manage. Below the header is a "Welcome to Virtual Appointments!" message. The interface is divided into four sections: "Schedule" (with "Create appointment calendar" and "Connect existing calendar" buttons), "Queue" (describing virtual appointments and wait times), "Analytics" (tracking no-show rates and insights), and "Manage" (for setting up services and staff info). The "Manage" section has a "Premium" badge.

Home > Active users

Active users

The screenshot shows the Microsoft Active users page. At the top are buttons for "Add a user", "Multi-factor authentication", "Refresh", "Delete user", "Reset password", and "Manage product licenses" (which is highlighted with a red box). Below is a table listing two users:

<input type="checkbox"/>	Display name ↑	Username	Licenses
<input checked="" type="checkbox"/>	Adele Vance	AdeleV@natechamberlain.com	Teams Phone with Calling Plan (count), Teams Phone Mobile , Microsoft Team Phone , Microsoft Power Automate Fabric (Free) , Power Pages vTrial for N
<input checked="" type="checkbox"/>	Alex Wilbur	AlexW@natechamberlain.com	Teams Phone with Calling Plan (count), Teams Phone Mobile , Microsoft Team Phone , Office 365 E5 without Audio , Microsoft 365 Audio Conferencing , Microsoft Power Automate Free , Microsoft Fabric (Free) vTrial for Makers

Cross-cloud meetings

Set up a connection with an organization in another Microsoft cloud environment to support authentication during Teams meetings across clouds. [Learn more](#)

+ Add		Lookup	Edit	X Delete	1 item	Search by tenant ID	≡	⚙️
✓	Tenant ID			Inbound connections	Outbound connections			
	2a67d2ce-604e-49be-b5a7-fb121cd4c966							

Microsoft cloud settings

Microsoft Azure Government	<input checked="" type="checkbox"/>	On
Microsoft Azure China	<input type="checkbox"/>	Off

- ⓘ By changing these settings, you're managing all collaboration with organizations from this cloud, including any user coming into your organization as a guest user. It also means that your users could be prevented from authenticating to any other organizations in this cloud as guest users.

Email invite preview



Organization logotype email preview

Join Microsoft Teams Meeting

+1 234-567-8901 Country or region, City (Toll)

Conference ID: 123 456 78#

[Local numbers](#)|[Reset PIN](#)|[Learn more about Teams](#).

[Help](#)|[Legal](#)

We look forward to meeting with you!

Note: The preview shown is for representation purposes only. The actual invitation might vary depending on the version of the Teams Meeting add-in in Outlook and Teams used by people in your organization.

Meeting policies

Meeting policies let you control what features are available to meeting participants. You can allow or disallow certain features, such as video, audio, or screen sharing. You can also customize it, or create custom meeting policies for people that host meetings.

Meeting policies summary

6	Default policies
0	Custom policies

Manage policies **Group policy assignment**

+ Add Remove | 0 item

Group name	Rank ↑
------------	--------

Assign policy to group

If users of this group have any direct assignments, they will override group assignments. [Learn more about effective policy and precedence rules.](#)

Select a group

PA Project ABC

1 users

Select a policy

RestrictedAnonymousNoRecording

Select rank

1

Select rank 1 if you want the selected policy to be effective for everyone in the selected group.



Customize meeting visuals

i Uploaded images and their associated image URL are visible to all meeting participants including external users, guests, unauthenticated users, and anyone with a link to join the meeting. [Learn more](#)

Add a theme to customize the look of your organization's Teams meetings with images and colors that represent your organization. Meeting organizers with a Teams Premium license can create meetings using the theme you add, which will be visible to all meeting participants.

Allow organizer to control meeting theme

When this is on, meeting organizers can turn off meeting themes for specific meeting instances through the meeting options.

On

Meeting backgrounds

Determine which backgrounds and video effects settings are available in meetings. [Learn more about customizing meeting backgrounds](#)

Apply background blur when no effect is selected Off

Use background images from my organization Off

Location and quantity *

Country or region

United States 

Number type

Dedicated conference bridge (Toll) 

Show my operators

Operator

Microsoft 

Quantity

1 

5 Remaining  80.0%

Remaining count is calculated from current license volumes minus previously acquired stock.  

Search for new numbers

Search by city name

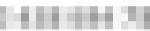


Area code 

816 

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 

Passcode: 

Dial in by phone

[+1 816-555-1234](tel:+18165551234) United States, Kansas City

[Find a local number](#)

Phone conference ID: 

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

NateChamberlain.com

Bridge settings

Meeting entry and exit notifications



On

Entry/exit announcement type

Names or phone numbers



Ask callers to record their name before joining a meeting



Off

PIN length

5



Automatically send emails to users if their dial-in settings change



On

Mask phone numbers

From participants outside your organiza...



Managing Meetings and Events

Summary

This chapter has equipped you with the skills required to optimize Microsoft Teams for various meeting types, ensuring effective organizational communication. You have learned to recommend and configure appropriate meeting formats such as town halls, webinars, and virtual appointments. You have also learned when and how to assign Teams Premium licenses for advanced features, configure essential meeting settings, and manage templates and their policies. Additionally, the chapter covered conference bridges and audio-conferencing policies. By understanding and implementing these configurations, you can enhance meeting experiences, tailor features to user needs, and ensure smooth, efficient large-scale events.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

Chapter 10: Managing Phone Numbers and Services for Teams Phone

Microsoft Teams admin center Search

Teams apps Meetings Messaging Voice Locations

Emergency addresses

An emergency address is a civic address—the physical or street address organization used to route emergency calls to the appropriate dispatch a locating an emergency caller. You can add places and specify a floor, build to give an emergency address a more exact location. [Learn more](#)

+ Add Edit Delete

Description	Country or region
Kansas City	United States
Kansas City Satellite	United States

Enter a name for your emergency address
Kansas City Satellite

Country or region
United States

Input address manually
On

Street number Street name
789 West Bannister Road

City State Zip code
Kansas City Missouri 64114

Latitude Longitude
38.95563 -94.59316

Organization name (i) ELIN (optional) (i)
chambername ELIN (optional)

Save **Cancel**

Emergency location

Select a location within the country or region where emergency services must arrive when a call comes from this phone number.

If your organization has more than one physical location, it's likely that you'll need more than one emergency location. [Add a new emergency location.](#)

Search by the location description

Kansas



Kansas City Satellite

789 West Bannister Road, Kansas City MO
64114, US,

Apply

Cancel

Microsoft Teams admin center

Search

Messaging

Voice

Phone numbers

Operator Connect

Direct Routing

Calling policies

Call hold policies

Call park policies

Caller ID policies

Dial plans

Emergency policies

Mobility policies

Shared calling policies

Voice routing policies

Voicemail policies

Auto attendants

Emergency policies

Calling policies **Call routing policies**

Emergency call routing policies are used to set up emergency numbers for Direct Routing and emergency calls are routed. You can use the Global (Org-wide default) policy and customize policies for those people within your organization. [Learn more](#)

Emergency call routing policies summary

1	Default policy
0	Custom policies

Manage policies **Group policy assignment**

+ Add Edit Duplicate Delete Reset Global policy Assign user

✓	Name ↑	Description	Custom policy
---	--------	-------------	---------------



Messaging



Voice



Phone numbers

Operator Connect

Direct Routing

Calling policies

Call hold policies

Call park policies

Caller ID policies

Dial plans

Emergency policies

Mobility policies

Phone numbers

To set up calling features for users and services in your organization, or existing ones from a service provider. You can assign, unassign, or remove numbers for services, like audio conferencing, auto attendants, or c

Get support for your phone numbers in the Phone Number Service Center

[Create a new case](#)[View my existing cases](#)[View my existing company cases](#)

Numbers

Routing rules

Order history

[+ Add](#)

Port



Edit

1 item



Phone number

Number provider



Order #3

(?) Get phone number support

This is for our new branch office in Kansas City.

Location and quantity *

Country or region

United States



Number type ⓘ

User (subscriber)



Show my operators

Operator

Microsoft



Quantity ⓘ

10

35
Remaining

71.4%

Remaining count is calculated from current license volumes minus previously acquired stock. ⓘ

Search for new numbers

Search by city name

Search by area code

(+1)

816

Select country or region and number type

(?) Get phone nu

First, we need to know which country or region the numbers are from and the types of numbers you want to transfer to us. You can only transfer numbers from one country or region and they must all be the same type.

Country or region * ⓘ

United States (U.S.)

Type of phone numbers ⓘ *

User ⓘ

Voice app ⓘ

Conference ⓘ

Geographic number ⓘ



Toll-free number ⓘ



The screenshot shows the Microsoft Teams interface. At the top, there's a search bar and a navigation bar with Account, Teams, Voice, Voicemail, Meetings & calls, Apps, and Teams tabs. The Account tab is selected. Below the navigation bar, there's a 'General information' section with fields for Phone number type (set to 'none'), Assigned phone number (set to 'null'), Emergency address (set to 'none'), and Biometric profile (set to 'Voice'). A link to 'Download biometric profile' is also present. To the right of this section is an 'Audio' settings panel, which includes fields for Audio Conferencing (set to 'On'), PIN (set to '*****'), Default country code (+1 816 4), and Dial-out policy (set to 'Any destination'). There's also an 'Avatar' section showing 'No avatar'. At the bottom, there are 'Teams upgrade settings' and a note stating that some settings are managed by Microsoft. On the far right, there's a 'Assign phone number' dialog box. This dialog has sections for 'Phone number type' (set to 'Calling Plan') and 'Assigned phone number' (+1 816 512 9684). Under 'Emergency location', it shows a location entry for 'Kansas City Satellite' with address '789 West Bannister Road, Kansas City MO 64114, US,' and a delete button. A toggle switch for 'Email user with phone number information' is turned on. At the bottom of the dialog are 'Apply' and 'Cancel' buttons.

Filter

- Match all of these conditions
- Match any one of these conditions

Filter	Operator	Value	X
Assignment status	=	Unassigned	X
Licensed usages	=	User	X



Add more

Settings

- General
- Accounts and orgs
- Privacy
- Notifications and activity
- Appearance and accessibility
- Files and links
- App permissions
- Calls**
- Captions and transcripts
- Devices
- Recognition

Calls

Call handling and forwarding

Forward all calls to voicemail

When you can't answer a call

Redirect to voicemail

Ring for this many seconds before redirecting

20 seconds (default)

Choose a ringtone

Calls for you

Default

Manage voicemail

Record a custom greeting

Record a greeting

Administrator Voicemail Policy

This policy only applies to C-suite members.



Users can edit call answering rules [\(i\)](#)

On

Maximum voicemail recording length (seconds) [\(i\)](#)

600 seconds

Primary prompt language [\(i\)](#)

English (United States) [...](#) [▼](#)

Secondary prompt language [\(i\)](#)

Spanish (Mexico) [...](#) [▼](#)

Voicemail transcription [\(i\)](#)

Find related settings at [Meetings > Meeting policies](#), [Voice > Calling policies](#), and [Meetings > Live events policies](#)

On

Translation for transcriptions [\(i\)](#)

On

Mask profanity in voicemail transcription [\(i\)](#)

On

Users can share data for service improvement [\(i\)](#)

On

Play preamble audio file before voicemail greeting [\(i\)](#)

Accepted file formats are MP3, WAV, and WMA. Files must be less than 5 MB.

Auto Attendant (main line)

Press 1 for Service Desk
Press 2 for Accounting
Press 3 for Administration

User calls main line,
presses 1

Call Queue (Service Desk, or Option 1)

Agent 1

Agent 2

Agent 3

Greeting and music

Greetings and music keep your caller informed about their call while waiting.

Greeting

- No greeting
- Play an audio file ⓘ
- Add a greeting message ⓘ

Welcome to Contoso. Please wait for our first available agent.

Music on hold

- Play default music
- Play an audio file ⓘ

Agent selection

Routing method controls how calls will be presented to agents. Presence-based routing controls when calls will be presented to agents. Allow agents to opt-out if they need to be removed from call distribution. [Learn more](#)

Routing method

- Attendant routing ⓘ
- Serial routing ⓘ
- Round robin ⓘ
- Longest idle ⓘ

Presence-based routing ⓘ

On

Agents who use the Skype for Business client will not receive calls when longest idle or presence-based routing is enabled.

Call agents can opt out of taking calls ⓘ

On

Call agent alert time (seconds)

[Back](#) [Next](#) [Submit](#)

Routing method

- Attendant routing [\(i\)](#)
- Serial routing [\(i\)](#)
- Round robin [\(i\)](#)
- Longest idle [\(i\)](#)

Presence-based routing [\(i\)](#)



On

Agents who use the Skype for Business client will not receive calls when longest idle or presence-based routing is enabled.

Operator (optional)

Set up an auto attendant to manage the flow for incoming calls.

No operator

Time zone *

Setting the time zone will let calls be answered during the correct business and non-business hours.

(UTC-06:00) Central Time (US & Canada)

Language

The language set here will tell the system what language to use when reading prompts, greetings, and dial keys.

English (United States)

Voice inputs

Callers can search for others in their organization using their voice.

On

Call routing options

- Disconnect
- Redirect call ⓘ
- Play menu options

Force Listen On ⓘ

Set up the greeting and menu options.

- Play an audio file ⓘ
- Add a greeting message ⓘ

For sales, press or say 1. For marketing, press or say 2. For operator, press or say 0.

Set menu options ⓘ

Expand all dial keys + Assign a dial key Delete

Dial key Voice command

✓ 0 zero

Operator

Person in organization

Voice app

Search for a resource account for an auto attendant or call queue.

Voicemail

Search for a Microsoft 365 group

External phone number

Enter the external phone number

Announcement

Play an audio file.

Announcement

Type in a message.

For sales, press or say 4. For the

Destination

Country calling code

1 one

Person in organization

Search by display name



 Microsoft Teams admin center

Manage users

You can manage Audio Conferencing settings for people in your organization. Go to [Admin center](#) for adding or deleting users, changing password policies, and more.

[Edit settings](#)

Display name ↑

- Adele Vance
- Alex Wilbur

Conference Room A

- Echo Ottens

Edit settings

You can assign these policies to one or more people in your organization at the same time. [Learn more](#)

Policies

Call hold policy

Keep existing policy

Voice mail policy

Keep existing policy

- Global (Org-wide default)
- TranscriptionDisabled
- TranscriptionProfanityMaskingEnabled

Messaging policy

Keep existing policy

Caller ID policies \ Add

Anonymous Caller ID with Override Option

This Caller ID policy allows users to override the default of showing their Caller ID to external callers.

Block incoming caller ID

Override the caller ID policy

Calling Party Name [\(i\)](#)

Replace the caller ID with [Anonymous](#)



Managing Phone Numbers and Services for Teams Phone

Summary

This chapter provided a comprehensive overview of managing phone numbers and services for Microsoft Teams Phone. By understanding how to choose and implement a PSTN solution, manage phone numbers, and configure various voice settings, you are now equipped to ensure seamless communication within your organization. You can now evaluate and select the appropriate PSTN option – whether it is Calling Plan, Direct Routing, Operator Connect, or Teams Phone Mobile – based on organizational needs and infrastructure.

You also covered how to add, change, or remove emergency addresses to ensure accurate location information for emergency services, as well as how to configure emergency calling and call routing policies to handle and notify appropriate personnel during emergencies. The chapter also detailed the processes for provisioning and managing phone numbers for users, services, and conferencing bridges, including ordering new numbers, porting existing numbers, and handling special cases through manual requests.

With the ability to assign, change, or remove phone numbers for users or resource accounts, administrators can efficiently manage their organization's communication needs. The creation and management of resource accounts for features such as auto attendants and call queues were also covered, enabling administrators to set up sophisticated call-handling systems that improve user and caller experiences.

Additionally, the chapter delved into managing voice settings and policies for users, including voicemail, call park, calling, and caller ID policies. By creating and managing voicemail policies, you can ensure a secure and efficient voicemail experience for users. The section on configuring auto attendants and call queues highlighted how to prepare for, create, and manage these features to provide efficient call management and routing.

Overall, the lessons learned in this chapter empower administrators to provide reliable communication services, enhance user experience, and maintain operational efficiency within their organization.

In the next chapter, you will explore monitoring and reporting in Microsoft Teams.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS ▾](#)

START

Chapter 11: Monitoring and Reporting on Microsoft Teams

Microsoft Call Quality Dashboard

Summary Reports ▾

For the best experience, try:

Product Filter: All

Overall Call Quality Serv

Voice Quality SLA

Upload now ➔

Good Unclassified Poor Poor %

Detailed Reports

Edit

Audio Streams Monthly Trend

Month	Blue (Count)	Grey (Count)	Red (Count)	Total Count	Percentage (%)
12/2023	6	5	1	12	0.50
01/2024	4	3	0	7	0.57
02/2024	2	3	0	5	0.40
03/2024	1	2	11	14	0.80
04/2024	3	1	0	4	0.75
05/2024	2	1	0	3	0.67
06/2024	5	2	0	7	0.71

Daily Trend

Date	Count	Percentage (%)
09/05/2024	2	0.40
21/05/2024	2	0.80
11/06/2024	2	0.00
13/06/2024	4	0.00
14/06/2024	2	0.40

Manage users \ Megan Bowen

Megan Bowen
Marketing Manager

Start a chat
Send email
United States

Email
MeganB@chambername.onmicrosoft.com

Directory status
Online

7-DAY QUALITY

7-DAY ACTIVITY

Fix meeting issues for users
Investigate and fix call quality issues for meetings in progress.
View active meetings

Account Teams Voice Voicemail Meetings & calls ● Apps Teams devices Policies Usage

Create alerts to get notified about meeting issues in real time. Set up alerts

Recent meetings 0 recent meetings ⓘ Last refreshed : Today 12:01:54 PM ⚙️

Meeting ID	Start time ↓	Join time	Leave time	Participants	Activity type
------------	--------------	-----------	------------	--------------	---------------

Account Teams Voice Voicemail **Meetings & calls** Apps Teams devices Policies Usage

i Create alerts to get notified about meeting issues in real time. [Set up alerts](#) X

Recent meetings 1 recent meeting Last refreshed : Today 12:06:10 PM

Meeting ID	Start time ↓	Join time	Participants	Activity type	Meeting status
e41a8897-f294-491c-b1...	Jul 23, 2024 12:03 ...	Jul 23, 2024 12:03 ...	1 Participant	Conference	In progress

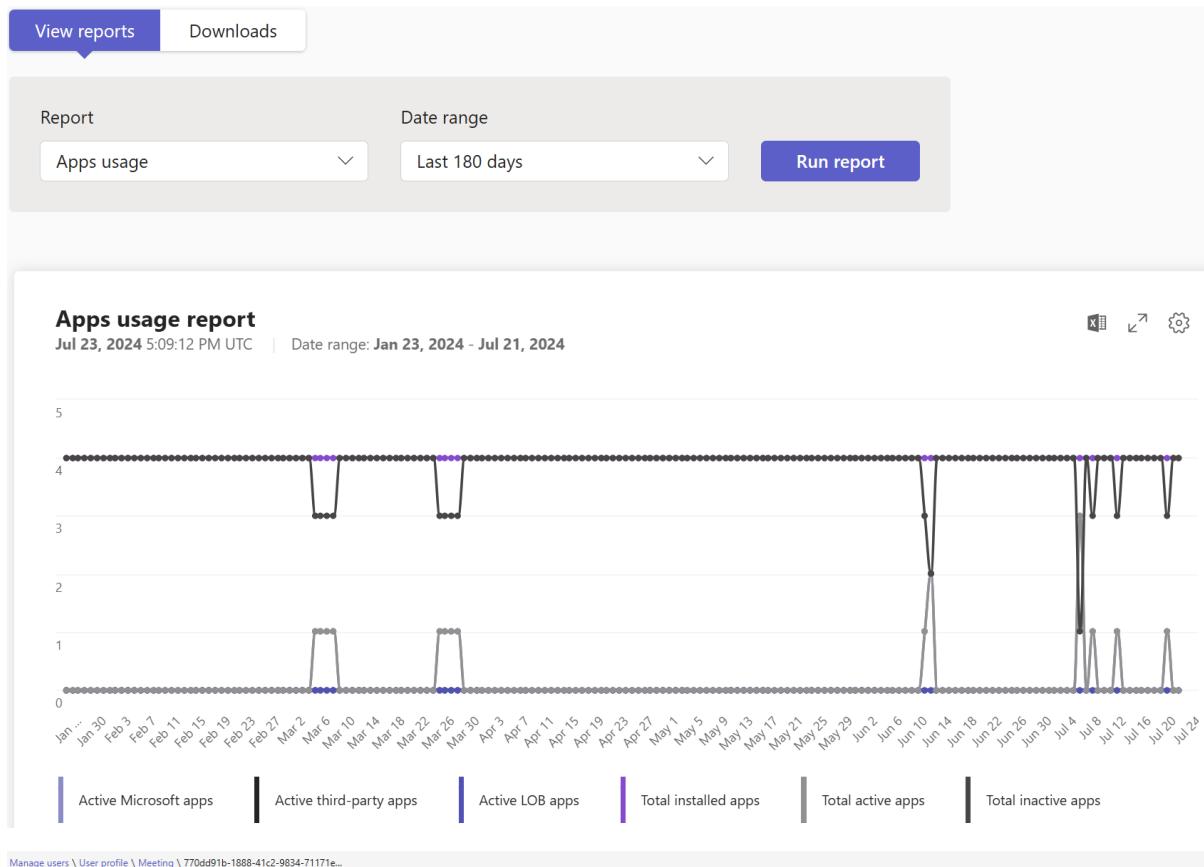
View reports Downloads

Report Date range

Teams user activity Last 30 days **Run report**

Teams user activity report
Jul 23, 2024 5:08:06 PM UTC | Date range: Jun 16, 2024 - Jul 16, 2024 X ↗ ⚙

Date	Channel messages	Chat messages	Posts	Replies
Jun 18	0	0	0	0
Jun 19	0	0	0	0
Jun 20	19	1	0	0
Jun 21	0	0	0	0
Jun 22	0	0	0	0
Jun 23	0	0	0	0
Jun 24	0	0	0	0
Jun 25	0	0	0	0
Jun 26	0	0	0	0
Jun 27	0	0	0	0
Jun 28	0	0	0	0
Jun 29	0	0	0	0
Jun 30	0	0	0	0
Jul 1	0	0	0	0
Jul 2	25	0	0	0
Jul 3	0	0	0	0
Jul 4	0	0	0	0
Jul 5	0	0	0	0
Jul 6	0	0	0	0
Jul 7	0	0	0	0
Jul 8	0	0	0	0
Jul 9	0	0	0	0
Jul 10	0	0	0	0
Jul 11	0	0	0	0
Jul 12	0	0	0	0
Jul 13	0	0	0	0
Jul 14	0	0	0	0
Jul 15	0	0	0	0
Jul 16	68	0	0	0
Jul 17	0	0	0	0



Manage users \ User profile \ Meeting \ 770dd91b-1888-41c2-9834-71171e...

Nate Chamberlain
Meeting ID: 770dd91b-1888-41c2-9834-71171e2105ea

System Surface Pro 7
Operating system Windows 10.0
Teams client device Desktop

Participant details
Participant status Left User Ended
Join time Jun 20, 2024 4:56 PM
Leave time Jun 20, 2024 5:09 PM

Meeting information
Meeting status Ended
Start time Jun 20, 2024 4:56 PM
Duration 00:13:17

Details
Today 5:09:40 PM

Device information
Audio capture device (Microphone) CAD GXL2400USB
Audio render device (Speaker) 2- Realtek High Definition Audio(SST)
Video capture device (Camera) --

Connectivity information
Network type WiFi
Wi-Fi strength Good
Wi-Fi channel 36
Physical type 802.11ax
Wi-Fi band 5 GHz
Location United States
Local IP address [REDACTED]
Server reflexive IP address [REDACTED]

Streams and events

Audio network details (Inbound)

Jitter Packet loss Local healed ratio

Mark8 Project Team

Private team

Email Open in Teams View site Delete

General Activity Membership Settings

Site activity

As of July 16, 2024 (UTC)

Last site activity

June 13, 2023 (UTC)

Files stored

77 files

Page views in the last 30 days

0 page views

Page visits in the last 30 days

0 page visits

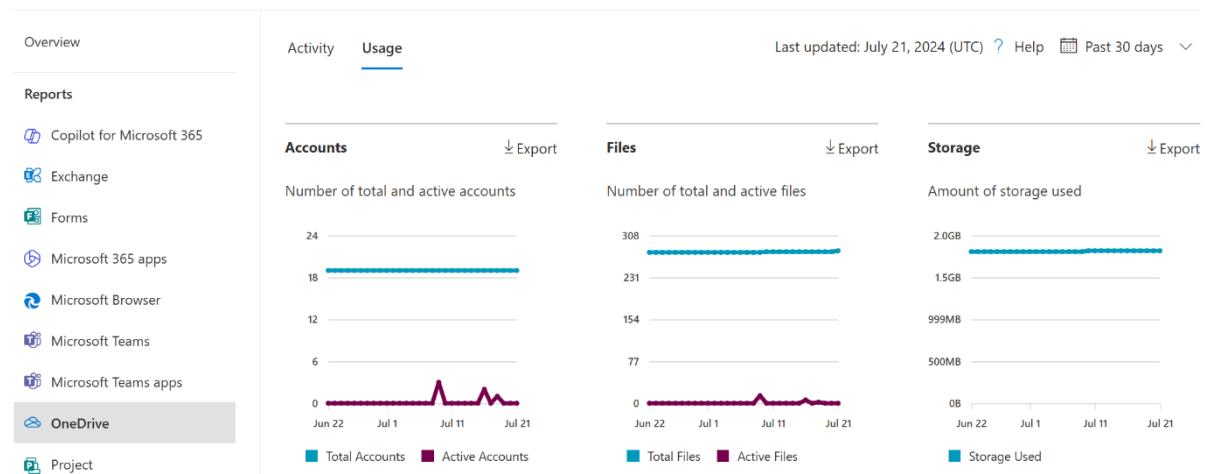
Files viewed/edited in the last 30 days

0 files

Storage usage

96.88 MB

Usage



Search

[Learn about audit](#)

0 Searches completed

0 Active searches

0 Active unfiltered searches

Date and time range (UTC) *

Start Jul 00:00

End Jul 00:00

Keyword Search

Enter the keyword to search for

Admin Units

Choose which Admin Units t...

Search

Clear all

Activities - friendly names

Created team, Deleted team

team

Microsoft Teams activities

Created team

Deleted team

Added channel

Deleted channel

Changed organization setting

Users

Add the users whose audit logs yo...

File, folder, or site ⓘ

Enter all or a part of the name of a...

Workloads

Enter the workloads to search for

New Alert Policy

Name your alert

Create alert settings

Set your recipients

Review your settings

Name your alert, categorize it, and choose a severity.

Assign a category and severity level to help you manage the policy and any alerts it triggers. You'll be able to filter on these settings from both the 'Alert policies' and 'View alerts' pages.

Name *

New team created

Description

Receive an alert whenever a new team is created in the organization.

Severity * ⓘ

Low

Category *

Information governance

Notification for the alert 'Team creation alert'



Office 365 Activity Alert<o365alt@microsoft.com>

To: Nate Chamberlain

😊 ⏪ ⏴ | ...

Mon 7/22/2024 6:42 PM

We detected activity related to one of your alerts

You're getting this message because there's activity in your Microsoft 365 organization that matches the alert 'Team creation alert'.

Activity: TeamCreated

User: nate@natechamberlain.com

Time of activity (UTC): 7/22/2024 11:31:45 PM

[What's Next?](#)

- [Search the audit log for this user](#)
- [Search the audit log for this activity](#)

NOTE: There might be more activity related to this alert since you received this email. Search the

+ New user ↘ Download users Bulk operations ↘ Refresh Manage view ↘

(i) Azure Active Directory is now Microsoft Entra ID.

Search Add filter

21 users found

	Display name ↑	User principal name ↓	User type	On-premises
<input type="checkbox"/>	AV Adele Vance	AdeleV@natechamberlain...	Member	No
<input type="checkbox"/>	AW Alex Wilbur	AlexW@natechamberlain...	Member	No
<input type="checkbox"/>	AA Auto Attendant 1	testAutoAttendant1@natechamberlain...	Guest	No
<input type="checkbox"/>	AH Auto Help Desk	AutoHelpDesk@natechamberlain...	Guest	No
<input type="checkbox"/>	A AutoAttendant	AutoAttendant@natechamberlain...	Guest	No
<input type="checkbox"/>	CR Conference Room A	ConferenceRoomA@natechamberlain...	Guest	No
<input type="checkbox"/>	EO Echo Ottens	eottens@natechamberlain...	Guest	No
<input type="checkbox"/>	HG Heather Granger	heathergranger@natechamberlain...	Guest	No
<input type="checkbox"/>	HP Herbert Potter	herbertpotter@natechamberlain...	Guest	No
<input type="checkbox"/>	MG Molly Gray	mollygray@natechamberlain...	Guest	No
<input type="checkbox"/>	Nate Chamberlain	natechamberlain@natechamberlain...	Guest	No

Summary Details

Print Share

Add filter

Filter

User type

Operator

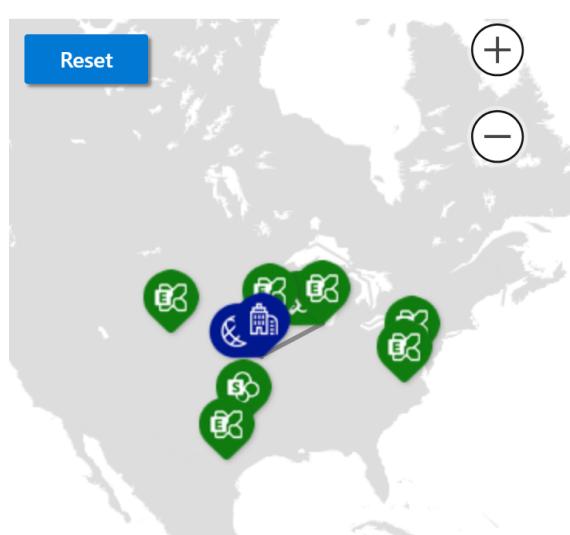
==

Value

Guest

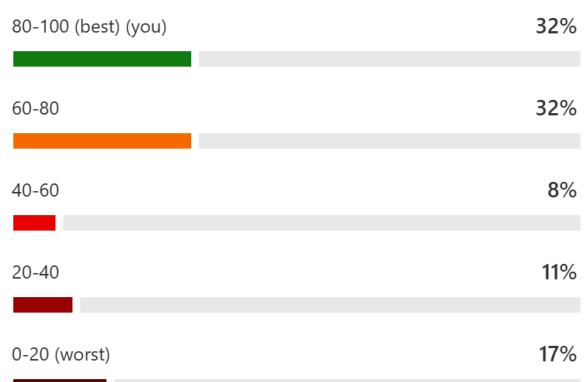
Apply Cancel

Map of your network connections



No one in nearby locations have better network connectivity to Microsoft 365 than your location.

This chart shows the network connection quality for Microsoft 365 customers in your area.



Microsoft Teams

Test	Result
Media connectivity (audio, video, and application sharing)	No errors
Packet loss	0.00% (target < 1% during 15 s)
Latency	37 ms (target < 100 ms)
Jitter	15 ms (target < 30 ms)

The screenshot shows a dark-themed web page from 'Practice Resources'. At the top, there's a navigation bar with a bell icon and a 'SHARE FEEDBACK' button. Below the header, the page title is 'Monitoring and Reporting on Microsoft Teams' under the 'Summary' section. A large text box contains an overview of the chapter's content, mentioning monitoring tools like CQD, Call Analytics, and RTA, and how to track Teams activity, app usage, active users, and per-meeting metrics. It also highlights the use of the Microsoft 365 network connectivity test tool. Another text box below discusses troubleshooting audio, video, and client issues. To the right, a 'Chapter Review Questions' sidebar lists 'Quiz 1' and a 'START' button.

Practice Resources

DASHBOARD > CHAPTER 11

Monitoring and Reporting on Microsoft Teams

Summary

Monitoring and reporting on a Microsoft Teams environment are essential for maintaining optimal performance, ensuring security, and enhancing user satisfaction. This chapter covered various tools and techniques, such as the CQD, Call Analytics, and RTA, which help administrators monitor voice and meeting quality. You also explored how to track Teams activity, app usage, active users, and per-meeting metrics, as well as how to manage team creation, deletion, and guest access. Additionally, the chapter highlighted the importance of using the Microsoft 365 network connectivity test tool to diagnose and improve network performance.

The key takeaway is the importance of a proactive approach to monitoring and reporting. By regularly reviewing detailed reports and metrics, administrators can identify trends, address issues before they escalate, and ensure that the Teams environment is secure and efficient. Best practices include implementing governance policies, conducting regular audits, and fostering a culture of feedback. These practices not only enhance the user experience but also align the Teams environment with organizational goals and compliance requirements, ultimately leading to a more productive and secure collaboration platform.

Next, you will delve into troubleshooting audio, video, and client issues in Microsoft Teams to ensure smooth and efficient user experiences.

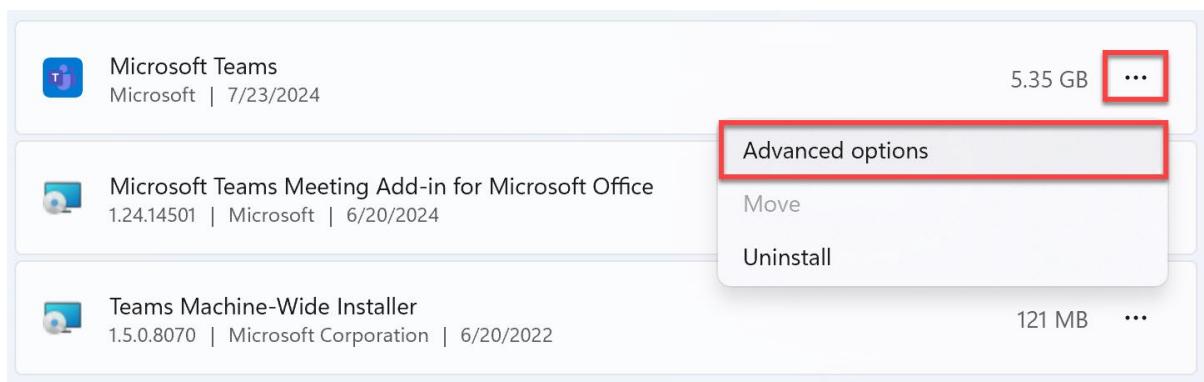
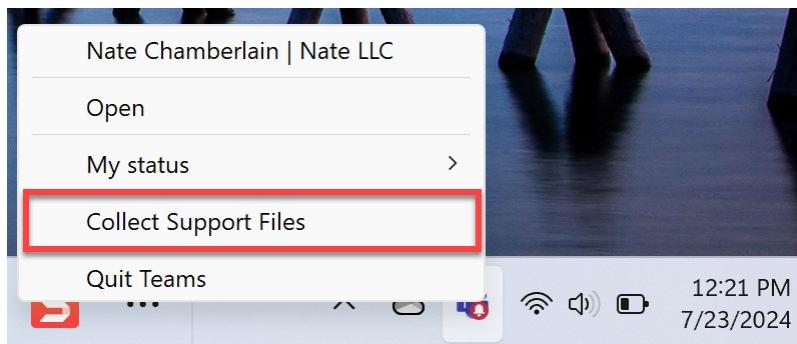
Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide – Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1 [SHOW QUIZ DETAILS](#) [START](#)

Chapter 12: Troubleshooting Audio, Video, and Client Issues



[Self Help](#) [Contact Support](#) [Support History](#)

How can we help?

Tell us your problem so we can get you the right help and support.



Run diagnostics

User has Exchange Web Services (EWS) disabled.

Would you like to [enable EWS access](#) for this user?

Would you like to [run this diagnostic again](#)?

I acknowledge clicking 'Update settings' will make the change(s) described above to the tenant configuration.

[Update](#)

How can we help?

Tell us your problem so we can get you the right help and support.

 Diag: Teams Presence X →

Run diagnostics

We understand you are having issues getting a user's Teams presence updated.

Please provide information so we can attempt to diagnose the problem.

Username or Email *

 adelev@natechamberlain.com

Run Tests

Microsoft Entra admin cent... Search resources, services, and docs (G+) Home > Sign-in events ... X

Download Export Data Settings Troubleshoot Refresh Columns Got feedback?

Want to switch back to the default sign-ins experience? Click here to leave the preview. →

Time	User	Device	Location	Status	Event ID
7/19/2024, 8:46:49 AM	09c4bca0-b479-42b...	Accounting	Microsoft Teams We...	Success	2605
7/19/2024, 8:46:47 AM	299c42ea-9c54-4b1...	Patti Fernandez	Microsoft Teams We...	Success	2605
7/19/2024, 8:46:41 AM	9cb504df-bcd5-4324...	Accounting	Microsoft Teams We...	Interrupted	2605
7/19/2024, 8:44:51 AM	2f09ff85-dc97-4b91...	Accounting	Microsoft Teams We...	Interrupted	2605
7/19/2024, 8:44:47 AM	4ca3d693-8d8f-496e...	Patti Fernandez	Microsoft App Acces...	Success	2605
7/19/2024, 8:44:30 AM	7db0beaf-98cd-4fb2...	Patti Fernandez	Microsoft App Acces...	Success	2605

Identity governance ▼
External Identities ▼
User experiences ▼
Hybrid management ▼
Monitoring & health ^
Sign-in logs (highlighted with red box)
Audit logs
Provisioning logs
Health

Date : **Last 7 days** Show dates as : **Local** Status : **Failure**

User sign-ins (interactive) **User sign-ins (non-interactive)** **principal sign-ins**

Date	Request ID	User	Status	Application	Status
7/18/2024, 6:49:43 PM	87108327-a2cd-4bb...	Megan Bowen	<input checked="" type="checkbox"/> Failure	Microsoft Teams Admin...	Failure
7/18/2024, 6:48:56 PM	ccae5b6b-8159-403...	Megan Bowen	<input type="checkbox"/> Interrupted	Microsoft Teams Admin...	Failure
7/18/2024, 6:47:27 PM	19888a93-9685-4b5...	Megan Bowen	<input type="checkbox"/> Success	Microsoft Teams Admin...	Failure
7/18/2024, 6:45:40 PM	4242daa8-82b2-45d...	Megan Bowen	<input type="checkbox"/> Success	Microsoft Teams Admin...	Failure
7/18/2024, 6:45:22 PM	eabc6f70-b9f4-4255...	Megan Bowen	<input type="checkbox"/> Success	Microsoft Teams Admin...	Failure

Home > Sign-in events >

Diagnose and solve problems

[Start Over](#) [New Support Request](#) [Got feedback?](#)

Sign-in Diagnostic: Review Sign-ins

Flagged Sign-In Events [All Sign-In Events](#)

Authentication summary [View Columns](#)

createdDateTime	userDisplayName	userPrincipalName	appDisplayName	status	errorCode
2024-07-18T23:49:43Z	Megan Bowen	meganb@chambername.onmicrosoft.com	Microsoft Teams Admin Portal Service	Failure	50020

Signin Error Details

Based on the information you provided we have identified following issue and recommend taking the action to resolve the issue.

Error Code: 50020

Message: User account '' from identity provider '' does not exist in tenant '' and cannot access the application ''() in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Action: A user was sent to a tenanted endpoint, and signed into an AAD account that doesn't exist in your tenant. If this user should be a member of the tenant, they should be invited via the B2B system. See here for details: <https://docs.microsoft.com/azure/active-directory/b2b/add-users-administrator>

- [How to troubleshoot guest user from different Identity Provider not able to sign-in to resource tenant in AAD](#)



Troubleshooting Audio, Video, and Client Issues

Summary

Understanding how to troubleshoot common Microsoft Teams issues is essential for any Teams Administrator. This chapter has provided guidance on resolving problems related to audio, video, and the Teams client app, as well as presence and sign-in issues. By acquiring these troubleshooting skills, Administrators can ensure a smooth and efficient user experience.

The primary benefit of understanding these topics lies in the ability to quickly identify and resolve issues, minimizing downtime and enhancing user satisfaction. From collecting and interpreting client-side logs to clearing the Teams client cache, using self-help diagnostics, and addressing sign-in problems, these skills equip Administrators with the necessary tools to manage a robust Teams environment. This proactive approach not only aligns with the objectives of the MS-700 exam but also fosters a more resilient and responsive IT infrastructure.

Chapter Review Questions

The MS-700 Managing Microsoft Teams Exam Guide - Third Edition by Mr. Nate Chamberlain, Mr. Peter Rising

Select Quiz

Quiz 1

[SHOW QUIZ DETAILS](#) ▾

START

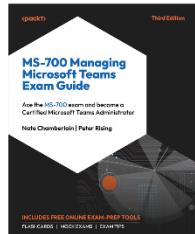
Chapter 13: Accessing the Online Practice Resources

 Practice Resources

[REPORT ISSUE](#)

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 Book ISBN: 9781835883945

Mr. Nate Chamberlain • Mr. Peter Rising • Aug 2024 • 0 pages

Do you have a Packt account?

Yes, I have an existing Packt account No, I don't have a Packt account

[PROCEED](#)

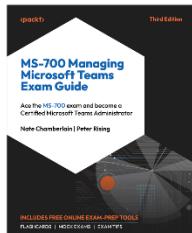
[REPORT ISSUE](#)

 Practice Resources

[REPORT ISSUE](#)

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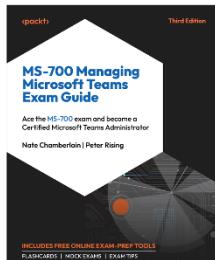
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Pro Tip: You can switch seamlessly between the ebook version of the book and the practice resources. You'll find the ebook version of this title in your [Owned Content](#)

[OPEN PRACTICE RESOURCES](#) 

The dashboard view shows the book cover again at the top. Below it, there are four expandable sections: "Mock Exams", "Chapter Review Questions", "Flashcards" (which is currently expanded), and "Exam Tips". At the bottom, there's a "BACK TO THE BOOK" link with the book's title and authors.

The screenshot shows the 'Practice Resources' interface for the 'MS-700 Managing Microsoft Teams Exam Guide'. At the top, there's a navigation bar with icons for 'Home', 'Search', 'Logout', and 'SHARE FEEDBACK'. Below the navigation is a dark header with the title 'MS-700 Managing Microsoft Teams Exam Guide' and a subtext 'Ace the MS-700 exam and become a Certified Microsoft Teams Administrator'. The main area is titled 'DASHBOARD' and contains four expandable sections: 'Mock Exams', 'Chapter Review Questions', 'Flashcards', and 'Exam Tips'. Below these sections is a 'BACK TO THE BOOK' button, which leads to the 'MS-700 Managing Microsoft Teams Exam Guide - Third Edition' by Mr. Note Chamberlain, Mr. Peter Rising.