

Office 365: Helpdesk Troubleshooting 1 Day

WorkshopPLUS

Duration: 1 Day | **Focus Area:** Availability and Business Continuity | **Difficulty:** Intermediate

The **WorkshopPLUS - Office 365: Helpdesk Troubleshooting 1 Day** is intended to provide helpdesk engineers with the knowledge required to resolve end user issues by providing a basic overview of Office 365 and guidance on how to troubleshoot the most common end-user problems. The audience is not expected to have administrative privileges to the Office 365 tenant.

This is a level 200 WorkshopPLUS and contains:

- Overview of Office 365 Architecture – Identity, single sign-on and the Office 365 Portal
- Microsoft recommended troubleshooting best practices on common end user issues
- Basic network troubleshooting skills
- Understand how to collect and analyze client logs prior to escalation

♦ OUTCOMES ♦

01 SKILLS

Gain a better understanding of basic O365 Architecture, Identity and Access Management along with hands on knowledge of using publicly available tools to troubleshoot end user issues like SaRA, Connectivity Analyzer, etc

02 BEST PRACTICES

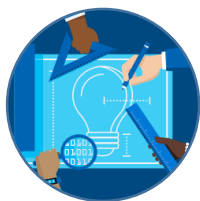
- Troubleshooting, Best Practices and Log Collection for the following workloads:
 - Outlook, Mobile Devices
 - OneDrive, Office Deployment & Clients like Excel, OneNote
 - Skype, Teams and Networking

03 WAY FORWARD

Recommendations and guidance on how to apply the knowledge acquired to resolve real problems at the workplace

♦ CAPABILITIES ♦

Interactive learning with expert instructors in a classroom environment.



OUR EXPERTISE

Learn from industry experts that help enterprise customers solve their most challenging problems.



Holistic Learning

Know and understand the basics of O365 Architecture to gain knowledge on how everything works.



IN-DEPTH LEARNING

Deep technical training that equips you to overcome challenging problems in the real world.

AGENDA

Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Topic 1: Introduction to Office 365

- Provide an overview of the service
- The Microsoft Cloud (Architecture and Service Foundations)
- Show how to sign up for Office 365 for Enterprises
- The Microsoft Network – How it All connects together

Topic 2: O365 General Administration and Identity Management

- Common Identity Platform
- Microsoft Identities – Single Sign On and Multi-Factor Authentication
- Introduction to Office365 Admin Center – Navigating the Admin Center, Service Center and Roles & Responsibilities

Topic 3 Supporting Microsoft Office Clients

- O365 ProPlus Click to run: Deployment, managing updates and security patches
- Troubleshooting Office Click to run deployment Scenarios – best practices, notes from the field, collecting troubleshooting logs
- Troubleshooting Office 365 Client Applications – Excel and OneNote
- Using Support Toolsets to troubleshoot end user issues – SaRA, Remote Connectivity Analyzer, PSping etc

- Mobile Devices – collect logs
- Troubleshoot Outlook related issues – credential prompts, performance, OST etc
- Email Deletion and recovery through outlook

Topic 5: Supporting OneDrive for Business

- Troubleshooting and best practices
- Using SaRA to troubleshoot onedrive

Topic 6: Supporting Skype for Business and Teams

Explain important concepts Networking, connectivity and client use scenario

- Basic Networking Concepts
- Skype for Business client connectivity
- Collecting Troubleshooting logs and best practices
- Understanding Teams and Groups – basic troubleshooting and diagnostic logs

STATS

Topic 4: Supporting Exchange Online and Outlook

100+
COURSES
COMPLETED

95%
CUSTOMER
SATISFACTION

ADDITIONAL
DETAILS



AVAILABLE
WORLDWIDE

Target Audience

- Front line Engineers
- Tier 1 and Tier 2 Support Desk
- Support Engineering Team Leads
- Operations Desk
- Project Managers and Support Engineering Managers

FAQs:

- No Hardware requirements for this training. Attendees should bring their laptop if they want to practice the toolsets which will be demonstrated during the training session.
- The training can be delivered multiple times to accommodate more candidates (additional costs apply)
- No Lab exercises
- No deep dive on individual workloads

NEXT STEPS: If you are interested in this WorkshopPLUS for your organization, contact your Microsoft Account Representative.