



MS-700 STUDY GUIDE

Managing Microsoft Teams Exam Resources



PURPOSE

The following resources have been assembled to help you prepare for the MS-700 Managing Microsoft Teams learning track during Microsoft Certification Week.

Use this guide to understand what knowledge is needed to complete the exam and as a learning tool to help you understand areas where you feel you need additional training. It is not required that you leverage all the resources in this guide to participate in Microsoft Certification Week.



AUDIENCE

All Pax8 Partners

Table of Contents

MS-700: Exam Resources	4
Audience Profile for the Exam	4
Preparing with an Azure and M365 Subscription	4
Exam Objectives	5
Objective: Plan and Configure a Microsoft Teams Environment (45-50%)	6
Objective: Manage Chat, Calling, and Meetings (30-35%).....	9
Objective: Manage Teams and App Policies (20-25%).....	11
Virtual Training Series	12

MS-700: Exam Resources

Audience Profile for the Exam

The Microsoft Teams Administrator configures, deploys, and manages Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment.

The Teams Administrator must be able to plan, deploy, and manage Teams chat, apps, channels, meetings, audio conferencing, live events, and calling. The Teams Administrator is also responsible for upgrading from Skype for Business to Teams. Candidates for this exam should be proficient at managing Teams settings by using PowerShell. The Teams Administrator has a fundamental understanding of integration points with apps and services, including but not limited to SharePoint, OneDrive, Exchange, Azure AD, and Office 365 Groups. The Teams Administrator understands how to integrate external apps and services.

The Teams Administrator collaborates with Telephony engineers to integrate advanced voice features into Microsoft Teams. This role is not responsible for configuring direct routing, configuring call routing, or integrating telephony. The Teams Administrator may work with other workload administrator roles, including security and compliance, messaging, networking, identity, and devices.

Preparing with an Azure and M365 Subscription

It is highly recommended when preparing for a Microsoft exam, that you have had some level of hands-on experience with the services within the objectives. Microsoft courses have a GitHub repository for labs that are recommended and available to the public. Microsoft offers trial subscriptions for both Azure and Microsoft 365.

The lab guides can be found at this link: <https://github.com/MicrosoftLearning>

Creating an Azure free subscription

[Create your Azure free account today | Microsoft Azure](#)

Creating a Microsoft 365 trial subscription

If you are new to Microsoft 365 and Azure, getting hands on experience is important not just for exam preparation, but also for professional development. If you are getting certified as a way to open doors to new job opportunities, you must understand the administration portals and how to work within them. This book will provide some exercises that will get you familiar with how to work within Microsoft 365 and Azure Active Directory. In order to follow along with the steps, it is recommended that you have a subscription to Microsoft 365 and Azure Active Directory Premium. The steps to create these in as a thirty (30) day trial are provided below.

Office 365 or Microsoft 365 trial subscription

Many of the features and capabilities discussed within the exam objectives require an enterprise level license within Microsoft 365. The enterprise licenses are the E3 and E5 licenses. Microsoft offers thirty (30) day trial licenses of these, so as you prepare for the exam, you can create this trial subscription and be able to follow along with the exercises. To get started, navigate to this link and select "try for free" under the Office 365 E5 plan: <https://www.microsoft.com/en-us/microsoft-365/enterprise/compare-office-365-plans>

Office 365 E5

All the features of Office 365 E3 plus advanced security, analytics, and voice capabilities¹.

\$35.00 user/month
(annual commitment)

[Buy now](#)

[Try for free >](#)

[Contact sales >](#)

[Learn more >](#)

Follow the steps to create an account. If you have already created an account previously, you may need to use a different email address to obtain the free trial.

Microsoft

Thank you for choosing Office 365 E5

- Let's set up your account

Enter your work or school email address, we'll check if you need to create a new account for Office 365 E5.

Email

This is required

[Next](#)
- Tell us about yourself
- Create your business identity
- You're all set

What is Office 365 E5

Fully installed Office apps for PC and Mac

(PC Only) (PC Only)

Premium services

Other benefits

- Unlimited personal cloud storage with qualifying plans
- Email hosting with 100 GB mailbox
- Online & desktop versions of Office applications
- Free FastTrack deployment support with 150+ seats

Trial highlights

25 licenses, 30-day free trial

Azure Active Directory Premium subscription

In addition to the Office 365 E5 trial subscription, you will need access to an Azure Active Directory Premium license for many of the advanced identity and access features that are discussed within the exam objectives. The best way to obtain these features is through an Enterprise Mobility + Security E5 license. Microsoft also offers this as a thirty (30) day free trial.

To get started, navigate to this link and select "try now" under the Enterprise Mobility + Security E5 plan:

<https://www.microsoft.com/en-us/microsoft-365/enterprise-mobility-security/compare-plans-and-pricing>

This is an add-on license to Microsoft 365, so you should enter the same email address that you used to sign up for the Office 365 E5 subscription.

Exam Objectives

The following are the learning objectives for the exam. In line with each objective are links to Microsoft documentation around the specific concept or service. In addition to the documentation, there are also online courses from Microsoft Learn and the Microsoft Partner virtual training series available for additional learning resources. Access to the exam objectives can be found on Microsoft

Learn: <https://docs.microsoft.com/en-us/learn/certifications/exams/ms-700>

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

Upgrade from Skype for Business to Microsoft Teams

- Choose an appropriate upgrade path and coexistence mode to meet specific requirements
 - [Upgrade from a Skype for Business on-premises deployment to Teams](#)
 - [FAQ — Upgrading from Skype for Business to Microsoft Teams](#)
 - [Choose your upgrade journey from Skype for Business to Teams](#)
 - [Getting started with your Microsoft Teams upgrade](#)
 - [About the upgrade framework](#)
 - [Understand Microsoft Teams and Skype for Business coexistence and interoperability](#)
 - [Migration and interoperability guidance for organizations using Teams together with Skype for Business](#)
- Plan and troubleshoot meeting migration
 - [Using the Meeting Migration Service \(MMS\)](#)
- Configure Microsoft Teams upgrade notification and meeting app choices
 - [Automated Upgrades from Skype for Business Online to Microsoft Teams](#)
 - [Set upgrade options for a single user in your organization](#)
 - [Upgrade from Skype for Business Online to Teams](#)
- Configure coexistence mode for the organization and per-user
 - [Setting your coexistence and upgrade settings](#)
 - [Understand Microsoft Teams and Skype for Business coexistence and interoperability](#)
 - [Coexistence with Skype for Business](#)
 - [Upgrade from Skype for Business on-premises to Teams](#)

Plan and configure network settings for Microsoft Teams

- Plan for successful network deployment by using Network Planner
 - [Use the Network Planner for Microsoft Teams](#)
 - [Prepare your network for upgrading to Teams](#)
 - [Prepare your organization's network for Microsoft Teams](#)
 - [Using Network Planner – example scenario](#)
- Calculate network bandwidth capacity for Microsoft Teams voice, video, meetings and Live Events
 - [Prepare your organization's network for Microsoft Teams](#)
 - [Microsoft Stream video delivery and network overview](#)
 - [What are Microsoft Teams live events?](#)
- Assess network readiness by using the Network Testing Companion
 - [Use the Network Testing Companion](#)
- Configure network ports and protocols used by Microsoft Teams client application
 - [Office 365 URLs and IP address ranges](#)
 - [Configure networking](#)
- Configure media optimizations by using QoS
 - [Implement Quality of Service \(QoS\) in Microsoft Teams](#)
 - [Manage QoS Policy](#)

Implement Governance and Lifecycle Management for Microsoft Teams

- Create team templates
 - [Get started with Teams templates](#)
 - [Get started with Teams templates for Small and Medium Businesses](#)
 - [Create a team from an existing team](#)
- Set up policies for Office 365 Groups creation
 - [Manage who can create Office 365 Groups](#)
 - [Plan for governance in Office 365 Groups](#)
 - [Control who can create Office 365 Groups](#)

- Configure Office 365 Groups for Microsoft Teams classifications, expiration policy, and naming policy
 - [Create classifications for Office groups in your organization](#)
 - [Configure the expiration policy for Office 365 groups](#)
 - [Office 365 Groups naming policy](#)
 - [Office 365 Group Expiration Policy](#)
- Archive, restore, and delete a team
 - [Archive or restore a team](#)
 - [Delete a team](#)
 - [Archive or delete a team in Microsoft Teams](#)
 - [Restore a deleted Office 365 Group](#)

Configure and manage guest access

- Configure guest users for Microsoft Teams
 - [Guest access in Microsoft Teams](#)
 - [Authorize guest access in Microsoft Teams](#)
 - [Microsoft Teams guest access checklist](#)
 - [Add a guest to a team](#)
 - [Turn on or turn off guest access to Microsoft Teams](#)
- Configure guest permissions for a team
 - [Manage guest access in Microsoft Teams](#)
 - [Set guest permissions for channels in Teams](#)
- Configure meeting, messaging, and calling options for guests
 - [Collaborate with guests in a team](#)
 - [Turn on or turn off guest access to Microsoft Teams](#)
 - [Manage guest access in Microsoft Teams](#)
- Remove guests
 - [How a guest joins a team](#)
 - [Remove someone from a team](#)
- Manage Azure AD access review for guests
 - [Manage guest access with Azure AD access reviews](#)
 - [What are Azure AD access reviews?](#)
 - [Create an access review of groups and applications in Azure AD access reviews](#)
- Configure guest access from Azure AD portal
 - [Quickstart: Add guest users to your directory in the Azure portal](#)
 - [Add Azure Active Directory B2B collaboration users in the Azure portal](#)
 - [Quickstart: Add a guest user with PowerShell](#)

Manage security and compliance

- Assign Microsoft Teams Admin roles
 - [Use Microsoft Teams administrator roles to manage Teams](#)
 - [Assign administrator and non-administrator roles to users with Azure Active Directory](#)
 - [Assign admin roles](#)
- Create and manage compliance features, including retention and sensitivity policies
 - [Retention policies in Microsoft Teams](#)
 - [Sensitivity labels for Microsoft Teams](#)
 - [Permissions in the Office 365 Security & Compliance Center](#)
 - [Overview of sensitivity labels](#)
 - [Overview of security and compliance in Microsoft Teams](#)
 - [Microsoft Teams retention policies FAQ](#)
 - [Place a Microsoft Teams user or team on legal hold](#)
 - [Conduct an eDiscovery investigation of content in Microsoft Teams](#)
- Create security and compliance alerts for Microsoft Teams
 - [Alert policies in the security and compliance center](#)
 - [Create activity alerts in the Office 365](#)
 - [Alerts in the Office 365 Security & Compliance Center](#)

- [Search the audit log in the Security & Compliance Center](#)
- Create an information barrier policy
 - [Information barriers in Microsoft Teams](#)
 - [Define policies for information barriers](#)
- Interpret security reports for Microsoft Teams
 - [Search the audit log in the Security & Compliance Center](#)
 - [Microsoft Teams usage report](#)
 - [Use activity reports for Microsoft Teams](#)
 - [Office 365 Reports in the admin center – Microsoft Teams device usage](#)
 - [Microsoft Teams analytics and reporting](#)
 - [Microsoft Teams user activity report](#)

Deploy and manage Microsoft Teams endpoints

- Deploy Microsoft Teams clients to devices, including Windows, VDI (Virtual Desktop), MacOS, and mobile devices
 - [Manage endpoints](#)
 - [Deploy Microsoft Teams with Office 365 ProPlus](#)
 - [Teams for Virtualized Desktop Infrastructure](#)
 - [Install Microsoft Teams using MSI](#)
 - [Microsoft Teams on Mobile Devices](#)
- Manage configuration profiles
 - [Use configuration profiles in Teams](#)
- Manage device settings and firmware
 - [Manage your devices in Microsoft Teams](#)
 - [Phones for Microsoft Teams](#)
- Configure Microsoft Teams Rooms
 - [Deployment overview](#)
 - [Configure a Microsoft Teams Rooms console](#)
 - [Deploy Microsoft Teams Rooms with Office 365](#)
 - [Deploy Microsoft Teams Rooms with Exchange Online](#)
 - [Microsoft Teams Rooms requirements](#)
 - [Deploy Microsoft Teams Rooms with Exchange on premises](#)
 - [Configure accounts for Microsoft Teams Rooms](#)

Monitor and analyze service usage

- Interpret Microsoft Teams usage reports
 - [Monitor usage and feedback in Microsoft Teams](#)
 - [Microsoft Teams usage report](#)
 - [Microsoft Teams live event usage report](#)
 - [Microsoft Teams PSTN usage report](#)
 - [Microsoft Teams analytics and reporting](#)
 - [Microsoft Teams user activity report](#)
 - [Microsoft Teams device usage report](#)
 - [Microsoft Teams PSTN blocked users report](#)
 - [Microsoft Teams PSTN minute pools report](#)
- Interpret Microsoft 365 usage reports
 - [Microsoft 365 usage analytics](#)
 - [Office 365 Reports in the admin center – Email apps usage](#)
 - [Office 365 Reports in the admin center – Yammer device usage report](#)
 - [Office 365 Reports in the admin center – SharePoint site usage](#)
 - [Office 365 Reports in the admin center – Email activity](#)
 - [Office 365 Reports in the admin center – OneDrive for Business usage](#)
 - [Office 365 Reports in the admin center – Yammer activity report](#)
 - [Office 365 Reports in the admin center – Mailbox usage](#)

- [Use activity reports for Microsoft Teams](#)
- Optimize call quality by using Call Analytics
 - [Call Analytics and Call Quality Dashboard](#)
 - [Implement QoS and Monitor Call Quality in Microsoft Teams](#)
 - [Set up Call Analytics](#)
- Analyze organization-wide call quality by using Call Quality Dashboard
 - [Dimensions and measurements available in Call Quality Dashboard](#)
 - [Turn on and use Call Quality Dashboard for Microsoft Teams and Skype for Business Online](#)
 - [Call Analytics and Call Quality Dashboard](#)

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

Manage chat and collaboration experiences

- Configure messaging policies
 - [Manage messaging policies in Teams](#)
 - [Grant-CsTeams Messaging Policy](#)
 - [Manage teams policies in Microsoft Teams](#)
- Manage external access
 - [Manage external access in Microsoft Teams](#)
 - [External sharing overview](#)
- Manage channels for a team
 - [Set up and manage channel moderation in Microsoft Teams](#)
 - [Overview of teams and channels in Microsoft Teams](#)
 - [See all channels in a team](#)
 - [Create a channel in Teams](#)
- Manage private channel creation policies
 - [Manage the life cycle of private channels in Microsoft Teams](#)
 - [Private channels in Microsoft Teams](#)
 - [Manage teams policies in Microsoft Teams](#)
- Manage email integration
 - [Manage Microsoft Teams settings for your organization](#)
 - [Send an email to a channel in Teams](#)
 - [Manage who can send email to a channel in Teams](#)
- Configure external access for SharePoint and OneDrive for Business
 - [Authorize guest access in Microsoft Teams](#)
 - [Manage sharing in OneDrive and SharePoint](#)
 - [Turn external sharing on or off](#)
 - [External sharing overview](#)
 - [Manage sharing settings](#)
- Manage cloud file storage options for collaboration
 - [Manage Microsoft Teams settings for your organization](#)

Manage meeting experiences

- Configure meeting settings
 - [Manage meeting settings in Microsoft Teams](#)
 - [Change participant settings for a Teams meeting](#)
 - [Meetings in Microsoft Teams](#)
 - [Schedule a meeting in Teams](#)
- Create and manage meeting policies
 - [Manage meeting policies in Teams](#)
 - [Set-CsTeams Meeting Policy](#)

- [Meetings and conferencing in Microsoft Teams](#)
 - [Grant-Cs Teams Meeting Policy](#)
- Configure settings for live events
 - [Configure live event settings in Microsoft Teams](#)
 - [Set up for live events in Microsoft Teams](#)
 - [Get started with Microsoft Teams live events](#)
- Create and manage policies for live events
 - [Set up for live events in Microsoft Teams](#)
- Configure conference bridge settings
 - [Change the settings for an Audio Conferencing bridge](#)
 - [Manage the Audio Conferencing settings for your organization in Microsoft Teams](#)
 - [Set up Audio Conferencing for Microsoft Teams](#)

Manage phone numbers

- Recommend a PSTN connectivity solution based on specific business requirements
 - [Cloud voice in Microsoft Teams](#)
 - [Microsoft telephony solutions](#)
 - [What is Phone System in Office 365?](#)
 - [Phone System Direct Routing](#)
- Order phone numbers
 - [Getting phone numbers for your users](#)
 - [Getting service phone numbers](#)
 - [Phone numbers for Audio Conferencing in Microsoft Teams](#)
- Manage service numbers
 - [Manage phone numbers for your organization](#)
 - [Getting service phone numbers](#)
- Add, change, or remove an emergency address for your organization
 - [Add, change, or remove an emergency location for your organization](#)
 - [Add, change, or remove a place for an emergency location in your organization](#)
- Assign, change, or remove a phone number for a user
 - [Assign, change, or remove a phone number for a user](#)
- Manage voice settings for users
 - [Understand calling in Microsoft Teams](#)
 - [Manage voice mail settings for a user in Exchange Online](#)
 - [Manage audio settings in a Teams meeting](#)
 - [Calling policies in Microsoft Teams](#)

Manage phone systems

- Manage resource accounts
 - [What is Phone System in Office 365?](#)
 - [Manage resource accounts in Microsoft Teams](#)
- Create and configure call queues
 - [Create a Cloud call queue](#)
- Create and configure auto attendants
 - [Set up a Cloud auto attendant](#)
 - [Answer auto attendant and call queue calls directly from Teams](#)
 - [Small business example — Set up an Auto Attendant](#)
 - [What are Cloud auto attendants?](#)
- Manage call park policies
 - [Call park and retrieve in Microsoft Teams](#)

- Manage calling policies
 - [Calling policies in Microsoft Teams](#)
 - [Manage emergency calling policies in Microsoft Teams](#)
- Manage caller ID policies
 - [Manage caller ID policies in Microsoft Teams](#)
 - [Set the Caller ID for a user](#)
 - [How can caller ID be used in your organization](#)
- Interpret the Direct Routing health dashboard
 - [Health Dashboard for Direct Routing](#)
 - [Monitor and troubleshoot Direct Routing](#)

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

Manage a team

- Create a team
 - [Create a team from scratch](#)
 - [Create your first teams and channels in Microsoft Teams](#)
 - [Overview of teams and channels in Microsoft Teams](#)
- Upgrade an existing resource to a team
 - [Create a team from an existing group](#)
 - [Enhance existing Office 365 groups with Microsoft Teams](#)
- Manage privacy levels for a team
 - [Manage team settings and permissions in Teams](#)
- Manage org-wide teams
 - [Create an org-wide team in Microsoft Teams](#)
 - [Manage Microsoft Teams settings for your organization](#)

Manage membership in a team

- Manage users in a team
 - [Assign team owners and members in Microsoft Teams](#)
 - [Manage user access to Microsoft Teams](#)
 - [Manage teams in the Microsoft Teams admin center](#)
 - [Manage team settings and permissions in Teams](#)
- Configure dynamic membership
 - [Overview of dynamic membership for teams](#)
 - [Dynamic membership rules for groups in Azure Active Directory](#)
 - [Create or update a dynamic group in Azure Active Directory](#)
 - [Change static group membership to dynamic in Azure ActiveDirectory](#)
- Manage access review for team members
 - [Manage user access with Azure AD access reviews](#)
 - [Create an access review of groups and applications in Azure AD accessreviews](#)
 - [Complete an access review of groups and applications in Azure AD accessreviews](#)

Implement policies for Microsoft Teams apps

- Create and manage app permission policies
 - [Manage app permission policies in Microsoft Teams](#)
 - [Admin settings for apps in Microsoft Teams](#)
- Create and manage app setup policies
 - [Manage app setup policies in Microsoft Teams](#)



Virtual Training Series

In this online course, you will get a foundational knowledge of Microsoft 365 suite of cloud products. You will be able to understand the different types of cloud service, models and the features and functionality of the products that comprise the Microsoft 365 suite. We will also discuss how security, compliance, privacy, and trust are handled in Microsoft 365.

All Virtual Training Series: <http://aka.ms/vts>