Microsoft Teams Phone Administration

Course title	Overview of Microsoft Teams Phone Administration
Duration	**1/2 Day (Including Q&A session)**
Number of attendees	**Up to 5 people maximum per session**
Course type	Administration - scheduled interactive training.
Course code	UA-MS-002
Remote training requirements	• Sessions will be hosted using MS Teams or Cisco Webex Meetings. • Attendees must have access to Microsoft Teams Administration Centre

Training description

This course aims to provide delegates with an introduction to administering Microsoft Teams Phone. It will cover the essentials for getting delegates upskilled in the Teams Phone administration, to be able to make adlibs and changes to their telephony system in the future.

Note: This course is applicable for customers using Operator Connect and Direct Routing.

Training synopsis

1) Microsoft Teams Overview
   - Overview of Microsoft Teams Voice and Super User Training
   - Overview of Teams Admin Portal
   - Customising the view of the portal overview of the interface.
2) Managing General users
   - Creating a new user
   - Licensing a user
   - Assigning a user a phone/number
   - Creating/assigning policies.
3) Manage Call flows and devices
   - Resource accounts
   - Call Queues
   - Auto Attendant / IVR
   - Holidays
   - DevicesPlace a call on mute.

4) Basic IT troubleshooting
   - Where to access help and information
   - Locating call data