

Exam MS-700: Managing Microsoft Teams – Skills Measured

This exam will be updated on January 27, 2021. Following the current exam guide, we have included a version of the exam guide with Track Changes set to “On,” showing the changes that will be made to the exam on that date.

Audience Profile

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.

Skills Measured

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is NOT definitive or exhaustive.

NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

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
- plan and troubleshoot meeting migration
- configure Microsoft Teams upgrade notification and meeting app preferences

- configure coexistence mode for the organization and per-user
- use Teams Advisor to assess and identify steps to roll out Microsoft Teams

Plan and configure network settings for Microsoft Teams

- plan for successful network deployment by using Network Planner
- calculate network bandwidth capacity for Microsoft Teams voice, video, meetings and Live Events
- assess network readiness by using the Network Testing Companion
- configure network ports and protocols used by Microsoft Teams client application
- configure media optimizations by using QoS

Implement governance and lifecycle management for Microsoft Teams

- create team templates
- set up policies for Microsoft 365 group creation
- configure Microsoft 365 groups, expiration policy, and naming policy
- archive, unarchive, restore, and delete a team

Configure and manage guest access

- configure guest users for Microsoft Teams
- configure guest permissions for a team
- configure meeting and live events experiences for guests
- configure messaging and calling options for guests
- remove guests
- manage Azure AD access review for guests
- configure guest access from Azure AD portal

Manage security and compliance

- assign Microsoft Teams Admin roles
- create and manage compliance features, including retention policies and sensitivity labels
- create security and compliance alerts for Microsoft Teams
- create an information barrier policy
- interpret security reports for Microsoft Teams

Deploy and manage Microsoft Teams endpoints

- deploy Microsoft Teams clients to devices, including Windows, VDI (Virtual Desktop), MacOS, and mobile devices
- manage configuration profiles
- manage Microsoft Teams device tags
- manage device settings and firmware

- configure Microsoft Teams Rooms

Monitor and analyze service usage

- interpret Microsoft Teams usage reports
- interpret Microsoft 365 usage reports
- optimize call quality by using Call Analytics
- analyze organization-wide call quality by using Call Quality Dashboard
- use Power BI to identify call quality issues

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

Manage chat and collaboration experiences

- configure messaging policies
- manage external access
- manage channels for a team
- manage private channel creation policies
- manage email integration
- configure external access for SharePoint and OneDrive for Business
- manage cloud file storage options for collaboration

Manage meeting experiences

- configure meeting settings
- create and manage meeting policies
- configure settings for live events
- create and manage policies for live events
- configure conference bridge settings

Manage phone numbers

- recommend a PSTN connectivity solution based on specific business requirements
- order phone numbers
- manage service numbers
- add, change, or remove an emergency address for your organization
- assign, change, or remove a phone number for a user
- manage voice and audio conferencing settings for users
- configure dynamic emergency calling

Manage Phone System

- manage resource accounts
- create and configure call queues
- create and configure auto attendants

- manage call park policies
- manage calling policies
- manage caller ID policies
- interpret the Direct Routing health dashboard

Manage Teams and app policies (20-25%)

Manage a team

- create a team
- upgrade an existing resource to a team
- manage privacy levels for a team
- manage org-wide teams

Manage membership in a team

- manage users in a team
- configure dynamic membership
- manage access review for team members

Implement policies for Microsoft Teams apps

- create and manage app permission policies
- create and manage app setup policies

The exam guide below shows the changes that will be implemented on January 27, 2021.

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- [configure and manage nNetwork and locations including reporting labels, emergency addresses, and network topology](#)

Implement governance and lifecycle management for Microsoft Teams

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- interpret Microsoft 365 usage reports
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