

# Microsoft 365 Certified: Messaging Administrator Associate – Skills Measured

**This document contains the skills measured on the exams associated with this certification. It does not include any upcoming or recent changes that have been made to those skills. For more information about upcoming or recent changes, see the associated exam details page(s).**

NOTE: The bullets that follow 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.

## Exam MS-203: Microsoft 365 Messaging

### Manage Organizational Settings and Resources (30-35%)

#### Plan and manage organizational settings

- manage a Global Address List (GAL), including hierarchical address books (HAB)
- manage an Offline Address Book (OAB)
- manage address book policies
- manage email address policies
- plan and configure organization relationships and individual sharing
- manage add-ins from Microsoft 365 Admin Center

#### Plan and manage client access

- plan namespaces
- configure virtual directories and URLs in a hybrid environment
- configure global Outlook on the Web policies
- configure Autodiscover
- troubleshoot client access connectivity problems

#### Manage recipient resources

- manage archive mailboxes
- manage resource mailboxes
- manage groups including distribution lists, dynamic distribution lists, mail-enabled security groups, and Microsoft 365 groups
- manage user mailboxes

- manage mailbox permissions, including delegation
- manage shared mailboxes, including converting to a shared mailbox
- manage license for shared resources
- create and manage contacts, including Mail contacts and Mail users
- manage email addresses for Microsoft Teams

## **Plan and Manage the Mail Transport Architecture (20-25%)**

### **Plan and configure connectors**

- plan connectors to route or secure mail flow
- create and configure connectors to route mail
- create and configure connectors-to secure mail flow between organizations
- create and configure conditional mail routing
- configure enhanced filtering for connectors

### **Manage mail flow**

- manage mail flow rules
- manage accepted and remote domains
- manage hybrid mail flow

### **Troubleshoot mail flow**

- trace a message
- analyze a message trace
- analyze message headers
- analyze Non-Deliverable Reports (NDRs)
- troubleshoot by using the Microsoft Remote Connectivity Analyzer
- troubleshoot by using the Microsoft Support and Recovery Assistant
- troubleshoot by using transport logs and queues in a hybrid environment

## **Plan and Implement a Hybrid Configuration and Migration (15-20%)**

### **Plan and implement a hybrid environment**

- plan a hybrid deployment by using the Hybrid Configuration Wizard (HCW)manage the Edge server role in a hybrid environment
- configure Organization Configuration Transfer (OCT)
- configure the environment by using the Hybrid Configuration Wizard
- deploy the Exchange Hybrid Agent
- manage the Exchange certificates lifecycle in a hybrid environment

### **Plan and implement migration**

- evaluate migration methods, including cutover, minimal hybrid (express migration), cutover, cross tenant, staged, PST Imports, IMAP, Google Workspace (formerly G-Suite), batch migration by using the Exchange admin center
- configure migration endpoints in Microsoft 365
- manage mailbox migration batches
- troubleshoot mailbox migration
- plan a public folder migration to Microsoft 365

## **Secure the Messaging Environment (25-30%)**

### **Manage role-based permissions in Exchange**

- plan RBAC roles
- manage role groups
- assign user accounts to admin roles
- manage user roles

### **Manage message hygiene**

- plan for message hygiene
- configure and manage Anti-spam settings
- configure and manage Anti-malware policies
- monitor and review quarantined items
- plan and configure Spam Confidence Levels (SCL)
- configure and manage Safe attachments
- configure and manage Safe links
- configure and manage Anti-phishing
- manage email user submissions
- add and manage DNS records for domains
- validate settings by using Configuration Analyzer

### **Manage compliance**

- configure retention labels and retention policies
- configure data loss prevention (DLP) policies
- configure sensitivity labels and policies
- configure and analyze audit logs
- manage journal rules
- manage content search
- manage core eDiscovery cases (not including Advanced eDiscovery)