

# **Microsoft 365 Certified: Teams Administrator Associate – Skills Measured**

## **Plan and Configure a Microsoft Teams Environment**

### **Upgrade from Skype for Business to Microsoft Teams**

*May include but is not limited to:*

- 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 choices
- configure coexistence mode for the organization and per-user

### **Plan and configure network settings for Microsoft Teams**

*May include but is not limited to:*

- 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**

*May include but is not limited to:*

- create team templates
- set up policies for Office 365 Groups creation
- configure Office 365 Groups for Microsoft Teams classifications, expiration policy, and naming policy
- archive, restore, and delete a team

### **Configure and manage guest access**

*May include but is not limited to:*

- configure guest users for Microsoft Teams
- configure guest permissions for a team

- configure meeting, 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**

*May include but is not limited to:*

- assign Microsoft Teams Admin roles
- create and manage compliance features, including retention and sensitivity policies
- 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**

*May include but is not limited to:*

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

## **Monitor and analyze service usage**

*May include but is not limited to:*

- 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

## **Manage Chat, Calling, and Meetings**

### **Manage chat and collaboration experiences**

*May include but is not limited to:*

- 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**

*May include but is not limited to:*

- 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**

*May include but is not limited to:*

- 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 settings for users

### **Manage Phone System**

*May include but is not limited to:*

- 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**

### **Manage a team**

*May include but is not limited to:*

- 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**

*May include but is not limited to:*

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

### **Implement policies for Microsoft Teams apps**

*May include but is not limited to:*

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