Study guide for Exam MS-700: Managing Microsoft Teams

Purpose of this document

This study guide should help you understand what to expect on the exam and includes a summary of the topics the exam might cover and links to additional resources. The information and materials in this document should help you focus your studies as you prepare for the exam.

Useful links	Description
Review the skills measured as of May 1, 2023	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
Review the skills measured prior to May 1, 2023	Study this list of skills if you take your exam PRIOR to the date provided.
Change log	You can go directly to the change log if you want to see the changes that will be made on the date provided.
How to earn the certification	Some certifications only require passing one exam, while others require passing multiple exams.
Certification renewal	Microsoft associate, expert, and specialty certifications expire annually. You can renew by passing a **free** online assessment on Microsoft Learn.
Your Microsoft Learn profile	Connecting your certification profile to Microsoft Learn allows you to schedule and renew exams and share and print certificates.
Exam scoring and score reports	A score of 700 or greater is required to pass.
Exam sandbox	You can explore the exam environment by visiting our exam sandbox.
Request accommodations	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.

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Useful links	Description
Take a practice test	Are you ready to take the exam or do you need to study a bit more?

Updates to the exam

Our exams are updated periodically to reflect skills that are required to perform a role. We have included two versions of the Skills Measured objectives depending on when you are taking the exam.

We always update the English language version of the exam first. Some exams are localized into other languages, and those are updated approximately eight weeks after the English version is updated. While Microsoft makes every effort to update localized versions as noted, there may be times when the localized versions of an exam are not updated on this schedule. Other available languages are listed in the **Schedule Exam** section of the **Exam Details** webpage. If the exam isn't available in your preferred language, you can request an additional 30 minutes to complete the exam.

Note

The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.

Note

Most questions cover features that are general availability (GA). The exam may contain questions on Preview features if those features are commonly used.

Skills measured as of May 1, 2023

Audience profile

Teams administrators manage and maintain internal and external collaboration and communication solutions using Teams and Microsoft 365.

Teams administrators are responsible for configuring and managing teams, channels, chat, apps, calling, meetings, and events. They manage phone numbers and services for Teams Phone. They manage the operational aspects of Teams clients and devices.

Teams administrators collaborate with owners of other workloads, including networking, identity, licensing, information management, and user adoption. They work with collaboration and communication system engineers to implement advanced Teams Phone and Teams Rooms scenarios. They plan and implement governance, security, and compliance for Teams.

Candidates for this exam have a working knowledge of Microsoft 365 services, including Microsoft 365 groups, Microsoft SharePoint Online, OneDrive, Exchange, and Azure Active Directory (Azure AD), part of Microsoft Entra. They understand the options for integrating and extending Teams with other apps, including Microsoft Viva, Power Platform, third-party apps, and custom apps.

- Configure and manage a Teams environment (45–50%)

Microsoft

- Manage teams, channels, chats, and apps (20–25%)
- Manage meetings and calling (15–20%)
- Monitor, report on, and troubleshoot Teams (10–15%)

Configure and manage a Teams environment (45–50%)

Plan and configure network settings for Teams

- Calculate network bandwidth capacity for Teams voice, video, meetings, and live events
- Analyze network impact by using Network planner
- Specify network ports and protocols used by Teams
- Specify optimal network architecture for Teams
- Assess network readiness and connectivity by using the Microsoft Teams Network Assessment Tool and Microsoft 365 network connectivity test tool

Manage security and compliance settings for Teams

- Identify licensing requirements for security and compliance features
- Specify security and compliance alert policies for Teams
- Choose appropriate Teams administrator roles
- Plan and configure Enhanced encryption policies
- Plan and configure threat policies in Microsoft 365 Defender
- Plan and configure retention policies
- Plan and configure sensitivity labels and policies
- Plan and configure data loss prevention (DLP) policies
- Plan Conditional Access for Teams
- Plan and configure information barrier (IB) policies
- Identify appropriate use cases for communication compliance and insider risk management

Plan and implement governance and lifecycle management

- Identify licensing requirements for advanced lifecycle management of teams
- Identify where Teams stores content
- Plan and manage update policies, including Public Preview, Office Insider, and Targeted release
- Create and manage policy packages in Teams
- Plan and configure policy assignment for users and groups
- Configure settings for Microsoft 365 group creation
- Configure an expiration policy for Microsoft 365 groups
- Configure a naming policy for Microsoft 365 groups, including blocked words
- Archive, delete, or unarchive one or more teams
- Restore or troubleshoot the deletion of a Microsoft 365 group
- Identify when to use access reviews in Azure AD for members and guests
- Perform operations for Teams by using PowerShell

Microsoft

Configure and manage external collaboration

- Identify licensing requirements for external collaboration
- Configure SharePoint Online and OneDrive external sharing settings
- Configure External access in the Microsoft Teams admin center
- Configure External collaboration settings in Azure AD for guest access
- Configure guest access and sharing in the Microsoft Teams admin center, Microsoft 365 admin center, or Azure Active Directory admin center
- Control guest access to a specific team, including sensitivity labels and Azure AD
- Remove guests from Teams, including from a team or a tenant
- Configure shared channels for external access
- Configure and manage cross-tenant access for B2B direct connect in Azure AD for shared channels

Manage Teams clients and devices

- Identify licensing requirements for Teams Phone and resource accounts
- Identify licensing requirements for Teams devices
- Manage configuration profiles for Teams devices
- Configure Teams Rooms accounts and systems
- Manage device settings and firmware
- Manage Teams device tags
- Provision and configure remote sign-in for new devices

Manage teams, channels, chats, and apps (20–25%)

Create and manage teams

- Create a team by using the Microsoft Teams admin center, Teams client, or the Teams PowerShell module
- Create a team from an existing Microsoft 365 group, SharePoint site, or team
- Create a team from a template
- Create and manage Teams templates and template policies
- Manage the membership of a team
- Assign and modify user roles in a team
- Manage a team in the Microsoft Teams admin center
- Manage Teams environment settings in the Microsoft Teams admin center
- Configure privacy and sensitivity settings for Teams

Manage channels and chats

- Recommend channel types, including standard, private, and shared
- Add, edit, and remove channels
- Manage Teams channel settings

Microsoft

- Create and manage teams policies for channels
- Manage private and shared channel membership
- Create and manage messaging policies

Manage apps for Teams

- Manage Org-wide app settings in the Microsoft Teams admin center
- Create and manage app permission policies
- Create and manage app setup policies
- Manage permissions and consent for apps, including blocking apps
- Recommend appropriate extensibility options, including apps, connectors, tabs, meetings, and messaging extensions
- Manage purchasing of apps in the Teams app store
- Customize the appearance of the Teams app store
- Customize the branded experience of an app
- Upload an app to Teams

Manage meetings and calling (15–20%)

Manage meetings and events

- Recommend meeting types, including live events, webinars, and virtual appointments
- Enable enhanced meeting features for a user by assigning Microsoft Teams Premium licenses
- Configure meeting settings
- Create and manage meeting templates and template policies
- Create and manage meeting policies
- Create and manage conference bridges
- Create and manage audio conferencing policies
- Plan and configure live events settings and policies

Manage phone numbers and services for Teams Phone

- Evaluate PSTN options, including Calling Plan, Direct Routing, Operator Connect, and Teams Phone Mobile
- Add, change, or remove an emergency address for an organization
- Provision and manage phone numbers for users, services, and conferencing bridges
- Assign, change, or remove a phone number for a user or a resource account
- Create and manage resource accounts in the Microsoft Teams admin center
- Manage voice settings and policies for users
- Create and manage voicemail policies
- Configure auto-attendants and call queues
- Create and manage calling policies

Microsoft

Monitor, report on, and troubleshoot Teams (10–15%)

Monitor and report on Teams

- Monitor and report on voice and meeting quality
- Report on Teams usage, including team activity, app usage, active users, per-meeting metrics, and storage usage
- Monitor and report on the creation and deletion of teams
- Monitor and report on guest access
- Monitor the Microsoft 365 network connectivity test tool
- Manage feedback policies

Troubleshoot audio, video, and client issues

- Collect client-side logs
- Clear the Teams client cache
- Troubleshoot issues by using self-help diagnostics for Teams

Study resources

We recommend that you train and get hands-on experience before you take the exam. We offer self-study options and classroom training as well as links to documentation, community sites, and videos.

Study resources	Links to learning and documentation
Get trained	[Choose from self-paced learning paths and modules or take an instructor-led course](#)
Find documentation	[Microsoft 365 documentation](#) [Microsoft Teams admin documentation](#) [Welcome to Microsoft Teams](#)
Ask a question	[Microsoft Q&A	Microsoft Docs](#)
Get community support	[Microsoft 365 - Microsoft Tech Community](#)
Follow Microsoft Learn	[Microsoft Learn - Microsoft Tech Community](#)
Find a video	[Exam Readiness Zone](#) [Browse other Microsoft Learn shows](#)

Change log

Key to understanding the table: The topic groups (also known as functional groups) are in bold typeface followed by the objectives within each group. The table is a comparison between the two versions of the exam skills measured and the third column describes the extent of the changes.

Skill area prior to May 1, 2023	Skill area as of May 1, 2023	Changes
Audience profile		Major
Plan and manage a Microsoft Teams environment	**Configure and manage a Microsoft Teams environment**	% of exam increased
Plan and configure network settings for Microsoft Teams	Plan and configure network settings for Microsoft Teams	Major
Identify licensing requirements for Microsoft Teams		Deleted

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Skill area prior to May 1, 2023	Skill area as of May 1, 2023	Changes
Manage security and compliance settings for Microsoft Teams	Manage security and compliance settings for Microsoft Teams	Minor
Plan and implement governance and lifecycle management	Plan and implement governance and lifecycle management	Minor
Configure and manage external collaboration	Configure and manage external collaboration	Major
Deploy and manage Microsoft Teams endpoints	Manage Microsoft Teams clients and devices	Major
Manage chat, teams, channels, and apps	**Manage chat, teams, channels, and apps**	% of exam decreased
Create and manage teams	Create and manage teams	Major
Plan and manage channels	Manage channels and chats	Minor
Manage chat and collaboration experiences		Deleted
Manage apps for Microsoft Teams	Manage apps for Microsoft Teams	Minor
Manage calling and meetings	**Manage meetings and calling**	No change
Manage meetings and events	Manage meetings and events	Major
Manage phone numbers and services	Manage phone numbers and services for Teams Phone	Major
Manage Teams Phone settings and policies		Deleted
Monitor, report, and troubleshoot a Microsoft Teams environment	**Monitor, report on, and troubleshoot Microsoft Teams**	No change
Monitor and report on a Microsoft Teams environment	Monitor and report on Microsoft Teams	Minor
Troubleshoot audio, video, and client issues	Troubleshoot audio, video, and client issues	Major

Skills measured prior to May 1, 2023

Audience profile

Microsoft

Candidates for this exam are Microsoft Teams administrators who deliver secure, efficient, and effective internal and external collaboration and communication capabilities with Microsoft Teams and Microsoft 365.

Candidates for this exam must be able to plan, deploy, configure, and manage teams, channels, chat, apps, calling, meetings, and events in Microsoft Teams. They primarily manage the operational aspects of Teams Phone and meeting room devices.

Candidates for this exam collaborate with the Microsoft Teams voice engineer as well as owners of other workloads, including networking, identity, licensing, security, compliance, information management, and user adoption.

Candidates for this exam have experience with Microsoft 365, including Microsoft 365 Groups, SharePoint, OneDrive, and Exchange. They must also understand how Microsoft Teams integrates with third-party, custom, and other Microsoft apps.

- Plan and manage a Microsoft Teams environment (40–45%)
- Manage chat, teams, channels, and apps (25–30%)
- Manage calling and meetings (15–20%)
- Monitor, report, and troubleshoot a Microsoft Teams environment (10–15%)

Plan and manage a Microsoft Teams environment (40–45%)

Plan and configure network settings for Microsoft Teams

- Calculate network bandwidth capacity for Microsoft Teams voice, video, meetings, and Live Events
- Analyze network impact by using Network Planner
- Plan and configure network ports and protocols used by Microsoft Teams
- Create and manage roaming network policies
- Determine WAN optimizer, proxy, and VPN recommendations for Microsoft Teams
- Configure Tenant Data Upload in Microsoft Call Quality Dashboard
- Configure reporting labels for Call Analytics in Microsoft Teams
- Assess network readiness by using Microsoft 365 network connectivity test tool and Microsoft Teams Network Assessment Tool
- Configure QoS port range and DSCP markings

Identify licensing requirements for Microsoft Teams

- Identify licensing requirements for security features
- Identify licensing requirements for compliance features
- Identify licensing requirements for advanced lifecycle management of teams
- Identify licensing requirements for guest access
- Identify licensing requirements for Teams Phone and resource accounts
- Identify licensing requirements for Microsoft Teams devices

Manage security and compliance settings for Microsoft Teams
- Create alert policies for Microsoft Teams in Microsoft Purview
- Choose appropriate Microsoft Teams administrator roles
- Plan and configure enhanced encryption policies
- Plan and configure threat policies in Microsoft Defender for Office 365
- Plan and configure retention policies
- Plan and configure sensitivity labels and policies
- Plan and configure Data Loss Prevention (DLP) policies
- Plan for conditional access for Microsoft Teams
- Plan and configure information barrier policies
- Choose when to use communication compliance

Plan and implement governance and lifecycle management
- Plan and manage Microsoft Teams preview by using Microsoft Teams update policies
- Create and manage policy packages in Microsoft Teams
- Plan and configure policy assignment for users and groups
- Set up policies for Microsoft 365 groups creation
- Configure an expiration policy for Microsoft 365 groups
- Configure a naming policy for Microsoft 365 groups
- Archive, delete, or unarchive one or more teams
- Restore or troubleshoot deletion of a Microsoft 365 group or part of a Microsoft 365 group
- Choose when to use access reviews in Microsoft Azure Active Directory (Azure AD), part of Microsoft Entra for members and guests
- Perform bulk operations with PowerShell

Configure and manage external collaboration
- Configure SharePoint and OneDrive external sharing settings
- Configure External access in Teams admin center
- Configure external collaboration settings in Azure Active Directory for guest access
- Configure guest access and sharing from the Microsoft Teams admin center, Microsoft 365 admin center, or Azure AD Active Directory admin center
- Control guest access to a specific team, including sensitivity labels and Microsoft Azure Active Directory (Azure AD), part of Microsoft Entra
- Remove guests from teams and Azure AD

Deploy and manage Microsoft Teams endpoints
- Manage configuration profiles for Microsoft Teams devices
- Manage Microsoft Teams device tags
- Specify how Microsoft Teams certified devices must be configured in Microsoft Endpoint Manager

Microsoft

- Manage device settings and firmware
- Provision and configure remote sign-in for new devices
- Configure Microsoft Teams Rooms accounts and systems

Manage chat, teams, channels, and apps (25–30%)

Create and manage teams

- Create a team from a template
- Manage settings for a team from the Microsoft Teams admin center
- Configure privacy and sensitivity settings for a team
- Create and manage Teams templates and template policies
- Create a team from an existing Microsoft 365 Group, SharePoint site, or team
- Create a team by using the Microsoft Teams admin center, Microsoft Teams client, or PowerShell
- Plan and implement organization-wide teams
- Add and remove users in a team
- Assign and modify user roles in a team
- Configure dynamic membership for a Microsoft 365 Group

Plan and manage channels

- Recommend channel types
- Create channels
- Manage Microsoft Teams channel settings
- Create and manage Microsoft Teams policies for channels
- Manage access to channels

Manage chat and collaboration experiences

- Create and manage messaging policies
- Manage email integration for channels
- Manage cloud file storage options

Manage apps for Microsoft Teams

- Manage organization-wide app settings in the Microsoft Teams admin center
- Create and manage app permission policies
- Create and manage app setup policies
- Manage permissions and consent for apps
- Recommend appropriate extensibility options, including apps, connectors, tabs, meetings, and messaging extensions
- Manage purchasing of apps in the Microsoft Teams app store
- Customize the appearance of the Microsoft Teams app store
- Customize the branded experience of an app
- Publish a custom app to Microsoft Teams

Microsoft

Manage calling and meetings (15–20%)

Manage meetings and events

- Configure meeting settings
- Create and manage meeting policies
- Create and manage conference bridges
- Create and manage audio conferencing policies
- Plan and configure live events settings
- Create and manage live events policies

Manage phone numbers and services

- Evaluate PSTN options, including Calling Plan, Direct Routing, and Operator Connect
- Plan and configure emergency calling, including emergency policy and address
- Add, change, or remove an emergency address for an organization
- Validate dynamic emergency location
- Provision and manage organizational phone numbers for users, services, and conferencing bridges
- Assign, change, or remove a phone number for a user
- Assign a phone number to a resource account for an auto-attendant or call queue

Manage Teams Phone settings and policies

- Assign call park policies
- Manage auto attendants
- Manage call queues
- Create and manage calling policies
- Assign caller ID policies
- Assign compliance recording policies
- Manage voice settings and policies for users
- Assign dial plans
- Identify potential issues by using the Health Dashboard for Direct Routing
- Create and manage resource accounts in Microsoft Teams admin center

Monitor, report, and troubleshoot a Microsoft Teams environment (10–15%)

Monitor and report on a Microsoft Teams environment

- Monitor and report on voice and meeting quality
- Report on Microsoft Teams usage, including teams activity, app usage, active users, per-meeting metrics, and storage usage
- Monitor and report on creation and deletion of teams

Microsoft

- Monitor and report on guest access
- Manage notification and alerts rules from the Microsoft Teams admin center
- Monitor the Microsoft 365 network connectivity dashboard
- Manage feedback policies

Troubleshoot audio, video, and client issues

- Collect client-side logs
- Clear the Microsoft Teams client cache
- Identify potential issues by using Call Analytics
- Troubleshoot Microsoft Teams sign-in issues by using sign-in logs for Microsoft Azure Active Directory (Azure AD), part of Microsoft Entra
- Troubleshoot issues by using self-help diagnostics for Microsoft Teams
- Identify potential issues by reviewing product feedback from users
- Identify potential issues by using Call Quality Dashboard
- Analyze Call Quality Dashboard (CQD) data for Microsoft Teams by using Power BI