Exam MS-700: Managing Microsoft Teams – Skills Measured

This exam was updated on May 28, 2020. Following the current exam guide, we have included a version of the exam guide with Track Changes set to “On,” showing the changes that were 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 for Business, 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: In most cases, exams do NOT cover preview features, and some features will only be added to an exam when they are GA (General Availability).

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

**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 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**

• 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**

• 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**

• 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**
- 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 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 were implemented on May 28, 2020.*

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