

Microsoft 365 Certified: Teams Support Engineer Specialty – Skills Measured

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-740: Troubleshooting Microsoft Teams

Troubleshoot Microsoft Teams voice issues (15-20%)

Troubleshoot audio and video flow issues

- troubleshoot audio and video quality issues
- troubleshoot call drops
- investigate issues with call quality and dropped calls by using Call Quality Dashboard, network tracing tools, and logs

Troubleshoot emergency calling issues

- troubleshoot dynamic emergency calling
- identify issues with emergency phone number normalization rules
- troubleshoot location detection failures
- troubleshoot missing locations in outbound calls and missing addresses
- troubleshoot dial mask issues

Troubleshoot direct routing issues

- troubleshoot issues pairing the Session Border Controller (SBC) with the phone number service
- troubleshoot dial plan issues including normalization rules
- identify the root cause of direct-dialing call issues by reviewing the SBC log
- troubleshoot audio conferencing issues including provisioning and configuration issues

Troubleshoot issues with Teams meetings and live events (20-25%)

Troubleshoot live events issues

- troubleshoot meeting creation and scheduling issues
- troubleshoot recording issues including policies related to recording
- investigate issues sharing content and viewing reports
- troubleshoot reporting issues including issues with attendance reports and moderated questions
- troubleshoot attendee access and playback issues
- troubleshoot and optimize networks for Teams live events
- investigate issues connecting to the service and joining meetings

Troubleshoot Teams services

- validate Microsoft Audio Conferencing licensing
- troubleshoot dial pad issues
- troubleshoot phone number provisioning issues
- troubleshoot issues with the Outlook add-in for Teams
- troubleshoot issues enabling and configuring audio and video devices for Teams
- troubleshoot online and hybrid call queues and auto-attendant issues
- troubleshoot user provisioning issues including licensing users, phone number assignments, and policies
- troubleshoot issues with phone system features
- investigate phone system set up and configuration issues

Troubleshoot Teams client issues

- troubleshoot Teams client start up issues and crashes on Windows, Mac, and Linux devices
- troubleshoot Investigate causes for high memory or CPU usage
- investigate network issues including network latency
- analyze web traffic and review HTTP status codes by using Fiddler and other tools
- troubleshoot issues installing and updating client software
- troubleshoot performance issues including long times for uploading files and chats slow to load or send
- troubleshoot call set up issues
- troubleshoot issues adding participants to meetings

Troubleshoot messaging issues

- troubleshoot message delivery issues
- troubleshoot issues attaching files and content to messages
- troubleshoot chat notification issues

Troubleshoot federation issues (10-15%)

Troubleshoot issues interoperating with Skype for Business

- investigate chat issues when interoperating with Skype for Business
- troubleshoot federation issues between Teams and Skype or Skype for Business
- troubleshooting Interop chat scenarios

Troubleshoot Teams federation issues

- troubleshoot federation policies and domain lists
- verify tenant configuration settings including allowed and blocked domain lists and type of federation

Troubleshoot issues signing into Teams (15-20%)

Troubleshoot account and network issues

- verify Active Directory Federation Services (AD FS) health including endpoint availability and synchronization status
- troubleshoot issues with Azure Active Directory Seamless Single Sign-On (Azure AD Seamless SSO)
- identify reasons for blocked accounts by reviewing web log data
- verify user virtual private network (VPN) configuration settings including split tunneling and client version
- validate network configuration settings including firewall ports, IP ranges, and proxy configuration issues

Troubleshoot member sign-in issues

- investigate authentication issues
- verify whether an applied conditional access policy prevents sign in
- determine whether a user account or the device from which a user attempts to sign in is the cause of a sign in issue
- troubleshoot client sign-in issues by collecting and analyzing Teams debug logs
- troubleshoot Teams Rooms System (TRS) sign-in issues by analyzing log data from Teams Room devices
- investigate points of failure in the sign-in process flow

Troubleshoot guest access issues

- troubleshoot issues adding guest users to teams
- troubleshoot call, message, and meeting issues for guest users by checking the guest meeting, guest messaging, and guest calling configuration policies
- audit invitations sent but not used and inactive accounts

- validate configuration settings for federated message flow
- review Azure sign-in logs and audit logs for the domain which hosts Teams

Troubleshoot teams and channels (10-15%)

Troubleshoot issues with apps

- configure Teams to allow or block an app
- validate app permission policies
- validate app setup policies

Troubleshoot issues with public and private channels

- check user permissions, team policies, and tenant policies
- verify and troubleshoot channel email settings
- troubleshoot tenant replication issues in teams and channels
- troubleshoot deletion issues in teams and channels

Troubleshoot issues with files (15-20%)

Troubleshoot person-to-person (P2P) private chat files issues including issues access and sharing issues

- verify access rights for the user
- troubleshoot Teams client configuration policies
- troubleshoot issues provisioning users

Troubleshoot file issues for private channels

- verify that the SharePoint site for the channel is accessible
- verify SharePoint access permissions
- confirm that the SharePoint site collection link is intact

Troubleshoot file issues for public channels

- verify SharePoint access permissions
- determine whether the name for a channel or team have been changed
- confirm that the SharePoint site collection link is intact
- troubleshoot file synchronization issues and missing files