

Exam MS-700: Managing Microsoft Teams – Skills Measured

This exam was updated on September 24, 2021. 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.

NOTE: Passing score: 700. Learn more about exam scores [here](#).

Audience Profile

Candidates for this exam are Microsoft Teams administrators who manage Microsoft Teams to facilitate efficient and effective collaboration and communication in a Microsoft 365 environment.

Candidates for this exam must be able to plan, deploy, configure, and secure Teams chat, apps, channels, meetings, audio/video conferencing, live events, calling, and Microsoft Teams-certified devices. Candidates should have experience integrating Microsoft Teams with other workloads, including SharePoint, OneDrive, Exchange, Microsoft 365 Groups, Power Platform, and with other Microsoft apps, third-party apps, and custom apps.

A Microsoft Teams Administrator also collaborates other functions, such as networking, telephony, licensing, security, compliance, user adoption, app development, and support.

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.

Plan and configure a Microsoft Teams Environment (35-40%)

Plan and configure network settings for Microsoft Teams

- calculate network bandwidth capacity for Microsoft Teams voice, video, meetings, and Live Events
- analyze network usage by using Network Planner
- specify requirements for outbound network ports and protocols for Microsoft Teams
- determine WAN optimizer, proxy, and load balancer recommendations for Microsoft Teams
- configure Tenant Data Upload in Microsoft Call Quality Dashboard

- configure reporting labels for Microsoft Teams
- assess network readiness by using Microsoft 365 network connectivity test and dashboard
- configure QoS port range and DSCP markings

Identify licensing requirements for Microsoft Teams

- identify required licensing for compliance features
- identify appropriate licensing for advanced lifecycle management of teams
- identify appropriate licensing for guest access
- identify appropriate licensing for calling, Phone System, and resource accounts
- identify appropriate licensing for Microsoft Teams Rooms and Common Area Phones
- identify appropriate licensing for apps in Microsoft Teams

Plan and configure security and compliance settings for Microsoft Teams

- plan alerts for Microsoft Teams
- choose appropriate administration roles
- plan threat policies
- plan and configure retention policies
- plan and configure sensitivity labels
- plan Data Loss Prevention (DLP) policies
- plan for conditional access and MFA for Microsoft Teams
- plan information barrier policies

Plan and implement governance and lifecycle management for Microsoft Teams

- plan and manage Microsoft Teams preview features with Microsoft Teams update policies
- create and manage policy packages in Microsoft Teams
- plan 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 one or more Microsoft 365 Groups
- manage Azure AD access review for members and guests
- perform bulk user operations with PowerShell

Configure and manage external and guest users

- configure SharePoint and OneDrive organizational level sharing settings
- manage external file sharing setting for OneDrive users
- manage external file sharing setting for SharePoint sites
- manage external access-federated domains

- manage guest users for Microsoft Teams from the Microsoft Teams Admin Center
- configure guest access to Microsoft Teams from Azure AD admin center
- allow or prevent owners from adding guests
- configure guest access to a specific team
- remove guests

Configure and manage Microsoft Teams devices

- configure Microsoft Teams for VDI
- manage configuration profiles for Teams devices
- manage Microsoft Teams device tags
- manage device settings and firmware
- provision and configure remote sign-in for new devices

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

Create and manage teams

- create teams
- manage privacy levels for a team
- create a team from a default or custom template
- create a team from existing resources
- plan and manage org-wide teams
- add and remove users in a team
- assign and modify user roles in a team
- configure dynamic membership

Plan and manage channels

- plan for channel types
- create channels
- manage Microsoft Teams channel settings
- create and manage Microsoft Teams policies for private channels
- manage private channel membership

Manage chat and collaboration experiences

- create and manage messaging policies
- configure email integration from Microsoft Teams settings
- manage cloud file storage options
- choose an appropriate coexistence mode

Manage apps for Microsoft Teams

- manage Org-wide app settings
- create and manage app permission policies

- create and manage app setup policies
- add apps, connectors, tabs, and messaging extensions to a team
- customize the app store
- publish and configure a custom app to Microsoft Teams

Manage calling and meetings (15-20%)

Manage meeting experiences

- configure meeting settings
- create and manage meeting policies
- create and manage conference bridges
- configure live events settings
- create and manage live events policies

Manage phone numbers

- evaluate when to use Calling Plan versus Direct Routing
- plan and configure emergency calling policies
- add, change, or remove an emergency address for your organization
- 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

Manage Phone System for Microsoft Teams

- create and manage call park policies
- create and manage calling policies
- create and manage caller ID policies
- manage user voice settings
- create and manage dial plans
- interpret a dial plan
- identify potential issues by using the Health Dashboard for Direct Routing
- create and manage resource accounts
- create and manage call queues
- create and manage auto attendants

Monitor 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 user adoption, including Productivity Score, team usage, app usage, active users, and per-meeting metrics

- monitor and report on creation and deletion of teams
- monitor and report on guest access
- manage Notifications & alerts rules from the Microsoft Teams admin center

Troubleshoot audio, video, and client issues

- troubleshoot chat and presence issues
- identify, collect, and interpret client logs
- troubleshoot issues by using Call Analytics
- troubleshoot Microsoft Teams sign-in issues by using Azure AD sign in logs
- identify potential issues by using Call Quality Dashboard

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