Microsoft Teams Troubleshooting

WorkshopPLUS

Duration: 2 Day | **Focus Area:** Availability and Business Continuity | **Level**: 300

The Microsoft Teams Troubleshooting workshop provides attendees with the necessary knowledge of the mechanisms to be able to identify possible causes of future or current problems.

During the two-day workshop will be covered topics such as architecture, networking, troubleshooting tools, voice, etc. with all the knowledge of the field of the instructor.
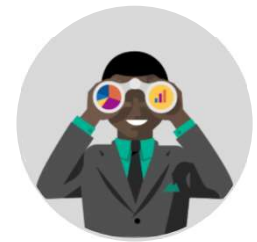
◆ OUTCOMES ◆

Skills
Understand how to avoid and how to act on problems with the help of tools and knowledge of the architecture of Microsoft Teams.

Best Practices
Identify the best way to deal with problems and how to avoid them.

Way Forward
Understand how to leave your environment more stable avoiding problems and if they appear to solve more agile.

◆ CAPABILITIES ◆

Hands-on, interactive learning with expert instructors in a classroom environment.

OUR EXPERTISE
Learn from industry experts that help enterprise customers solve their most challenging problems.
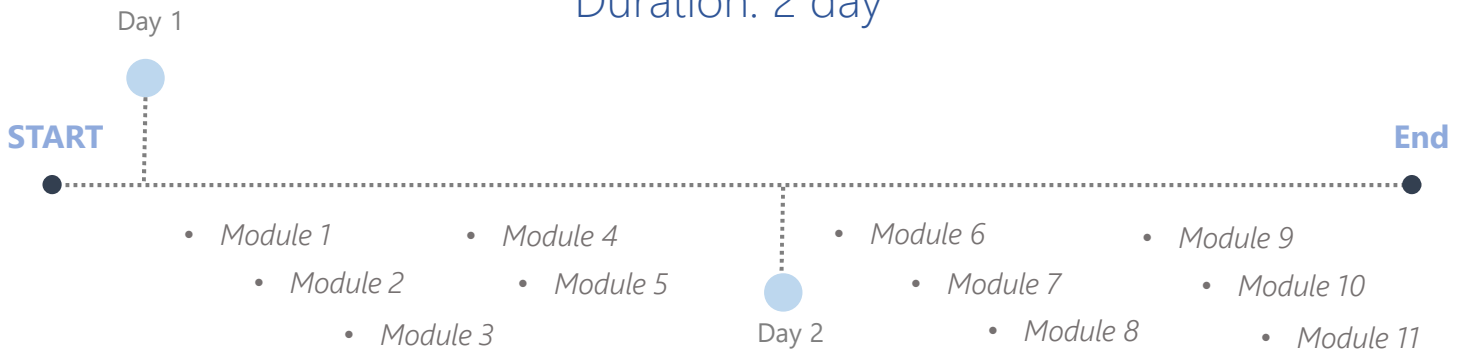
PROVEN METHODOLOGIES
Practice the concepts you learned in the classroom by engaging in hours of hands-on lab exercises.

OPTIMAL OUTCOMES
Deep technical training that equips you to overcome challenging problems in the real world
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Microsoft

Duration: 2 day

Day 1

START   **End**

- *Module 1*   • *Module 4*   • *Module 6*   • *Module 9*
  • *Module 2*   • *Module 5*   • *Module 7*   • *Module 10*
    • *Module 3*   Day 2   • *Module 8*   • *Module 11*

◆ SYLLABUS ◆

Module 1: Introduction to Teams Architecture
This module provides an overview about Teams, including architecture, services dependencies and coexistence. Subsequent modules will provide more detailed information.

Module 2: Interoperability and Coexistence
A review of coexistence scenarios and dependencies.

Module 3: Troubleshooting Tools
In this module, we study the core tools and learn how to use it to troubleshooting Microsoft Teams.

Module 4: Client Sign IN
This module is a deep-dive discussion on Sign IN process. In detail, we'll cover troubleshooting based on case study.

Module 5: Guest Access
This module covers guest access permission requirements, limitations, and configuration guidance.

Module 6: Introduction to Voice Architecture
This module provides an overview about Teams Voice architecture, including Real-Time Protocol, Signaling, calling features details, dial-plans. Subsequent modules will provide more detailed information.

Module 7: Network and Infrastructure requirements
This module covers protocols used, network and ports requirements, proxy recommendations, and bandwidth utilization guidance.

Module 8: Reporting Analysis
This module provides an overview about Call Quality Dashboard and Call Analytics, we will cover the principal reports, the requirements to separate reports per site and how to use this report to identify issues.

Module 9: QoS and Network Validation
This module provides an overview about Quality of Service, we will cover packet prioritization, recommendations and how to troubleshooting.

Module 10: Voice Troubleshooting
This module is a deep-dive discussion on voice troubleshooting. In detail, we'll cover the process to troubleshooting voice issues using the tools we learned on first module.

Module 11: SBC Configuration
This module provide an overview of Session Border Controller configuration, we will learn the necessary settings to help in troubleshooting.

NEXT STEPS: If you are interested in a WorkshopPlus – Microsoft Teams Troubleshooting for your organization, contact your Microsoft Account Representative.

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