Support for Microsoft Teams 1 Day

WorkshopPLUS

Duration: 1 day | **Focus Area: Operations and Monitoring** | **Difficulty**: 300 | **Tenant Support:** ALL

This course provides participants with the information necessary to support and understand the causes of common desktop and web client issues when using the Microsoft Teams service, including the Office 365 related components.

This workshop focuses on supporting the common features of Microsoft Teams such as authentication, service discovery and connectivity, Teams feature support and basic meeting functionality.

The goal of this workshop is to improve knowledge of the Microsoft Teams client and connectivity mechanisms and processes to better support your organizations user community.

Advanced support topics, such as Network & Protocol Tracing or advanced Microsoft 365 integration are covered in our *WorkshopPLUS: Advanced Support for Microsoft Teams* offering.

◆ OUTCOMES ◆

01
UPSKILL

Gain a deeper understanding of the architecture, connectivity and performance of the Microsoft Teams Client to better support your user community

02
BEST PRACTICES

Understand the best methodologies to approach client issues and gather the data effectively for resolution or escalation to Microsoft Support

03
WAY FORWARD

Provide Microsoft Support with in-depth information for reactive cases using the tools and processes described

◆ CAPABILITIES ◆

Upskill interactively with expert instructors in a classroom environment.
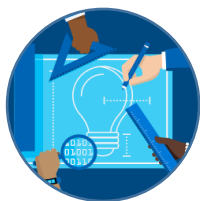
OUR EXPERTISE

Learn from industry experts that help enterprise customers solve their most challenging problems.

HANDS ON

Practice the concepts you learned in the classroom during and long after the course is complete.

IN-DEPTH LEARNING

Deep technical training that upskills and prepares you to overcome challenging problems in the real world.

Microsoft

Duration: 1 day

START ●┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈┈● **End**

MORNING SESSION	AFTERNOON SESSION
Service Foundations	**Client Problem Support Scenarios**
Web and Desktop Client Foundations Mobile Client Foundations Microsoft 365 & Teams Service Foundations Client dependencies & connectivity optimization	Client authentication scenarios Calendar/presence/email connectivity scenarios Team policy and settings support scenarios Chat and Channel messaging scenarios Guest Access scenarios Supporting Teams meeting scenarios Basic media quality support scenarios
Client Support Tools	
Client support approach and methodologies Client logging extraction and analysis Operating System and other toolsets	

◆ STATS ◆

1000+
COURSES COMPLETED

99%
CUSTOMER SATISFACTION

AVAILABLE WORLDWIDE

◆ ADDITIONAL DETAILS ◆

Outcomes
After attending this Workshop, students will:
- Clearly understand Teams client supportability, toolsets and methodologies to support, resolve and escalate Microsoft Teams client problems

Audience Profile
- Microsoft 365 Administrators
- Tier 2 and 3 Microsoft 365 Support Technicians
- Desktop Support technicians
- End User Support management

NEXT STEPS: If you are interested in this workshop for your organization, contact your Microsoft Account Representative.

Microsoft