Cloud Revolution Teams Telephony Elite Training Program – Course Overview

Course Introduction:

Communications and collaboration with Microsoft Teams are at the forefront of how people and businesses operate. It's clear that there is a massive gap in the market that focuses on deep technical and consulting training that provides specialists the skills they need to design, install, configure, and operate a Microsoft Teams Phone System solution. Cloud Revolution has spent over 1-year creating this course with our Microsoft Certified Masters, Microsoft Certified MVPs, and highly skilled business consultants. This course is open to businesses, Microsoft partners, and end-users that focus on Microsoft Teams level-300/400 operations. The course is administered in-person and will be conducted by our highly certified Masters, MVPs, and Business Consultants.

This course goes deep into the technical components that make up a global Microsoft Teams Telephony solution. Because of that we have some pre-requisites. This course is not for someone who has not had some experience in this field.

Course Objectives

This course will provide advanced skills for understanding the fundamentals of telephony and associated protocols such as SIP, telephony foundations, and integration of Microsoft Teams with these systems. The course will cover SBCs, PRI, analog telephony components in addition to Microsoft Teams integration into these systems. At the end of this course, you will have an advanced-level understanding of core telephony and Microsoft Teams Phone System integration with the PSTN.

Course Duration:

Monday-Friday – In-Person. Arrival should be Sunday with a scheduled start time of 8:00AM Monday morning. We will wrap up late Friday so travel should be planned later in the afternoon.

This program is best conducted in-person due to the nature of the presentation, labs, and deep discussions taking place. Please review our Covid-19 safety protocols

Course Pre-Requisites
- At least 2+ years of telephony experience
- MS-700
- Alta3 Sip Training (included in registration fee) (allow for 32 hours to complete online content)
- Intermediate level of understanding of Microsoft PowerShell and how to connect to online tenants
- A laptop with at least Windows 10 and the Microsoft Teams client installed with local administrator access (this is required for installation of diagnostic tools that we use during the class)

Lecture Overview

The Microsoft Teams Telephony Elite Training program has the following objectives:

- Microsoft Teams Direct Routing and Microsoft Calling Plans (Includes Lab)
- Microsoft Teams Phone System Licensing Requirements (Includes Lab)
- Network Planning and Configuration (Includes Lab)
- SBC Foundations featuring AudioCodes SBC equipment (Includes Lab)
- PBX Interoperability (Includes Lab)
- Analog, Paging, Fax, Standard SIP-based registration (Includes Lab)
- Dial-Plans and Number Normalization (Includes Lab)
- Voice Policy and PSTN usages (Includes Lab)
- Emergency Services (Overview of Ray Baum Act and Kari's law regulations) (Includes Lab)
- Teams Voice Features: Call Queue, Auto-Attendant, Dial-in Conferencing (Includes Lab)
- Teams Calling in PowerShell (Includes Lab)
- Media Bypass and Local Media Optimization
- Calling Troubleshooting
- SBC Troubleshooting
- Scenario-based Solution Design - Capstone Lab (Includes group breakout)

Lab Overview

The labs are incorporated into the flow of the lecture content. Students each have their own Microsoft Office 365 tenant, virtual AudioCodes SBC, multiple virtual office locations in Azure, with connectivity to our PSTN carrier. The lab objective consists of deploying a multi-site Microsoft Teams Phone System solution.

Covid-19 Safety Protocols

As we know by now, COVID-19 has changed many aspects of our world including the way we do business. Our attendees' health and well-being remain our #1 priority and we will do everything in our power to keep you safe. We are continuously monitoring and are committed to complying with all federal, state, and local guidance regarding in-person gatherings. Cloud Revolution continues to monitor guidance about Covid-19 from the Centers for Disease Control and Prevention to provide a safe and healthy experience for all Microsoft Teams Elite Training participants, and we are working closely with the venue to maintain the highest health & safety standards. Enhanced measures are being implemented in accordance with state and local regulations, following the guidance of the CDC and local health requirements in Las Vegas, and Clark County.

Masks are recommended in all indoor spaces of the event location.

We will continue to monitor guidelines and will follow applicable federal, state, and local laws, adapting our protocols accordingly. We will share updates and details on implementation and other safety measures under consideration.