Exam MS-700: Managing Microsoft Teams – Skills Measured

This exam was updated on July 26, 2021. Following the current exam guide, we have included a table that describes the changes that were made to the exam on that date and the previous exam guide prior to the changes.

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
- 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 services
- 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

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

The following table describes the changes that were implemented on July 26, 2021.

Previous Name	Description of change	Newly Added
Plan and Configure a Microsoft Teams Environment	Modified	
Upgrade from Skype for Business to Microsoft Teams	**Removed**	
Choose an appropriate coexistence mode to meet specific requirements	Modified	
Plan and troubleshoot meeting migration	Removed	
Configure Microsoft Teams upgrade notification and meeting app preferences	Removed	
Configure coexistence mode for the organization and per-user	Removed	
Use Advisor for Teams to assess and identify steps to roll out Microsoft Teams	Removed	
Plan and configure network settings for Microsoft Teams	**Unchanged**	
Plan for successful network deployment by using Network Planner	Modified	
Calculate network bandwidth capacity for Microsoft Teams voice, video, meetings and Live Events	Unchanged	
Assess network readiness by using the Network Testing Companion	Modified	
Configure network ports and protocols used by Microsoft Teams	Modified	

client application		
Configure media optimizations by using QoS	Modified	
Configure and manage locations including reporting labels, emergency addresses, and network topology, and networks & locations	Modified	
	Added	Determine WAN optimizer, proxy, and load balancer recommendations for Microsoft Teams
	Added	Configure Tenant Data Upload in Microsoft Call Quality Dashboard
	Added	**Identify licensing requirements for Microsoft Teams**
	Added	Identify required licensing for compliance features
	Added	Identify appropriate licensing for advanced lifecycle management of teams
	Added	Identify appropriate licensing for guest access
	Added	Identify appropriate licensing for calling, Phone System, and resource accounts
	Added	Identify appropriate licensing for Microsoft Teams Rooms and Common Area Phones
	Added	Identify appropriate licensing for apps in Microsoft Teams
Implement Governance and Lifecycle Management for Microsoft Teams	**Modified**	
	Added	Plan policy assignment for users and groups
Create and manage Microsoft Teams templates and template policies	Modified	
Set up policies for Microsoft 365 group creation	Modified	
Configure Microsoft 365 groups expiration policy and naming policy	Split	
	Split	
Archive, unarchive, delete, and restore a team	Split	

	Split	
Configure and manage Update policies	Modified	
	Added	Perform bulk user operations with PowerShell
Configure and manage guest access	**Modified**	
Configure guest users for Microsoft Teams	Combined	
	Added	Allow or prevent owners from adding guests
Configure guest permissions for a team	Modified	
Configure meeting and live events experiences for guests	Combined	
Configure messaging and calling options for guests	Combined	
Remove guests	Unchanged	
Manage Azure AD access review for guests	Combined	
Configure guest access from Azure AD portal	Modified	
Manage security and compliance	**Modified**	
Assign Microsoft Teams Admin roles	Modified	
	Added	Plan threat policies
Create and manage compliance features, including retention policies, sensitivity labels, and data loss prevention (DLP) policies	Split	
	Split	
	Split	
	Added	Plan for conditional access and MFA for Microsoft Teams
Create security and compliance alerts for Microsoft Teams	Modified	
Create an information barrier policy	Modified	
Interpret security reports for Microsoft Teams	Removed	
Deploy and manage Microsoft Teams endpoints	**Modified**	

Deploy Microsoft Teams clients to devices, including Windows, VDI (Virtual Desktop), Windows Virtual Desktop (WVD), MacOS, and mobile devices	Modified	
Manage configuration profiles	Unchanged	
Manage Microsoft Teams device tags	Unchanged	
Manage device settings and firmware	Unchanged	
	Added	Provision and configure remote sign-in for new devices
Configure Microsoft Teams Rooms accounts	Removed	
Monitor and analyze service usage	**Revised**	
Interpret Microsoft Teams usage reports	Combined	
Interpret Microsoft 365 usage reports	Combined	
Optimize call quality by using Call Analytics	Modified	
Analyze organization-wide call quality by using Call Quality Dashboard	Modified	
Use Power BI to identify call quality issues	Removed	
	Added	Monitor and report on voice and meeting quality
	Added	Monitor and report on creation and deletion of teams
	Added	Monitor and report on guest access
Manage Chat, Calling, and Meetings	Modified	
	Added	**Plan and manage channels**
Manage chat and collaboration experiences	**Split**	
Configure messaging policies	Modified	
Manage external access	Modified	
	Split	
Manage channels for a team	Split	
	Split	
Manage private channel creation	Split	
	Split	
Manage email integration	Modified	
	Split	

	Split	
Configure external access for SharePoint and OneDrive for Business	Split	
Manage cloud file storage options for collaboration	Modified	
Manage meeting experiences	**Unchanged**	
Configure meeting settings	Unchanged	
Create and manage meeting policies	Unchanged	
Configure settings for live events	Modified	
Create and manage policies for live events	Modified	
Configure conference bridge settings	Modified	
Manage phone numbers	**Unchanged**	
Recommend a PSTN connectivity solution based on specific business requirements	Modified	
Order phone numbers	Modified	
Manage service numbers	Modified	
Add, change, or remove an emergency address for your organization	Unchanged	
Assign, change, or remove a phone number for a user	Unchanged	
Manage voice and audio conferencing settings for users	Modified	
Configure dynamic emergency policies	Modified	
Manage Phone System	**Modified**	
Manage resource accounts	Modified	
Create and configure call queues	Modified	
Create and configure auto attendants	Modified	
Manage call park policies	Modified	
Manage calling policies	Modified	
Manage caller ID policies	Modified	
	Added	Create and manage dial plans
	Added	Interpret a dial plan
Interpret the Direct Routing health dashboard	Modified	
Manage Teams and App Policies	Modified	
Manage a team	**Combined**	
Create a team	Modified	
Upgrade an existing resource to a	Modified	

team		
Manage privacy levels for a team	Unchanged	
Manage org-wide teams	Modified	
Create and manage policy packages in Microsoft Teams	Unchanged	
Manage membership in a team	**Combined**	
Manage users in a team	Split	
	Split	
Configure dynamic membership	Unchanged	
Manage access review for team members	Combined	
Implement policies for Microsoft Teams apps	**Modified**	
Manage Org-wide app settings	None	
Create and manage app permission policies	None	
Create and manage app setup policies	None	
	Added	Add apps, connectors, tabs, and messaging extensions to a team
Manage apps store customization	Modified	
	Added	Publish and configure a custom app to Microsoft Teams
	Added	Monitor and troubleshoot a Microsoft Teams environment
	Added	**Troubleshoot audio, video, and client issues**
	Added	Troubleshoot chat and presence issues
	Added	Identify, collect, and interpret client logs
	Added	Troubleshoot Microsoft Teams sign-in issues by using Azure AD sign in logs

The following exam guide shows the skills that were measured prior to the changes that were implemented on July 26, 2021.

Audience Profile

The Microsoft Teams Administrator configures, deploys, and manages Office 365 workloads for Microsoft Teams that focus on efficient and effective collaboration and communication in an enterprise environment.

The Microsoft Teams Administrator must be able to plan, deploy, and manage Microsoft Teams chat, apps, channels, meetings, audio conferencing, live events, and calling. The Microsoft Teams Administrator is also responsible for upgrading from Skype for Business to Teams. Candidates for this exam should be proficient at managing Microsoft Teams settings by using PowerShell. The Microsoft Teams Administrator has a fundamental understanding of integration points with apps and services, including but not limited to SharePoint, OneDrive, Exchange, Azure AD, and Office 365 Groups. The Microsoft Teams Administrator understands how to integrate external apps and services.

The Microsoft Teams Administrator collaborates with Telephony engineers to integrate advanced voice features into Microsoft Teams. This role is not responsible for configuring direct routing, configuring call routing, or integrating telephony. The Microsoft Teams Administrator may work with other workload administrator roles, including security and compliance, messaging, networking, identity, and devices.

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 (45-50%)

Upgrade from Skype for Business to Microsoft Teams

- choose an appropriate upgrade coexistence mode to meet specific requirements
- plan and troubleshoot meeting migration
- configure Microsoft Teams upgrade notification and meeting app preferences
- configure coexistence mode for the organization and per-user
- use Advisor for Teams to assess and identify steps to roll out Microsoft Teams

Plan and configure network settings for Microsoft Teams

- plan for successful network deployment by using Network Planner
- calculate network bandwidth capacity for Microsoft Teams voice, video, meetings and Live Events
- assess network readiness by using the Network Testing Companion
- configure network ports and protocols used by Microsoft Teams client application
- configure media optimizations by using QoS
- configure and manage locations including reporting labels, emergency addresses, and network topology, and networks & locations

Implement governance and lifecycle management for Microsoft Teams

- create and manage Microsoft Teams templates and template policies
- set up policies for Microsoft 365 group creation
- configure Microsoft 365 groups, expiration policy, and naming policy
- archive, unarchive, delete, and restore a team
- configure and manage Update policies

Configure and manage guest access

- configure guest users for Microsoft Teams
- configure guest permissions for a team
- configure meeting and live events experiences for guests
- configure messaging and calling options for guests
- remove guests
- manage Azure AD access review for guests
- configure guest access from Azure AD portal

Manage security and compliance

- assign Microsoft Teams Admin roles
- create and manage compliance features, including retention policies, sensitivity labels, and data loss prevention (DLP) policies
- create security and compliance alerts for Microsoft Teams
- create an information barrier policy
- interpret security reports for Microsoft Teams

Deploy and manage Microsoft Teams endpoints

- deploy Microsoft Teams clients to devices, including Windows, VDI (Virtual Desktop), Windows Virtual Desktop (WVD), MacOS, and mobile devices
- manage configuration profiles
- manage Microsoft Teams device tags
- manage device settings and firmware
- configure Microsoft Teams Rooms accounts

Monitor and analyze service usage

- interpret Microsoft Teams usage reports
- interpret Microsoft 365 usage reports
- optimize call quality by using Call Analytics
- analyze organization-wide call quality by using Call Quality Dashboard
- use Power BI to identify call quality issues

Manage chat, calling, and meetings (30-35%)

Manage chat and collaboration experiences

- configure messaging policies
- manage external access
- manage channels for a team
- manage private channel creation
- manage email integration
- configure external access for SharePoint and OneDrive for Business
- manage cloud file storage options for collaboration

Manage meeting experiences

- configure meeting settings
- create and manage meeting policies
- configure settings for live events
- create and manage policies for live events
- configure conference bridge settings

Manage phone numbers

- recommend a PSTN connectivity solution based on specific business requirements
- order phone numbers
- manage service numbers
- add, change, or remove an emergency address for your organization
- assign, change, or remove a phone number for a user
- manage voice and audioconferencing settings for users
- configure dynamic emergency policies

Manage Phone System

- manage resource accounts
- create and configure call queues
- create and configure auto attendants
- manage call park policies
- manage calling policies
- manage caller ID policies
- interpret the Direct Routing health dashboard

Manage teams and app policies (20-25%)

Manage a team

- create a team
- upgrade an existing resource to a team
- manage privacy levels for a team
- manage org-wide teams
- create and manage policy packages in Teams

Manage membership in a team

- manage users in a team
- configure dynamic membership
- manage access review for team members

Implement policies for Microsoft Teams apps

- manage org-wide app settings
- create and manage app permission policies
- create and manage app setup policies
- manage apps store customization