



MFE-IT

Reference: AM/EN/721

Microsoft Teams Voice Engineering Training Course

Telephony, Security, Architecture and Custom Integration

Duration: 3 Days | Hours: 18 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

Business telephony is rapidly evolving towards the cloud, and Microsoft Teams has become a strategic hub for unified communications. Teams Phone turns the Teams app into a full-featured cloud PBX, enabling users to make and receive PSTN calls directly from desktop, mobile and certified hardware.

This Microsoft Teams Voice training course is tailored to the specific needs of your environment — architecture, security, operators, local compatibility. You will learn how to design, deploy and operate a complete Teams Phone solution: voice policies, routing strategies, SIP trunks, integration with PSTN providers and call quality monitoring.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Design, configure and maintain a complete VoIP architecture with Microsoft Teams
- Manage voice policies, routing strategies and SIP trunks
- Integrate PSTN operators (Direct Routing, Calling Plan, Operator Connect)
- Monitor call quality, security, troubleshooting and compliance
- Master Teams admin tools, PowerShell and Call Quality Dashboard

PREREQUISITES

- Solid understanding of Microsoft 365 and Teams environment
- Basic understanding of IP networks, VoIP, traditional telephony and SIP protocol
- Prior experience in Microsoft administration or unified communications is a real asset

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

- Voice engineers and Teams administrators
- Telecoms managers and IT operations teams
- Service providers integrating or modernising VoIP/UC solutions with Teams

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Introduction to Teams Voice

- Service overview and core voice capabilities
- User configuration and device compatibility (PC, mobile, headset)
- Common voice scenarios in modern enterprises

Module 2 – Telephony Architecture and Scenarios with Teams

- Integration options: Calling Plan, Direct Routing, Operator Connect
- Use cases, limits and hybrid architectures
- Selection criteria for typical deployments

Module 3 – Call Routing and SIP Configuration

- Voice strategies and numbering plans
- Routing rules and SIP trunking
- Session Border Controllers (SBC) configuration

Module 4 – Integration with Existing Operators and Infrastructure

- Certified operators and Direct Routing configuration
- Coexistence with PABX systems
- Migration scenarios and cutover strategies

Module 5 – Administration, Troubleshooting and Service Quality

- Call Quality Dashboard (CQD) and call reports
- SLA monitoring and auditing
- Level 3 troubleshooting techniques

Module 6 – Security and Compliance

- Encryption and access control
- Logging and call recording
- Compliance auditing and regulatory requirements

Module 7 – Compliance and Governance Introduction

- Sensitivity labels and basic DLP rules
- Retention policies for call recordings
- Simple audit configuration

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts