Skype for Business

SKYPE400: Mastering Skype for Business Core Administration and Operations
$3,195.00

- 4 Days

Upcoming Dates

Course Description

This training will give you a good understanding of how the core functionality in Skype for Business works. You will first learn how to use Skype for Business as a real Power User. After that, the training will focus on administration and operations of Skype for Business on-premises core functionality. We will also go through architecture and troubleshooting of the most common issues. The day to day administration and operations will feel like a breeze after this training.
The core functionality includes all components in Skype for Business Server except Enterprise Voice.
The trainer is also working as a consultant. In his work, he helps organizations around the world design, review and implement Skype for Business Server. He will share his knowledge and experiences from the field.

Course Outline

Day 1

- Skype for Business: Overview
  o What is Skype for Business?
  o What's new in Skype for Business from Lync
  o What is Skype for Business Online?
- Skype for Business Client Overview
  o The different clients
  o IM & Presence
  o Conferencing
  o Mobility
  o Skype Teams
  o Persistent Chat
- Skype for Business Server Overview & Architecture
  o Server Roles
  o Topology
  o Network
  o Certificates
  o DNS

Day 2

- Skype for Business Administration
  o Enabling and Configuring Users & Endpoints
  o Creating and Configuring Policies
  o Configuring External Access

o Configuring Federation
- Skype for Business Operations
  o Monitoring
  o Patching & Maintenance
- Troubleshooting Skype for Business
  o Troubleshooting Tools
  o Troubleshooting Clients
  o Troubleshooting Servers

Day 3

- Skype for Business: Overview
  o What is Skype for Business?
  o What's new in Skype for Business from Lync
  o What is Skype for Business Online?
- Skype for Business Server Overview & Enterprise Voice Architecture
  o Server Roles
  o Topology
- Connecting to the PSTN
  o What methods are available and how do we connect?
  o Routing & Number Planning
- Skype for Business Enterprise Voice Administration
  o Enabling and Configuring Users & Endpoints
  o Creating and Configuring Policies
- Troubleshooting & Operating Skype for Business Enterprise Voice
  o Troubleshooting Tools
  o Troubleshooting Calls
  o Monitoring Call Quality

Day 4

- Skype for Business Online Overview
  o What is Skype for Business Online?
  o What functionality is available in Skype for Business Online
  o Benefits & Pitfalls
- Cloud PBX & Cloud Connector Edition Overview & Architecture
  o Cloud PBX & Cloud Connector Edition Architecture
- Skype for Business Hybrid Overview & Architecture
  o What is Skype for Business Hybrid?
  o Skype for Business Hybrid Architecture
- Skype for Business Online & Hybrid day to day administration
  o Configuring Users
  o Configuring Policies
  o Configure Cloud PBX & Hybrid Voice
- Skype for Business Online & Hybrid operations
  o Monitor and Operate Skype for Business Online
  o Monitor and Operate Skype for Business Hybrid
- Troubleshooting Skype for Business Online & Hybrid
  o Troubleshooting Tools
  o Troubleshooting traffic flows

Audience

This course is intended for Skype Administrators, Helpdesk/Service desk agents who want to raise their skills in Skype for Business.

Prerequisites

Before attending this course, students should have:

- Basic Understanding of TCP/IP
- Basic Experience in working with Lync/Skype for Business as an end-user and service desk operator.

What You Will Learn

Being able to fully understand all the features of Skype for Business (except Enterprise Voice). To have a basic understanding of the Skype for Business Server Architecture. Being able to troubleshoot the most common issues with Skype for Business. Being able to administer and operate a full on-premises Skype for Business environment.
You will have a good understanding and practical experience of the following techniques:
Skype for Business Overview

- Skype for Business Client Overview
- Skype for Business Server Overview & Architecture
- Skype for Business day to day administration
- Skype for Business operations
- Troubleshooting Skype for Business