



## 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