

PROFESSIONAL COURSE OUTLINE

Microsoft

Microsoft 365 Exchange Online Support Engineer Specialty

Program aligned

Warning This certification and the renewal assessment are retired.

Cloud

Advanced

M365

PROGRAM CODE

Program aligned

DELIVERY

Virtual, On-site, or Hybrid

DURATION

Certification readiness

CERTIFICATION

**Microsoft 365 Certified:
Exchange Online Support
Engineer Specialty**

AUDIENCE PROFILE

Who This Program Is For

Built for Support Engineer learners preparing for Microsoft 365 Exchange Online Support Engineer Specialty.

PROGRAM SUMMARY

What This Course Covers

Warning This certification and the renewal assessment are retired.

TAILORED DELIVERY

Adapt the program around your team.

This outline can be adapted for virtual, on-site, or hybrid delivery, with emphasis adjusted for your team's platform priorities, role mix, and implementation goals.

Enterprise-ready delivery format

VNode ITeS can align labs, examples, delivery pace, and assessment checkpoints to the required audience profile while preserving the official program sequence where applicable.

COMPLETE MODULE SEQUENCE

Module Flow and Topic Coverage

The structure below presents the current delivery flow for this program, including the associated topics covered under each module.

1

MODULE 1

Troubleshoot mail flow issues

Official Microsoft Learn measured skill area for Microsoft 365 Exchange Online Support Engineer Specialty.

- Troubleshoot mail flow issues
- Troubleshoot compliance and retention issues



Plan the next session

We can tune this outline around your delivery goals and team mix.

TALK TO US

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Page 1 of 2

2

MODULE 2

Troubleshoot compliance and retention issues

Official Microsoft Learn measured skill area for Microsoft 365 Exchange Online Support Engineer Specialty.

- Troubleshoot mail client issues
- Troubleshoot Exchange Online configuration issues

3

MODULE 3

Troubleshoot mail client issues

Official Microsoft Learn measured skill area for Microsoft 365 Exchange Online Support Engineer Specialty.

- Troubleshoot hybrid and migration issues

4

MODULE 4

Troubleshoot Exchange Online configuration issues

Official Microsoft Learn measured skill area for Microsoft 365 Exchange Online Support Engineer Specialty.

- Troubleshoot Exchange Online configuration issues

5

MODULE 5

Troubleshoot hybrid and migration issues

Official Microsoft Learn measured skill area for Microsoft 365 Exchange Online Support Engineer Specialty.

- Troubleshoot hybrid and migration issues

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Page 2 of 2