

PROFESSIONAL COURSE OUTLINE

Microsoft

Microsoft 365 Teams Support Engineer Specialty

Program aligned

Warning This certification and the renewal assessment are retired.

Security

Intermediate

Office Teams, Office Onedrive, Office 365, Ms Graph, Entra Id

PROGRAM CODE

Program aligned

DELIVERY

Virtual, On-site, or Hybrid

DURATION

Certification readiness

CERTIFICATION

Microsoft 365 Certified:
Teams Support Engineer
Specialty

AUDIENCE PROFILE

Who This Program Is For

Built for Support Engineer learners preparing for Microsoft 365 Teams 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.

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MODULE 1

Troubleshoot Microsoft Teams voice issues

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

- Troubleshoot Microsoft Teams voice issues
- Troubleshoot issues with Microsoft Teams meetings and live events



Plan the next session

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

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MODULE 2

Troubleshoot issues with Microsoft Teams meetings and live events

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

- Troubleshoot federation issues
- Troubleshoot issues signing into Microsoft Teams

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MODULE 3

Troubleshoot federation issues

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

- Troubleshoot teams and channels
- Troubleshoot issues with files

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MODULE 4

Troubleshoot issues signing into Microsoft Teams

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

- Troubleshoot issues signing into Microsoft Teams

5

MODULE 5

Troubleshoot teams and channels

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

- Troubleshoot teams and channels

6

MODULE 6

Troubleshoot issues with files

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

- Troubleshoot issues with files

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