



IComm's Administration Training service ensures your technical people are confident with managing day-to-day issues that will arise when it comes to Skype for Business or Microsoft Teams.

Whether the solution is on-premise or hybrid, you will not only learn about how to manage ongoing issues raised by your users, but also best practice and Skype for Business dependencies.

If your solution is a fully cloud solution, Administration Training is still a requirement so that end users can be managed appropriately.

The Administration Training service includes:

Administration Training

- Introduction to Skype for Business / Microsoft Teams infrastructure
- Control panel
- AD - E.164 format
- Microsoft Exchange UM-Wizard

Response Group

- Creation
- Management
- Common area phones

Other

- QOE / O365 analytics
- Basic gateway skills
- PowerShell commands
- Voice policies