

# Microsoft

## Exam Questions MS-720

Microsoft Teams Voice Engineer



#### NEW QUESTION 1

- (Exam Topic 2)

You need to configure a toll-free dial in bridge for Teams meetings. The solution must meet the technical requirements.

Which three prerequisites must be met before you can assign the toll-free bridge to Teams meeting organizers? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Purchase Communications Credits.
- B. Assign a phone number to a resource account.
- C. Get an auto attendant toll-free number.
- D. Get a Dedicated conference bridge (Toll Free) number.
- E. Purchase a Microsoft 365 Domestic and International Calling Plan license.
- F. From the meeting policy, set Allow dial -in users to bypass the lobby to On.
- G. Assign a phone number to the bridge.

**Answer:** ADG

#### **Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams>

#### NEW QUESTION 2

- (Exam Topic 2)

You need to validate the limited pilot based on the technical requirements. What should you use?

- A. Microsoft 365 network connectivity test tool
- B. self-help diagnostics for Teams
- C. the test -CsTeamsShiftsConnectionValidflte cmdlet
- D. the Teams device usage report in the Microsoft Teams admin center

**Answer:** A

#### **Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/enterprise/assessing-network-connectivity?view=o365-worldwi>

#### NEW QUESTION 3

- (Exam Topic 2)

You need to meet the technical requirements for the returns department.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

#### **Explanation:**

Graphical user interface, text Description automatically generated

<https://docs.microsoft.com/en-us/powershell/module/skype/set-cscallinglineidentity?view=skype-ps>

#### NEW QUESTION 4

- (Exam Topic 3)

You are optimizing a network to better support voice and collaboration workloads in Microsoft Teams. When the users are at a specific corporate site, you need to prevent the users from adding video during calls.

Solution: You run New-CsTeamsMeetingPolicy and set the-AllowIPvideo parameter to SFalse.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 5

- (Exam Topic 3)

You port phone numbers from a legacy earner to Microsoft Teams Phone to use with Microsoft Teams Calling Plans.

You attempt to assign a number to a resource account that will be used by an auto attendant, but the number does NOT appear on the list of available numbers.

You need to ensure that you can assign the number to the resource account. What should you do?

- A. Submit a request to convert the number from a user number to a service number.
- B. Run the Set-CsOnlineApplicationInstance cmdlet.
- C. Run the Set-CsTeamsUnassignedNumber Treatment cmdlet.
- D. Order a new number from Microsoft.

**Answer:** D

#### NEW QUESTION 6

- (Exam Topic 3)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You need to create a new call queue to route calls to support agents. The support agents must be able to see their call queue history and the shared transcribed voicemail. The solution must minimize administrative effort.

Solution: You redirect calls for the call queue to a shared voicemail box. Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### Explanation:

Reference:

<https://www.orbid365.be/shared-voicemail-arrives-in-teams/>

#### NEW QUESTION 7

- (Exam Topic 3)

You have a Microsoft Teams deployment and an existing telephony solution that provides PSTN capability to on premises third-party PBX systems in two separate locations.

You need to implement a redundant PSTN solution for Microsoft Teams Phone. The solution must use the existing telephony earner services. The solution must ensure that outbound calls can be made if a component fails.

Which three components should you implement? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point

- A. highly available Session Border Controllers (SBCs)
- B. calling policies
- C. PSTN usages
- D. voice routing policies
- E. tenant dial plans

**Answer:** CDE

#### NEW QUESTION 8

- (Exam Topic 3)

Your company assigns an Office 365 E3 license to each user. All users are in France. You plan to deploy Direct Routing.

Which additional license should you assign to the users?

- A. Microsoft 365 Audio Conferencing
- B. Microsoft 365 Phone System - Virtual
- C. Microsoft 365 Phone System
- D. Microsoft 365 Domestic and International Calling Plan
- E. Microsoft 365 Domestic Calling

**Answer:** C

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

#### NEW QUESTION 9

- (Exam Topic 3)

Your company uses configuration profiles to manage Microsoft Teams-certified IP phones. The Standard configuration profile is applied to the IP phones.

The help desk receives reports that several user phones fail to lock automatically after the timeout period. You need to verify whether the configuration profile is applied to the problematic phones.

Solution: From Devices in the Microsoft Teams admin center, you select IP Phones, find the reported phones, and review the Configuration profile column.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 10

- (Exam Topic 3)

Your company has a Microsoft Teams Phone deployment that uses Direct Routing and a single carrier. You deploy a new Session Border Controller (SBC) that shows as healthy in the Microsoft Teams admin center.

You place a test call over the new SBC, and the call succeeds.

When you attempt to transfer the call, the transfer fails. A portion of the SIP ladder is shown in the exhibit. (Click the Exhibit tab.)

What is a possible cause of the issue?

- A. The Refer on the SBC is misconfigured.
- B. notify is enabled in the SIP options of the SBC.
- C. The carrier rejects the format of the forwarded FROM number.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/issues-with-call-tran>

#### **NEW QUESTION 10**

- (Exam Topic 3)

You are deploying Microsoft Skype for Business 3PIP phones to remote sites for use with Microsoft Teams. You need to sign each 3PIP phone in to Teams. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. From the Microsoft Teams admin center, remotely provision a new device.
- B. From the device, instruct a local user to sign in from a computer that connects to the device by using a USB cable.
- C. From the device, instruct a local user to sign in by using the device itself.
- D. From the device, instruct a local user to use the direct inward dial (DID) number and PIN of the assigned account.
- E. From the device, instruct a local user to sign in from the web.

**Answer:** CE

#### **NEW QUESTION 14**

- (Exam Topic 3)

Your company uses a third-party ticketing system.

You need to send an alert to the ticketing system when an IP phone goes offline. What should you do?

- A. Add a webhook.
- B. Create a live events policy.
- C. Add a channel alert.
- D. Add a configuration profile for the IP phones.

**Answer:** A

#### **NEW QUESTION 18**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You deploy a new network site.

You discover that the new site is not listed in location-based reports. Other sites appear in the reports. You need to ensure that all the sites appear in the reports. What should you do?

- A. From Network planner in the Microsoft Teams admin center, modify an existing network plan.
- B. From Network planner in the Microsoft Teams admin center, add a new persona.

- C. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains the new network site only.
- D. From the Microsoft Call Quality Dashboard, select Tenant Data Upload and upload a CSV file that contains all the network sites.
- E. From Network planner in the Microsoft Teams admin center, add a new network plan.

**Answer:** D

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/cqd-upload-tenant-building-data>

**NEW QUESTION 19**

- (Exam Topic 3)

Your company uses Microsoft Skype for Business Server 2015 and Enterprise Voice as the PSTN solution. You plan to migrate all users to Microsoft Teams Calling Plans.

You will decommission Skype for Business Server after the migration is complete.

You need to ensure that all the users retain their current phone number once the migration is complete. The solution must minimize the downtime of PSTN features for each user.

What should you do first?

- A. From the Microsoft 365 admin center, purchase Communications Credits for all the users.
- B. Schedule a port order for the phone numbers of all the users.
- C. From the Microsoft Teams admin center, order phone numbers for all the users.
- D. Migrate all the users to Teams.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams>

**NEW QUESTION 20**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. You are deploying Direct Routing.

All users have a SIP URI in the format of user@contoso.com. The Session Border Controller (SBC) is named sbc.voice.contoso.com.

When troubleshooting errors on the SBC, you receive the warning shown in the following exhibit.

What is a possible cause of the issue?

- A. The certificate does not match the FQDN on the SBC.
- B. The firewall blocks inbound traffic on port 443 to the SBC.
- C. Only TLS 1.0 is enabled on the SBC.
- D. Microsoft 365 Phone System licenses are not assigned to the users.

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certif>

**NEW QUESTION 21**

- (Exam Topic 3)

In the Microsoft Call Quality Dashboard, you discover an increasing trend of poor-quality calls. You need to implement a solution to identify problematic sites.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Run the CQD User Feedback (Rate My Call) Report.
- B. Create a building data file.
- C. Upload a file to the Tenant Data Upload page.
- D. Upload a file to the Reporting Labels page.
- E. Create an endpoint data file.
- F. Install the Power BI connector for Call Quality Dashboard (CQD).

**Answer:** BC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/cqd-upload-tenant-building-data>

**NEW QUESTION 22**

- (Exam Topic 3)

You are selecting devices for use in conference rooms. The conference rooms must support two front of room displays.

Which two types of devices meet the requirements? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams displays
- C. Microsoft Teams audio conference phones
- D. Microsoft Teams Rooms on Windows
- E. Microsoft Surface Hub 2S

**Answer:** AD

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/rooms/teams-devices-feature-comparison>

**NEW QUESTION 26**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment. The 613 7010 5XXX phone number range is allocated to the Session Border Controller (SBQ). A user named User1 is configured as shown in the following exhibit.

User1 reports that when an external caller attempts to call the phone number or User1, the external caller receives an error message.

User 1 can make outbound calls, but no caller ID appears.

Which two commands should you run to resolve the issues? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Option A
- B. Option B
- C. Option C
- D. Option D
- E. Option E

**Answer:** AD

**NEW QUESTION 28**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You have a cloud-only user named user1@contoso.com.

You need to enable a Direct Routing phone number for user1@contoso.com.

How should you complete the PowerShell script? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 32

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You have a PBX that connects to the PSTN by using an E1/T1 Primary Rate interface (PRI). You plan to migrate to Direct Routing by using the existing PSTN services.

What should you install upstream of the PBX?

- A. a physical Session Border Controller (SBC)
- B. an FXO SIP Analog Telephony Adapter (ATA)
- C. a virtual Session Border Controller (SBC)
- D. a Session Border Controller (SBC) in Azure

**Answer:** A

#### NEW QUESTION 37

- (Exam Topic 3)

Your company currently allows call park for all PSIN users. The call park policies are configured as shown in the exhibit. (Click the Exhibit tab.)

You have a Microsoft 365 group named Help Desk.

You need to ensure that only the Help Desk group can use call park. The solution must minimize the number of policies and administrative effort.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Assign Policy2 to all users.
- B. In the Global (Org-wide default) policy, set Allow call park to Off.
- C. Create a new call park policy named Policy2 and set Allow call park to Off.
- D. Assign Policy1 to the Help Desk group.
- E. Assign the Global (Org-wide default) policy to the users in the Help Desk group.
- F. Create a new call park policy named Policy1 and set Allow call park to On

**Answer:** BDF

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/call-park-and-retrieve>

#### NEW QUESTION 40

- (Exam Topic 3)

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company uses Microsoft Teams Calling Plans.

The company acquires a small development team. Currently, users on the team have their own direct inward dial (DID) numbers that have PSTN capabilities.

You migrate the users to Teams.



You need to ensure that the users have phone numbers.

Solution: From the Microsoft Teams admin center, you create a new port order. Does this meet the goal?

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/phone-number-calling-plans/transfer-phone-numbers-to-teams>

#### **NEW QUESTION 42**

- (Exam Topic 3)

You have a Microsoft Teams Phone deployment.

You are designing a room that will be used for collaboration.

You need to select a device for the room. The device must meet the following requirements:

Support video.

Support one-touch join for meetings.

Can start new meetings from within the room.

Support HDMI ingestion of content into Teams.

Which type of device should you select? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Teams Rooms on Android
- B. Microsoft Teams panels
- C. Microsoft Teams Rooms on Windows
- D. Microsoft Surface Hub 2S.
- E. Microsoft Teams displays.

**Answer:** AC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/rooms/teams-devices-feature-comparison>

#### **NEW QUESTION 43**

- (Exam Topic 3)

Your company uses configuration profiles to manage Microsoft Teams-certified IP phones. The Standard configuration profile is applied to the IP phones.

The help desk receives reports that several user phones fail to lock automatically after the timeout period.

You need to verify whether the configuration profile is applied to the problematic phones.

Solution: From Users in the Microsoft Teams admin center, you locate each affected user and review the settings on the Voice tab.

Does this meet the goal?

- A. Yes
- B. No

**Answer:** B

#### **NEW QUESTION 46**

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